

RESOLUTION NO. 2020- 548

A RESOLUTION AUTHORIZING AWARD OF A CONTRACT TO CAYENTA, A DIV. OF N. HARRIS COMPUTER CORP., BURNABY, B.C., FOR UTILITY CUSTOMER INFORMATION SYSTEM SOFTWARE, VERSION UPDATE AND PRODUCT ENHANCEMENTS.

WHEREAS, there exists a need for Utility Customer Information System Software, Version Update and Product Enhancements for Vineland Municipal Utility; and

WHEREAS, the City of Vineland has a need to acquire such service as a Non-Fair and Open Contract pursuant to N.J.S.A. 19:44A-20.5; and

WHEREAS, the purchasing agent has determined and certified in writing that the value of said services will exceed \$17,500.00; and

WHEREAS, the Director of Municipal Utilities has recommended that a contract be awarded to Cayenta, A Div. of N. Harris Computer Corp., Burnaby, B.C., for Utility Customer Information System Software, Version Update and Product Enhancements for Vineland Municipal Utility, in an amount of \$255,145.00; and

WHEREAS, N. Harris Computer Corporation has completed and submitted a Business Entity Disclosure Certification and the Political Contribution Disclosure Form for Non-Fair and Open Contract which certifies that N. Harris Computer Corporation has not made any reportable contributions to a political or candidate committee in the City of Vineland in the previous one year and that the contract will prohibit N. Harris Computer Corporation from making any reportable contributions through the term of the contract to a political or candidate committee in the City of Vineland; and

WHEREAS, the availability of funds for said contract to be awarded herein have been certified by the City Comptroller; and

WHEREAS, the City of Vineland has certified that this meets the statute and regulations governing the award of said contracts.

NOW THEREFORE BE IT RESOLVED, by the Council of the City of Vineland that:

1. This contract is awarded without competitive bidding in accordance with 40A:5(dd) of the Local Public Contracts Law for the provision or performance of goods or services for the support or maintenance of proprietary computer hardware and software, except that this provision shall not be utilized to acquire or upgrade non-proprietary hardware or to acquire or update non-proprietary software.
2. The Purchasing Agent be and the same is hereby authorized to issue contract to Cayenta, A Div. of N. Harris Computer Corp., Burnaby, B.C., for Software Maintenance for Utility Customer Information System Software, Version Update and Product Enhancements for Vineland Municipal Utility, in an amount of \$255,145.00.
3. The Business Disclosure Entity Certification, the Political Contribution Disclosure Form and the Determination of Value be placed on file with this Resolution.
4. Notice of this action shall be printed once in the Daily Journal.

Adopted:

\_\_\_\_\_  
President of Council

ATTEST:

\_\_\_\_\_  
City Clerk

**REQUEST FOR RESOLUTION FOR CONTRACT AWARDS  
UNDER 40A:11-5 EXCEPTIONS  
(PROFESSIONAL SERVICES, EUS, SOFTWARE MAINTENANCE, ETC)**

11/25/2020

(DATE)

DEC 02 2020

CITY OF VINELAND  
BUSINESS ADMIN.

1. Service (detailed description): Utility Customer Information System Software, Version Update and Product Enhancements.
2. Amount to be Awarded: \$ 221,820.00 + 33,325 (Cont. 15%) = \$255,145.00
3. Amount Budgeted: \$ 260,000
4. Budgeted: By Ordinance No. \_\_\_\_\_  
Or Grant: Title & Year \_\_\_\_\_
5. \*\*Account Number to be Charged: 0-05-55-502-9006-53016 E922
6. Contract Period: \_\_\_\_\_
7. Date To Be Awarded: After Resolution Approved
8. Recommended Vendor and Address: Cayenta, A Div. of N Harris Computer Corp.  
4200 N Frasier Way, Burnaby B.C.
9. Justification for Vendor Recommendation:(attach additional information for Council review)  
The Utility implemented the Cayenta CIS/Billing system in 2015, the system provided many improvements and handled all the advanced billing needs of the utility. We now need to update the software to the newest version and add some enhanced data and customer service features. Additional detail is attached.

Non-Fair & Open (Pay-to-Play documents required)

Fair & Open: How was RFP advertised? \_\_\_\_\_

10. Evaluation Performed by: Robert Napier *Robert A. Napier*
11. Approved by: *John Lulle*

12. Attachments:

Awarding Proposal

Other: Justification and Quote.

