

Non-Code Ordinance

By: Finance

Introduced: January 14, 2019

Public Hearing: January 28, 2019

Adopted: January 28, 2019

Yes: Burney, Dryden, Graham, Harvey, Ledford, O’Barr

No: None

Absent: None

**City of Wasilla
Ordinance Serial No. 19-02**

An Ordinance Of The Wasilla City Council Amending The Fiscal Year 2019 Sewer Fund And Water Fund Budget By Appropriating \$3,750 From The Sewer Fund, Fund Balance And \$3,750 From The Water Fund, Fund Balance To Upgrade The Naviline Click2Gov On-Line Utility Software.

Section 1. Classification. This is a non-code ordinance.

Section 2. Purpose. To appropriate funds within the Sewer Fund, Fund Balance and Water Fund, Fund Balance to upgrade the current on-line utility payment system, Naviline Click2Gov.

Section 3. Appropriation of Funds. The funds are appropriated to the following:

Computer Software Maintenance 310-4352-435.40-31 \$ 3,750

Computer Software Maintenance 320-4362-436.40-31 \$ 3,750

Section 4. Source of Funds.

Sewer Fund, Fund Balance 310-0000-253.20-00 \$ 3,750

Water Fund, Fund Balance 320-0000-253.20-00 \$ 3,750

Section 5. Effective Date. This ordinance shall take effect upon adoption by the Wasilla City Council.

ADOPTED by the Wasilla City Council on January 28, 2019.


BERT L. COTTLE, Mayor

ATTEST:


JAMIE NEWMAN, MMC, City Clerk

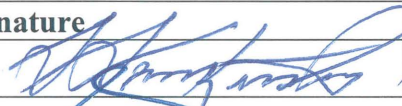
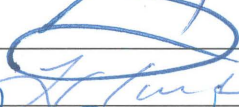


[SEAL]

CITY COUNCIL LEGISLATION STAFF REPORT

Ordinance Serial No. 19-02: An Ordinance Of The Wasilla City Council Amending The FY2019 Sewer Fund and Water Fund Budget By Appropriating \$3,750 From The Sewer Fund, Fund Balance and \$3,750 From The Water Fund, Fund Balance To Upgrade The Naviline Click2Gov On-Line Utility Software.

Originator: Troy Tankersley, Finance Director
Date: 12/18/2018

Agenda of: 1/14/2019

Route to:	Department Head	Signature	Date
X	Finance Director		12/19/18
X	Public Works Director		1/2/19
X	Deputy Administrator		1/2/19
X	City Clerk		1/3/19

Reviewed by Mayor Bert L. Cottle:

 1/3/2019

Fiscal Impact: yes or no

Funds Available: yes or no

Account name/number:

Computer Software Maintenance	310-4352-435.40-31	\$ 3,750
Computer Software Maintenance	320-4362-436.40-31	\$ 3,750

Attachments: Ordinance Serial No. 19-02 (2 pages)
Superion Naviline Click2Gov3 Quote (4 pages)
Email from Tom Amburgey, Superion (2 pages)

Summary Statement: Recently, the City was informed by Superion that our current Naviline Click2Gov Software (on-line utility collection system) is requiring an upgrade and changing its name to Citizen Engagement. Superion would like to move our existing system into a cloud-based format and provide better security. Attached is the quote provided to the City from Superion for this upgrade.

Current FY2019 funding within the Sewer Fund, Customer Accounting Services Division or the Water Fund, Customer Accounting Services Division does not have enough funding for this upgrade. Therefore, finance is asking for consideration by Council to support Ordinance Serial No. 19-02.

Staff Recommendation: Introduce and set the ordinance for public hearing Ordinance Serial No. 19-02.

Add-On Quote

Quote Prepared For:

Troy Tankersley, Finance Director
 City of Wasilla
 290 E. Herning Avenue
 Wasilla, AK, 99654
 (907) 373-9084

Date: 12/10/18

Quote Number: Q-00009034 **Valid Until:**
 01/20/19

Quote Prepared By:

Josh Bisienere, Account Executive - Install
 Superion
 1000 Business Center
 Lake Mary, FL 32746
 Phone: Fax:
joshua.bisienere@centralsquare.com

Thank you for your interest in Superion and our software and services solutions. Please review the below quote and feel free to contact Josh Bisienere with any questions.

Cloud/Hosted Fees

Product Name	Quantity	Amount
NaviLine Click2Gov3 Customer Information System	1	\$1,442.00
Total		\$1,442.00

Third-Party Cloud/Hosted Fees

Product Name	Quantity	Amount
NaviLine Click2Gov3 Core	1	\$1,170.00
NaviLine Click2Gov3 Core - Contract Startup Fee	1	\$2,000.00
Total		\$3,170.00

Professional Services Installation & Configuration

Product Name	Amount
Click2Gov Migration Cloud Services	\$1,400.00
Total	\$1,400.00

