

## EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to approve an increase and extension to the existing contract with **Kubra Data Transfer, LTD** to provide **Electronic Bill Presentment and Payment Services (EBPP), Bill Print, and IVR functions.**

Board Meeting Date: February 2, 2017

Project Name/Contract#: EBPP & Bill Print Services/Contract #070-2011

Primary Contact: Erin Erben Ext. 7615

Purchasing Contact: Tracy Davis Ext. 7468

### Contract Amount:

Original Contract Amount: \$ 1,175,000

Additional \$ Previously Approved: \$ N/A

Invoices over last approval: \$ N/A

Percentage over last approval: N/A %

Amount this Request: \$ 735,000

**Resulting Cumulative Total:** \$ 1,910,000

### Contracting Method:

Method of Solicitation: Request for Proposal (RFP)

If applicable, basis for exemption: N/A

Term of Agreement: April 2012 through April 2020

Option to Renew? Yes

Approval for purchases "*as needed*" for the life of the contract Yes

Proposals/Bids Received (Range): \$1M to \$3M

Selection Basis: Highest score based on evaluation criteria

### Narrative:

The Board is being asked to approve an increase and extend the existing **contract with Kubra** to continue to provide Electronic Bill Presentment and Payment Services (EBPP), Bill Print, and IVR functions for an additional three years. This time frame was chosen to get us past the CIS implementation project. Our choice is to either replace the system right now and delay the CIS project or wait until it is complete. Three years should get us to the point where the system has been implemented and resources can be redirected to the extensive effort of integrating with a new billing agent.

Since being awarded the contract in 2012, Kubra has successfully provided the necessary upgrade to EWEB's previous technologically outdated EBPP system and we have achieved an impressive 30% adoption rate of the new online billing service offering, which has subsequently reduced printing and mailing costs. Kubra has been a good business partner and for all the reasons stated above, staff is interested in extending the existing contract rather than deferring the start date of CIS to entertain replacement at this time.

The current contract expires in April of 2017. Through discussions with Customer Operations, Purchasing, and Finance it was determined that extending the contract for three years would be the most prudent course of action for the reasons stated above.

Extending the contract would reduce the strain on resources, lessen the impact to EWEB customers, and allow time for the new CIS system to stabilize.

The original contract was established using a Request for Proposal process conducted in 2012.

**ACTION REQUESTED:**

Management requests the Board approve a three year extension to the existing KUBRA contract for **EBPP, Bill Print, and IVR services**. Funds for these services were budgeted for 2017 and will be budgeted annually through the term of the proposed contract.

**SIGNATURES:**

Project Coordinator: \_\_\_\_\_

Manager: \_\_\_\_\_

Purchasing Manager: \_\_\_\_\_

Board Approval Date: \_\_\_\_\_