• Send copies to:

**Purchasing Division**  
**Business Administration**

*BN*

\*\* If more than one account #, provide break down

## Cayenta Version 9 Upgrade with Clue and Café Analytics for CIS

The Utility implemented the Cayenta CIS/billing system in 2015, we have been using the software successfully, it has automated all our billing functions and has provided enhance function and support for our customers. We have remained on relatively the same software version 7.8.0.006 since that time. Our version functions well, but we need to migrate to the latest release version to provide up to date features for our customers. The software cost for the latest software release, version 9.0.1.017, is covered in our annual maintenance and support package. The cost for the Upgrade is for support hours to successfully migrate to the new version, costs to implement some product enhancements and some contingency hours for potential report or process changes if needed.

The expected cost breakdown is listed below, the discovery session will help refine item costing based on new capabilities, wants and needs. The project will last between 4 and 5 months and will be managed to stay within the financial scope provided.

Discovery for configuration and options	\$ 8,200.00
Version 9 Upgrade	\$ 138,030.00
Net Metering Enhancement	\$ 12,900.00
CLUE - Cayenta Link Using Excel	\$ 4,730.00
Cayenta Analytics (CAFÉ) for CIS	\$ 40,960.00
CAFÉ - Software License	\$ 15,000.00
Annual cost for Seat License	\$ 2,000.00
<b>Total</b>	<b>\$ 221,820.00</b>

Contingency Hours	\$ 33,325.00	15%
<b>Total Cost for Upgrade with Options and Contingency</b>	<b>\$ 255,145.00</b>	

Some notable improvements in the updated software are listed below.

System has been updated to fully support advanced meters.

Customer self-service is a core feature of Version 9.0, enabling the ability for customers to configure their preferred communication methods and the time of their notifications.

The update provide a higher level of data encryption in accordance with AES256 standards.

Updated screens to provide for more information and efficient viewing of data. This will enhance the customer's and CSR's ability to look at data providing for a more efficient experience.

Enhancements that allow deposits to be moved to a new location, better billing notifications and payment features.

Improved work function allows for more efficient review of data exceedances, better handling and notification for work flows and enhanced mapping functions for service orders that enables efficient route selection.



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Robert A. Napier P.E.  
Superintendent Electric Distribution



November 23, 2020

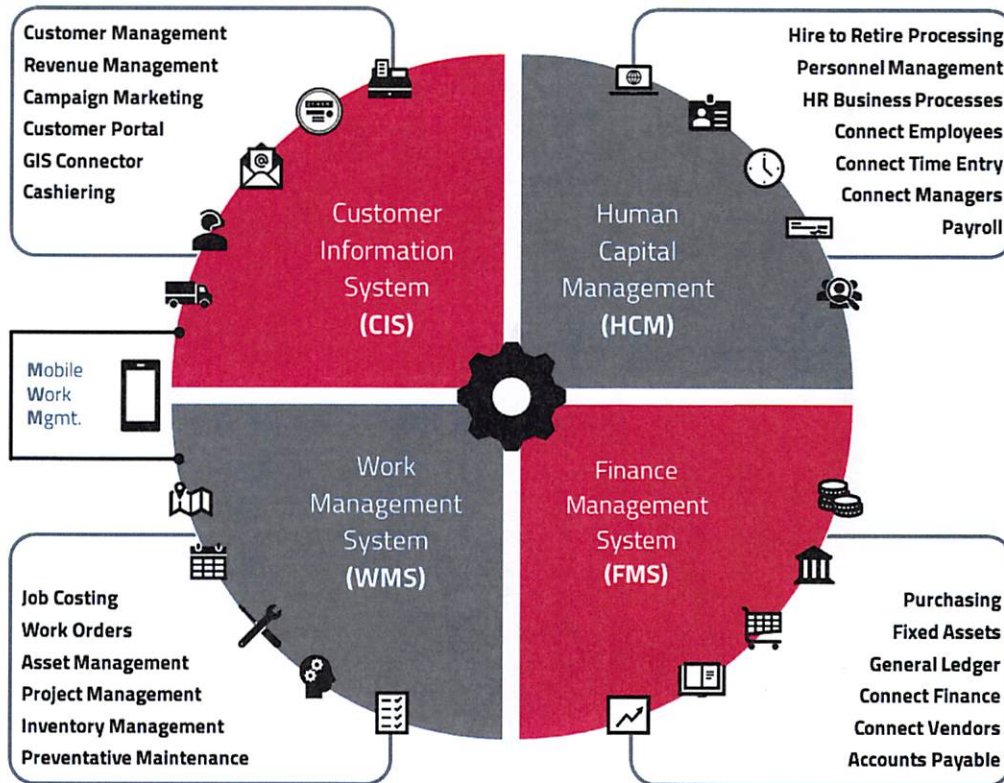
City of Vineland, NJ  
 Mr. Robert A. Napier  
 Superintendent Distribution

**RE: Cayenta Version 9 Upgrade, CLUE, and Café Analytics for CIS**

Dear Robert,

Cayenta would like to thank the City of Vineland for allowing us to present this proposal. The City is an important partner for Cayenta. We are delighted to have the opportunity to engage with you to assist the City with moving to Cayenta’s current release, as well as enabling the City to take advantage of other current functionality.

