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City of Plantation  
City Council Chambers

**Subject:**

Utility Billing system subscription and implementation services (RFSP No. 091-24).

**Summary:**

Requesting authorization and approval of the following:

Approval of the Selection Committee's scores and rankings identifying Strada U.S. Professional Services, LLC (Software Subscription/Solution Integrator), proposing SpryPoint Services, Inc., Utility Billing System as the highest scoring and most advantageous Firm and Software, as it pertains to RFSP No. 091-24, Enterprise Resource Planning System.

Authorization and approval to execute an agreement between the City and SpryPoint Services, Inc., providing for continued negotiation and final approval from Legal and Administration concerning unsettled agreement terms and conditions.

\*SpryPoint Services, Inc. (Utility Billing System Subscription Provider and Implementor) shall have an initial one (1) year term. The Service(s)/Subscription shall automatically renew for successive terms of one (1) year unless either Party provides the other written notice of termination a minimum of thirty (30) days prior to the expiration of the then current term or the Service has been otherwise terminated in accordance with the Agreement.

\*The annual subscription service fee for the Service shall be subject to adjustment on each annual anniversary of the Subscription Effective Date at 3%.

\*Implementation Statement of Work, reflect year 2024 pricing provided to the Client during the course of Client's Request for Proposals' process. Such fees are subject to an annual increase of three percent (3%) on the anniversary of the Effective Date of this Agreement until Project Initiation.

Authorization and approval to process payments to SpryPoint Services, Inc., during the initial subscription/implementation period, renewal subscription term and any additional renewals subscription terms that may be approved administratively in accordance with the attached

Agreement, and contingent upon budget approval.

Authorization and approval to add additional modules/platforms/enhance support services as necessary to continue to assist and improve the City's processes in accordance with the attached agreement and any associated addendums.

Authorization and approval of the following pricing structure

\*Annual Software as Service Fees (Subscription)

- March 2029 - \$183,382.00
- March 2030 - \$188,884.00
- March 2031 - \$194,550.00
- March 2032 - \$200,387.00
- March 2033 - \$206,398.00
- March 2034 - \$212,590.00
- March 2035 - \$218,968.00

\*Above rates were calculated as follows - \$158,413.00 (2024 rates) x 5% escalation for 2027-2029 x 3% escalation for 2030 - 2035

Software Implementation Cost/Fees

- March 2029 - \$628,460.00

\*Above rate was calculated as follows - \$575,130.00 (2024 rates) x 3% escalation 2027-2029

Authorization and approval of a Contingency Allowance of \$100,000.00, that shall be applied SpryPoint Services, Inc. agreement during the implementation and onboarding portion(s) of the project only.

**Procurement:**

Pursuant to City Code Sec. 2-220(b) the Procurement Department secured formal competitive proposals for the above-mentioned services. On September 3, 2024, seven (7) competitive proposals were received. This solicitation was advertised/posted on the Demand Star website for 67 calendar days, was broadcasted to 612 vendors and had 97 Planholders. All submittals were thoroughly reviewed by Procurement to ensure all the necessary documents were included, and then the submittals were provided to the Selection Committee for their independent review.

**Schedule of Events associated with this solicitation:**

- September 3, 2024 - Proposals Received and Opened.
- November 19, 2024 Selection Committee Discussion and/or Potential Scoring/Shortlisting.
- December 3, 2024 Selection Committee Discussion and/or Potential Scoring/Shortlisting.
- January 21-23, 2025; January 28-30, 2025; and February 11-13, 2025 - Three-day on-site demonstrations, including the hands-on lab experience, were scheduled with each

prospective shortlisted vendor to allow the city stakeholders evaluate the system's functionality and user-friendliness.

- April 1, 2025; April 2, 2025; April 9, 2025 - Interviews (Question and Answer Session) with Shortlisted Firms.
- April 28, 2025 - Selection Committee Discussion and Potential Scoring (Selection Committee identified the highest Scored Firm during this meeting)
- May - December 2025 - (approximately eight (8) months) the City entering into comprehensive negotiations with selected Firm.

### Scoring Results:

#### December 3, 2024, Public Selection Committee Meeting

SELECTION COMMITTEE	Konica Minolta Business Solutions USA, INC	AVAAP USA, LLC	Tyler Technologies, Inc	Strada U.S. Professional Services, LLC
TOTAL SCORE	154.2 (7)	328.4 (5)	400.7 (1)	360.3 (3)

SELECTION COMMITTEE	Infor Public Sector Inc	SAP Public Services Inc	Collaborative Solutions, LLC
TOTAL SCORE	362.1 (2)	326 (6)	334 (4)

- During the December 3, 2024, Public Selection Committee Meeting, the Selection Committee shortlisted to the top three (3) firms and have opted to conduct Demonstrations/Interviews with the top (3) Firms as permitted in solicitation document. The top three (3) Firms will be contacted directed relating to the Demonstration/interview process.

#### April 28, 2025, Public Selection Committee Meeting

SELECTION COMMITTEE	Tyler Technologies, Inc	Strada U.S. Professional Services, LLC	Infor Public Sector Inc
TOTAL SCORE	245	350	195

FIRM(S)	Tyler Technologies, Inc	Strada U.S. Professional Services, LLC	Infor Public Sector Inc
<b>Cumulative Score</b>	<b>645.7</b>	<b>710.3</b>	<b>557.1</b>

During the April 28, 2025, Public Selection Committee Meeting, the Committee openly discussed the shortlisted Firms, their demonstrations, interviews, site visits and references (other items were also discussed). The Committee also came to a consensus to proceed with final scoring (noted above). Total scores were read publicly into record by the Selection Committee. The scores above reflect what was read into record. All Committee Members agreed with the final scores read into record and elected to pursue negotiations with the Firm that had highest cumulative score (Strada U.S. Professional Services, LLC).

