



Legislation Text

File #: 19-0557, **Version:** 1

DATE: September 18, 2019

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator
Kristine Brock, Assistant City Administrator / CFO
Lawrence Sullivan, Assistant City Recorder for Revenue Management / City Court Clerk
Brian Wilcox, Purchasing Manager

SUBJECT:

*Consideration of recommendation to reject all proposals for electronic and paper bill presentment services and payment processing services for the Revenue Management Department. (Purchasing Office Procurement Solicitation No. 2019-002) (10/8/19 WS; 10/8/19 BOMA 8-0)

Purpose

The purpose of this procurement was to purchase electronic and paper bill presentment services and payment processing services for the Revenue Management Department for a term of award of three (3) years, with two (2) options to extend, each time for up to one (1) additional year. These services would allow the City to offer to its customers more options for receiving and paying their bills, including utilities.

Background

The City published on February 21, 2019 a Notice to Proposers in the *Williamson Herald* for electronic bill presentment services, payment processing services, and coordinated paper bill presentment services. In addition, solicitation documents were sent on or about the same date directly to seventeen (17) potential proposers known or thought to be interested in this solicitation. Proposals from ten (10) service providers were publicly opened at the submittal opening held on April 2, 2019. A tabulation of the proposals received for this solicitation is attached.

Using evaluation criteria included in the request for proposals, the proposal evaluation team, consisting of City staff from the Revenue Management, Finance and IT Departments, recommended the City interview the five (5) firms submitting the proposals ranked highest by the proposal evaluation team. The evaluation criteria included in the request for proposals consisted of (a) competency, experience and qualifications (20%), (b) unique strengths of the proposer/proposal (10%), (c) thoroughness and quality of proposal (10%), (d) methodology and approach; pricing and payment clarity (20%), (e) schedule (10%) and (f) fees, including both those payable by the City and those payable by the City's customers, for proposed products and services (30%).

The five (5) finalists were subsequently invited to interview. Using the same evaluation criteria included in the request for proposals, the interview panel (consisting of the same individuals as comprised the proposal evaluation team plus one more staff from the IT Department) recommended the City select the firm of Paymentus Corporation of Charlotte, North Carolina. The Paymentus Corporation proposal was ranked overall top choice by each member of the interview panel.

A reference check by staff for Paymentus Corporation has yielded favorable feedback.

Subsequent to the interviews, the City Attorney has recommended the City reject all proposals and solicit proposals again at a date to be determined.

Financial Impact

Not applicable.

Options

In accordance with the solicitation documents, the City reserves the right to reject any and all proposals.

Recommendation

Staff recommends that the City reject all proposals for electronic and paper bill presentment services and payment processing services.