

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda

_____ Resolution or Ordinance (Blue)
_____ Recommendations of Boards, Commissions & Committees (Green)
 X Other Business (Pink)

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: Scott Niehaus, Village Manager

DATE: July 24, 2024 (B of T) Date August 15, 2024

TITLE: Request for a Waiver of Bids and Authorize a Three (3) Year Agreement for WaterSmart Software Annual Maintenance/Hosting Costs and Subscription Fees in the amount of \$132,001.10.

SUBMITTED BY: Tim Sexton, Director of Finance

BACKGROUND/POLICY IMPLICATIONS:

WaterSmart (VertexOne) has provided Lombard residents and businesses with essentially a one-stop shop for all their water and sewer needs since 2018. On October 7, 2021, the Board approved the proposal of a 3-year agreement (2022-2024) for the maintenance and hosting of the Village’s WaterSmart Portal. Attached is a proposal from WaterSmart for an additional three years (2025-2027). The proposed cost for year one is \$42,765.12, year two \$43,988.16, and year three \$45,247.82. These costs also include an estimate of the annual transactional fees for each contract year. This is a reduction in total cost of approximately \$10,000 from our previous contract.

WaterSmart is also directly integrated with Neptune 360 (meter reading software). This integration assists staff when working with customers to efficiently resolve concerns. WaterSmart allows customers to view their water consumption on an hourly basis, pay and view bills online, sign-up to receive eBills, and receive alerts for potential leaks. Currently, Lombard has 8,700 accounts (65.3%) enrolled with WaterSmart. Since the implementation of WaterSmart, the system has notified customers of over 20,000 potential leaks.

Staff recommends the Village Board of Trustees approve a waiver of bid and authorize a three (3) year agreement with VertexOne for Annual Maintenance/Hosting Costs and Subscription Fees for WaterSmart not to exceed \$132,001.10.

Review (as necessary):

Village Attorney X _____ Date _____

Finance Director X _____ Date _____

Village Manager X _____ Date _____



1321 Upland Dr. Suite 8389
Houston, TX 77043
United States

ORDER FORM

Prepared By: Eric Thompson
Email: eric.thompson@vertexone.net
Phone:

Client Name: Lombard IL, Village of
Contact Name: Scott Gargano
Email: garganos@villageoflombard.org
Phone: 6308734733

Offer Valid Through: 6/30/2024
Effective Date: 1/1/2025
Contract Term (months): 36
Contract End Date: 12/31/2027
Payment Frequency: Annually in Advance
Payment Terms: Net 30
Discount: 24.00

Year 1

VertexOne Product	VertexOne SKU	Unit of Measure	Contractual Minimum	Unit Fee	SaaS Fee
VXsmart	EV2001	Managed Meters	13,330.00	\$0.76000	\$10,130.80
VertexOne Digital Base	EV1000	Customer Accounts	1.00	\$17,100.00000	\$17,100.00
Premium Integration - Payments Base	EF2003	Managed Meters	1.00	\$6,600.00000	\$6,600.00
Premium Integration - Payments Variable	EV2003	Managed Meters	13,330.00	\$0.01254	\$167.16
Premium Integration - Bill PDF Base	EF2004	Managed Meters	1.00	\$6,600.00000	\$6,600.00
Premium Integration - Bill PDF Variable	EV2004	Managed Meters	13,330.00	\$0.01254	\$167.16

Year 2

VertexOne Product	VertexOne SKU	Unit of Measure	Contractual Minimum	Unit Fee	SaaS Fee
VXsmart	EV2001	Managed Meters	13,330.00	\$0.78280	\$10,434.72
VertexOne Digital Base	EV1000	Customer Accounts	1.00	\$17,613.00000	\$17,613.00
Premium Integration - Payments Base	EF2003	Managed Meters	1.00	\$6,798.00000	\$6,798.00
Premium Integration - Payments Variable	EV2003	Managed Meters	13,330.00	\$0.01292	\$172.22
Premium Integration - Bill PDF Base	EF2004	Managed Meters	1.00	\$6,798.00000	\$6,798.00
Premium Integration - Bill PDF Variable	EV2004	Managed Meters	13,330.00	\$0.01292	\$172.22



