



CITY OF KIRKLAND
Department of Finance & Administration
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MEMORANDUM

To: Kurt Triplett, City Manager

From: Tracey Dunlap, Director of Finance and Administration
Michael Olson, Deputy Director

Date: July 6, 2010

Subject: Springbrook Software Upgrade/Migration

RECOMMENDATION:

City Council approve funding for Springbrook software migration to Version 7

BACKGROUND DISCUSSION:

Springbrook software was purchased in 1998 to manage the City's water, sewer and solid waste utility billing and City Hall cashiering. Due to customization of the software to handle the billing for solid waste, the City has not upgraded the Springbrook software since 2004.

We are looking at upgrading now for the following reasons:

- Springbrook software Version 7 will be compatible with Microsoft Windows 7 operating system.
- To prepare for the potential addition of 11,000 solid waste accounts due to annexation.
- To improve operating and processing efficiencies with the process review to take place in the migration and improved technology in the latest release.

The City's currently installed version (6.02) is three releases prior to Springbrook's Version 7 and is not certified to be compatible with Microsoft Windows 7 operating system which the City will begin using in 2011. In addition, software errors are difficult to pinpoint and fix as Springbrook is not making any changes to our version and our current version is not supported by training.

Approximately three years ago Springbrook began release of their Version 7 product which is a redesign of the software utilizing .NET technology which, among many other factors, allows quicker processing of reports, easier installation and maintenance of users.

The migration will be paid for by the utilities out of the Information Technology Capital Improvement Program. The costs are included in the Preliminary 2011-2016 CIP and sufficient funding is available in the utility capital reserves to pay for the upgrade without impacting rates. To have the upgrade in place before the City's migration to Microsoft Windows 7, the vendor must begin work before the CIP will be approved. Total cost is estimated to be approximately \$80,000 summarized as follows:

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Custom Code written for V 7	15,525
Progress to SQL Database Conversion	17,625
Professional Services & reimbursements	25,400
Sales tax	5,100
Contingency 25%	16,000
Total	79,650

cc: Brenda Cooper, Chief Information Officer
Ray Steiger, Interim Public Works Director
Julie Elsom, Senior Operations & Finance Analyst
Sri Krishnan, Financial Planning Manager