

HIGHLINE WATER DISTRICT King County, Washington

RESOLUTION 23-9-6D

RESOLUTION AUTHORIZING AMENDMENT NO 1 OF THE SOFTWARE LICENSE, SERVICES, SUPPORT AND MAINTENANCE AGREEMENT WITH NORTHSTAR UTILITIES

WHEREAS, the District executed a Software License, Services, Support and Maintenance Agreement with N. Harris Computer Systems dba NorthStar Utilities dated May 1, 2008 for the Districts current billing system; and,

WHEREAS, the District desired to re-negotiate the terms of the maintenance agreement to lower overall costs by extending coverage from an annual agreement to a pre-negotiated three-one year term agreement; and,

WHEREAS, staff recommends approval of this resolution, and the General Manager concurs.

NOW THEREFORE, BE IT RESOLVED:

1. The Board of Commissioners authorizes the General Manager or designee to execute **Amendment No 1** (Attached hereto and incorporated herein) with NorthStar Utilities for support and maintenance of the NorthStar Billing Software for a not-to-exceed amount of \$198,272.47 (excluding tax), over the three-year term from 2024 through 2026.
2. The General Manager or designee is authorized to sign the necessary paperwork to implement Amendment No. 1.

ADOPTED BY THE BOARD OF COMMISSIONERS of Highline Water District, King County, Washington, at an open public meeting held this **6th** day of **September 2023**.

BOARD OF COMMISSIONERS

DocuSigned by:

Daniel Johnson

Daniel Johnson, President

DocuSigned by:

Polly Daigle

Polly Daigle, Commissioner

DocuSigned by:

Vince Koester

Vince Koester, Commissioner

DocuSigned by:

Kathleen Quong-Vermeire

Kathleen Quong-Vermeire, Secretary

DocuSigned by:

Todd Fultz

Todd Fultz, Commissioner

**AMENDMENT TO THE SOFTWARE LICENSE, SERVICES,
SUPPORT AND MAINTENANCE AGREEMENT DATED MAY 1, 2008**

This Amendment is entered into and effective as of the 23rd day of August 2023, amending the Software License, Services, Support and Maintenance Agreement dated May 1, 2008 (the "Agreement") by and between Highline Water District ("Organization") and N. Harris Computer Systems dba NorthStar Utilities Solutions, (Harris") (collectively, the "Parties").

RECITALS

The Parties desire to extend the support and maintenance provisions in Schedule D of the Agreement to extend said Agreement for an additional three one-year terms.

NOW, THEREFORE, in consideration of these recitals and the mutual covenants contained herein, Organization and Harris agree as follows:

1. The price term in paragraph 3 of Schedule D is hereby amended to reflect the following new term and pricing.

2023 January 01 to December 31 2023	YEAR 1 2024	YEAR 2 2025	YEAR 3 2026
NorthStar CIS	31,517.68	32,778.39	34,089.52
eDOCS	2,506.03	2,606.27	2,710.52
WO GBA Integration Support	1,210.86	1,259.30	1,309.67
Ecare Maintenance	5,294.45	5,506.23	5,726.48
mCAre Maintenance	6,503.52	6,763.66	7,034.20
JIRA 36509 Badger Beacon Interface Mainte	5,000.00	5,000.00	5,000.00
NSAO-1117 - Mod to API interface Maintena	1,000.00	1,000.00	1,000.00
GUI Maintenance	1,303.30	1,355.43	1,409.65
Reports Anywhere	9,414.18	9,790.75	10,182.38
	63,750.01	66,060.01	68,462.42

2. Except as expressly provided herein, the Agreement remains unchanged.
3. This amendment includes product maintenance at time of agreement. Additional maintenance can be added to this agreement throughout the 3 one-year terms.

