

## **CITY MANAGER PROCUREMENT AWARD**

### **ACTION REQUESTED:**

Approve the award of Change Order #1 to Contract 17-193, Electronic Bill Payment, to FIS for an amount not to exceed \$3,000 and a total award of \$107,400

**DEPARTMENT:** Finance Department

**SUBMITTED BY:** Rachel Mayer, Director

### **BOARD/COMMISSION REVIEW:**

N/A

### **BACKGROUND:**

On October 17, 2017, City Council approved the award of Contract 17-193 to FIS to provide electronic bill payment services for the City's utility customers. The term of the contract is 18 months from January 1, 2018 through June 30, 2019. Approximately 33-percent of Naperville residents and businesses are currently enrolled in the e-bill program with approximately 10-percent taking advantage of the automatic recurring payment processing and still others using the one-time payment feature.

### **DISCUSSION:**

This change order is requested to address resident concerns regarding the e-billing platform. Specifically, FIS will make the following modifications:

- Eliminate the 90-day password reset requirement.
- Remove the autopayment expiration date.
- Add three event email notifications (credit card expiration warning, credit card expiration notification and payment overdue).

The cost to make these modifications is \$3,000.

### **FISCAL IMPACT:**

CIP #: N/A

Electronic billing services are expensed to the other professional services accounts listed below. A total of \$104,400 is budgeted for the services in CY2018. The requested change order will be funded by savings on the e-bill contract, which is expensed based on usage.

<b>Account Number</b>	<b>Fund Description</b>	<b>Total Budget Amount</b>
15171300-531309	Electric	\$60,750
15171500-531309	Water and Wastewater	\$60,750

**SUBMITTED BY:**

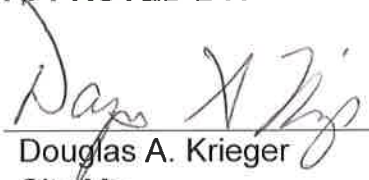
  
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Erik Hallgren, Manager  
Finance Department

11/5/18  
Date

  
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Rachel Mayer  
Chief Procurement Officer

11/5/18  
Date  
KAS  
11/2/18

**APPROVED BY:**

  
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Douglas A. Krieger  
City Manager

11/6/18  
Date