

City of Providence



Rhode Island

Department of City Clerk

MEMORANDUM

DATE: April 27, 2020

TO: Purchasing Director

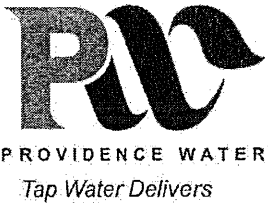
SUBJECT: **APPROVAL OF A CONTRACT EXTENSION THROUGH JUNE 30, 2023, WITH INVOICE CLOUD, FOR ELECTRONIC INVOICE PRESENTATION AND ON-LINE PAYMENT CAPABILITIES – WATER SUPPLY BOARD**

CONSIDERED BY: Board of Contract and Supply

DISPOSITION: VOTED: that the Purchasing Director hereby authorizes approval of a Contract Extension through June 30, 2023, with Invoice Cloud, for Electronic Invoice Presentation and On-line Payment Capabilities, it is in PW's best interest to extend the current contract and rebid these services once the new billing system is in place, for a total contract amount not to exceed One Hundred Thousand Dollars (\$100,000.00) per year for three years, all in accordance with the request of Ricky Caruolo, General Manager, in communication dated April 13, 2020.

cc: Pur.Dir.
Contr. AT
WSB
File

City Clerk



MT#288032

April 13, 2020

The Honorable Mayor Jorge O. Elorza
Chairman, Board of Contract and Supply
City Hall
25 Dorrance Street
Providence, RI 02903

RE: Electronic Invoice Presentation & On-Line Payment Capabilities

Dear Mayor Elorza:

The Hon. Jorge O. Elorza
Mayor
Ricky Caruolo
General Manager

Providence Water (PW) is requesting the Mayor and the Board of Contract and Supply to approve an extension of its contract with Invoice Cloud for electronic invoice presentation and on-line payment capabilities through June 30, 2023, in an amount not to exceed \$100,000.00 per year, over three years.

BOARD OF DIRECTORS

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Legal Advisor

On October 6, 2014, the Board of Contract and Supply awarded a contract to Invoice Cloud, the lowest bidder, for Electronic Invoice Presentation and Online Payment Capabilities in an amount not to exceed \$100,000.00, per year, with an option to extend for two additional years. On May 15, 2017, the Board of Contract and Supply granted the two-year contract extension, for a total contract of \$500,00.00 (including option years). On January 6, 2020, the Board of Contract and Supply awarded an extension with Invoice Cloud, at no additional cost, through June 30, 2020. This extension enabled Invoice Cloud to continue the services during the migration process. The migration involves the transferring of 77,000 sensitive customer banking records to the new system.

This current request is necessary because Paymentus, the awarded vendor, has requested to withdraw its 2019 bid. It was in PW's best interest to accept this request and cancel the project at this time. PW received three bids for this project. After consideration, it was determined that the second lowest bidder, Kumba would be faced with the same migration issues as Paymentus. PW is in the process of replacing its billing system and plans to incorporate a seamless migration path for this data. It would negligent to earmark resources to migrate a large amount of sensitive customer data to a new vendor, from a system that is at the end of life. Therefore, it is in PW's best interest to extend the current contract with Invoice Cloud and rebid these services once the new billing system is in place. Invoice Cloud has informed PW of a revised pricing model that will lower the fee from thirty (.30) cents to (.15) cents per paperless bill. This results in an approximate savings of \$1,095.00 per month.

It is therefore recommended that the Mayor and the Board of Contract and Supply approve an extension of its contract with Invoice Cloud for services through June 30, 2023, in an amount not to exceed \$100,000.00 per year, over three years.

Funds are available in Account 601-620-52110

Minority Participation: MBE 0% WBE 0%

Respectfully Submitted,
PROVIDENCE WATER

Ricky Caruolo
General Manager

MEMBER
Rhode Island Water Works Assn.
New England Water Works Assn.
American Water Works Assn.
Water Research Foundation

An EPA WaterSense Partner

(401) 521-6300

125 Dupont Drive
Providence, RI 02907

www.provwater.com

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City of Providence



Rhode Island

Department of City Clerk

MEMORANDUM

DATE: October 6, 2014

TO: Acting Purchasing Director

SUBJECT: **RFP FOR ELECTRONIC INVOICE PRESENTATION AND ON-LINE PAYMENT CAPABILITIES (BLANKET 2014-2017) – WATER SUPPLY BOARD**

CONSIDERED BY: Board of Contract and Supply

DISPOSITION: VOTED: that the Purchasing Director be authorized to Invoice Cloud, Inc., 35 Braintree Hill Office Park, Suite 100, Braintree, MA 02184, low bidder, for RFP for Electronic Invoice Presentation and On-Line Payment Capabilities (Blanket 2014-2017), in a total amount not to exceed One Hundred Thousand (\$100,000.00) Dollars per year for 3 years, all in accordance with the offer of said firm submitted on May 19, 2014.

cc: Pur.Dir.
Contr
WSB
File

A handwritten signature in cursive script, likely belonging to the Deputy City Clerk.

A handwritten signature in cursive script, reading "Lou L. Hagen".

Second Deputy City Clerk