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Year 3

VertexOne Product	VertexOne SKU	Unit of Measure	Contractual Minimum	Unit Fee	SaaS Fee
VXsmart	EV2001	Managed Meters	13,330.00	\$0.80628	\$10,747.71
VertexOne Digital Base	EV1000	Customer Accounts	1.00	\$18,141.39000	\$18,141.39
Premium Integration - Payments Base	EF2003	Managed Meters	1.00	\$7,001.94000	\$7,001.94
Premium Integration - Payments Variable	EV2003	Managed Meters	13,330.00	\$0.01331	\$177.42
Premium Integration - Bill PDF Base	EF2004	Managed Meters	1.00	\$7,001.94000	\$7,001.94
Premium Integration - Bill PDF Variable	EV2004	Managed Meters	13,330.00	\$0.01331	\$177.42

ORDER TOTAL \$126,001.10

Transactional Fees

Price Component	Price	Note
System Generated Notifications	\$0.00	Unlimited notifications are included at no-cost to Client
On Demand Notifications Composition and Initiation Fee	\$0.005	Per On Demand communication (Email, SMS, Print and/or Call) generated by VertexOne Digital
Electronic Document Archival Notifications and Document Images (up to 24 months)	\$ 0.005	One-time charge, per item archived within VertexOne Digital, applies to all documents that incur composition fees (detailed above) or documents uploaded by Client staff and/or Client end-customers.
VertexOne SMS Gateway Transactional Fee ¹	Cost + 10%	Per SMS sent
VertexOne Print & Consumable Transactional Fee ²	Cost + 10%	All services bill to VertexOne by VertexOne print vendors exclusively for printed Welcome Letters, Home Water Reports and/or Leak Alerts

Terms and Conditions

Introduction

This order replaces and supersedes any other previous Order Forms, and/or understandings between WaterSmart Software Inc and Lombard IL, Village of ("Client") Agreement dated, 1/1/2025 pertaining to the subject matter herein and for the products listed above. Notwithstanding the foregoing, Client shall



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remain responsible for any and all amounts already due and/or payable for the products listed above up to the Billing Start Date of this Order. In the event of a conflict between the Agreement and this Order Form, the Order Form shall control. VertexOne pricing is presented in USD.

Transactional Fees

Transactional Fees include, Composition Fee, Document Archival, SMS Pass Through and Print Pass Through. The Annual Pricing detailed in this Quote are based on average usage, actual pricing will be based on Client usage on a monthly basis. Transactional Fees are calculated by the volume of Services consumed. Unless explicitly stated otherwise, Transactional Fees are not cancelable, and Fees paid are not refundable.

Signatures

VertexOne

Name: _____
Title: _____
Date: _____
Signature: _____

Client

Name: _____
Title: _____
Date: _____
Signature: _____

Communication	Transaction Type	Number Sent		Estimated Annual Total
Leak Alerts	Email	10000	\$	50.00
	SMS/Text	5000	\$	225.00
Group Messenger	Email	80000	\$	400.00
	SMS/Text	5000	\$	225.00
High Bill Notification	Email	2500	\$	12.50
	SMS/Text	1000	\$	45.00
Bill Forecast Notification	Email	1000	\$	5.00
	SMS/Text	500	\$	22.50
Unplanned Use Notification	Email	10000	\$	50.00
	SMS/Text	15000	\$	675.00
			\$	1,710.00

***ESTIMATED ANNUAL CHARGES FOR TRANSACTIONAL FEES BASED UPON VILLAGE OF LOMBARD'S USAGE FOR 4/2023 - 04/2024
TRANSACTIONAL FEES WILL BE INVOICED MONTHLY IN ARREARS BASED UPON PREVIOUS MONTHS USAGE***