We believe moving to version 9, will ensure the City gets the most out of its investment in Cayenta. As we work through the discovery processes, we will have a better understanding of the City’s current needs. As such we have developed this proposal and have included a menu of optional a la carte products and services for your review.



## V9 Upgrade

### Core Upgrade Activities

The first section of this proposal covers the services Cayenta will deliver to assist the City with moving to Cayenta’s current version of v9. The v9 upgrade project is estimated to take place over a five-month time period. The project will also encompass a combination of on-site (dependent upon our current situation with COVID-19 travel) and remote activities.

We typically propose a discovery quote to review your specific needs related to the v9 upgrade as well as for the CLUE and Café Analytics Products. We recommend this upfront discovery at forty (40) hours and will offer it at a discounted rate of \$205.00/hr for a total of \$8,200.00. We have also included specific discovery time for the net metering enhancements within the v9 upgrade, this will be done during the process of the upgrade.

Once we have the City’s approval, we will begin our review. The discovery process will ensure that we provide the most accurate estimate of the work required to accomplish and meet the needs of the City.

A high-level budgetary quote for these services is in the following table for your review. These are high-level estimates and all amounts are subject to change based upon the discovery sessions.

### Cayenta Budgetary Pricing for City of Vineland

**Cayenta budgetary pricing for City of Vineland, NJ**

215		Hourly Rate - 2020				
Functional Area	Notes / Comments	3rd Party TM1 License Costs	Annual cost license - based on count	Implementation Costs	Implementation hours expected	Estimated Travel Costs
<b>UPGRADE</b>						
Upgrade	To v9			\$138,030	642	\$2,000
Net Metering Enhancements	Discovery session is included in v9 upgrade - this is an estimated budget for the work to be done on Net Metering, but the actual dollars remain to be determined after the Discovery is complete. Time and Materials - 60 hours			\$12,900	60	
<b>Additional</b>						
Cayenta Link Using Excel (CLUE)	Assumes 4 CLUE license (\$500 each - annually) as well as T&M Training in use of the CLUE tool, and T&M Support time.		\$2,000	\$4,730		
Cayenta Analytics (CAFÉ) for CIS	Annual license maintenance of 25% (from install). Cubes - Revenue; AR; GL; Collections; Account Profile	\$15,000		\$40,960		
<b>TOTAL</b>		\$15,000	\$2,000	\$196,620		\$2,000
<b>License Costs + Implementation</b>				<b>\$213,620</b>		

The proposed pricing for the Cayenta V9 upgrade is based upon the Client Profile in Exhibit A and is detailed in Exhibit B.



## CLUE

Cayenta Link Using Excel (CLUE) is a Cayenta developed Excel Ribbon that allows users to manage your Cayenta database through Microsoft Excel. This allows users to perform adjustments, changes, and updates to your CIS database at a batch level, without ever having to log into Cayenta.

CLUE also takes advantage of the new “Portal Quick Export” functions, which allows for the mass export of large amounts of data very quickly. For example; 100,000 rows can be exported in less than a minute (for a well-optimized MS SQL database.)

Experience the power of CLUE by downloading information that needs to be updated and then use CLUE to complete these mass updates.

### *Sample Usage:*

- Mass update of Location Addresses (where a street is renamed)
- Mass upload of new Service Locations

System administrators define which CLUE Tools, and which portals, statistics and update API's the users have access to using standard Menu Security in the Security Control Portal.

## CLUE Pricing

The estimated CLUE subscription and implementation pricing is included in the Cayenta Budgetary Pricing section above. The final pricing to be refined through the discovery process.

## Cayenta Café Analytics for CIS

Cayenta with IBM Cognos Analytics for Excel you can use Cognos data inside Excel to explore and analyze data, create reports, invoices, and statements.

With the interactive drag and drop environment, you can leverage your data to understand trends, assess performance, and answer your business questions with ease.

