



Legislation Text

File #: Res. 2019-151R, **Version:** 1

AGENDA CAPTION:

Consider approval of Resolution 2019-151R, approving a change in service to the agreement with Online Utility Exchange services providing for web-based services related to the vetting of new utility account applicants to add additional services and support at a cost of \$17,000; authorizing the City Manager or his designee to execute the appropriate documents to implement the change in service; and declaring an effective date.

Meeting date: August 20, 2019

Department: Utility Billing- Heather Hurlbert, Finance Director (by Lynda Williams, Purchasing Manager)

Amount & Source of Funding

Funds Required: \$17,000 FY19

Account Number: 21006320.52230

Funds Available: \$17,000

Account Name: Utility Billing-Professional Services

Fiscal Note:

Prior Council Action: [Click or tap here to enter text.](#)

City Council Strategic Initiative: [Please select from the dropdown menu below]

Choose an item.

Choose an item.

Choose an item.

Comprehensive Plan Element (s): [Please select the Plan element(s) and Goal # from dropdown menu below]

- ☐ Economic Development - Choose an item.
- ☐ Environment & Resource Protection - Choose an item.
- ☐ Land Use - Choose an item.
- ☐ Neighborhoods & Housing - Choose an item.
- ☐ Parks, Public Spaces & Facilities - Choose an item.
- ☐ Transportation - Choose an item.

☐ Not Applicable

Master Plan: *[Please select the corresponding Master Plan from the dropdown menu below (if applicable)]*

Choose an item.

Background Information:

The City has a contract in the amount of \$49,387.64 with Online Utility Exchange (OUE) Services to provide a web-based inquiry service allowing our staff to review customer alerts (fraud, multiple names, at risk account history, etc.) based on customer credit history. It assists the Utility Billing Division by confirming the person requesting services is the person they claim to be, or if they are in our system under another name.

This Change In Service is for additional work to develop a custom batch process which includes implementation of the automated interface, ongoing support and custom reporting. This interface will allow for multiple applicants to be processed via batch in an automated manner. The results will include a pass/fail decision per applicant in a consolidated file. This batch process will run every 30 minutes eliminating the need for Utility Billing staff to run manual reports for online move-ins. It was critical that the QUE batch feature be added to the contract prior to the start of college rush which is the busiest time for new utility applications.

The additional services is for the amount of \$17,000.00 added to the existing contract amount of \$49,387.64 for a total amount of \$66,386.64, requiring City Council approval.

Council Committee, Board/Commission Action:

Click or tap here to enter text.

Alternatives:

Click or tap here to enter text.

Recommendation:

Recommend approval of a change in service with Online Utility Exchange in the total amount of \$17,000 for a total contract amount of \$66,386.64.