Technical Services



Product Name

Click2Gov Migration Cloud Services

Amount

\$800.00

Total

\$800.00

Project Management

Product Name

Click2Gov Migration Cloud Services

Amount

\$640.00

Total

\$640.00

Total Professional Services

\$2,840.00

Summary

Product/Service

Cloud/Hosted Annual Access Fees

Amount

\$1,442.00

Professional Services

\$2,840.00

Subtotal

\$4,282.00

Third-Party Cloud/Hosted Access Fees

\$3,170.00

Subtotal

\$3,170.00

Total

\$7,452.00

See Product notes in the Additional Information Section

Payment terms as follows, unless otherwise notated below for Special Payment Terms by Product:

License, Project Planning, Project Management, Consulting, Technical Services, Conversion, Third Party Product Software and Hardware Fees are due upon execution of this Quote. Training fees and Travel & Living expenses are due as incurred monthly. Installation is due upon completion. Custom Modifications, System Change Requests or SOW's for customization, and Third Party Product Implementation Services fees are due 50% on execution of this Quote and 50% due upon invoice, upon completion. Unless otherwise provided, other Professional Services are due monthly, as such services are delivered. Additional services, if requested, will be invoiced at then-current rates. Any shipping charges shown are estimated only and actual shipping charges will be due upon invoice, upon delivery.



Annual Subscription Fee(s): Initial annual subscription fees are due 100% on the Execution Date. The initial annual subscription term for any subscription product(s) listed above shall commence on the Execution Date of this Agreement and extend for a period of one (1) year. Thereafter, the subscription terms shall automatically renew for successive one (1) year terms, unless either party gives the other party written notice of non-renewal at least sixty (60) days prior to expiration of the then-current term. The then-current fee will be specified by Superior in an annual invoice to Customer thirty (30) days prior to the expiration of then-current annual period.

Superion Application Annual Support: Customer is committed to the initial term of Maintenance and Support Services for which the support fee is included in the License fee(s) and begins upon execution of this Quote and extends for a twelve (12) month period. Subsequent terms of support will be for twelve (12) month periods, commencing at the end of the prior support period. Support fees shown are for the second term of support for which Superior is committed and which shall be due prior to the start of that term. Fees for subsequent terms of support will be due prior to the start of each term at the then-prevailing rate. Subsequent terms will renew automatically until such time Superior receives written notice from the Customer thirty (30) days prior to the expiration of the then current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal.

Third Party Product Annual Support Fees: The support fee for the initial annual period is included in the applicable Third Party Product License fees(s) unless otherwise stated. Subsequent terms invoiced by Superior will renew automatically at then-prevailing rates until such time Superior receives written notice of non-renewal from the Customer ninety (90) days in advance of the expiration of the then-current term. Notification of non-renewal is required prior to the start of the renewal term. Customer will be invoiced, and payment is due, upon renewal. As applicable for certain Third Party Products that are invoiced directly by the third party to Customer, payment terms for any renewal term(s) of support shall be as provided by the third party to Customer.

Applicable Start-up Fees are due upon execution of this Quote. Initial Annual Access Fees are due upon execution of this Quote and will be invoiced pro-rata to coincide with Customer's Annual Renewal Date. Subsequent Annual Access Fees will be invoiced each year thereafter on the anniversary of Customer's Annual Renewal Date.

Additional Terms:

This Add-On Quote constitutes a supplemental Schedule A-Order Form amendment to the existing Agreement (the "Agreement") by and between Superior and Customer which pertains to Application Service Provider (ASP) services. Unless otherwise stated below, all terms and conditions as stated in the Agreement shall remain in effect.

Applicable taxes are not included, and, if applicable, will be added to the amount in the payment of invoice(s) being sent separately. Travel and living expenses are in addition to the prices quoted above and shall be governed by the Superior Travel Policy

Preprinted conditions and all other terms not included in this Quote or in the Contract and Agreement, stated on any purchase order or other document submitted hereafter by Customer are of no force or effect, and the terms and conditions of the Contract and Agreement and any amendments thereto shall control unless expressly accepted in writing by Superior to Customer.

Superion's "Cloud" Products identified above are application Modules to be hosted by Superior.

Third party hardware/software maintenance and/or warranty will be provided by the third party hardware and software manufacturer(s). Superior makes no representations as to expected performance, suitability, or the satisfaction of Customer's requirements with respect to the hardware or other third party products specified in this Quote. The return and refund policy of each individual third party hardware/software supplier shall apply.



This Agreement is based on the current licensing policies of each third party software manufacturer as well as all hardware manufacturers. In the event that a manufacturer changes any of these respective policies or prices, Superior reserves the right to adjust this proposal to reflect those changes.

Pricing for professional services provided under this quote is a good faith estimate based on the information available to Superior at the time of execution of this Quote. The total amount that Customer will pay for these services will vary based on the actual number of hours of services required to complete the services. If required, additional services will be provided on a time and materials basis at hourly rates equal to Superior's then-current rates for the services at issue.

For training and on-site project management sessions which are cancelled at the request of Customer within fourteen (14) days of the scheduled start date, Customer is responsible for entire price of the training or on-site project management plus incurred expenses.

