



# City of Denton

City Hall  
215 E. McKinney Street  
Denton, Texas  
[www.cityofdenton.com](http://www.cityofdenton.com)

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## AGENDA INFORMATION SHEET

**DEPARTMENT:** Procurement  
**ACM:** David Gaines  
**DATE:** August 8, 2022

### **SUBJECT**

Consider recommending adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute a contract with N. Harris Computer Corporation, for the renewal extension of maintenance for continued vendor support for Harris Public Utility Billing System and associated software modules, which is the sole provider of this software, in accordance with Texas Local Government Code 252.022, which provides that procurement of commodities and services that are available from one source are exempt from competitive bidding, and if over \$50,000, shall be awarded by the governing body; providing for the expenditure of funds therefor; and providing an effective date (File 8062 – awarded to N. Harris Computer Corporation, for one (1) year, with the option for four (4) additional one (1) year extensions, in the total five (5) year not-to-exceed amount of \$2,353,646.73).

### **INFORMATION/BACKGROUND**

The City of Denton uses the Harris Public Utility Billing System software, North Star module, for maintaining utility customer accounts, producing utility bills, and processing utility revenues. It is essential for the City of Denton to keep current maintenance with the software vendor to ensure the availability of upgrades, software fixes, and access to knowledge and support resources.

The following enhancement projects are currently slated for the NorthStar system:

Rubicon - Solid Waste requires product enhancement and integration which calculates and stores ad-hoc charges for weight, yardage, and per-item-based fees. Charges for these types of services are not an inherent function of a rate-based billing system and require custom development. In the past, these types of charges were calculated in the solid waste software and passed into the billing system as a single charge which is not possible with the current software.

Enterprise API Licensing – API integrations are planned for Rubicon, City Works, and the Verint CRM systems. Additional integrations currently exist for City systems. It was determined to be more cost-efficient for the City to migrate from individual API licensing and annual maintenance to an enterprise license that has a single-one-time licensing cost and a flat-rate maintenance fee for any number of integrations created.

Research & Development Hours for Verint CRM Integration – Due to the complexities of integrating a billing system, staff recommends engaging Harris resources to assist with product integration with Verint to minimize risks associated with the integration.

Integration between CityWorks and mCare – Work orders that affect customer billing must be completed within a work order module in the billing system which communicates appropriately with associated accounts and all necessary fields which ensure accurate billing. However, water metering uses a more robust work order and asset management system which allows them to track actual job costs, equipment inventory and costs, and labor costs. Integration is required to automate communication which allows the work orders to exist as needed in each system without requiring staff to duplicate work in completing said orders.

The table below breaks down the estimated annual costs with contingency for the contract total:

Description of Services	Estimated Expenditure
Annual Renewal Maintenance & Support – Year 1	213,390.17
Annual Renewal Maintenance & Support – Year 2	219,791.87
Annual Renewal Maintenance & Support – Year 3	226,385.63
Annual Renewal Maintenance & Support – Year 4	233,177.20
Annual Renewal Maintenance & Support – Year 5	240,172.51
Future Planned Project – Rubicon with Solid Waste Estimate	500,000.00
Future Planned Project – Enterprise API Estimate	66,000.00
Future Planned Project – Verint R&D Estimate	40,000.00
Future Planned Project – Integrations for CityWorks & mCare Estimate	144,000.00
Contingency (25%)	470,729.35
<b>Total 5 Year NTE Amount:</b>	<b>\$2,353,646.73</b>

Section 252.022 of the Local Government Code provides that procurement of sole source commodities and services are exempt from competitive bidding, if over \$50,000, shall be awarded by the governing body.

### **RECOMMENDATION**

Award a contract to N. Harris Computer Corporation, as a sole supplier, for the renewal extension of software maintenance and support in the not-to-exceed amount of \$2,353,646.73.

### **PRINCIPAL PLACE OF BUSINESS**

N. Harris Computer Corporation  
Ontario, Canada

### **ESTIMATED SCHEDULE OF PROJECT**

This is an initial one (1) year contract with options to extend the contract for four (4) additional one (1) year periods, with all terms and conditions remaining the same.

### **FISCAL INFORMATION**

Funding for annual software maintenance is budgeted in Technology Services operating account 830400.7804 and future projects will be budgeted through Customer Service's operating and project accounts. Requisitions will be entered on an as-needed basis.

### **EXHIBITS**

Exhibit 1: Agenda Information Sheet  
Exhibit 2: Ordinance and Contract

Respectfully submitted:  
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Purchasing Manager

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