



Detroit Water and Sewerage Department

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Legislation Text

File #: 18-0130, **Version:** 1

The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **approve Change Order No. 1 to First Amended Technology Agreement with Diversified Data Processing and Consulting, Inc, (DivDat)** and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

Agenda of June 20, 2018

Item No. 18-0130

Contract No. CS-1804

Amount: \$270,125.00

TO: The Honorable
Board of Water Commissioners
City of Detroit, Michigan

FROM: Gary Brown, Director
Water and Sewerage Department

RE: **Change Order No. 1 to First Amended Technology Agreement with
Diversified Data Processing and Consulting, Inc (\$270,125.00)**

MOTION

Upon recommendation of Daniel A. Rainey, Chief Information Officer, the Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **approve Change Order No. 1 to First Amended Technology Agreement with Diversified Data Processing and Consulting, Inc, (DivDat)** and authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

JUSTIFICATION

In August 2016, DWSD and Diversified Data Processing and Consulting, Inc (DivDat) entered into an agreement that provided 40 kiosk stations across the City where DWSD customers could pay their bill via, cash, check or credit card. In July 2017 the agreement was amended to add the City of Detroit's treasury department as an additional kiosk tenant and to add the capability to extend the kiosk technology to the web. As more and more customers use the kiosks (there are now over 50 in the City) and DWSD's mobile pay application, the monthly transaction costs have grown and now have exceeded the original contract amount.

This Change Order adds an additional \$270,125 to the First Amended Technology Agreement with Diversified Data Processing and Consulting, Inc and provides DWSD and DivDat the time necessary to finalize a new amendment that adds several additional payment channels and system functionality. This change adds enough funding to cover the first three months of FY2019.

BACKGROUND

The use of DivDat Kiosks and DWSD's mobile pay application has increased since its inception in 2016. Kiosk usage has been recently growing at a rate of over 2,000 new users every month and now stands at just over 16,000 kiosk transactions per month. Web usage jumped 50% between March and May to just over 25,000 transactions and will likely keep on increasing. IVR was added in March (it uses the same technology as the Web) and now accounts for over 18,000 transactions per month.

This change order will provide enough funding to cover the first three months of FY2019. A new amendment is being worked on now that will further consolidate DWSD's payment channels onto the DivDat system including over the counter payments and lockbox processing.

This item was not reviewed by the Finance Committee on June 6th, 2018 but it is a planned and budgeted FY2019 item.