



**Purchasing Division**  
18 North County Street, 9th Floor  
Waukegan, Illinois 60085-4350  
Phone 847-377-2992  
Fax 847-984-5889  
purchasing@lakecountyil.gov

## Award Information – 6/15/2018

### Contract Information

Purchase Description: **Utility Billing System for Lake County Public Works**

Contract Start Date: **Upon Contract Execution**

Initial Term: **Through implementation and 5 years for hosting and maintenance service**

Term Dates: **TBD**

Renewals: **5 years for hosting and maintenance service**

### Vendor Information

Company Name: **Tyler Technologies**

Address: **One Tyler Drive**

*Street Address*

*Suite/Unit #*

**Yarmouth**

*City*

**ME**

*State*

**04096**

*ZIP Code*

Contact Name: **Scott Isaacs**

Funding Account

Description: **Public Works Computer Software Budget**

Budget Information: **Included in the FY18 Budget and service is within budget expectations.**

Department: **Public Works**

Department Contact: **Phil Perna**

Award Amount: **\$167,595**

### Bid / RFP Information

Registered Vendors: **Insert #35 (0 Local; 35 Non local)** Responses Received: **Insert #6 (0 Local; 6 Non local)**

### Intent:

Lake County Department of Public Works seeks, from all interested software and implementation services vendors that have proven experience in utility billing systems (UBS) for the public sector, proposals for the procurement of software to include installation, integration and implementation services. The scope for the future system includes the utility billing software detailed in the project scope. The County understands that such a system may include components of an online bill payment and presentment system, service order and inventory (meter) management, which the County may or may not choose to implement. The County anticipates an implementation rollout strategy commencing in April 2018 with a go-live date of December 1, 2018.



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### **Scope of Work:**

The utility billing application under consideration and review must provide functionality in the following business areas:

- Utility Billing and Collections
- Customer Information
- Meter Management
- Meter Reading Interface
- Rates Management
- Service Orders
- Property Information including liens recorded
- Reporting
- e-Commerce including recurring scheduled online credit card and bank transfer<sup>1</sup> bill payment and presentment

The County would prefer to implement a software package that limits the number of customizations (i.e., changes to source code) to the base application. The County seeks a system that includes development tools that will enable the County to meet its future needs without becoming heavily dependent upon programmer consultants.

### **Evaluation of Proposals:**

- Implementation strategy and Project Schedule
- Experience and references
- Cost
- Compliance with the requirements of the RFP and ability of the proposed software to satisfy requirements and specifications
- Vendor support and maintenance through implementation and on-going

### **Department Recommendation:**

Based on the evaluation criteria and the interview Lake County Public Works selected Tyler Technologies as the most qualified proposer that meets the County's needs.