

Legislation Text

File #: 15-5573, Version: 1

Utility Billing, Payment, and Related Services

Action:

- A. Authorize the City Manager to approve an amendment to extend the current contract with Kubra for Utility Billing, Payment and Related Services for a period of three months to support the transition of services to the new contract,**
- B. Authorize the City Manager to negotiate and approve a five-year contract with four one-year renewals with Kubra, the current billing vendor, to provide and implement Utility Billing, Payment, and Related Services,**
- C. Authorize the City Manager to approve price adjustments and amend the contract consistent with the purpose for which the contract was awarded, and**
- D. Authorize the City Manager to approve additional purchases as needed from time to time to optimize the Utility Billing, Payment and Related Services program.**

Staff Resource(s):

Randy Harrington, Management and Financial Services
Barry Gullet, Charlotte Water
Robert Campbell, Management and Financial Services

Explanation

- The City and Mecklenburg County currently partner with Kubra to provide approximately 3.4 million bills annually to customers totaling \$490 million.
- These services include bill processing, printing, mail insertion, archival/bill viewing, electronic bill distribution, collection of customer payments, backup facilities, and seamless integration with the City's current web portal provider.
- The current contract is set to expire and a three month amendment extending the current Utility Billing Services contract will be needed to maintain the continuity of services and support during the transition to the new services contract. The projected cost for three months of service with Kubra is \$425,000.
- On March 31, 2017, the City issued a Request for Proposals (RFP); the City received two proposals from interested service providers.
- Kubra best meets the City's needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.
- Cost over the initial five year contract for the implementation, licensing, support, consulting, goods, services, postage, and maintenance are estimated to be \$8.3 million for current services and \$6.6 million for the four one-year possible renewal periods, with the potential implementation of \$13.2 million in additional services and payment options for a total of \$28.1 million.
- The RFP resulted in new, projected annual savings of \$123,000.

Charlotte Business INclusion

No subcontracting goal was established because there are no subcontracting opportunities (Part C: Section 2.1(a) of the Charlotte Business INclusion Policy).

Fiscal Note

Funding: Management and Financial Services Operating Budget