

HAYWARD CITY COUNCIL

RESOLUTION NO. 21-

Introduced by Council Member \_\_\_\_\_

RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE AN AGREEMENT WITH INVOICE CLOUD, INC., FOR ELECTRONIC BILL PAYMENT AND PRESENTMENT SERVICES FOR UTILITY BILLING AND THE WATER CUSTOMER PORTAL FOR A THREE-YEAR TERM IN A TOTAL AMOUNT NOT-TO-EXCEED \$1,470,000, AND INCREASE THE APPROPRIATION FOR WATER CUSTOMER PORTAL PROJECT 07125 BY \$105,000, FROM \$250,000 TO \$355,000, TO SUPPORT THESE SERVICES

WHEREAS, the City released a Request for Proposals (RFP) in Fall 2019 for the implementation of an Advanced Metering Infrastructure water customer portal with bill payment functionality; and

WHEREAS, the City received three proposals and awarded the contract to WaterSmart, Inc., who was the highest performing vendor identified during a four-month Pilot Program; and

WHEREAS, WaterSmart's implementation of bill payment functionality requires services from Invoice Cloud Inc. (Invoice Cloud), who also sub-proposed within WaterSmart's winning proposal; and

WHEREAS, the City now seeks to contract with Invoice Cloud to provide bill payment functionality within the customer portal and to enhance bill payment options for all utility customers.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Hayward that the City Manager is hereby authorized and directed to negotiate and execute an agreement with Invoice Cloud Inc. for a three-year term in a total amount not-to-exceed one million four hundred seventy thousand dollars (\$1,470,000).

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to appropriate an additional \$105,000 in AMI Customer Portal Project No. 07125 in the Water Replacement Fund (Fund 603) to support these services.

IN COUNCIL, HAYWARD, CALIFORNIA \_\_\_\_\_, 2021.

ADOPTED BY THE FOLLOWING VOTE:

AYES:           COUNCIL MEMBERS:  
                  MAYOR:

NOES:           COUNCIL MEMBERS:

ABSTAIN:       COUNCIL MEMBERS:

ABSENT:        COUNCIL MEMBERS:

ATTEST: \_\_\_\_\_  
                  City Clerk of the City of Hayward

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney of the City of Hayward