



Legislation Text

File #: 120961., **Version:** 1

Utility Bill Presentment and Payment (NB)

Staff recommends extending the term of the agreement with Cash Cycle Solutions, Inc. for utility bill presentment and payment.

In an effort to reduce overhead expenses, GRU began outsourcing some of its billing processes through the implementation of a new Customer Information System in 2005. Initially, bill rendering (formatting) was outsourced and a disaster recovery system for bill printing was implemented. To further reduce costs, GRU issued a Request for Proposals in 2009 for a complete electronic utility bill presentment and payment process which included printing and mailing. A three-year agreement with Total Billings, Inc. for these services was approved by the City Commission on January 21, 2010.

Cash Cycle Solutions, Inc., a small business, has provided professional work with improved efficiencies and options for customers such as electronic billing for a sustainable alternative. Cash Cycle Solutions, Inc. has the ability to perform services from multiple locations as needed to ensure continuation of billing operations. The agreement provides for an additional three-year extension upon mutual agreement of the parties and negotiation of the parties. Cash Cycle Solutions, Inc. has agreed to an extension with the same pricing. The approximate cost of this agreement is \$325,000 per year.

Funds are available in GRU's FY 2013 budget and will be requested in subsequent year budgets.

The City Commission: 1) authorize the General Manager, or his designee, to negotiate and execute a three-year amendment to extend the term of the agreement with Cash Cycle Solutions, Inc. , formerly Total Billings, Inc. for utility bill presentment and payment; 2) approve the issuance of purchase orders for these services to Cash Cycle Solutions, Inc in amounts not to exceed budgeted amounts for each year of the agreement, subject to the final appropriation of funds for these services for each fiscal year.