

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to authorize the General Manager to approve a contract with **Utilitec** for **Bill Print and Mail Services and Insert Printing** after completion of contract negotiations.

Board Meeting Date: 8/6/2019

Project Name/Contract #: Customer Experience Improvement Project/ RFP #005-2019

Primary Contact: Matt Barton at Ext. 7109 and Sue Fahey at Ext. 7688

Contract Amount:

Contract Estimate Current Functionality: \$113,600 annual fees; \$800,000 over 7 years plus implementation travel costs

Contract Estimate Enhanced Functionality: \$135,000 annual fees: \$948,000 over 7 years plus implementation travel

Estimated Insert Costs (12/yr): \$43,300 annually; \$303,000 over 7 years

Contracting Method:

Method of Solicitation: Formal Request for Proposal

If applicable, basis for exemption: N/A

Term of Agreement: **7 years**

Option to Renew? For annual maintenance

Approval for purchases "as needed" for the life of the Contract Yes No

Proposals Received (Range): 5 responses (\$79,000 to \$118,200 annual fees; \$552,000-\$827,000 over 7 years);
Insert costs- 12/year (\$31,200 to \$51,900 annually; \$218,000 to \$363,000 over 7 years)

Selection Basis: **Highest Score after finalist demonstrations**

Operational Requirement and Alignment with Strategic Plan

See backgrounder

Contracted Goods or Services

EWEB issued an intent to award a contract to Utilitec for integrated bill print and mailing (BPM) services. If approved, Utilitec will perform the printing, folding, inserting and mailing of customer billing documents and generate electronic billing information for use with other customer facing systems. In addition, Utilitec will archive billing information in accordance with Oregon requirements.

From a customer and staff experience perspective, enhanced functionality provided by Utilitec includes online bill audit review with 50 audit thresholds to increase bill accuracy, automatic address updates to reduce the 50-100 undeliverable bills EWEB receives each day, and a more effective and efficient way to provide bill information and inserts. Management believes that it's in the best interest of customers and staff to contract with Utilitec for these value added services.

Prior Contract Activities

EWEB has not contracted with Utilitec previously.

Purchasing Process

The backgrounder includes information on the purchasing process. Five firms submitted BPM services proposals. After evaluating the proposals based on the criteria noted in the backgrounder, the three highest ranked proposers - Utilitec, Paymentus and Smart Energy Water (SEW) - were selected to demonstrate their services. All three firms ranked high in the functional requirements category. Utilitec and Paymentus also scored high in the firm background category, while SEW scored high with their implementation approach. Finalist annual fees ranged from \$113,600 to \$126,800. Utilitec was the highest ranked proposer after demonstrations and scored highest in the demonstration and implementation approach categories. From a customer and staff experience perspective, enhanced functionality over current BPM services includes online bill audit and review to increase bill accuracy, and automatic address

updates to reduce undeliverable mail. Currently, EWEB receives 50-100 undeliverable bills each day.

Proposer Information

Kubra
Level One
Paymentus with InfoSend for BPM
Smart Energy Water
Utilitec

Proposer Location

Piscataway, NJ
Malvern, PA
Charlotte, SC
Irvine, CA
Troy, MI

ACTION REQUESTED:

Management requests the Board authorize the General Manager to approve a contract with Utilitec for Bill Print and Mail Services and Insert Printing after completion of contract negotiations.