



AGENDA STAFF REPORT

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Section Name: Informational Presentations to the Board
Project ID: GD2214

MEETING DATE: July 9, 2024

SUBJECT: Presentation/Update on the proposed Enterprise Resource Planning and Utility Billing System

TO: BOARD OF DIRECTORS

FROM: FINANCE, KARLA ROMERO

**GENERAL MANAGER
RECOMMENDATION:**

RECOMMENDATION:

Provide an informational update on the proposed Enterprise Resource Planning and Utility Billing System.

BUDGET IMPACT:

There is no budget impact to discuss the proposed solutions. The adopted FY 2024/25 capital improvement program budget (Attachment 4) includes \$4,077,500 of PAYGO funding for this project with an additional \$11,847,500 anticipated.

PROCUREMENT METHOD:

☒ Formal Bid/RFP

If other, please explain: .

BACKGROUND

This project includes the replacement of CVWD's Enterprise Resource Planning (ERP) and Utility Billing/Customer Information System (UB/CIS). The scope of this multi-year project includes the analysis, selection, purchase, and implementation of the software and hardware necessary to replace and integrate these systems.

CVWD currently relies on NaviLine, iSeries, and various third-party systems that have an uncertain future and do not fully leverage current day technological capabilities to support CVWD's needs. The existing ERP and UB system is further challenged by its inability to fully integrate with other core business and operational systems, resulting in unnecessary redundancy, fragmented information, and increased risk of compromising data integrity.

The objective of this project is to obtain a long-term stable Cloud based ERP and UB/CIS system that follows streamlined business processes and provides information that supports improved decision making. During the review and selection process (as detailed in Attachment 3), Staff pursued a system with strong commitment to security, incorporated advancements of new technologies, and response to regulatory and industry changes.

PRIOR BOARD ACTION:

2019 – SDI Presence, LLC (SDI) was initially contracted in 2019 to complete a Strategic Assessment and Gap Analysis (Analysis) of the existing ERP and UB/CIS system.

6/23/2020 – ERP Gap Analysis and Strategic Assessment Report was presented to the Board.

2/16/2021 – Presentation related to the Request for Proposal for a new Utility Billing System and Enterprise Resource Planning system

10/26/2021 - The Board approved a professional services agreement with SDI for the Procurement Phase of evaluating a new ERP system totaling \$131,000.

10/11/2022 - The Board approved an amendment to SDI's contract adding \$52,000 to the contract for a total cost of \$183,000, plus a contingency in the amount of \$5,200.

6/27/23 – Request to release the Request for Proposal (RFP) for the solicitation of bids to procure a new or upgraded enterprise resource planning (ERP)/utility billing (UB) solution with the potential for third-party software integrations

The ERP and UB/CIS project has been included with CIP budget study sessions and subsequent adopted budgets as follows:

3/29/22 - CIP study session for FY 22/23 included an ERP/UB budget request of \$150,000

3/21/23 – CIP study session for FY 23/24 included an updated ERP/UB budget request of \$6.65M

3/29/24 – CIP study session for FY 23/24 included an updated ERP/UB budget request of \$16M

DISTRICT STRATEGIC PLAN GOAL(S)/OBJECTIVES(S):

The implementation of a new Enterprise Resource Planning and Utility Billing System aligns with the CVWD strategic goals of providing exceptional customer service, operational optimization, and financial viability.

ENVIRONMENTAL IMPACT:

This is not a project as defined by CEQA; therefore, approval does not require any CEQA action.

PUBLIC NOTICE REQUIRED

N/A

LEGAL REVIEW

N/A

ATTACHMENTS

Attachment 1 – Implementation Timeline

Attachment 2 – Overview of Alight, Workday, and Sprypoint companies

Attachment 3 – CVWD Review and Selection Process

Attachment 4 - Enterprise Resource Planning and Utility Billing System budget

Attachment 5 - Enterprise Resource Planning and Utility Billing System Presentation