



# City Council

FILE#: ID 24-4574

MEETING DATE: 12/10/2024

## COUNCIL COMMUNICATION

**TO:** Honorable Mayor and Council  
**FROM:** Jill Olsen, Administrative Services Director

**SUBJECT:**  
Action: Services Contract for Lockbox Services to CDS Global, Inc. (*Jill Olsen*)

**FUNDING SOURCE:**  
Various Departments

**PURPOSE:**  
To consider award of a Services Contract for lockbox services (Agreement 500543) for processing utility bill payments, in accordance with City Code § 3.10.030.1.

**BACKGROUND:**  
Since 2018, the City has contracted for lockbox services to collect and process customer payments for utility services, false alarms, rents, and other miscellaneous fees due to the City. This service is designed to expedite the collection of paper-based payments and provide timely payment information to update accounts receivable records and increase staff productivity by freeing personnel from the labor-intensive process of manually handling mail, making daily deposits, and posting manual payments. Lockbox services include receiving utility remittances on behalf of the City, processing payments, making daily deposits to the City's bank account, and creating an electronic file to upload to the City's utility billing software for credit to the customer's account.

The City received seven (7) proposals to the Request for Proposal (RFP) issued by the City for lockbox services. The evaluation committee evaluated the proposals based on the published evaluation process. The proposal submitted by CDS Global, Inc., was determined to meet all requirements specified and received the highest ranking.

The Services Contract is a four-year agreement with two, one-year extensions. Costs each year are dependent on the volume of payments processed. The estimated costs for the first year are \$26,000 with annual Consumer Price Index increases for the following years. The maximum payment under this Contract is a not-to-exceed amount of \$35,000 for one year.

**COMMUNITY IMPACT:**

Efficient collections and processing of customer payments provides the customers with accurate and timely balances for the customer accounts.

**FISCAL IMPACT:**

The costs of the lockbox services are allocated to the various departments and funds for which the services are rendered. Funds are allocated and available in the Fiscal Year 2024-25 budget in the estimated amount of \$26,000.

**ATTACHMENTS:**

Committee Evaluation Tabulation

**SUGGESTED MOTION:**

I move to award and authorize the City Manager to execute the Services Contract for Lockbox Services to CDS Global, Inc., and authorize staff to renew the Contract for two, one-year terms.



## December 10, 2024 Regular Meeting Summary

Line Item	Summary	Final Action
5.1	Action: Approve the November 26, 2024, City Council Regular Meeting Minutes (Kelly Williams)	Approved
5.2	Action: Resolution No. 24-3795 Approving a Payroll Deduction Agreement with Lake Havasu Unified School District No. 1 to Allow Participation by City Employees in the Extracurricular Tax Credit Program Through Payroll Deductions for Tax Year 2025 (Jill Olsen)	Adopted Resolution No. 24-3795
5.3	Action: Apprenticeship Contract for Police Service Assistant with Oktavia Romance (Bobbie Kimelton)	Approved with the option to renew the Contract for two, one-year terms
5.4	Action: Services Contract for Lockbox Services to CDS Global, Inc. (Jill Olsen)	Approved with the option to renew the Contract for two, one-year terms
5.5	Action: Participation Agreement for Ground Ambulance with Blue Cross and Blue Shield of Arizona (Chief Pilafas)	Approved
5.6	Action: Cooperative Purchase Agreement and Purchase of a Redwave Threat ID LS Hazmat Chemical Identifier and Chemical Sample Interface with FarrWest Environmental Supply, Inc. (Chief Pilafas)	Approved in the amount of \$53,853.80
5.7	Action: Cooperative Purchases and Exceeding Expenditure Threshold of Parks and Recreation Equipment/Supplies with ExerPlay, Inc. (Guy Reynolds)	Approved
5.8	Action: Ratify the Purchase of a Flygt Main Recycle Pump through James, Cooke & Hobson, Inc. (Thilak Fernando)	Ratified for \$128,069 plus applicable taxes
5.9	Action: Cooperative Purchase Agreement and Exceed Expenditure Threshold for Cumulative Reoccurring, Routine Purchases of Roadway Paint with Ennis Flint, Inc. (Bill Young)	Approved
5-10	Action: Call for Executive Session Pursuant to A.R.S. § 38-431.03(A) 4:30 p.m., Tuesday, January 14, 2025 (Kelly Williams)	Executive Session Called
6	Selection of Vice Mayor	Selected Michele Lin as Vice Mayor for 2025
7.1	Announce Vacancies on Lake Havasu City Boards, Committees, and Commissions (Kelly Williams)	Vacancies Announced
7.2	City Manager's Report (Jess Knudson)	Report Given
8.1	Discussion and Action: Series #6 Bar Liquor License, Rooftop Bar, 1515 Marlboro Drive/Bradley (Kelly Williams)	Recommended Approval

8.2	Discussion and Action: Series #11 Hotel/Motel Liquor License, Home2 Suites Lake Havasu, 120 Park Avenue/Lewkowitz (Kelly Williams)	Recommended Approval
8.3	Discussion and Action: Series #12 Restaurant Liquor License, Juicy's, 42 Smoketree Avenue South/Ozcan (Kelly Williams)	Recommended Approval
8.4	Discussion and Action: Series #12 Restaurant Liquor License, Lady Lee's, 2180 McCulloch Boulevard N./Lee (Kelly Williams)	Recommended Approval
8.5	Discussion and Action: Ordinance No. 24-1351 Amending Lake Havasu City Code Title 14, Zoning (Development Code), Sections 14.05.03, Standard Regulatory Procedures, to Add Time Frames for Administrative Completeness of Zoning Applications and 14.05.04(K)(5), Zoning Map Amendment Protest, to Exclude Government Owned Property from Protest Property Area (Adoption) (Chris Gilbert)	Adopted Ordinance No. 24-1351
8.6	Discussion and Action: Construction Contract for the Site Six Fishing Dock Replacement Project to Bellingham Marine Industries, Inc. (Jason Hart)	Awarded in the amount of \$1,557,138
8.7	Discussion and Action: Selection of Market Comparator Organizations to be Used as Relevant Benchmarks for Compensation and Classification Study Being Conducted by Public Sector Personnel Consultants (Bobbie Kimelton)	Adopted the recommendation of Public Sector Personnel Consultants to utilize the identified market comparator cities
8.8	Discussion and Action: Professional Services Agreement for the Citywide Wash Management Plan Project with Kimley-Horn and Associates, Inc. (Mike Wolfe)	Approved in the amount of \$147,615
8.9	Discussion and Action: Lake Havasu Avenue & Mesquite Avenue Paving Rehabilitation Project to Pioneer Earth Movers, Inc. (Brent Cummings)	Awarded base bid in the amount of \$2,913,037