

DATE SUBMITTED 08/07/2019
 SUBMITTED BY R. Alejandro Estrada
 DATE ACTION REQUIRED 08/07/2019

COUNCIL ACTION (x)
 PUBLIC HEARING REQUIRED ()
 RESOLUTION ()
 ORDINANCE 1ST READING ()
 ORDINANCE 2ND READING ()
 CITY CLERK'S INITIALS BE

**IMPERIAL CITY COUNCIL
 AGENDA ITEM**

SUBJECT: DISCUSSION/ACTION:
 I. APPROVE DISBURSEMENT OF FUNDS FOR UTILITY BILLING SOFTWARE UPGRADE PROVIDED BY HARRIS COMPUTER IN THE AMOUNT OF \$30,080.00.
 DEPARTMENT INVOLVED: DEPARTMENT OF INFORMATION TECHNOLOGY

BACKGROUND/SUMMARY:
 As part of the upgrades to the Information Technology Infrastructure and Services, we have included in the Information Technology Budget for 2019 - 2020 the upgrade of our utility billing software from inHance to Impresa. We have received a Proposal from Harris Computer Systems for this upgrade in the amount of \$30,080.00. We budgeted for this upgrade the amount of 33,080.00.

FISCAL IMPACT: NOT TO EXCEED
 FISCAL IMPACT: 30,080.00
 * As budgeted in the 2019-2020 Municipal Budget; please reference pg. 15 of adopted budget, account 01-143-5250.

FINANCE INITIALS VE

STAFF RECOMMENDATION:
 It is staffs recommendation to approve the disbursement of funds for the utility billing software upgrade service.

DEPT. INITIALS BE

MANAGER'S RECOMMENDATION:
 The City Manager agrees with staffs recommendation.

CITY MANAGER'S INITIALS BE

MOTION:
 SECONDED: APPROVED () REJECTED ()
 AYES: DISAPPROVED () DEFERRED ()
 NAYES:
 ABSENT: REFERRED TO:



IMPRESA CIS UPGRADE

Cost Proposal

City of Imperial

July 19, 2019



Mike Wilson

Regional Sales Representative
mwilson@harriscomputer.com

City of Imperial CA
Impresa CIS upgrade Cost Proposal

Impresa CIS Software License Transfer Fee:	Quantity	Unit	Total
CIS User License transfer fee	15	Users	\$5,000.00
Total One-Time Software License Transfer Fee			\$5,000.00
Implementation & Professional Services	Quantity	Unit	Total
Business Process Review	16	Hours	\$2,640.00
Training	38	Hours	\$6,270.00
Project Management	32	Hours	\$5,280.00
Installation (includes Sensus Flexnet API)	24	Hours	\$3,960.00
Forms, statements, disconnect notices, door hangers	42	Hours	\$6,930.00
Total Implementation & Professional Services			\$25,080.00
Total Software & Services Total			\$ 30,080.00
Annual Software Support & Maintenance	Quantity	Unit	Total
Annual Maintenance Impresa CIS increase		Annual	\$0.00
Total Annual Support & Maintenance Increase			\$0.00
Total Software, Services, and First Year Annual Support			\$30,080.00

Comments and Clarifications

- 1) Computer hardware, network, Microsoft SQL Server and any additional required items not noted above, are to be purchased by client and are not included in this proposal unless stated above.
- 2) Pricing does include any applicable tax and is valid through August 2019. Sales tax will be billed to the customer if applicable.
- 3) Customer is required to provide dedicated internet access to server for product updates and troubleshooting.
- 4) Harris employee travel cost and living expenses will be billed separately and are not included in this proposal.
- 5) City of Imperial is responsible for verifying that the current server and workstations meet the minimum requirements shown in the attached document. Our assistance to install Impresa is included in this proposal but is dependent upon those requirements being met.
- 6) City of Imperial is responsible for their network infrastructure and configuration. The quote does not include setting up "Microsoft Active Directory Security" or other "Network or Operating system Services".
- 7) Maintenance fees start at installation of the product.
- 8) Delivery is estimated at 120 days after order is received. Target go live date is before EOY.
- 9) Our proposal is based on our best understanding of the customer's requirements at the time of contract signing.
- 10) Migrations to new computer servers is not included in this proposal
- 11) The City will continue to outsource billing to Infosend.
- 12) The City will continue to use IWEBMS (Transaction Warehouse). In the event that Harris decides in the future not to work with IWEBMS we will substitute a "like for like" third party partner (Invoice Cloud or Paymentus) at no charge. Transaction fees for any Harris EBPP partner are outside the domain of Harris.

Payment schedule is as follows and based on information provided in the Pricing section.

50% of total invoice will be billed (net 30) after signed order is received.

20% upon Commencement of Business Process Review

20% upon Commencement of Training

10% upon Go Live.

All payments are due (net 30) upon invoice receipt

Above Order Accepted and Approved By:

Signature

Date

Recommended Hardware for Impresa iONE with MS GP

Workstations:

- Windows 10 Pro 32/64 bit with latest service pack
- 2.8 GHz + processor
- Minimum 8 GB RAM – 16 GB RAM Recommended
- Video Card and Monitor that supports SXGA (1280 x 1024 resolution)
- 5 GB free Hard Drive space for Impresa iONE and MS GP software
- Adobe Acrobat Viewer

Server:

Major Computer Manufacturers are preferred: Dell, Gateway, HP, etc.

Server Hardware & Software:

- **Operating System:** Windows 2012 Server/64bit running the latest Service Pack or better
- **Database:** MS SQL Server 2014 Standard the latest Service Pack or better
- **Processor:** One dual-core 2.8 GHz + / 64 bit
- **Memory:** 32 GB RAM minimum
- **Hard Drive Configuration:** RAID 1 for operation system and applications (2 disks)
RAID 1 for SQL database log files (2 disks)
RAID 5 (4 disks min) for SQL data files
- **Network Configuration:** TCP/IP Configuration Preferred, Must be member of a Domain and have access to the Active Directory
- **Network Card:** 1GB Ethernet
- **Connectivity:** MS Remote Desktop for Remote Support Connection

System Back Up Recommendation:

- Comparable w/HD space - Backup software

Battery Back Up:

- Back Up "Smart UPS" for server w/network monitor

Printers:

- HP Laser, HP 4000 Series, HP 4050N, HP 4200 or HP 8000 Series Recommended
- Dell Laser M5200n

Scanners:

- Symbol DS9208 Scanner/Synapse Cable/Interface Cable

Cash Drawer System:

- Epson TMU 675 Impact Receipt Printer
- MMF Cash Drawer 18.81 x 15.81 With Interface for Brand of Receipt Printer

Note:

This document is intended to be a general specification, not a specific recommendation for your Business application. A final specification should be completed by your local hardware/network provider. Harris can be contacted for any questions and should be allowed final review of the specification to insure compliance with Harris software products. Harris does not provide installation support. Installation and support by a local provider with experience installing and supporting PC computer hardware, NT Networks/MS SQL Server is recommended. For network installation, the local provider should have a Microsoft Certified Systems Engineer (MCSE) or an NT Product Specialist on staff.