

RESOLUTION NO. 4459

A RESOLUTION AUTHORIZING THE CITY OF MILES CITY TO ENTER INTO A SALES AGREEMENT WITH CONTINENTAL UTILITY SOLUTIONS INC. FOR UTILITY BILLING SOFTWARE.

WHEREAS, the City of Miles City provides utility services to the customers within the Miles City area;

AND WHEREAS, the City desires to utilize software developed by Continental Utility Solutions, Inc. (CUSI), and has received a Sales Agreement from CUSI detailing the same;

NOW THEREFORE BE IT RESOLVED by the City Council of Miles City, Montana, as follows:

1. The "Sales Agreement" between the City and CUSI, attached hereto as Exhibit "A", and made a part hereof, is hereby approved and adopted by this Council.

2. The Mayor of the City of Miles City is hereby empowered and authorized to execute said Agreement on behalf of the City of Miles City and bind the City of Miles City thereto; and

SAID RESOLUTION FINALLY PASSED AND ADOPTED BY A DULY CONSTITUTED QUORUM OF THE CITY COUNCIL OF THE CITY OF MILES CITY, MONTANA, AT A DULY CALLED MEETING THIS 10th DAY OF MAY, 2022.



John Hollowell, Mayor

ATTEST:



Mary Rowe, City Clerk

STAFF REPORT

Department: Public Utilities

Contact: Tom Speelmon 234-3493
tspeelmon@milescity-mt.org

Agenda Item #:

Action: Switching from Black Mountain Billing software to Continental Utility Solutions, Inc. (CUSi)

RECOMMENDATION

Approve switching to CUSi Billing software.

BACKGROUND / ANALYSIS

The City currently uses Black Mountain software for all our water and sewer billing. We have always had periodic issues with the software as is common with all software, but over the past year the frequency and complexity of those problems have increased. At least once a week we have issues with corrupted data, lost data, data going into wrong fields, etc. We spend on average about four hours per week fixing issues, correcting data or reentering data. The Black Mountain employees who were familiar with how our system was set up have mostly left the company so frequently their technical assistance causes more issues than it resolves.

CUSi is a utility billing software company that specializes in utility billing. Their software, based on the demonstration presented to us is very intuitive and user friendly. The majority of reviews on their product are very positive.

CUSi's proposed package includes the following:

On premise utility billing software which includes the following:

- ACH Bank Draft
- Electronic Payment Module
- Secure E Bill Module
- Website – Customer Web Portal
- IVR module (telephone payments-no agent required)
- Text messaging module
- Meter interface
- Bank Check Elimination Interface
- Credit Card Terminal Interface
- Technical Support
- 1 year data conversion
- Onsite set up, 2 days of training

All electronic payment would automatically post to Black Mountain financial software. We currently do this manually.

FISCAL IMPACT

The City's current cost for Black Mountain water/sewer billing software is \$7522.00 annually. In addition to this cost, we spend an average of approximately \$4800 per year in wages for the time involved in fixing the issues we have with our current software.

The CUSi package will cost \$35,660.00 for the software license, credit card terminal and set up. The annual fees are currently \$4200.00. I do have the funds to cover this though they were not budgeted for this purpose.



CONTINENTAL UTILITY SOLUTIONS, INC.

Sales Representative: Lane Ricardo

P. O. Box 1515

Jonesboro, AR 72403

www.cusi.com

(870) 336-2239

Quote #: lr220505113308

Sales Agreement

May 5, 2022



Miles City, MT
PO Drawer 910
Miles City, MT
59301

Tom Speelmon
(406) 874-8608
tspeelmon@mylescity-mt.org



Economic Summary

	Up-Front	Monthly	Annual
Utility Billing Solution	\$34,910.00		\$3,660.00
Customer Web Portal	\$0.00		\$0.00
Miscellaneous Services	\$0.00	\$40.00	
IT Services	\$140.00		
Hardware	\$350.00	\$5.00	
Total	\$35,400.00	\$45.00	\$3,660.00

Billing and Payment Terms

90% Upon Contracting. 10% Upon Go Live. CUSI shall invoice all amounts due per the defined payment terms. Client shall make payment 15 days from date of invoice.



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UMS On-Premise Utility Billing Software

5,000 Service Location Licenses	\$1.50	\$7,500.00
3 Named User Licenses	\$500.00	\$1,500.00
1 Field Service Licenses	\$250.00	\$250.00

UMS On-Premise Utility Billing Software Core Modules

1 ACH Bank Draft (First Layout Included)		<i>Included</i>
1 Electronic Payment Module		<i>Included</i>
1 Secure Ebill Module		<i>Included</i>
1 Website API - Customer Web Portal		<i>Included</i>

Add-On Modules

1 IVR Module	\$1,000.00	\$1,000.00
1 Text Messaging Module	\$1,000.00	\$1,000.00

Standard Flat File Data Exchange Interfaces

1 Advanced Metering Interface (AMI) - Sensus	\$1,000.00	\$1,000.00
1 Bank Check Elimination Interface - Vanco	\$1,000.00	\$1,000.00
1 Credit Card Terminal Interface	\$1,000.00	\$1,000.00
1 Third Party Printing Interface - Custom (Billing Data Specialist)	\$1,000.00	\$1,000.00

Technical Support & Maintenance - Annual Service

Annual Technical Support & Maintenance:	24%	\$3,660.00
800 Line Voice, Online, Email Support, Client Services Website, Application Updates		



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UMS On-Premise Implementation Services

1	Advanced Data Conversion Package for up to 4,500 Locations Includes 1 year data conversion of customers, locations, usages, readings, deposits, meter information, owner records and backflow data.	\$1.50	\$6,750.00
2	Additional Year(s) Usage and Financial History Data Conversion <small>*Complete data must be provided in a ASCII, delimited, or SQL format. Data extraction and data cleanup will be invoiced based upon time and effort at CUSI current services rate. CUSI will invoice client the greater of the number of service locations provided in this Sales Agreement or the actual number of service locations converted.</small>	\$0.25	\$2,250.00
1	CUSI Certified Implementation Includes Business Requirements Gathering, Application Implementation, Installation, Setup, Formatting, Testing, Transition Support, & Project Management	\$4,800.00	\$4,800.00
2	Days of CUSI Certified Training Includes Application Training for All Users as Contracted	\$1,600.00	\$3,200.00

Travel expenses for on-site work will be billed separately.



