



# Detroit Water and Sewerage Department

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## Legislation Text

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**File #:** 19-00102, **Version:** 3

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The Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **enter into agreement No. 6002028, for improvements to the DWSD customer payment portal, with City Insight, LLC, for a total contract amount, not to exceed \$1,455,430.00 and a duration of 5 years**, and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

### **Agenda of April 17, 2019**

**Item No.: 19-00102**

**Requisition No. 469802**

**DWSD Contract No: 6002028**

**DWSD Contract Term: 5 years (4/2019 - 3/2024)**

**Contract Total Amount: \$1,455,430.00**

**Supplier: City Insight, LLC, 440 Burroughs St., Ste. 656, Detroit, MI 48202**

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

**FROM:** Gary Brown, Director  
Water and Sewerage Department

**RE: DWSD Contract No. 6002028 for Improvements to the Customer Payment Portal with City Insight, LLC**

### **MOTION**

Upon recommendation of Mamata Burgi, Procurement Manager, the Board of Water Commissioners for the City of Detroit, Water and Sewerage Department authorizes the Director to **enter into agreement No. 6002028, for improvements to the DWSD customer payment portal, with City Insight, LLC, for a total contract amount, not to exceed \$1,455,430.00 and a duration of 5 years**, , and also authorizes the Director to take such other action as may be necessary to accomplish the intent of this vote.

### **BACKGROUND**

DWSD is being redefined as a customer service agency focused on transitioning to delivering continuously improving, high quality service to our retail water customers. In 2017, a cornerstone of the strategy to achieve the service level performance required was to leverage a Detroit-based startup to help DWSD deliver high quality and easy to use service to our customers via the DWSD's retail customer service portal.

Since launching on August 27, 2017, the DWSD Customer Self-Service Portal, provided by CityInsight, LLC,

has established itself as one of the most convenient channels for DWSD's customers to transact with the department. As of February 13, 2019, there are over 37,200 registered portal users, accounting for an adoption rate upwards of 20 percent. Since its inception, more than 413,000 payments have been made, totaling almost \$67 million.

## JUSTIFICATION

The portal is a critical and essential component in DWSD's overall strategy. DWSD seeks to offer additional features to enhance customer experience via our customer payment portal. The changes being implemented and our customers' habits, both indicate that the portal can reasonably be expected to facilitate over \$100 million in payments annually.

This agreement will establish City Insight as DWSD's portal provider for the next five years with no increase in cost, over the duration of this contract. The agreement provides:

- Annual Technical Support Services, including software licensing, system hosting, security services
- Enhanced customer notifications (email, SMS, and smart home technology);
- A \$365,430 investment in new features and improvements.
- And an as-needed contingency of \$50,000 annually for unplanned improvements;

The cost breakdown for services to be provided by City Insights LLC., via this contract is as follows:

	Year 1	Year 2	Year 3	Year 4	Year 5
Licensing, Maintenance and Technical Services	\$90,000	\$90,000	\$90,000	\$90,000	\$90,000
Hosting and Security Services	\$36,000	\$36,000	\$36,000	\$36,000	\$36,000
Outbound Notification Services	\$42,000	\$42,000	\$42,000	\$42,000	\$42,000
As Needed Services	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
Total Recurring Costs	\$218,000	\$218,000	\$218,000	\$218,000	\$218,000
Portal Enhancements	\$182,715	\$182,715			
<b>Total Per Year Costs</b>	<b>\$400,715</b>	<b>\$400,715</b>	<b>\$218,000</b>	<b>\$218,000</b>	<b>\$218,000</b>

Total Project Costs in Year 1-3: \$1,019,430  
Total Project Costs in Year 4-5: \$ 436,000  
Total Project Cost: \$1,455,430

## PROCUREMENT METHOD

City Insight, LLC, a Detroit Based Startup, has provided quality performance and services to DWSD. As a

partner in improving services within Detroit, as well as being the most cost effective option for DWSD, in comparison to completely revamping all portal functions, these above mentioned additions to the scope of the contract are being added to expedite delivery to our customers. This contract is being created as a single source to build upon and enhance the original portal infrastructure and optimize performance with minimal time and cost to DWSD.

## **DETAILS**

Funding Source: Capital Improvement Plan (CIP) and Operations and Maintenance (O&M)  
GL String(s):

CIP  
5721.20244.487711.644115.004104.30129.0000.000000 = 30% FY1, \$54,814.50; FY2, \$127,900.50  
5821.20243.497711.644115.004105.30129.0000.000000 = 70% FY1, \$54,814.50; FY2, \$127,900.50  
  
O&M  
5720.20168.483301.622302.000205.10790.0000.000000 = 30% FY1, \$65,400; FY2, \$65,400; FY3, \$65,400; FY4, \$65,400; FY5, \$65,400  
5820.20179.493301.622302.000226.15805.0000.000000 = 70% FY1, \$152,600; FY2, \$152,600; FY3, \$152,600; FY4, \$152,600; FY5, \$152,600

Contract Start Date: Tentatively, upon BOWC approval May 2019  
Contract End Date: Tentatively, upon BOWC approval April 2024  
Original Contract Amount: \$1,455,430.00  
Total Contract Amount: \$1,455,430.00

This is CIP and O&M budgeted and funded in FY2019 and planned for in FY2020.