

EXECUTIVE SUMMARY SHEET
CITY OF SAN DIEGO

DATE ISSUED: October 10, 2006
ATTENTION: Natural Resources and Culture Committee,
Agenda of October 11, 2006
ORIGINATING DEPARTMENT: Water Department
SUBJECT: Electronic Billing Services Agreement between the
City of San Diego and Harbor Payments Corporation
COUNCIL DISTRICT(S): Citywide
CONTACT/PHONE NUMBER: Mike Bresnahan (619-533-5450)

REQUESTED ACTION:

Council authorization to extend the terms of the existing contract offered by Harbor Payments Corporation for continued electronic bill presentment and payment services from November 1, 2006 until the procurement of a new contract is completed, or up to eight additional months, whichever is less.

STAFF RECOMMENDATION:

Staff recommends the following to provide ongoing electronic bill presentment and payment services to our customers:

- Authorize an agreement extension for an additional six (6) months through April 20, 2007, under the existing Terms, Conditions, and Pricing with options to extend this contract for one (1) additional two-month (2) period (8 months total).

EXECUTIVE SUMMARY:

Effective July 15, 2002, a service contract was entered into with Harbor Payments for the provision of electronic bill presentment and payment services for water and sewer customers. Since that time the initial contract period has expired and two one-year extensions have been exercised. The existing contract will expire on October 30, 2006. The Water Department is currently in the procurement process for a new EBPP service contract. During the initial contract period Water Department staff learned a great deal about customer expectations regarding Electronic Bill Presentment and Payment (EBPP) services. As a consequence, we have taken the time to ensure that the next contract provides for more robust EBPP services. While the RFP has already been issued for this new contract, we anticipate that we will not be able to complete the transition to a new service by the end date of the existing contract. As a consequence we are requesting authorization to extend the contract for an additional six months under the existing terms, conditions, and pricing. Harbor Payments has agreed to this extension.

FISCAL CONSIDERATIONS:

Based upon the existing terms, conditions, and pricing, the estimated expenditure will be approximately \$8,800 per month during the period of the extension (not more than \$70,400). These monies are available in the FY07 budget for the Customer Support Division.

PREVIOUS COUNCIL and/or COMMITTEE ACTION:

None

COMMUNITY PARTICIPATION AND PUBLIC OUTREACH EFFORTS:

The Water Department website page describes and provides information on how Internet bill pay service is a secure and easy way for customers to manage their water and wastewater service bills online.

KEY STAKEHOLDERS AND PROJECTED IMPACTS:

Key stakeholders are as follows: Harbor Payments Corporation, City of San Diego, and Single family dwelling units.



J. M. Barrett
Water Department Director



R.F. Haas
Deputy Chief of Public Works