

GREG J. DAVIES
Director

April 22, 2013

Greg J. Davies, Director
Department of Public Utilities
910 Dublin Road, 4th Floor
Columbus, OH 43215

RE: Electric/Traditional Bill Presentment and Payment Application

Dear Director Davies:

Attached for your consideration and pursuant to the provisions of Section 329.27 of the Columbus City Codes, the Evaluation Committee hereby submits our ranking of offerors with the explanation of the basis for awarding a professional service contract through the RFSQ process.

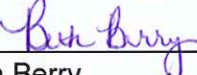
The final offerors were ranked based upon the quality and feasibility of their Technical Proposals and presentations.

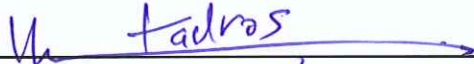
Should you have any questions, please contact Karma Wion at 645-6602 or kcwion@columbus.gov.


Sincerely,


_____, Evaluation Committee Member
Frank Watson


_____, Evaluation Committee Member
Amy Walker


_____, Evaluation Committee Member
Beth Berry


_____, Evaluation Committee Member
Ihab Tadros


_____, Evaluation Committee Member
Sonia Krammes

C: Evaluation Committee Members

Keena Smith, Assistant Director
Richard C. Westerfield, P.E., Ph.D., Administrator
Danella Pettenski, P.E., Assistant Administrator
File



**Department of Public Utilities
Summary Report**

Division: WATER

Date of Notice
To City Council: July 20, 2012
RFP Due Date: August 30, 2012
Date of Report: April 22, 2013

Project: Electronic /Traditional Bill Presentment and
 Payment Application
 Customer Service/Billing

Estimated Cost:
 Cost Negotiations Pending

Committee's Ranking of Technical Proposals

Offeror:	Total Points:
InfoSend	92
KUBRA Data Transfer, Ltd.	87
Invoice Cloud	65

Committee Members

Name:	Classification:	Division:	Section:
Frank Watson	Management Analyst II	DPU Director's Office	Office of the Director
Amy Walker	Customer Service Supervisor	Power & Water	Revenue Reception
Beth Berry	Office Assistant III	Power	Engineering
Ihab Tadros	Fiscal Manager	DPU Director's Office	Fiscal
Sonia Krammes	Information Technology Account Manager	Department of Technology	IT Account Management Office

RFSQ – Electronic/Traditional Bill Presentment Evaluation Sheet

Offeror: InfoSend

Proposal Evaluation Criteria	Points Available	Points Attained	Explanation of Points Provided
1. Proposal Quality and Feasibility			
Does the firm present and explain their project team, software solution, implementation methodology and prior experience in a clear/concise manner?	90	83	<p>-The project team includes Ventyx, who is the service provider for the current billing system. This enhances the team and gives assurance that the complexities of the billing system will be understood. Their experience will make for a smoother implementation. The account manager is a consistent point of contact throughout and after implementation. InfoSend does not use sub-contractors. The vendor appears very strong as a bill print and mail solution, and included Customer Web Access integration.</p> <p>-The software solution is integrated into the current billing system and is already owned by the City of Columbus. The vendor offers all items requested in the RFSQ and additional customer self-service functionality. The CoC will continue to use their current billing system and this makes an easier transition for users. They offer online tracking of every file. There is an option available of Customer Web Access.</p> <p>-The implementation methodology was well defined.</p> <p>- With Ventyx as a partner, the prior experience with the billing system is applicable to the needs of the CoC. InfoSend has adequate experience with implementation with other Utilities. They are experienced and well balanced in both traditional print and e-billing solutions.</p>
How easily does the proposal lend itself to review and evaluation?	10	9	The proposal was easy to read, follow, and evaluate. The vendor's proposal was well organized and straight forward.
Total Points	100	92	

RFSQ – Electronic/Traditional Bill Presentment Evaluation Sheet

Offeror: **KUBRA Data Transfer Ltd**

Proposal Evaluation Criteria	Points Available	Points Attained	Explanation of Points Provided
1. Proposal Quality and Feasibility			
Does the firm present and explain their project team, software solution, implementation methodology and prior experience in a clear/concise manner?	90	79	<p>-The project team has a lot of experience and emphasized post implementation support. The vendor has a strong EBPP team and background. They identified project management as an important factor in service and support. The vendor gave a good presentation and appears very experienced.</p> <p>- The software solution appears to be user friendly and adequate to support all of the needs requested in the RFSQ. Vendor appears very strong as a bill presentment solution, in addition to being the same vendor that will perform the bill print and mail. Once they have our file, they can have it turned around and printed in 12-24 hours.</p> <p>- The implementation plan was organized and thorough. The vendor stated they handle 250 implementations a year.</p> <p>- KUBRA has implemented with other utilities of similar size in Ohio. This experience is very applicable to the City of Columbus, Department of Public Utilities. The vendor states they have 7 Ventyx clients. Cleveland Power & Water are clients of the vendor. KUBRA's references were from larger municipalities/utilities as well as Midwest contracts.</p>
How easily does the proposal lend itself to review and evaluation?	10	8	The presentation was very clean and organized. It also contained a lot of images to demonstrate the software solution. Their proposal was well organized. It was easily reviewed and easy to follow.
Total Points	100	87	

RFSQ – Electronic/Traditional Bill Presentment Evaluation Sheet

Offeror: Invoice Cloud

Proposal Evaluation Criteria	Points Available	Points Attained	Explanation of Points Provided
1. Proposal Quality and Feasibility			
Does the firm present and explain their project team, software solution, implementation methodology and prior experience in a clear/concise manner?	90	58	<p>-The proposal provided adequate information about the project team. They have no Ventyx experience. The firm's sole experience is with e-billing</p> <p>- They are not willing to separate out the EBPP and their payment engine. The City of Columbus does not want to add a new payment engine. The vendor indicates they would need to have the payment processing as part of their software solution – they do not offer bill presentment without using their payment portal as well. The vendor partners with another firm to provide traditional print and mail services – multiple companies involved.</p> <p>- The implementation methodology was adequate.</p> <p>-Their prior experience seems to be focused on Electronic Presentment and the City of Columbus needs both electronic and traditional bill presentment.</p>
How easily does the proposal lend itself to review and evaluation?	10	7	The proposal was adequate in terms of ease of review and evaluation.
Total Points	100	65	

ADMINISTRATIVE CONCURRENCES

SECTION MANAGER'S COMMENT

I have reviewed and concur with the Committee's offer ranking

I have reviewed and do not concur with the Committee's offer ranking, an explanation of which is provided below:

(SIGNATURE)

[Handwritten Signature]

4 / 22 / 13
DATE

DIVISION ADMINISTRATOR'S COMMENT

I have reviewed and concur with the Committee's offer ranking

I have reviewed and do not concur with the Committee's offer ranking, an explanation of which is provided below:

(SIGNATURE)

[Handwritten Signature]

4 / 24 / 13
DATE

DIRECTOR'S COMMENT

I have reviewed and concur with the Committee's offer ranking

I have reviewed and do not concur with the Committee's offer ranking, an explanation of which is provided in the attached

I elect to enter contract negotiations with INFOSEND
(Name of vendor)

(SIGNATURE)

[Handwritten Signature]

4 / 25 / 13
DATE