



Meeting Date: January 25, 2024 **Agenda Type:** Consent Items for Action

From: Vania Fuentes-Caballero **Reviewed by:** Dawn Schriewer
Customer Service Manager Chief Financial Officer

Submitted by: Dawn Schriewer **Approved by:** Ryan Kelso
Chief Financial Officer Interim Chief Executive Officer

RECOMMENDED ACTION: Authorize Interim CEO or His Designee to Negotiate and Execute a Professional Service Agreement with DataProse, LLC, for Utility Bill Provider Services

BACKGROUND

The New Braunfels Utilities (“NBU”) billing function utilizes a Utility Bill Provider to print and mail monthly billing statements for current NBU customers. Utility billing includes monthly bills, final billing statements for customers terminating service with NBU, summary bills for customers with multiple accounts, dunning statements for unpaid accounts, and inserts and unique bill messages to include with the statements. The services also include virtual storage to view billings online.

On August 7, 2023, NBU staff solicited Request for Proposal (RFP) 02698 from vendors for Utility Bill Provider services. NBU received three proposals that were reviewed and evaluated. Once evaluation was completed by Customer Service and Purchasing, it was determined that Dataprose, LLC. was the most qualified firm. This Professional Services Agreement (the “Agreement”) will be effective on the latest date (the “Effective Date”) of February 1, 2024, and will remain in full force and effect for a period of one (1) year from February 1, 2024, to January 31, 2025 (the “Initial Term”), unless terminated as otherwise provided pursuant to the terms and conditions of this Agreement. After the expiration of the Initial Term, this Agreement shall automatically renew for four (4) successive one-year terms (each, a “Renewal Term”), unless either party provides written notice of its intent to terminate the Agreement to the other party at least thirty (30) days prior to the expiration of any term. The Initial Term and any Renewal Term(s) are collectively referred to herein as the “Term.” Upon renewal, the terms and conditions of this Agreement will remain in full force and effect. In no event will the contract Terms extend beyond January 31, 2029.

FINANCIAL IMPACT

The total financial impact of the Agreement with DataProse, LLC is not to exceed \$420,000.00 for each term and not to exceed \$2,100,00.00 for the duration of the entire Agreement. These funds are currently budgeted within NBU’s Fiscal Year 2024 through Fiscal Year 2029 NBU Board Approved 2024 budget.

LINK TO STRATEGIC PLAN

Customers and Community

Financial Excellence

EXHIBITS

1. Professional Service Agreement with DataProse, LLC