



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: CONS 21-469, **Version:** 1

DATE: September 21, 2021

TO: Mayor and City Council

FROM: Director of Public Works

SUBJECT

Adopt Resolutions Authorizing the City Manager to Execute Agreements with Invoice Cloud, Inc., and InfoSend, Inc., for Utility Billing Services Related to the Water Customer Portal, and Increasing the FY22 Appropriation of Water Customer Portal Project 07125 by \$105,000, from \$250,000 to \$355,000, to Support these Services

RECOMMENDATION

That Council adopts two resolutions (Attachments II and III):

1. Authorizing the City Manager to execute an agreement with Invoice Cloud, Inc. (Invoice Cloud), for electronic bill payment & 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 increasing the appropriation of Water Customer Portal Project 07125 by \$105,000 to support these services.
2. Authorizing the single source procurement of utility bill printing, mailing, and archiving services from InfoSend, Inc. (InfoSend), and authorizing the City Manager to execute an agreement with InfoSend Inc. for provision of these services for a three-year term in a total amount not-to-exceed \$411,000.

SUMMARY

Staff is seeking authorization to enter into three-year agreements with Invoice Cloud and InfoSend for services that will enable single-sign-on (SSO) bill payment functionality within the Advanced Metering Infrastructure (AMI) water customer portal. Staff also recommends eliminating the \$3.95 transaction fee currently charged to all credit and debit card-paying utility customers. Eliminating this source of annual revenue while simultaneously replacing current payment systems with Invoice Cloud's payment system will have a total net annual impact of approximately \$220,000. To support the first six months of Invoice Cloud's services and simultaneously eliminate the convenience fee revenue, staff requests a \$105,000 appropriation for the Water Customer Portal Project 07125 in Water Replacement Fund 603, increasing the project budget in FY22, from \$250,000 to \$355,000. No additional budget is necessary to fund InfoSend's services, which will also be replacing other current bill distribution services and will be funded from Water Operating Fund 605.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Resolution Executing Biller Agreement
Attachment III	Resolution Authorizing Sole Source Procurement