### *Sample usage:*

- User-friendly interfacing with users across your organization
- Robust reporting capabilities
- Informed decision making – useful analysis of data

## Cayenta Café Analytics Pricing

The estimated Cayenta Café Analytics for CIS subscription and implementation pricing is included in the Cayenta Budgetary Pricing section above. The final pricing to be refined through the discovery process.

## Non-Disclosure Agreement

Please note that this proposal provided by Cayenta contains confidential information of a commercially sensitive and proprietary nature and that this proposal is confidential and proprietary. Disclosure in any form to third parties is not permitted unless prior authorization is granted by Cayenta.



## Conclusion

Cayenta is committed to developing comprehensive, configurable Enterprise Resource Planning (ERP) solutions that meet the needs of organizations that manage essential services. On behalf of Cayenta, I would like to thank the City of Vineland for the opportunity to present this proposal. If you require a more in-depth explanation of any part of this document or would like more information, please do not hesitate to contact me.

Sincerely,



Donna M. Parker  
Account Manager  
dparker@cayenta.com  
Cayenta ERP

## Appendix A – Vineland’s Cayenta Profile

Products currently installed (CIS, FMS, WM, HR/PA)	CIS
Current Version (e.g. - 7.7.0)	7.8.0
Oracle or SQL Server Database (& version)	SQL 2012 R2
Number of CIS Accounts	21000 Electric 15000 Water
Number of Users	80
FMS Modules	NA
HR/PA Modules	NA
WM Modules	NA
Cayenta Managed Solutions (CMS)	Yes
Actuate or Cognos (version?, Planet Press?, TM1?)	Cognos, Planet Press
Custom Cayenta Reports	Bill Print, Sales Revenue, Sales Summary, AR Aging, All Notices.
CF scripting (or In-house built scripts)	NA
Budget Prep	NA
Time Entry (TE)	NA
Customer Self Service (CSS)	Gen 3
Employee Self Service (ESS)	NA
Vendor Self Service (VSS)	NA
Cayenta Dashboard	NA
Cognos Analytics for Excel (CAFÉ) and Cayenta Framework models	NA
Cayenta Analytics (for Utilities)	Considering this with upgrade - demo to be scheduled
Cayenta Link using Excel (CLUE)	Considering this with upgrade - demo to be scheduled
Custom Portals	Code Enforcement, Edmonds Property Tax, Edmonds Financials, Land File Location Portal, Lifeline, Property Tax.
Custom Interfaces	Datavoice OMS
3rd party integration	Paymentus
Number of Environments (CayTest, CayGold, CayProd?)	3. CAYPROD, CAYTEST, CAYTRN
Combined Menus already? (Y/N)	Yes
Combined Database already? (Y/N)	NA
Internal or 3rd Party Upgrade Project Manager?	None at this time
Known Constraints (e.g. Must be live by, etc.)	NA
Complete list of WORD Templates/Forms used	NA
Already using Time-Based Employee Master?	NA
Already using Time-Based Deductions?	NA
How far back do Yeared financial tables go?	NA
Number of Employees (Total; Full; Part-time; Seasonal)	100



## Appendix B – Cayenta CIS V9 upgrade detailed pricing:

Services Component 1: Monthly Services							
Item	Description	Group	Qty	Unit	Hours	Total Hours	Total
1.01	Monthly Project Manager Services Represents 8 hours per week	PM	5	Months	32	160	\$34,400.00
1.02	Monthly Consulting Services - CIS Represents 10 hours per week	Consulting	4	Months	40	160	\$34,400.00
1.03	Go-Live - Go-Live weekend & 1 week transition - then hand back to Standard Support	Consulting and PM	1	Each	80	80	\$17,200.00
	<b>Total</b>					<b>400</b>	<b>\$ 86,000.00</b>

Audit Services 2: Included in Annual Maintenance							
Item	Description	Group	Qty	Unit	Hours	Total Hours	Total
2.01	Environment Audit - no cost	Included	1	Each	8	8	\$0.00
2.02	Functional Audit - no cost	Included	1	Each	16	16	\$0.00
2.03	Product Release notes and Feature Release docs. Available online via HAL and Cayenta Wiki	Support	1	Each	0	0	\$0.00
2.04	End User Training guides for upgrade version This will be delivered via the Cayenta wiki	Support	1	Each	0	0	\$0.00
	<b>Total</b>						<b>\$ -</b>

