AGENDA INFORMATION SHEET

DEPARTMENT: Materials Management

CM: Todd Hileman

DATE: October 17, 2017

SUBJECT

Consider adoption of an ordinance of the City of Denton, Texas providing for, authorizing, and approving three (3) year software maintenance for continued vendor support, upgrades, and sustainment services for Automated Metering Infrastructure (AMI) for the Denton Municipal Electric Metering Department, which is essential to ensure availability of upgrades, software fixes, and access to knowledge and support resources. Trilliant Networks, Inc. is the sole-source vendor for continued upgrade, support and maintenance for Trilliant software and infrastructure. Therefore this system is available from only one source and in accordance with Texas Local Government Code 252.022, 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; and providing an effective date (File 4485 awarded to Trilliant Networks, Inc. in the three (3) year not-to-exceed amount of $236,938.13). The Public Utilities Board recommends approval (4-0).

FILE INFORMATION

The City of Denton Electric Metering Department uses the Trilliant smart grid software to record consumption of electric energy on meters and communicate that information back to DME for monitoring and billing. All Advanced Metering Infrastructure (AMI) meters on the Trilliant system can be read remotely at any time. Because the system uses two-way communications, DME can serve customers more efficiently, saving time and resources. This software may also detect the location of power outages more rapidly and provide power quality monitoring. This software also provides more efficient customer service and support by, improved handling of customer accounts (i.e. connects, re-connects, service transfers), hourly use data for billing and use inquiries, online presentation of electric usage to interested customers, fewer visits to the meter location, high-level billing and meter read accuracy, fewer trucks on road and more detailed data to assist with planning, constructing, and optimizing DME's distribution system.

In addition, the Trilliant smart grid software can provide data for upcoming or new services such as pre-paid billing and Time-of-Use billing plans.

If support is not purchased for Trilliant, we will not have access to updates and patches as they are released and immediate access to technical support could be limited. Consistent software patching and maintenance services leads to higher levels of security and compliance. It is important to make use of provided software updates, upgrades, and support tools to maintain security. External threats are ongoing and becoming increasingly sophisticated, requiring ongoing vigilance and maintenance. As security breaches appear to be

more common, with more and more companies identified as victims of attacks in recent months, we need to ensure that our systems are secure and up-to-date to the latest vendor supported version.

Support also includes assistance in issues related to application usage, reporting, configuration and setup. It is essential for the City of Denton to keep current maintenance with the software vendor in order to ensure availability of upgrades, software fixes, and access to knowledge and support resources. The City has an established contract in place with Trilliant with negotiated terms and conditions that was approved on June 30, 2010. This would extend the maintenance and support for an additional three years.

The Technology Services department could not identify any local vendors that could provide software maintenance for this application. Therefore, procuring this maintenance from the above vendor is the best value for the City of Denton. Trilliant Networks, Inc. is the sole-source vendor for continued upgrade, support, services, and maintenance for Trilliant software and infrastructure. Section 252.022 of the Local Government Code provides that procurement of commodities and services that are exempt from competitive bidding, if over $50,000, shall be awarded by the governing body.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On October 9, 2017, the Public Utilities Board recommended approval to forward this item to the City Council for consideration.

RECOMMENDATION

Trilliant	Year 1	Year 2 (7%)	Year 3 (7%)
Annual SW Maintenance & Support	$67,000.00	$71,690.00	$76,708.30
10% Contingency for new meters	$6,700.00	$7,169.00	$7,670.83
Grand Total $236,938.13	$73,700.00	$78,859.00	$84,379.13

Technology Services recommends awarding to Trilliant Networks, Inc. for software maintenance, and upgrades a three (3) year not-to-exceed amount of $236,938.13.

PRINCIPAL PLACE OF BUSINESS

Trilliant Networks, Inc.
Redwood City CA

ESTIMATED SCHEDULE OF PROJECT

This will be a three (3) year award from October 17, 2017 through October 31, 2020.

FISCAL INFORMATION

Funding is budgeted in Technology Services operating account number 830900.6504 beginning October 1, 2017.

STRATEGIC PLAN RELATIONSHIP

The City of Denton's Strategic Plan is an action-oriented road map that will help the City achieve its vision. The foundation for the plan is the five long-term Key Focus Areas (KFA): Organizational Excellence; Public Infrastructure; Economic Development; Safe, Livable, and Family-Friendly Community; and

Sustainability and Environmental Stewardship. While individual items may support multiple KFAs, this specific City Council agenda item contributes most directly to the following KFA and goal:

Related Key Focus Area:　　**Public Infrastructure**
Related Goal:　　　　　　**1.5 Utilize technology to enhance efficiency and productivity**

<u>**EXHIBITS**</u>

Exhibit 1: Agenda information Sheet
Exhibit 2: Quote
Exhibit 3: Sole Source Letter
Exhibit 4: Public Utilities Board Minutes
Exhibit 5: Ordinance

　　　　　　　　　　　　　　　　　Respectfully submitted:
　　　　　　　　　　　　　　　　　Karen Smith, 349-8436
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For information concerning this acquisition, contact: Melissa Kraft, 349-7823, Chief Technology Officer