

**Metropolitan Domestic Water Improvement District  
Board of Directors Meeting**

**July 13, 2015**

**Approval of Quotes for Emergency and Miscellaneous  
Information Technology Support and Maintenance Services**

**Synopsis**

The Board of Directors is requested to approve the quotes received for Emergency and Miscellaneous Information Technology Support and Maintenance Services.

**Background**

The District's daily operation is intricately linked to its information technology (IT) services. Customer Service manages Metro-Main customer accounts via downloaded manual meter reads with the bills processed by Caselle billing software that functions through the network server. For Metro-Hub and Metro-Southwest, the District has automated meter reading through VMware based "virtual" servers and then processed by the billing software. The Supervisory Control and Data Acquisition (SCADA) system allows the District to remotely monitor what is occurring at its sites. There are also more than 40 computer workstation sites that are used for processing the various aspects of the District's business.

For these reasons, the Board of Directors approved an agreement with Nextrio, LLC last fiscal year for Emergency and Miscellaneous Information Technology Support and Maintenance Services. This was the first time the District had sought to have an outside firm available for emergency IT support. During the fiscal year, Nextrio was utilized one time to troubleshoot an issue that had arose.

**Issues**

For Fiscal Year 2016, staff thought the Emergency IT Support and Maintenance Services could be approached in a better manner. Rather than request proposals and enter into a job order agreement, it seemed more straightforward and conducive for the IT firms to submit quotes for service type work. The District would then have quotes from IT firms that could be referred to when their service is needed. This is the same approach as the Utility Team's Miscellaneous Annual Services and Materials Quotes.

Staff issued a request for quotes in May 2015 by sending emails to a number of IT firms and publishing in the Daily Territorial. However, no firm submitted quotes despite having streamlining the request for quotes from the previous year. Staff contacted a few IT firms to ask

what kept them from submitting quotes. The main response was IT firms generally utilize a retainer if a client wants them to be available for emergency work. Another response was they had just not prioritized the request. Staff redrafted the request for proposals to make it more straightforward and issued it again in June 2015 with personalized emails to seven firms and also published in the Daily Territorial. From that request, Nextrio and Lightwave Technology provided quotes.

Although the low price is the most economically desirable for the District, timeliness to respond is also important. By having gone through the procurement process and having these quotes approved, the District can utilize these firms and address immediately an emergency or miscellaneous IT work. The Fiscal Year 2016 budget includes \$10,000 for Emergency and Miscellaneous IT Support and Maintenance Services; however, since a significant emergency costing above \$15,000 could occur, it was deemed prudent to have the Board approve these quotes.

### **Staff Recommendation**

It is recommended that the Board of Directors approve the quotes and pricing submitted by Nextrio, LLC and Lightwave Technology for Emergency and Miscellaneous Information Technology Support and Maintenance Services and to direct staff to use the lowest bidder unless the performance or quality of service of the other bidder better meets the District's needs.

### **Suggested Motion**

I move to approve the quotes and pricing submitted by Nextrio, LLC and Lightwave Technology for Emergency and Miscellaneous Information Technology Support and Maintenance Services and to direct staff to use the lowest bidder unless the performance or quality of service of the other bidder better meets the District's needs.

Respectfully submitted,

Warren Tenney  
Assistant General Manager

I concur with the above-noted recommendation.

Respectfully submitted,

Joseph Olsen, P.E.  
General Manager