

Division of Water and Cleveland Public Power

**Request for Legislation**

**An ordinance to authorize the Department of Public Utilities to enter into one or more contracts to employ one or more professional consultants and/or vendors to provide professional services for the purpose of supplementing the regularly employed staff to manage billing systems and related systems and activities. Legislation is to lead to a contract or contracts for the term of one year with four one-year options to renew, the second of which requires additional legislative authority. Funds for the first year will be covered from the general operating funds from CWD and CPP; and, appropriations will be made annually from free balance for years 2, 3, 4 and 5.**

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**Background/Purpose:**

DPU utilizes consultants and vendors to manage many components of its billing systems and related activities. These components are listed below:

- Hosting services-These are services that provide the hardware for the billing system and other related software and the management of the operating system. Hosting is provided at a secure facility and includes a separate disaster recovery site.
- Managed Services-These are the day to day operations of the administration of the billing software and other related software. This also includes any special projects or initiatives requested by DPU.
- Bill Print and Mail-Printing and mailing of bills and letters to customers.
- Electronic Bill Payment and Presentment-Processing of electronic bill payments, hosting of bill payment site, storing and presenting of bills electronically.
- Software-Variou software is needed to manage the billing system including billing, code management, compiling, project management, encryption, scheduling, reporting, and cashiering.

DPU will need to competitively bid many of these components as their contracts come to an end. DPU requires new contracts to be in place prior to the expiration of the existing contract so as not to disrupt billing operations.

**Scope of Work/Commodities/Services:**

To enter into multiple contracts to provide, hosting, cloud computing, managed services, bill and letter printing and mailing, electronic bill payment and presentment, and any other related services needed to manage DPU billing and related functions.

**Justification/Urgency:**

These contracts will need to be in place before the end of 2022 prior to the contracts expiring in early to mid-2023.

**Anticipated Costs and funding source:**

Funds for the first year will be covered from the general operating funds from CWD and CPP; and, appropriations will be made annually from free balance for years 2, 3, 4 and 5.

	<b>CWD Fund 52 Sub Fund 001</b>	<b>CPP Fund 58 Sub Fund 001</b>	<b>Line Total</b>
	<b>CWD Year 1</b>	<b>CPP Year 1</b>	
<b>Hosting Services</b>	\$511,077.84	0.00	\$511,077.84
<b>Managed Services</b>	\$1,578,710.00	0.00	\$1,578,710.00
<b>Bill Print and Mail</b>	\$823,329.24	\$79,000.00	\$823,329.24
<b>Electronic Bill Payment and Presentment</b>	\$416,939.08	\$48,501.64	\$465,440.72
<b>Total</b>	<b>\$3,330,056.16</b>	<b>\$127,501.64</b>	<b>\$3,457,557.80</b>

**Schedule or Term of Contract:**

Legislation is to lead to contracts for the term of one year with four one-year options to renew, the second of which requires additional legislative authority.

**Current Contract(s):**

<b>Vendor Name Address</b>	<b>Services/Work performed</b>	<b>Contract Info</b>	<b>CSB Participation</b>
Ernst & Young 950 Main Ave Cleveland, OH 44113	Managed Services/Professional Services	Contract #: PS2018-064 Contract Total-to-date: \$6,224,602.00 Contract Exp. Date: 3/31/23	
Kyndryl, Inc assigned from IBM Corporation 30 S. 17 <sup>th</sup> Street Philadelphia, PA 19103	Hosting Services	Contract #: PS2021-184 Contract Total-to-date: \$1,250,000.00 Contract Exp. Date: 4/25/23	
Amsive 3303 W. Tech Blvd Miamisburg, OH 45342	Bill and Letter Printing and Mailing	Contract #: PS2018-145 Contract Total-to-date: \$4,590,000.00 Contract Exp. Date: 6/30/23	
Kubra Data Transfer 210 McGaw Edison, NJ 08837	Electronic Bill Payment and Presentment.	Contract #: PS2018-176 Contract Total-to-date: \$1,765,000.00 Contract Exp. Date: 7/31/23	

**Previous Contracts:**

<b>Vendor Name Address</b>	<b>Services/Work performed</b>	<b>Contract Info</b>	<b>CSB Participation</b>
Ernst & Young 950 Main Ave Cleveland, OH 44113	Managed Services/Professional Services	Contract #: PS2014- 163 Contract Total-to-date: \$7,440,056.93 Contract Exp. Date: 3/31/18	Goal: 9.3% Actual: 10.03%
IBM Corporation 30 S. 17 <sup>th</sup> Street Philadelphia, PA 19103	Hosting Services	Contract #: PS2019-125 Contract Total-to-date: \$1,575,374.40 Contract Exp. Date: 4/30/22	Waived
Sourcelink 3303 W. Tech Blvd Miamisburg, OH 45342	Bill and Letter Printing and Mailing	Contract #: PS2016-149 Contract Total-to-date: \$3,280,000.00 Contract Exp. Date: 6/30/18	Waived
Kubra Data Transfer 210 McGaw Edison, NJ 08837	Electronic Bill Payment and Presentment. Website Hosting.	Contract #: PS2013-153 Contract Total-to-date: \$1,060,500.00 Contract Exp. Date: 7/31/18	Waived