NorthStar Utilities, a Division of
N. Harris Computer Corporation

Highline Water District

By: *Karen McKernan*

By:

(sign here)

(sign here)

VP, NorthStar Support Services

August 23, 2023

NORTH|STAR™

NORTHSTAR SOFTWARE SUPPORT AGREEMENT STANDARD GUIDELINES

NORTHSTAR TEAM SUPPORT ACCESS 24/7

The NorthStar Team Support Customer HUB allows our customers to:

- Open new tickets
- View open/closed tickets for your organization
- Post Screen Recordings and Video Recordings to tickets
- View Knowledge Base Articles
- View Product Information
- Report on Ticket Metrics
- Find out the latest NorthStar News; Events; Product Releases

SOFTWARE FOR LIFE

- Support on existing applications for life
 - Products reach the end of their product life cycle for a number of reasons. These reasons include market demands, technology innovation and development driving changes, or the products simply mature over time and are replaced by functionally richer technology. If NorthStar determines a product to be end of support we will ensure the existing product software license grants access to new platforms within the same product class.
- Cost effective upgrade solutions

SCHEDULED ASSISTANCE FOR UPDATES DURING REGULAR BUSINESS HOURS

- Additional charges apply outside of regular business hours.
- Charges may apply depending on scope of work.

TECHNICAL TROUBLESHOOTING & ISSUE RESOLUTION

STANDARD SOFTWARE RELEASES AND UPDATES

- Defect corrections
- Planned enhancements

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- Payroll regulated changes (additional charges may apply)
- Participation in BETA program
- Release notes
- State, Province and/or Federal mandated changes (additional charges apply)

CUSTOMER CARE PROGRAM

- Technical Support Bulletins
- Communication on new products and services
- Dedicated Customer Support Account Lead as first point of contact as required

OTHER

- Participation in Regional User Group Meetings
- Participation in NorthStar Webinars
- Opportunity to take part in validation and focus groups
- Opportunity to take part in Harris Annual Customer Conference

NORTHSTAR TICKET PRIORITIES:

In an effort to assign our resources to incoming tickets as effectively as possible, NorthStar has identified four types of ticket priorities P0, P1, P2 and P3.

PRIORITY 0 - PRODUCTION DOWN
<i>Deemed by NorthStar Team to be Extremely High Priority (Production Only)</i>
Production Down
Complete loss of service

PRIORITY 1 - BUSINESS CRITICAL
<i>Deemed by NorthStar Team to be of high priority as NO workaround exists</i>
Performance issue impacting critical processes
No workaround exists
Examples: Inability to create bills

PRIORITY 2 - MEDIUM TO HIGH BUSINESS IMPACT
<i>Deemed by NorthStar Team to be important; however, workarounds are available</i>
State of Degraded Performance
Workaround exists.
Examples: usability issues; non-critical performance issue; calculation issues

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PRIORITY 3 - MINIMAL BUSINESS IMPACT/REQUESTS
<i>Deemed by NorthStar Team to be more general/cosmetic in nature OR Scheduled</i>
Minimal Business Impact
General Product Issues/Questions/Aesthetic Issues/Formatting Issues/Questions on Documentation
Enhancement Requests/Requests for Statement of Work/To be Scheduled items

**NorthStar reserves the right to reclassify the priority level at any time if we reasonably believe the classification is incorrect. **

THIRD PARTY SUPPORT

Standard Third Party Support and Maintenance Services

For those clients with maintenance on 3rd party products, NorthStar will provide support as described below. NorthStar provides 1st line support for all 3rd party products listed below and will escalate to the vendor if required. Please note that 3rd party installations & preventative maintenance services are not included as part of your maintenance unless otherwise indicated below.

Microsoft SQL Server*

- Initial SQL Server installation & configuration
- Establish database connections to NorthStar database
- Limited troubleshooting and/or repair of database related issues

4Js (3rd Party graphical user interface (GUI) software)

- Entitlement to new GUI software releases
- Installation and configuration for test and live NorthStar environments
- Limited troubleshooting and/or repair of database related issues

BitStew (As part of the Customer Connect web portal)

- Installation & configuration for test and live Customer Connect environments

Cognos (as part of the Reports Anywhere reporting solutions)

- Initial installation & configuration of Cognos for use with Reports Anywhere
- Set up of Cognos license/establishment of connections with the NorthStar software
- Limited assistance in utilizing embedded report writer functionality.
- Updates to Cognos data model which reflect changes in NorthStar database schema due to upgrades.
- Limited assistance in locating information within the Cognos data model
- Assistance with existing reports

*NorthStar recommends Microsoft SQL Server and supports Microsoft supported versions of the SQL database. Those versions of SQL Server that are no longer supported by Microsoft should no longer be considered supported by NorthStar.

