

Agenda Report



MEETING DATE: Tuesday, April 23, 2024

TO: City Council

FROM: PUBLIC WORKS & UTILITIES DIRECTOR LINDBERG
SENIOR FINANCIAL ANALYST DIAZ
PW ADMINISTRATIVE SERVICES MANAGER GORDO

THROUGH: CITY MANAGER MENDEZ

SUBJECT: RESOLUTION AUTHORIZING ISSUANCE OF REQUEST FOR
PROPOSALS FOR THE UTILITY BILL PRINT AND MAILING
SERVICES

RECOMMENDED ACTION:

Staff recommends that City Council adopt a resolution authorizing and directing the purchasing officer to issue a Request for Proposals (RFP) for the utility bill online, print and mailing services, estimated cost of \$400,000 for the next three years and budgeted in the Water Enterprise Fund and adopted in the budget fiscal year 2023-2024.

BACKGROUND:

The City's current agreement for utility bill online, print and mailing services has expired. A Request for Proposals (RFP) for these services is needed to continue to provide our residents with consistent billing for water, wastewater, and solid waste.

DISCUSSION:

The Utility Revenue Division is responsible for processing and collection of bills for City utilities (Water, Wastewater and Solid Waste). The Division's primary objective is to ensure that customers receive a high level of customer service, and fiscal resources are collected and posted to accounts in an accurate and timely manner.

The City of Watsonville is requesting proposals from qualified vendors to provide bill print, online and mailing services associated with approximately 15,000 utility accounts per month for billing statements containing charges for water, wastewater, and solid waste.

The City of Watsonville utilizes Tyler Munis Utility Billing software to generate data files for utility billing operations. Billing files are currently being transmitted via a pdf file to the vendor. This file will be output from Tyler Munis and uploaded to the vendor.

Upon City Council authorization, the City will seek bids from fully licensed and insured vendors to enter into a three (3) year agreement with the City with the possibility of extending the agreement for a maximum of two (2) additional one-year periods.

Staff recommends that the City Council adopt a resolution authorizing issuance of Request for Proposals (RFP) for the utility bill online, print and mailing services. The Request for Proposals (RFP) will be released on May 1, 2024, with the deadline for submitting proposals on Thursday, May 30, 2024, at 11:00 a.m.

STRATEGIC PLAN:

This project is consistent with many items of the strategic plan by allowing the City to provide a high level of customer service.

4-Fiscal Health

7-Efficient and High Performing Government

FINANCIAL IMPACT:

There is no financial impact as a result of this action item. There is sufficient funding to execute a contract in the adopted FY 2023-24 budget in account 0720-600-7361 (Other Contract Services).

ALTERNATIVE ACTION:

None recommended.

ATTACHMENTS AND/OR REFERENCES (If any):

None