



City of Grand Island

Tuesday, August 23, 2022

Council Session

Item G-9

**#2022-223 - Approving Customer Information System Contract
with National Information Systems Cooperative**

Staff Contact: Tim Luchsinger, Stacy Nonhof

Council Agenda Memo

From: Patrick Brown, Finance Director
Stacy Nonhof, Interim City Attorney

Meeting: August 23, 2022

Subject: Approving Customer Information System Contract with
National Information Systems Cooperative (NISC)

Presenter(s): Timothy Luchsinger, Utilities Director

Background

Grand Island's current billing system includes Electric, Water, Sewer, and Backflow billing and collections. The current version of the existing software being used is antiquated and is no longer fully supported by the vendor. Additionally, advanced metering (AMI) is becoming the electric industry standard, which was not the case when the existing software was implemented. To maintain software support, and to also fully integrate with the City's AMI network, it became necessary to either upgrade the version of the existing software or migrate to another modern platform.

Discussion

On January 24, 2022, the City issued a Request For Proposals (RFP) for third party software for the billing and collection of Utility services. Additional pricing was requested for Meter Data Management software (MDM), which utilizes the Utilities AMI meter data to provide real time analytic information to the Utility and daily energy usage information to electric customers.

Ten (10) proposals were received on April 21, 2022, with the following vendors submitting:

Tyler Technologies, Inc	Yarmouth, Maine
Cogsdale	Charlottetown, Canada
Origin Consulting, LLC	Las Vegas, Nevada
NorthStar Utilities Solutions	Nepean, Canada
Innovative Systems	Mitchell, South Dakota
National Information Solutions Cooperative	Bismarck, North Dakota
Advanced Utility Systems	Toronto, Canada
Vertex One Software, LLC	Chicago, Illinois
Enterprise Solutions Consulting, LLC	Webster, New York
Univerus, Inc.	Port Moody, Canada

Once proposals were received, a six (6) person committee was assembled to vet the proposals. This committee consisted of members from: Finance Administration, Utilities, Public Works, Customer Service, and Information Technology.

As was designated in the RFP, each proposal was evaluated based on the following criteria: Proposal Responsiveness, Company Experience, Personnel Experience, Commercial Terms, and Fees. Additionally, in regard to analyzing fees, a five (5) and ten (10) year net present value exercise was performed.

After tabulating the review results, the four (4) vendors with the highest scores were individually interviewed by the team. Upon completion of the interviews, the committee rescored remaining vendors. After final scoring, reviewing, and reference checks, the committee elected to move forward with recommending National Information Solutions Cooperative for award.

Alternatives

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

Recommendation

City Administration recommends that the Council approve the Customer Information System Contract with National Information Systems Cooperative.

Sample Motion

Move to approve the Customer Information System Contract with National Information Systems Cooperative.



Stacy Nonhof, Purchasing Agent

*Working Together for a
Better Tomorrow, Today*

**REQUEST FOR PROPOSAL
FOR
CUSTOMER INFORMATION SYSTEM**

RFP DUE DATE: April 21, 2022 at 4:00 p.m.
DEPARTMENT: Utilities
PUBLICATION DATE: January 24, 2022
NO. POTENTIAL BIDDERS: 8

PROPOSALS RECEIVED

Tyler Technologies, Inc.
Yarmouth, ME

Cogsdale
Charlottetown, Canada

Origin Consulting, LLC
Las Vegas, NV

NorthStar Utilities Solutions
Nepean, Canada

Innovative Systems
Mitchell, SD

National Information Solutions Coop.
Bismarck, ND

Advanced Utility Systems
Toronto, Canada

Vertex One Software, LLC
Chicago, IL

Enterprise Solutions Consulting, LLC
Webster, NY

Univerus, Inc.
Port Moody, BC

cc: Patrick Brown, Finance Director
Jerry Janulewicz, City Administrator
Ryan Schmitz, Assistant Utilities Director

Tim Luchsinger, Utilities Director
Stacy Nonhof, Purchasing Agent
Angi Schulte, Utilities Secretary

P2344

RESOLUTION 2022-223

WHEREAS, the City issued a Request for Proposals for third party software for the billing and collection of Utility services; and

WHEREAS, ten (10) proposals were received, vetted, scored and reduced to four (4) vendors that were interviewed; and

WHEREAS, the six (6) person committee recommends awarding the Customer Information System Contract to National Information Systems Cooperative from Bismarck, North Dakota.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that the Customer Information System Contract with National Information Systems Cooperative be approved.

- - -

Adopted by the City Council of the City of Grand Island, Nebraska, August 23, 2022.

Roger G. Steele, Mayor

Attest:

RaNae Edwards, City Clerk

Approved as to Form	☒ _____
August 19, 2022	☒ City Attorney