



Legislation Details (With Text)

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Title: Utility Bill Presentment and Payment (B)

Staff recommends awarding a contract to Total Billings, Inc. for utility bill rendering, printing, mailing, electronic presentment and payment.

Sponsors:

Indexes:

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Attachments: 1. 90694_contract_20100121.pdf

Date	Ver.	Action By	Action	Result
1/21/2010	0	City Commission	Approved as Recommended	Pass

Utility Bill Presentment and Payment (B)

Staff recommends awarding a contract to Total Billings, Inc. for utility bill rendering, printing, mailing, electronic presentment and payment.

In 2005, GRU began replacing its Customer Information System (CIS). During this process, staff evaluated the possibility of outsourcing some portions of the billing system to reduce costs. As a result, the customer bill rendering process (formatting) was outsourced. The agreement included a disaster recovery option for bill printing as a backup to GRU's bill print operation.

To further reduce the billing process cost, GRU re-evaluated outsourcing the remaining billing processes, which includes bill printing, mailing, and miscellaneous customer correspondence. The estimated annual expense for this contract is \$325,000. Based on the staff analysis, outsourcing these services will result in a \$10,000 decrease per year compared to the existing billing process expense, and will also result in improved efficiencies and new options for customers. For example, customers would have the option of receiving an electronic bill rather than a mailed, paper bill.

Utilities Purchasing issued a Request for Proposals (RFP) to seventeen known companies that perform this type of service and posted the RFP to GRU's webpage. Eight firms submitted proposals, which were evaluated and scored based on understanding and approach, qualifications and experience, fees and expenses, references and Local Vendor status. Total Billings, Inc. submitted the best evaluated proposal. A tabulation of the evaluation is attached for your information.

The City Commission: 1) authorize the General Manager, or his designee, to negotiate and execute a three-year contract with Total Billings, Inc. for utility bill rendering, printing, mailing, electronic bill presentment and payment, subject to approval of the City Attorney as to form and legality; and 2) approve the issuance of purchase orders for these services in amounts not exceeding budgeted amounts for each year of the contract, subject to the final appropriation of funds for these services for each fiscal year.

Funds for this project are available in the FY 2010 budget and will be requested in subsequent fiscal year budgets.

Prepared by Jennifer L. Hunt, Chief Financial Officer

Submitted by Robert E. Hunzinger, General Manager

