

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

As requested by the Board following the EES presentation provided by Travis Knabe, Chief Information Officer, and Julie McGaughey, Chief Customer Officer, at the November board meeting, this consent asks the Board to approve an increase in the value of the contract with **Smart Energy Systems, Inc. d/b/a Smart Energy Water (“SEW”)** for **EES Project-related services**. No additional budget is being requested as this amount has been included in the IS Division’s budget.

Board Meeting Date:	December 3, 2024	
Project Name/Contract #:	EES Program / 23-094-PSC	
Manager:	Bruce Debysingh	Ext. 7196
Executive Officer:	Travis Knabe	Ext. 7770

Contract Amount:

Original Contract Amount:	\$5,000,000
Additional \$ Previously Approved:	\$0
Spend over last approval:	\$0
Amount this Request:	\$5,000,000
% Increase over last approval:	NA
Resulting Cumulative Total:	\$5,000,000 (Over 5-years)

Contracting Method:

Method of Solicitation:	Direct Negotiation
If applicable, basis for exemption:	Sole Source (SS-469)
Term of Agreement:	January 1, 2025 – December 31, 2029
Option to Renew?	No
Approval for purchases “as needed”:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Proposals/Bids Received (Range):	NA
Selection Basis:	Direct Negotiation
Narrative:	

Operational Requirement and Alignment with Strategic Plan

As part of the EES Program, EWEB purchased from SAP SEW’s Self-Service Accelerator for Utilities, which is a customer portal that provides self-service capabilities to EWEB’s customers. The purchase of this application allowed EWEB to benefit from building an integrated suite of business applications. SEW offers several additional modules that tightly integrate with its customer portal application (e.g., Smart IQ, Outage Notifications, and Smart Customer Mobile); however, they are not all offered through resellers. EWEB purchased additional SEW modules under the Board exception for sole-source software – Rule 2-0150(5)(b).

As EWEB progresses into future seasons of the EES Program, we need to work directly with SEW for development services required for anticipated enhancements to the customer-facing SEW applications. The availability of SEW development resources during Season 2 and beyond is necessary for EWEB-requested modifications and

enhancements to the SEW applications, which aligns with Organizational Goal 1, Ongoing Operational Efficiency & Effectiveness and Organizational Goal 4, SAP Finance and Customer Systems “Go-Live.”

Contracted Goods or Services

Development and administration support of SEW applications.

Purchasing Process

In October 2024, staff began discussions with SEW to determine the scope of work required for development work to take place during Season 2 and beyond.

Prior Contract Activities

EWEB had no prior experience with SEW prior to purchasing the Self-Service Accelerator through SAP.

ACTION REQUESTED:

Management requests the Board approve a contract and additional funds with Smart Energy Water for personal services related to the EES Program. Approximately \$1 million was planned for these services in the IS Division proposed 2025 budget of \$10,773,000. Variances will be managed within the budget process and Board policy.

BUDGET CATEGORY: IS Division Capital, Type 2, EES Program