



# City of Austin

## Recommendation for Action

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**File #:** 25-0510, **Agenda Item #:** 15.

4/24/2025

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### **Posting Language**

Authorize a contract for VXSmart utility billing customer service portal for Austin Water with Vertex U.S. Holdings, Inc. d/b/a VertexOne Software LLC or Watersmart Software Inc., for an initial term of two years and eight months with up to two one-year extension options in an amount not to exceed \$1,375,000. Funding: \$687,500 is available in the Fiscal Year 2024-2025 Operating Budget of Austin Water.

### **Lead Department**

Financial Services Department.

### **Client Department(s)**

Austin Water.

### **Fiscal Note**

Funding in the amount of \$687,500 is available in the Fiscal Year 2024-2025 Operating Budget of Austin Water.

Funding for the remaining contract term is contingent upon available funding in future budgets.

### **Purchasing Language:**

Sole Source.

### **MBE/WBE:**

Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

### **For More Information:**

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at [FSDCentralProcurementRCAs@austintexas.gov](mailto:FSDCentralProcurementRCAs@austintexas.gov) or 512-974-2500.

### **Council Committee, Boards and Commission Action:**

April 16, 2025 - To be reviewed by the Water and Wastewater Commission.

### **Additional Backup Information:**

This contract will provide software maintenance and support for VertexOne VXSmart utility billing customer service portal. The portal alerts customers when unusual water consumption occurs due to water leaks, high water usage, and also predicts future water bills based on current water usage.

Austin Water (AW) relies on VXSmart to provide their utility customers with a portal that provides water usage alerts, notifications, historical water usage billing history, and emergency messaging. Since the installation of this system in 2020, AW has sent over 5.5 million messages which have been read by nearly 70 percent of its customers. These alerts have helped to reduce water waste by over 500 million gallons each calendar year in

2023 and 2024.

Vertex U.S. Holdings, Inc. d/b/a VertexOne Software LLC or Watersmart Software Inc. is the manufacturer and sole source contractor for VXSmart. AW is unable to procure this software as a service from any other supplier. This contract replaces an existing contract expiring on April 30, 2025. The recommended contractor is the current provider for these services.

If this contract is not approved, AW will lose the ability to send water usage alerts and communications to utility customers.