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Economic Summary

UMS On-Premise Utility Billing Software	\$15,250.00
Technical Support & Maintenance - Annual Service	\$3,660.00
UMS On-Premise Implementation Services	\$17,000.00
CUSI Turnkey Merchant Services Discount	-\$1,000.00
Total	<u>\$34,910.00</u>



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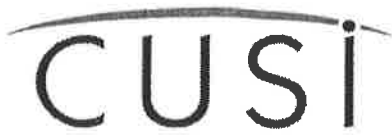
Customer Web Portal

1 Customer Web Portal Includes Design, Setup, Configuration, and Training Services.	\$1,500.00	\$1,500.00
1 Customer Web Portal - TSM & Hosting Includes Technical Support, Maintenance, and Hosting.	\$1,500.00	\$1,500.00



Economic Summary

Customer Web Portal	\$1,500.00
Customer Web Portal - TSM & Hosting	\$1,500.00
CUSI Turnkey Merchant Services Customer Web Portal Discount	-\$1,500.00
CUSI Turnkey Merchant Services TSM & Hosting Discount	-\$1,500.00
Total	\$0.00



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Miscellaneous Services

Turnkey Merchant Services

billed by provider

1 Turnkey Merchant Services Package - Service fee will be the greater of: \$1.50 or 2.5% per transaction

Includes Visa, MasterCard, Discover Merchant Services, and Payment Gateway Service. Figures based on an Average Bill Estimate of \$55 and a High Bill Estimate of \$200. Average bill estimate and service fee subject to annual review. CUSI reserves the right to bill a minimum monthly fee of \$20.00 to recover any losses from inactive merchant accounts or accounts that do not cover fixed processing costs.

In conjunction with the Turnkey Merchant Services, CUSI is providing software licenses at no cost. In the event that client terminates Turnkey Merchant Services, any and all software licenses provided at no cost shall be billable at then current retail price.

1 Turnkey Merchant Service Electronic Check Package

Internet Electronic Check Transactions \$1.50 or 2.5% per transaction

Turnkey Merchant Services fees are paid by utility customers and collected by CUSI.

eCheck Validation Service

1 CUSI eCheck Validation Service - Account and Routing Verification \$1.50 per transaction
1 CUSI eCheck Validation Service - Balance Check \$0.20 per transaction

Traditional Bank Check Elimination Service

billed by provider

1 Bank Check Elimination Processing Fees \$40.00 per month
\$0.15 per transaction

IVR Service - UMS

1 CUSI IVR Service - Inbound and Outbound IVR Unlimited Monthly Usage



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Text Messaging Service

1 CUSI SMS Messaging Service - Inbound and Outbound SMS

Unlimited Monthly Usage



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IT Services

Additional IT Products & Services

1 Standard SSL Certificate - 2 Years	\$140.00	\$140.00
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Economic Summary

Additional IT Products & Services	\$140.00
Total	\$140.00



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Hardware

1 Stripe Terminal/EMV Credit Card Terminal	\$350.00	\$350.00
<i>Monthly Device Fee</i>	\$5.00	per device
<i>P2P Encryption Fee</i>	\$0.05	per trans



Economic Summary

Hardware	\$350.00
Total	\$350.00



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Terms of Sale

Company has ordered and agrees to purchase from CUSI the products and services defined under this Sales Agreement at the listed quantities and rates. Upon receipt of an executed Sales Agreement CUSI shall ship all products to the Company address and contact defined above and services shall be scheduled and initiated. Company acknowledges that CUSI's products and services are subject to the terms and conditions of a separate Software License Agreement between Company and CUSI located at www.cusi.com/legal. Monthly or yearly rates for services provided by CUSI or third parties may be subject to price increases with or without notice. Any service requiring CUSI or third parties to travel will incur corresponding expenses that will be billed actual as incurred unless otherwise noted. Travel requiring more than 5 hours of travel time will be billed an additional charge equal to 50% of the daily rate. If Company is not tax exempt or does not provide exemption documentation, CUSI shall invoice for such applicable taxes on each invoice. In the event the tax exemption documentation provided by the Company is disallowed or deemed invalid, Company agrees to pay in full all such taxes, including any applicable interest or penalties.

Tax Exempt Status

Initial where appropriate:

_____ This entity **IS EXEMPT** from sales tax and will provide or has provided our exemption certificate

_____ This entity **IS NOT EXEMPT** from sales tax

Quotation Terms

This quote is valid until 06/04/2022. Quote was created using Sales Agreement Version: 2022.02.01

Execution Instructions

Execute, date, and email all pages to CUSI sales representative. Include Tax Exempt Certificate and Sign Off page from Pre-Sale Implementation Guide.



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Purchaser Authorization

I certify that as the person signing this form I have purchasing authority for Miles City, MT.

Print Name: JOAN HOLLOWELL

Title: MAYOR

Authorized Signature: [Handwritten Signature]

Date: May 10, 2022