

# ORDINANCE No. 187609

\*Authorize a participating agreement with Invoice Cloud, Inc., to provide online utility and tax payment processing services for a not to exceed amount of \$1,460,000, Project No. 118906 (Ordinance)

The City of Portland ordains:

Section 1. The Council finds:

1. The Water Bureau's Utility Customer Service Group (WB) is responsible for bill presentment and credit card processing of the City's water and sewer utility bills. The Portland Water Bureau's Customer Service Group assists customers by providing water efficiency resources which includes account services, billing and collection, quality assurance, meter reading, meter maintenance and repair, and data processing.
2. As part of the City's PCI compliance and remediation activities, the City is transitioning to a new payment gateway provided by the City's contractor, NIC. NIC's technology does not currently meet the Water Bureau's requirements for bill presentment and credit card processing; therefore, as an alternative, the City will be using Invoice Cloud, Inc., due to their previous work with Cayenta, the developer of the Water Bureau's billing system.
3. In accordance with City Code 5.33.170, the City may participate in Interstate Cooperative Procurements, without further competition, in order to establish contracts or price agreements for the acquisition of goods or services. Under this authority, the contracting agency must have used a source selection method substantially equivalent to those in PCC Sections 5.33.200 or 5.33.210. On February 27, 2013, Spotsylvania County, Virginia, advertised a competitive Request for Proposals (RFP) for providing online utility and tax payment processing for a variety of fees, account balance lookup, electronic bill presentation and customer account management services. Through this RFP process an agreement was competitively awarded in accordance with Oregon State Statute. As a result, contract # 13-304-12 was awarded to Invoice Cloud, Inc. This agreement allows utilization by other public entities.
4. In accordance with Portland City Code 5.33.160, a notice was posted January 22, 2016, on the City's Online Procurement System stating the City's intent to award a participating agreement to Invoice Cloud, Inc. No comments were received.
5. Invoice Cloud, Inc, is compliant with the City's Equal Employment Opportunity and Equal Benefits requirements, and has an active City Business License. Invoice Cloud, Inc., is not an Oregon certified M/W/ESB.
6. Funds are currently allocated for this agreement. The Water Bureau's level of confidence in the cost estimate is "Moderate".

NOW, THEREFORE, the Council directs:

- a. The City's Chief Procurement Officer is hereby authorized to execute, amend, and extend a participating agreement with Invoice Cloud, Inc., for a contractual not-to-exceed amount of \$1,460,000.00, provided the form has been approved by the City Attorney's Office.

Section 2. The Council declares that an emergency exists because a delay in proceeding with the agreement will jeopardize the City's compliance with the PCI audit, seriously impact the service levels as provided by the Water Bureau's Utility Customer Service Group, and further disrupt the operations resulting from these services,; therefore, this Ordinance shall be in full force and effect from and after its passage by Council.

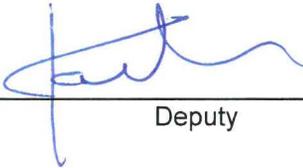
Passed by the Council, MAR-02 2016

**Mary Hull Caballero**  
Auditor of the City of Portland  
By *Gayla Jennings*

Mayor Charlie Hales  
Prepared by: Christine Moody: bg  
Date Prepared: January 25, 2016

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No.

<b>INTRODUCED BY</b> Commissioner/Auditor: <b>Mayor Charlie Hales</b>	CLERK USE: DATE FILED <u>FEB 23 2016</u>
<b>COMMISSIONER APPROVAL</b>	Mary Hull Caballero Auditor of the City of Portland
Mayor—Finance and Administration - Hales	By:  Deputy
Position 1/Utilities - Fritz	
Position 2/Works - Fish	
Position 3/Affairs - Saltzman	
Position 4/Safety - Novick	
<b>BUREAU APPROVAL</b>	<b>ACTION TAKEN:</b>
Bureau: OMF Bureau of Revenue and Financial Services OMF CAO: Fred Miller <i>Fred D. Miller</i> Bureau Head: Ken Rust <i>KLR</i>	
Prepared by: B. Gibson Date Prepared: 1/25/2016	
Impact Statement Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/>	
Portland Policy Document If "Yes" requires City Policy paragraph stated in document. Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
<b>City Auditor Office Approval: N/A</b> required for Code Ordinances	
<b>City Attorney Approval: N/A</b> required for contract, code, easement, franchise, comp plan, charter	
Council Meeting Date <b>March 2, 2016</b>	

<b>AGENDA</b>
<b>TIME CERTAIN</b> <input type="checkbox"/> Start time: _____ <b>Total amount of time needed:</b> _____ (for presentation, testimony and discussion)
<b>CONSENT</b> <input type="checkbox"/>
<b>REGULAR</b> <input checked="" type="checkbox"/> <b>Total amount of time needed: 5 minutes</b> (for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:	
	YEAS	NAYS
1. Fritz	1. Fritz <input checked="" type="checkbox"/>	
2. Fish	2. Fish <input checked="" type="checkbox"/>	
3. Saltzman	3. Saltzman <input checked="" type="checkbox"/>	
4. Novick	4. Novick <input checked="" type="checkbox"/>	
Hales	Hales <input checked="" type="checkbox"/>	