



City of Kansas City, Missouri

Docket Memo

Ordinance/Resolution #: TMP: 5390

Submitted Department/Preparer: General Services

Revised 6/10/24

Docket memos are required on all ordinances initiated by a Department Director. More information can be found in [Administrative Regulation \(AR\) 4-1](#).

Executive Summary

Authorizing the Manager of Procurement Services to execute a \$109,500.00 Contract Amendment No. 4 with Doxim Utilitec, LLC, to add collections for third party payments for the Water Bill Printing and Mailing Services project for a total contract amount of \$2,764,751.23; waiving the Section 2-1615(c) requirement for daily deposits to permit weekly remittance.

The Director of the Water Services Department is authorized to expend \$109,500.00 from Account No. 25-8010-801100-616200B, Consumer Services, to satisfy the cost of this amendment.

The MWBE goals on this project per CREO annual goals manual are: MBE:0 WBE 6%

Discussion

This project involves the printing and mailing of water service bills and other consumer correspondence, as well as the introduction of video bills to enhance customer engagement, clarity, and transparency. The video bills aim to reduce the need for paper bills and mailing, thereby helping Water Services minimize its environmental impact and encourage more clients to opt for digital billing.

In addition to the video bill service, Water Services will also implement retail payment options, expanding the locations where customers can pay their water bills. A third-party retailer will collect these payments, but due to the nature of the payment processing, it may take up to three business days for the funds to be deposited into the City's account. As a result, a Letter of Credit is required and will need to be approved by the Council.

According to Section 2-1615 of the Code of Ordinances, any amount over \$500 must be deposited daily, while amounts under \$500 must be locked in a secure location and deposited within five business days. Since these funds will not be deposited into the City's account daily due to the third-party provider, a Letter of Credit is necessary to ensure compliance with the City's deposit requirements for this contract.

Fiscal Impact

1. Is this legislation included in the adopted budget? Yes No
2. What is the funding source?
8010-801100-616200; Water Fund
3. How does the legislation affect the current fiscal year?
Work on this project will begin in FY25.
4. Does the legislation have a fiscal impact in future fiscal years? Please notate the difference between one-time and recurring costs.
\$27,500.00 One-time Cost Video Bill Print Implementation video email customers@.10/per email \$9,000.00 Licensing Annual Cost; \$ 25,000.00 One time Cost Retail Payment Implementation; \$6,000.00 Payment Platform Annual Cost
5. Does the legislation generate revenue, leverage outside funding, or deliver a return on investment?
 1. With more convenient payment methods and locations, customers are more likely to pay their bills on time. This can reduce late fees and improve overall revenue collection for the water utility.
 2. Retail payment stations streamline the billing and payment process. The automation of payment processing and reporting can save time and effort for the water utility staff. This allows staff to focus on other critical tasks, improving overall operational efficiency.
 3. By offering additional, accessible payment options, customers may feel that the utility is more customer-centric, which can enhance loyalty. Satisfied customers are more likely to stay with the utility, leading to stable revenue over the long term.
 4. Retail payment stations can collect valuable data on payment patterns and customer behavior. The water utility can use this data to refine their billing and customer service strategies, further improving revenue collection and customer experience.

Office of Management and Budget Review

(OMB Staff will complete this section.)

1. This legislation is supported by the general fund. Yes No
2. This fund has a structural imbalance. Yes No
3. Account string has been verified/confirmed. Yes No

Additional Discussion (if needed)

Click or tap here to enter text.

Citywide Business Plan (CWBP) Impact

1. View the [Adopted 2025-2029 Citywide Business Plan](#)
2. Which CWBP goal is most impacted by this legislation?
Inclusive Growth and Development (Press tab after selecting.)
3. Which objectives are impacted by this legislation (select all that apply):
 - Align the City's economic development strategies with the objectives of the City Council to ensure attention on areas traditionally underserved by economic development and redevelopment efforts.
 - Ensure quality, lasting development of new growth.
 - Increase and support local workforce development and minority, women, and locally owned businesses.
 - Create a solutions-oriented culture to foster a more welcoming business environment.
 - Leverage existing institutional assets to maintain and grow Kansas City's position as an economic hub in the Central United States.
 -

Prior Legislation

N/A

Service Level Impacts

This project will improve the performance and infrastructure of the City's operations related to snow removal and road access.

Other Impacts

1. What will be the potential health impacts to any affected groups?
NA
2. How have those groups been engaged and involved in the development of this ordinance?
NA
3. How does this legislation contribute to a sustainable Kansas City?
NA

4. Does this legislation create or preserve new housing units?
No (Press tab after selecting)

Click or tap here to enter text.

Click or tap here to enter text.

5. Department staff certifies the submission of any application Affirmative Action Plans or Certificates of Compliance, Contractor Utilization Plans (CUPs), and Letters of Intent to Subcontract (LOIs) to CREO prior to, or simultaneously with, the legislation entry request in Legistar.

No - CREO's review is not applicable (Press tab after selecting)

Please provide reasoning why not:

Per the goals manual section .01 purchase only contracts. These contracts are exempted from contract goals based on availability analysis, historical data and feasibility of subcontract opportunities.

6. Does this legislation seek to approve a contract resulting from an Invitation for Bid?

No(Press tab after selecting)

7. Does this legislation seek to approve a contract resulting from a Request for Proposal/Qualification (RFP/Q)?
No(Press tab after selecting)