Troy Tankersley, Finance Director
City of Wasilla

Authorized Signature: _____

Printed Name: _____

Date: _____

Additional Information Section

Product Notes:

a. It shall be the responsibility of the Customer to provide a Web server to run the applicable Licensed Programs herein. b. Customer shall be responsible for obtaining a valid registered domain name and IP address from an appropriate ISP service. c. Core Module includes Oracle Weblogic Express for up to 2 processors. For more than 2 processors additional licenses are required. d. VeriSign requires an annual renewal of its Digital Encryption Module. e. The License Fee includes the license for Oracle Weblogic Express (up to 2 processors).

Troy Tankersley

From: Tom Amburgey <info@mail.centalsquare.com>
Sent: Thursday, December 06, 2018 10:00 AM
To: Troy Tankersley
Subject: Citizen Engagement (formally known as Click2Gov) moves to the cloud

To our valued customers,

Click2Gov is becoming Citizen Engagement and moving to the cloud. Moving to our data center secures your Citizen Engagement server and keeps it safely maintained by our cloud environment specialist.

Effective immediately, all our current premise-based Click2Gov versions will be offered in the cloud. As part of this initiative, we are replacing all instances of WebLogic with Tomcat which will stabilize the security of your application. Additionally, please note the following:

- For Click2Gov1 customers: Upon receipt of a signed quote, we will upgrade your current version to Click2Gov3 in the cloud.
- For Click2Gov3 customers: You are highly encouraged to move any on-premise systems to the cloud to ensure you benefit from the latest security updates

Also, we request that if you are using Transaction Manager today, please switch to a third-party payment processor by selecting from our list of certified providers. This payment processor will provide PCI compliance for over-the-counter payments and secure payments over the web.

We realize you likely have questions about both the upgrade and the payment processor requirements. The following FAQ should help, but as always, please feel free to reach out to Karen Anthony Karen.anthony@centalsquare.com or Kasey Barreras Kasey.barreras@centalsquare.com directly if you need additional program details. Also, please contact your account executive for information on getting started with your move to the cloud and choosing a payment vendor.

As always, thank you for your partnership and continued support of our products and services.

Sincerely,

Tom Amburgey
Senior Vice President & General Manager, Public Administration

C2G1/C2G3 and Payment Processor FAQs

Q. Who is my account executive?

A. Josh Bisienere

Josh.bisienere@centalsquare.com

AK, AZ, Bahamas, CA, Canada, CT, DE, FL, HI, ID, MA, MD, ME, MI, NH, NJ, NV, NY, OR, PA, RI, UT, VT, WA, WV

Denise Pratt

Denise.pratt@centalsquare.com

AL, AR, CO, GA, IA, IL, IN, KS, KY, LA, MN, MO, MS, MT, NC, ND, NE, NM, OH, OK, SC, SD, TN, TX, VA, WI, WY

Q. Where do I find a list of certified Fusion integrators?

A. Your account executive can provide you with some options. You can view the list here:
<https://fusion.superion.com/Fusion/Suite/Naviline/CertifiedIntegrators>

Q. Will there be a charge for upgrade services?

A. There is a discounted cost for the upgrade services. Your account executive will prepare a quote for your signature.

Q. When will support for C2G1 end?

A. We will no longer support C2G1 by end of July 2020.

Q. What if I choose not to upgrade?

A. You will be placing your organization at risk for failing PCI-DSS audits.

Q. Do I have to use Transaction Manager?

A. No, you do not. If you are using auto pay for Utility Billing, you will need a wallet migration to Transaction Manager before moving to another payment vendor. This is included in the discounted upgrade cost. Additionally, we ask that you choose a certified Fusion integrator.

Q. Are there transaction fees associated with third-party vendor implementations?

A. Yes, in most cases. Work with your chosen payment vendor on transaction fee details.

Q. What about my Digital Wallet? Will that be migrated as well?

A. Yes, all customer information in your Digital Wallet and the wallet itself will be migrated to the new version as part of this project.

Q. Does this replace my existing merchant account?

A. No, you still need your merchant account. That is the mechanism we use to ensure collected funds are correctly attributed to and deposited into your bank accounts.

Q. Is the new version PCI-DSS compliant?

A. Yes, the recently increased security requirements around PCI-DSS payment processing are all addressed in Click2Gov3. This is one of the driving reasons behind this upgrade.

Q. If I am on Click2Gov1, how can I prepare?

A. Because there is a significant software upgrade, your staff will need to make decisions about configuration options and become acquainted with new and different features of the product. After you sign the quote, our project managers will contact you to schedule your upgrade. To help us plan appropriately, please work with your team now to determine their availability. (For clients with Click2Gov3, there is little to no change other than the installation of a VPN device.)

Q. How do I contact my project manager?

A. Your project manager will be assigned to your upgrade implementation after your upgrade quote is signed and will reach out to you shortly thereafter.

Q. Is this a good time to review my credit card transaction policies, processes, and procedures?

A. Yes, it is the perfect time for this. Your project manager can help you conduct a review and will make recommendations for anything you might want to consider and any services we can provide.

Q. How can I learn more?

A. Please contact our Director of Development, Karen Anthony at Karen.anthony@centralsquare.com or Product Manager Kasey Barreras at Kasey.barreras@centralsquare.com for additional information about moving to the cloud and selecting a payment provider.