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BILLABLE 3RD PARTY SERVICES

- Upgrades and installations (other than at time of initial purchase)
- Cognos upgrades & installations (other than at time of initial purchase)
- Report Writer training, creation and modification of reports.

NORTHSTAR BILLABLE SUPPORT SERVICES

Out of Scope of Annual Support and Maintenance Agreement

This list is not exhaustive and serves as a representation of what our team can offer as a billable service.

- Training
- Project Management
- Form Creation/Redesign
- Handheld interface of new interface; setups & changes
- Setup of new services or changes to services (PAP, ACH, etc)
- File imports/exports – Interfaces to other applications
- Refresh backups; Restores; Setting up test areas
- Setup of new printers; printer setup changes
- Custom modifications (reports bills, forms, reversal of customizations)
- Setting up additional Companies/Agencies/Tokens/General Ledgers
- Data conversions/global modification to setup table data
- Database maintenance; repairs & optimization (unless specifically included as a line item on your support contract).
- Extended Hardware & Operating System Support
- Upgrades and Support of third party software
- Installations/re-installations (workstations, servers)
- Creation of Test Databases/Environments

*****Modifications to data in the NorthStar database via non-sanctioned NorthStar solutions or partner solutions are strictly prohibited and not supported*****

TEST DATABASES & ENVIRONMENTS

NorthStar recommends that all customers maintain an independent Test Environment for testing purposes. This allows customers the opportunity to test fixes; modifications; new business processes and/or scenarios without risking any potentially unwanted changes to the live environment. The creation of Test Databases & Environments is a billable service.

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RATES

Rates are subject to change on an annual basis. Quotations will be provided for all billable services.

RESPONSE TIME

Response times will vary and are dependent on the priority of the call. We do our best to ensure that we deal with incoming cases in the order that they are received; however, cases will be escalated based on the urgency of the issue reported.

Our response times are as follows:

Priority 0	Response within 2 business hours
Priority 1	Response within 4 business hours
Priority 2	Response within 8 business hours
Priority 3	Response within 24 hours

HELP DESK HOURS

Our standard hours of support are from 8:00 am ET to 8:00 pm ET Monday through Friday excluding designated statutory holidays.

Support is available outside of regular business hours and is billable on an hourly basis (minimum number of hours will apply).

Weekend assistance is available and must be scheduled in advance (and is billable on an hourly basis with a minimum number of hours that apply).

HOLIDAY SCHEDULE

Below is a listing of Canadian and US Statutory Holidays. Please note that NorthStar Support Services will be closed on designated days as outlined below. Support will be available on all Canadian Holidays when there is no US corresponding statutory holiday.

New Year's Eve	Early Closure
New Year's Day	Closed
Labor Day	Closed
Christmas Eve	Early Closure
Christmas Day	Closed
Boxing Day	Early Closure

HOW TO CONTACT US:

NORTH|STAR™

Existing customers can login to our Customer Hub at:

<https://northstarutilitiessolutions.na2.teamsupport.com/login/user>

CONTACT INFORMATION FOR ESCALATED ISSUES

Dawn Ivanochko
Director, Support Services
1-888-847-7747 X2032
DIvanochko@harriscomputer.com

Diane Vieson
Manager, Support Services
1-888-847-7747 X2012
DVieson@harriscomputer.com

Brian Ladd
Manager, Support Services
1-888-847-7747
BLadd@harriscomputer.com

Karen McKernan
Vice President, Support Services
1-888-847-7747 X2744
KMckernan@harriscomputer.com

Agenda Item No.: 5.4
Agenda Date: 09/06/23
Reviewed By: 

SUBJECT: Authorize amendment #1 of the software license services, support and maintenance agreement with Northstar Utilities

CATEGORY	
<i>Executive</i>	<input type="checkbox"/>
<i>Administrative</i>	<input checked="" type="checkbox"/>
<i>Engineering/Operations</i>	<input type="checkbox"/>

FINANCIAL						
<i>Expenditures?</i>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>Budgeted?</i>	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
<i>Amount:</i>		\$	<u>198,272.47</u>			

ATTACHMENTS:

1. Resolution 23-9-6D

COMMENTS:

The District executed a Software License, Services, Support and Maintenance Agreement with N. Harris Computer Systems dba NorthStar Utilities dated May 1, 2008 for the Districts current billing system.

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Staff recommends approval of this resolution, and the General Manager concurs.