



Jim Simak
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July 20, 2021

To Whom It May Concern,

Please be advised that Advanced Utility Systems, a division of N. Harris Computer Corporation (“Harris”) is the sole source provider of the technical services for the CIS Infinity software product and its associated proprietary software components including but not limited to all modifications and interfaces. This would include strategic partner integrations in the following areas; customer self-service portal = SilverBlaze; mobile field service orders = West Coast Labour Systems; payment processing = Invoice Cloud or Paymentus.

CIS Infinity cannot be legally purchased through another source other than Harris as Harris owns all rights to the software and has not licensed the software for resale.

Harris does not use other services providers, distributors, or resellers for the provision of technical services for the CIS software. Harris is not obligated to provide their proprietary goods and services to any other company or entity for such a purpose.

This letter does not provide a sole source legal opinion on behalf of Harris for the products and services that are referenced herein as they relate to your State's, County's or City's sole source rules, regulations and laws.

Sincerely,

Jim Simak

Sole-Source Justification

Request Information				
Date of Request:(mm-dd-yy) 07-22-21				
Procurement Department Information				
Procurement Agent: Robyn Holder, CPPB				
Procurement Agent E-Mail Address: rholder@cityofpsl.com				Telephone: 772-344-4293
Request Submitted By				
Name: Regina Linsley				
Department and Title: Utility Systems Dept. – Manager, Connection Support/Billing				
e-Mail Address: rlinsley@cityofpsl.com				
Request Details				
Sole-Source – A purchasing situation in which the procurement is available from only one source.				
Identify efforts made to locate other possible sources.				
Contractor Name: Invoice Cloud				Telephone: 925-705-5900
Contractor Contact: Carlyn Altheide				
Scope of Work				
Provide a detailed description of commodities/services to be provided. Also, include the following details: exact or estimated quantity, per unit price, and the total estimated value of the open contract to include the estimated quantity X unit price (if the exact quantities are not known).				
<p>Invoice Cloud will provide City of Port St Lucie Utility Systems customers a complete and secure electronic bill presentment and payment solutions. The SaaS platform that Invoice Cloud offers will ensure customers will always have the latest technology and payment options available to them. The Invoice Cloud platform will provide customers the opportunity to save payment methods, receive payment and email reminders, Pay by Text options, and a digital wallet, allowing customers to control their payment methods.</p> <p>Invoice Cloud offers a real-time solution that is fully integrated with the Utility System’s already established Utility Billing Software – Advanced Utility Systems (AUS). Having fully integrated Billing software with our online platform is essential to providing City of Port St Lucie Utility Systems customers exceptional customer support.</p>				
Fee Schedule based on current credit/debit card and e-check volume				
	Fee	Count	Volume	Rate
Invoice Cloud Credit Card/Debit Card	\$ 90,716.07	40,575	\$4,581,619.60	1.98%
Invoice Cloud Echeck	\$ 7,326.00	14,652		\$ 0.50
Invoice Cloud IVR	\$ 1,548.00	6192		\$ 0.25
NSF/Return	\$ 380.00			\$ 5.00
Monthly	\$ 100.00			\$ 100.00
Monthly Total Fee Estimate:	\$100,070.07			

Complete the Following: (For justifying a Sole Source/Sole Brand)

Sole-Source Justification

Provide an explanation why only a particular style, model, type or manufacturer is required (i.e. why the commodity is the only commodity which will meet the state entity needs).

In order to not add more work to staff and to keep online payment processing simple and secure for utility customers it is imperative that the Utility System's billing software and online platforms are fully integrated and Real-time capabilities.

Letter from Original Equipment Manufacturer (required):

Exclusive Capability

Provide a detailed description of proposed source's unique capabilities and/or personnel to perform the work and why this is the only source.

Invoice Cloud and our current credit card processor Paymentus Corporation are the only online platforms that are fully integrated with the Utility's current billing software, AUS.

IC cloud offers Apple pay and Google pay which Paymentus does not offer at this time. Note, there are no fees for us when customer use either of these 2 options. IC also offers Venmo and Paypal, Paymentus has these options as well but only Paypal has been rolled out to us and it's only available to unregistered users. We currently have 11,000 unregistered users and 38,000 registered users. So we are missing a large customer population for these features. We want our customers to be registered users because it gives them access to auto pay, saved payment methods, viewing of bills, and e-billing.

IC already has a "round up" program that can be configured. We are supposed to implement a program like this that would go towards a septic to sewer fund as suggested by CM and Council office. We advised we would work towards it after CIS V4 went live. Paymentus does not offer this at this time, so it would be another hurdle when we are ready for that program to be implemented.

Another big advantage IC has over Paymentus is that IC offers the ability for the reps to "access" the customer's online portal just like the customer can so it will help them be able to walk customers through issues or problems they may be facing or not understanding.

Last big difference we could be looking at is that Paymentus only validates bank routing numbers for echecks, not account #'s. Which means the customer can put in a fake, closed, or accidentally put in the wrong bank account # but Paymentus does not do any account # validations before they accept the payment. Invoice Cloud does a "soft hit" validation to determine if the account # is valid, open and not excessively over with drawn before they accept the payment.

To Be Used for Procurement Records Only

CONTRACT #:

REQUISITION ID #:

If Publicly Solicited, Number of Protests:

Outcome:

Awarded Sole-Source

Issued PO / Contract

Not Awarded / Competitively Bid

Bid #: