



City of Rochester Hills
AGENDA SUMMARY
FINANCIAL ITEMS

1000 Rochester Hills Dr.
Rochester Hills, MI 48309
248.656.4630
www.rochesterhills.org

Legislative File No: 2015-0044

TO: Mayor and City Council Members
FROM: Keith Sawdon, Finance Director
DATE: February 9, 2015
SUBJECT: Water and Sewer Utility Billing System

REQUEST:

City Council is requested to approve a project budget for the purchase of a Water and Sewer Utility Billing System to TruePoint Solutions, Loomis, California, and other vendors as appropriate in the amount of \$413,500.00 and authorize the Mayor to execute a contract on behalf of the City.

REASON FOR PURCHASE:

The City's Utility Billing software system has been in place since the 1980's. The existing system is a custom developed system written and maintained by one MIS staff member. Any updates, problems, requested reports for information, and patches require custom programming to the existing system and the platform the system is outdated and needs to be replaced. As you know technologies in the past 30 years have greatly improved and the purchase of a new utility billing system will allow us to have a more robust, flexible system with improved technologies, better customers service capabilities, and enhanced reporting capabilities. An updated billing system will improve and streamline the billing process, has workflow capabilities to generate customer letters, offer paperless and emailing billing options, allows easier access for customer to get billing information, interfaces with the general ledger, work order system and payment processing systems.

The project budget requested consists of funds needed to purchase required hardware, the utility billing solution, travel and out of pocket expenses for the vendor, and one (1) year annual service and maintenance agreement.

The City issued Request for Proposals utilizing the MITN system. 495 vendors were notified and 9 proposal responses were received. Two (2) of the proposal responses received, were deemed to be non-responsive and were not evaluated. An evaluation committee consisting of staff from Accounting, MIS, Fiscal and Purchasing evaluated the proposals. The proposal process consisted of two stages; proposal review and billing system demonstration. From the proposal review process, the evaluation committee shortlisted three (3) firms, and subsequently requested for them to provide a demonstration of their proposed billing system. Scoring for each phase was conducted. TruePoint was selected as providing the best value, based on the flexibility of their billing system, ease of use, ability to integrate into other systems City is currently using, and cost. It is recommended the City award to TruePoint Solutions, Loomis, California as providing the best value to the City.

PROCESS:

Vendor Name and Address:

TruePoint Solutions
3262 Penryn Road, Suite 100
Loomis, California 95650

Reason for Selection:

Best Value

Method of Purchase:

Blanket Purchase Order/Contract

BUDGET:

This project was included in the 2015-2020 CIP as (IS-13) Utility Billing Software System and funding is included in the FY 2015 Adopted Budget.

Fund Name	Department Account No	Account No. Description	Budget Amount	Cost	Remaining Budget
W&S Capital	593.980000	Office Equipment & Furniture	\$500,000	\$413,500	\$86,500

RECOMMENDATION:

It is recommended that City Council approve a project budget for the purchase of a Water and Sewer Utility Billing System to TruePoint Solutions, Loomis, California, and other vendors as appropriate in the amount of \$413,500.00 and authorize the Mayor to execute a contract on behalf of the City.

APPROVALS:	SIGNATURE	DATE
Department Review		
Department Director		
Budget Content: Finance Director		
Purchasing Process: Supervisor of Procurement		
Mayor		
Deputy Clerk		