



# City Council Report

**Date:** January 13, 2025  
**To:** City Council  
**Through:** Michael Kennington, Deputy City Manager/Chief Financial Officer  
**From:** Edward Quedens, Business Services Director  
Kristy Garcia, Procurement Administrator  
**Subject:** Use of a Cooperative Contract for a Four-Year Initial Term, with Six One-Year Renewal Options for a Customer Engagement Portal Solution for the Department of Innovation and Technology **(Citywide)**

## Recommendation

Council is requested to approve the award as recommended.

The Department of Innovation and Technology, the Business Services Department, and Procurement Services recommend authorizing the purchase using the City of Phoenix cooperative contract with Milestone LLC. at \$1,569,000 for Years 1-2 and \$278,000 annually for software licensing for Years 3-10.

## Background / Discussion

The City's current utility customer portal is inadequate for our current and future functionality requirements and needs to be replaced and upgraded. The City is seeking a robust portal that will build upon the existing functionality.

Phase 1: The i3 Verticals solution will allow customers to access their account to view their monthly bills, make payments, and set up SurePay. Integrated with the City's Advanced Meter Infrastructure (AMI) or smart meter system, customers will be able to see their hourly, daily, and monthly usage to manage their utility use, set up and receive high usage notifications, possible leak alerts and set up and receive utility outage notifications. The solution implemented in Phase 1, is built for the mobile experience and uses responsive web design to scale up to tablets and PC use.

Phase 2: The solution will allow customers to complete more tasks online, including move-ins, requesting new services, move-outs, and transfers, as well as get help with energy and water conservation. In addition, the project will deploy apps for both Google and Apple iOS devices, which will enable users to perform all tasks available on the web-based customer portal on a mobile platform.

Requests for Proposals were requested of 2 known, experienced utility portal providers available on cooperative contracts. These proposals were scored per City processes and the highest scored proposal is being recommended. This portal is in use with Aqua, KC

Water, ONE Gas, Charlotte Water, and has recently been implemented in Phoenix. I3 also has experience with Banner CIS, Mesa's utility Customer Information System.

The City of Phoenix cooperative contract has been competitively bid and meets the City's procurement requirements. Utilizing Phoenix's contract allows the City to receive competitive rates based on a formally solicited agreement. The City believes the price is fair and reasonable and soliciting for this product would not result in the City receiving more favorable pricing or terms.

This project was included in the Advanced Meter Infrastructure (AMI or Smart Meter) budget/purchase update provided to Council on February 26, 2024 and is approximately \$650,000 under the estimate presented to Council.

### **Purchase Information**

Action: Award

Procurement Type: Cooperative Contract Use

Contract Number: 2025032

Contracting Agency/Contract Numbers: City of Phoenix/#2324-WCS-573

Local Consideration: Policy did not apply to this procurement method

Initial Contract Term: 01/14/2025 – 01/13/2029

Possible Renewals: Up to a maximum of six (6) years subject to Administrative review and approval

Funding Source: Initial implementation, including years 1 and 2 software licensing from the Advanced Meter Infrastructure project (Phase 1 – Water, Electric, and Natural Gas Bond Authorizations) and subsequent years' software licensing from the DoIT Lifecycle program

### **Proposal Scoring**

I3 Verticals/Milestone LLC, Nashville, TN - 1,045.13 / 1,500 points

VertexOne, Houston, TX – 841.14 / 1,500 points