Memo

To: Billy Peppers

From: Nathan Ingram

Date: November 22, 2016

Re: Utility Billing Services RFP

Mr. Peppers,

On August 22, 2016, the City of Canton issued a Request for Proposals to provide utility billing services for the City's Water & Sewer function. Proposals were due on September 22rd and the City received nine proposals:

> Arista (Current Vendor)
> Cathedral Corporation
> DataIntegrators
> DataMatx, Inc.
> Dove Direct
> Harris Print & Mail
> Municode
> QuestMark Information Systems
> Sebis

A committee was created to review the proposals that included me, Wanda Floyd, Melissa Forrester and Amanda Aaron. The committee reviewed the proposals and convened on October 21, 2016 to discuss. As a result of that meeting, it was decided to have interviews with two finalists: Arista (current vendor) and Municode.

The interviews took place on November 14th & 15th, 2016. Subsequent the interviews, the committee concluded that both vendors were capable of providing the needed service. Furthermore, both vendors cost proposals were comparable to each other (attached is a comparison) as well as lower than the current cost structure that Arista uses. When it came down to making a final decision as to which vendor would be recommended though, we ended up looking at the additional services that each vendor could provide. For instance, we have already been informed that Arista (with the use of Regions bank) was not able to provide a lock-box system, while Municode is able to provide this service. Municode's additional services also seemed more robust and capable, providing more potential services than that of Arista.

I propose that we utilize the services of Municode. They have agreed to word the service arrangement to make sure that it does not commit either party to more than one year and are an existing vendor that provides online codification services to the City. Should you have questions or comments, please don't hesitate to let me know.

Respectfully,

Nathan Ingram

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City of Canton
RFP for Utility Billing Services
Cost Analysis Summary (Arista vs Municode)

	Arista		Municode	
	Cost	Memo	Cost	Memo
Bill Printing	$ 0.11	One Color-24lb Paper	$ 0.125	On a 4 Color Shell w/ backer
With Backer	$ 0.12	4 Color Form w/ backer	Incl.	
E-Bill Only	$ 0.03		$ 0.10	
Printing of Additional Flyers				
Black/White (1 sided)	$ 0.03		$ 0.047	
Black/White (2 sided)	$ 0.06		$ 0.055	
Color (1 sided)	N/A		$ 0.063	
Color (2 sided)	N/A		$ 0.075	

NOTE: I am assuming that printing from an outside source is going to be comparable to Muni's price, should we have Arista to print outside. One caveat though is that Arista will charge a stuffing fee (.01) to insert.

	Arista		Municode	
Stuffing/Inserting Flyers	$ 0.01		N/C	If they are printed by vendor
PDF Service (per month based on 9K Bills)	$ 140		N/C	If we use the Proof PDF
Lock-Box				
Base Fee (Monthly)	$ 350		$ 150	
Per Statement Charge	$ 0.17		$ 0.42	
EXAMPLE: Cost for 5,000 per month	$ 1,200		$ 2,250	
Returned Check	$ 3.50		N/C	We deal with these; through our bank
Check only received	$ 0.50		N/C	
Correspondence charge	$ 0.20		N/C	
Subtractions				
Without Return Envelope	N/D		$ (0.05)	