

**TOWN OF WINDSOR
AGENDA REPORT**

Joint Windsor Town Council, Windsor Redevelopment Successor Agency and Windsor Water District Meeting Date: August 16, 2023

To: Mayor and Town Council
From: Jenny Alton, Revenue Manager
Subject: Approve Master Services Agreement with Water Smart Software

Recommendation to Council:

Approve a new Master Services Agreement with WaterSmart also known as Vertexone for the annual maintenance of software services in the amount of \$132,701.67 and authorize the Town Manager to execute said Agreement and negotiate any necessary changes in a form approved by the Town Attorney on behalf of the Town.

Strategic Plan Element:

The recommended action supports the goal of Livability. Goal Statement: Preserve community character by maximizing the use of existing amenities and creating future opportunities that enhance quality of life for all.

Background:

In 2019 the Town went live with WaterSmart, a utility billing platform providing customers online access to detailed account information that includes billing history, annual water usage, seasonal use and trends, water leak alerts, and conservation tips. Upon completion of the advanced metering infrastructure (AMI) project in late 2023, customers will use the WaterSmart platform to gain immediate access to interval water usage data.

The WaterSmart Services Agreement will be for a term of three years, with two 1-year options to extend. The annual maintenance costs shall exceed \$132.701.67. The Service Agreement annual maintenance includes:

Year 1

Water Smart Platform	\$19,570.00
Premium Integration - Payment website integration	\$ 5,425.00
Total for Year 1	\$24,995.00

Year 2

Water Smart Platform	\$20,157.10
Premium Integration - Payment website integration	\$ 5,587.75
Total for Year 2	\$25,744.85

Year 3

Water Smart Platform	\$20,761.78
Premium Integration - Payment website integration	\$ 5,755.38
Total for Year 3	\$26,517.16

Year 4 - optional extension

Water Smart Platform	\$21,384.60
Premium Integration - Payment website integration	\$ 5,928.04
Total for Year 4 - optional	\$27,312.64

Year 5 - optional extension

Water Smart Platform	\$22,026.13
Premium Integration - Payment website integration	\$ 6,105.89
Total for Year 5 - optional	\$28,132.02

Fiscal Impact:

The annual maintenance costs are appropriated in the adopted budget for FY 23/24 and FY 24/25.

Environmental Review:

The recommended action is not subject to review under the California Environmental Quality Act (CEQA).

Attachment(s):

- [1. WaterSmart Services Agreement 8/10/23](#)
- [2. WS-VXsmart Renewal 3-year with 2 \(1-year\) options 2023 quote](#)

Prepared by:

Jenny Alton
Revenue Manager

Reviewed by:

Jeneen Peterson
Administrative Services Director

Recommended by:

Jon Davis
Town Manager