



## Legislation Details (With Text)

**File #:** 190617. **Version:** 1 **Name:**  
**Type:** Staff Recommendation **Status:** Passed  
**File created:** 11/1/2019 **In control:** Utility Advisory Board  
**On agenda:** 11/14/2019 **Final action:** 11/21/2019  
**Title:** Contract Award to Vertex Data Utility Services, LLC for Bill Payment and Presentment Services (B)

This item is a request to approve the recommended award and execute a contract with Vertex Data Utility Services, LLC for Utility Bill printing, mail, electronic presentment, payment processing, and customer self-service.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 190617\_Billing Bid Tab\_20191114

Date	Ver.	Action By	Action	Result
11/21/2019	1	City Commission	Approved as Recommended	
11/14/2019	1	Utility Advisory Board		

### Contract Award to Vertex Data Utility Services, LLC for Bill Payment and Presentment Services (B)

This item is a request to approve the recommended award and execute a contract with Vertex Data Utility Services, LLC for Utility Bill printing, mail, electronic presentment, payment processing, and customer self-service.

GRU currently contracts with multiple vendors for utility Bill printing, mail, electronic presentment services, and payment processing. Staff is now seeking to consolidate these services to improve delivery of these services to GRU customers.

On October 16, 2018, GRU issued Invitations to Negotiate (ITN) to provide bill printing, mail, presentment, and payment services to support GRU's customers. The ITN process was implemented in compliance with, and as required by, City of Gainesville procurement policies.

This item was presented to the UAB on November 14, 2019.

GRU Customer Operations estimates the annual cost of this contract to be \$640,000. Estimate is based on historical volumes for each service line item. Additionally there will be a one-time fee of \$18,063 to implement American with Disabilities Act accessibility features on the Customer Self-Service Portal. GRU Customer Operations currently budgets \$651,000 for these services. The impact to budget is \$8,000 increase of the first year and no impact to existing budget for subsequent years.

The City Commission authorize the GRU General Manager or designee to execute a contract with Vertex Data Utility Services, LLC, for Bill Payment and Presentment Services, subject to approval by the City Attorney as to form and legality.

On November 14, 2019, the UAB approved this on their consent agenda in a 6-0 vote, with Member Rockwell absent.