#### Selection Committee Members:

- Laura Karpaviciute, Administration
- Anna Otiniano, Finance
- John Montefusco, Information Technology

- Daniel Pollio, Utilities
- ~~Denese Edsall, Human Resources~~

Based on the final numerical results, the City entered into agreement negotiations with SpryPoint Services, Inc. relating to Utility Billing system subscription and implementation services as SpryPoint was the solution proposed by the highest scored Firm - Strada U.S. Professional Services, LLC.

The City entered into negotiations with SpryPoint Services, Inc . Over the course of approximately eight (8) months the City team took great care to negotiate the most comprehensive scope possible and the best price possible ensuring proper due diligence in efforts to proactively minimize the potential change orders. During the negotiations process the City address the following.

- Contract Term(s)
- Services, Equipment, Modules.
- Original Submitted Pricing vs. Current Day Pricing due to market changes
- Reduced the standard annual increase fees.
- Etc.

Based on the foregoing information, the Selection Committee, Administration, Utilities, Procurement, Departments, requests authorization and approval of the following:

- Approval of the Selection Committee's scores and rankings identifying Strada U.S. Professional Services, LLC (Software Subscription/Solution Integrator), proposing SpryPoint Services, Inc., Utility Billing System as the highest scoring and most advantageous Firm and Software, as it pertains to RFSP No. 091-24, Enterprise Resource Planning System.
- Authorization and approval to execute an agreement between the City and SpryPoint Services, Inc., providing for continued negotiation and final approval from Legal and Administration concerning unsettled agreement terms and conditions.
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  - The annual subscription service fee for the Service shall be subject to adjustment on each annual anniversary of the Subscription Effective Date at 3%.
  - Implementation Statement of Work, reflect year 2024 pricing provided to the Client during the course of Client's Request for Proposals' process. Such fees are subject to an annual increase of three percent (3%) on the anniversary of the Effective Date of this Agreement until Project Initiation.
- Authorization and approval to process payments to SpryPoint Services, Inc., during the initial subscription/implementation period, renewal subscription term and any additional renewals subscription terms that may be approved administratively in accordance with

the attached Agreement, and contingent upon budget approval.

- Authorization and approval to add additional modules/platforms/enhance support services as necessary to continue to assist and improve the City's processes in accordance with the attached agreement and any associated addendums.
- Authorization and approval of the following pricing structure
  - Annual Software as Service Fees (Subscription)
    - March 2029 - \$183,382.00
    - March 2030 - \$188,884.00
    - March 2031 - \$194,550.00
    - March 2032 - \$200,387.00
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    - Above rates were calculated as follows - \$158,413.00 (2024 rates) x 5% escalation for 2027-2029 x 3% escalation for 2030 - 2035
- Software Implementation Cost/Fees
  - March 2029 - \$628,460.00
    - Above rate was calculated as follows - \$575,130.00 (2024 rates) x 3% escalation 2027-2029
- Authorization and approval of a Contingency Allowance of \$100,000.00, that shall be applied SpryPoint Services, Inc. agreement during the implementation and onboarding portion(s) of the project only.

## **Background:**

As part of the City of Plantation efforts to modernize its Enterprise Resource Planning System "ERP" system via RFSP No. 091-24, among other system capabilities, the City evaluated each proposer's utility billing functionality. At the conclusion of the comprehensive and diligent review process, which included utility billing staff attendance of demos, hands-on sessions and discussion with other utilities who use the system, Strada U.S. Professional Services, LLC's proposal received the highest scores from the evaluation committee. This proposal included the following:

- Workday, Inc. - ERP subscription and support services.
- Strada U.S. Professional Services, LLC – Workday ERP implementation services.
- SpryPoint Services, Inc. – Utility Billing system subscription and implementation services.

Workday and Strada agreements were approved by the City Council on December 3, 2025. This is the third agreement associated with the ERP RFSP No. 091-24.

If approved by the City Council, SpryPoint would replace the Infor utility billing system, providing for a modern user interface, enhanced functionality, and better user experience for the utility billing front desk staff, field staff and customers. Among the most significant enhancements are field mobility and automation, which enable real-time communication between the field staff and the front office. For example, if a customer on the shutoff list makes an online payment while a field technician is on the way to shut off the water at the customer's location, the system has a capability to automatically cancel the shutoff service order and notify the technician enroute. Field technicians would also be able to report issues and close out completed service orders from the field.

Additionally, SpryPoint has other customers who have successfully integrated with Badger Meter (the city's Automated Meter Infrastructure provider) and, as a Workday partner, is expected to integrate well with the city's new financial system.

This item is now ready for City Council consideration

**Funding:**

No financial impact at this time. First "payment" will not be due until on or around March 2029.

**Amount:**

- Annual Software as Service Fees (Subscription)
  - March 2029 - \$183,382.00
  - March 2030 - \$188,884.00
  - March 2031 - \$194,550.00
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- Software Implementation Cost/Fees
  - March 2029 - \$628,460.00
  
- Contingency Allowance of \$100,000.00, that shall be applied SpryPoint Services, Inc. agreement during the implementation and onboarding portion(s) of the project only.

**\*Please note, there is no financial impact at this time. First "payment" will not be due until on or around March 2029.**

**Finance Director/Budget Manager Recommendation:**

There is no financial impact for this item at this time. However, the Utilities Department will

budget this project during the normal budget process.

**Prepared By:**

Charles Spencer

**ATTACHMENTS:**

[SpryPoint Master Service Agreement 01082025.pdf](#)

[Exhibit B - Statement of Work V10 01.06.2026.pdf](#)