Services Component 3: Technical and Data Services							
Item	Description	Group	Qty	Unit	Hours	Total Hours	Total
3.01	Creation and validation of new Production environment (CayProd) for upgrade version	Technical	1	Each	16	16	\$3,440.00
3.02	Adding SSL Security for Web Applications Enhanced service controls & API using SSL security (HTTPS)	Web	1	Each	8	8	\$1,720.00
3.03	Upgrade Cognos	Reporting	1	Each	8	8	\$1,720.00
3.04	Planet Press upgrade	Reporting	1	Each	4	4	\$860.00
3.05	Data Refresh and Mock Go-Live (planning, support and execution)	Technical	1	Each	16	16	\$3,440.00
3.06	Tech assistance during upgrade (troubleshooting)	Technical	1	Each	28	28	\$6,020.00
3.07	Creation of new CayTest and CayTrn environment	Technical	2	Each	8	16	\$3,440.00
3.08	Go-Live Technical Tasks	Technical	1	Each	20	20	\$4,300.00
	<b>Total</b>					<b>116</b>	<b>\$ 24,940.00</b>



Services Component 4: New Product / Feature Implementation Services							
Item	Description	Group	Qty	Unit	Hours	Total Hours	Total
4.01	Caystone training and set up of Cayenta core test cases. The latest relevant test cases will be loaded by Cayenta project team. Clients users will be set up to use Caystone.	General - Required	1	Each	6	6	\$1,290.00
4.02	Core Portals/Statistics - Includes overview and navigation training	General - Optional	1	Each	4	4	\$860.00
4.03	Business Process Review - CIS Identify areas of inefficiency & recommend business processes to maximize the software capabilities. Sessions allocated for Business Process review will focus on improving the processes so as the result the customer can be more efficient in their day to day activities. The result of these sessions is a detailed report with summary of findings and the next steps and recommendations. Any resulting configuration or system changes requiring Cayenta involvement will be managed through the Change Control process	CIS - Recommended	1	Each	24	24	\$5,160.00
4.04	Overview training of CIS Inquiry - includes out of the box configuration and set up prior to training	CIS - Required	1	Each	8	8	\$1,720.00
4.05	Enhanced Quick Enrollment - Discovery	CIS - Optional	1	Each	8	8	\$1,720.00
4.06	Net Metering Enhancements- Discovery	CIS - Optional	1	Each	4	4	\$860.00
4.07	Customer Preference Management (requires latest version of Customer Self Service Gen3) - Discovery	CIS - Optional	1	Each	8	8	\$1,720.00
4.08	New AR Adjustment process and workflows - Discovery	CIS - Optional	1	Each	8	8	\$1,720.00
	<b>Total</b>					<b>70</b>	<b>\$15,050.00</b>



Services Component 5: BI Services							
Item	Description	Group	Qty	Unit	Hours	Total Hours	Total
5.01	Custom Cognos reports migration/updating (T&M)	Reporting - Optional	1	Each	12	12	\$2,580.00
5.02	Interfaces/Integrations - Discovery	Interfaces / Integration - Optional	4	Each	4	16	\$3,440.00
5.03	Advanced Portals - Discovery	Portals - Optional	1	Each	2	2	\$430.00
5.04	Cognos Direct/Execute and Configure SSO (Single Sign On)	Reporting - Optional	1	Each	12	12	\$2,580.00
5.05	Cognos reports, Dashboard, Bill Print, Framework Models - Discovery	Reporting - Optional	1	Each	8	8	\$1,720.00
5.06	New Map Components - Discovery Several new map modes, including Cayenta Big Map (accessible through Portals) and Cayenta Esri Consoles (accessible via a menu button on the SO Console).	CIS and WMS - Optional	1	Each	4	4	\$860.00
						54	\$11,610.00

Dev Component 6: Dev Services							
Item	Description	Group	Qty	Unit	Hours	Total Hours	Total
6.01	Developer on call - Go Live weekend Minimum charge for on-call is 2 hours per Developer per day	Developer	1	Each	2	2	\$430.00
6.02	Developer actual hours worked - Go Live weekend Change Order - actual developer hours used will be booked at standard rate times number of hours.	Developer	1	Each	0	0	\$0.00
	<b>Total</b>					2	\$430.00

Component 7: License (Additional annual maintenance of 25% on new licenses noted below)							
Item	Description	Group	Qty	Price Per Unit			Total
7.01	Other licenses	Cayenta	0	\$0			\$0.00
	<b>Total</b>						\$0.00

<b>Grand Total</b>	<b>642</b>	<b>\$138,030.00</b>
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**Summary**

License Fees	\$0.00
Services Fees (Fixed)	\$135,450.00
Services Fees (T&M)	\$2,580.00
<b>Total Fees</b>	<b>\$138,030.00</b>
<b>Billable Hours</b>	<b>642</b>

