





**DEPARTMENT OF PUBLIC UTILITIES
MEMORANDUM**

DATE: September 20, 2016

TO: BRUCE A. RUDD, City Manager
City Manager's Office

FROM: THOMAS C. ESQUEDA, Director 
Department of Public Utilities

MICHAEL LIMA, Finance Director/Controller 
Finance Department

SUBJECT: Uniquely qualified consultant contracts for Electronic Bill Presentment and Payment (EBPP) services.

The purpose of this memorandum is to request authorization to dispense with the City's standard Request for Proposal (RFP) process set forth in Administrative Order 6-10, so that the Department of Public Utilities ("Department") may ask Council to award a professional consulting agreement with First Billing Services, LLC (First Billing) for Electronic Bill Presentment and Payment (EBPP) services to its 130,000 utilities customers.

City utilities customers, Council, and the administration have long sought improvement in the Department's EBPP service by offering the use of web, cell phone, interactive voice response (IVR) and text messaging communication channels. At the top of the list of requested payment options is the ability to arrange for automatic bill payments. The City is currently in an exclusive agreement with Heartland Payment Systems, Inc., (Heartland) to process all City credit and debit card payments, including ACH transactions. Heartland partners exclusively with First Billing as a single source vendor to offer EBPP services to their clients who utilize SunGard Utilities Billing software, which is currently utilized by the Department of Public Utilities billing section. Given the City's relationship with Heartland, it is appropriate that the City utilize a Heartland-associated company for services which complement those provided to the City by Heartland.

In addition to First Billing's relationship with Heartland, it was determined that of other vendors that provide EBPP solutions, only First Billing had the necessary background with SunGard's complex file structure to seamlessly post payments into SunGard's new interface product called "Fusion", which will allow for immediate balance updates to utilities system accounts. This is a critical feature to the billing section, as the timeliness of receiving this data can determine whether a customer's water service is discontinued for non-payment or not.

Due to the relationship with Heartland and their integration with SunGard, we believe First Billing Services, LLC are uniquely qualified and recommending that the City enter into an



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Sole Source Contract
First Billing Services, LLC

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agreement with First Billing for EBPP services. If you have any additional questions, or require additional information and data, please do not hesitate to contact me at 559-621-8610.

Approved Denied



Bruce Rudd, City Manager