



**CITY OF FORT LAUDERDALE**  
**City Commission Agenda Memo**  
**REGULAR MEETING**

**#25-1134**

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**TO:** Honorable Mayor & Members of the  
Fort Lauderdale City Commission

**FROM:** Rickelle Williams, City Manager

**DATE:** January 6, 2025

**TITLE:** Motion Approving the First Amendment to the SpryPoint Client Subscription Agreement for SpryCIS, a Utility Billing Software, SpryMobile, a Mobile Field Service System, and SpryWallet, a Utility Payment Processing Software - SpryPoint Services Inc. - \$2,342,900 - (**Commission Districts 1, 2, 3 and 4**)

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**Recommendation**

Staff recommends the City Commission approve the First Amendment to the SpryPoint Client Subscription Agreement, in substantially the form attached, with SpryPoint Services Inc. for a five (5)-year subscription term with automatic renewals for successive one (1)-year terms, for SpryCIS, a utility billing software, SpryMobile, a mobile field service system, and SpryWallet, a utility payment processing software, for an amount of \$2,342,900, which includes a one-time implementation cost of \$972,700.

**Background**

On November 10, 2022, the City, via the Procurement Services Division, issued Request for Proposals (RFP) No. 12738-1035, Advanced Metering Infrastructure (AMI) Implementation. A total of eight (8) firms submitted proposals. However, on July 5, 2023, the City Commission approved a motion rejecting all proposals received in response to the RFP to provide greater clarity, consistency, and specificity in definition of the AMI scope and requirements (CAM #23-0671).

On October 16, 2023, Procurement Services re-issued the RFP (No. 193) for the AMI Implementation with a revised scope, minimum requirements, evaluation criteria, and price sheets with a due date to receive proposals of December 1, 2023. A sole proposal was received from Core & Main LP by the stated deadline.

On July 2, 2024, the City Commission approved three (3) agreements for the Advanced Metering Infrastructure (AMI) Implementation with Core & Main LP (overall project), Sensus USA Inc. (AMI Software), and SpryPoint Services, Inc. (Customer Engagement Portal), in the total amount of \$69,876,703.03 for AMI Implementation (CAM #24-0215).

On October 7, 2025, the City Commission approved the First Amendment to the Construction Agreement with Core & Main LP to authorize the issuance of change orders as may be deemed necessary and approve Change Order No. 1 to provide enhanced community outreach (CAM #25-0888) and increase the contract amount by \$264,723.25.

The City of Fort Lauderdale currently operates a legacy, on-premises utility billing system that has been in service for more than sixteen (16) years. While the system has fulfilled basic billing and payment processing functions, it has limited functionality and is operationally inefficient. System performance has degraded over time, requiring frequent intervention by Utility Billing Division staff and periodic assistance from both City Information Technology Services (ITS) Department personnel and the software system company to complete standard processes such as report generation.

City staff reviewed the different options available to modernize the utility billing system and after extensive staff review of the capabilities needed, decided it would be best to provide synergy to the new AMI system by implementing additional SpryPoint products. The integration of these two (2) systems will create a unified and efficient environment that allows real-time meter data to automatically populate billing records, improve billing accuracy, reduce manual data handling, and enhance transparency for both customers and internal departments.

The proposed cloud-based billing solution will eliminate dependency on physical servers, reduce downtime, and ensure the City always operates with the most current software version through automatic updates. Built-in automation, improved analytics, and stronger data security will enable Utility Billing staff to manage accounts more effectively and respond more quickly to both operational and customer service needs.

Collectively, this modernization initiative will streamline core billing operations, improve internal controls, and strengthen financial reporting reliability. It aligns with the City's long-term strategic goals of enhancing customer experience, increasing efficiency through technology, and ensuring financial accountability through modern, scalable, and secure software systems.

In the SpryPoint Client Subscription Agreement, Core and Main is listed as the reseller of the SpryPoint products and services. The team began negotiations with Core and Main and SpryPoint. Core and Main agreed to remove themselves as the reseller (removing the reseller markup) and allow the City to utilize the contract as a direct purchaser to better align the price with the City's budget.

The costs associated with the SpryPoint products include the following annual and one-time costs:

<b>Software</b>	<b>One-time Cost</b>	<b>Annual Fees</b>
SpryCIS – Customer Information System	\$853,000	\$247,520
SpryMobile – Mobile Field Service	\$43,200	\$26,520
Estimated Travel costs (During Implementation)	\$75,000	\$0
SpryWallet – Payment Processing System*	\$1,500	\$0
<b>Total</b>	<b>\$972,700</b>	<b>\$274,040</b>

\*For equipment to take in-person payments. The transaction fee is absorbed by the customer.

Total project costs and funding sources are detailed below:

<b>One-time and Recurring Costs</b>	<b>FY 2026 CIP</b>	<b>Future Operating Budget*</b>
SaaS	\$ 548,080	\$ 822,120.00
Implementation	896,200	
Estimated Travel Cost	75,000	
Credit Card Equipment	1,500	
<b>Total</b>	<b>\$ 1,520,780</b>	<b>\$ 822,120.00</b>
Less Cayenta Maintenance Fee		(379,311.87)
Less InvoiceCloud fee		(608,219.94)
<b>Total</b>	<b>\$ 1,520,780</b>	<b>\$ (165,411.81)</b>

\*Reflects three (3) years of operating expenses.

Following implementation, annual support costs to maintain the system will be \$274,040 for the remainder of the five (5)-year contract term. The first two (2) years of maintenance are included in the project budget and future years will need to be funded in the Utility Billing operating budget.

### **Resource Impact**

Funds for proposed amendment in the total amount of \$1,520,780 are available in the FY 2026 Community Investment Plan in the account listed below. The remainder of the contract obligation is contingent upon appropriation of funding in future year's operating budgets.

<b><i>Funds available as of December 29, 2025</i></b>					
<b>ACCOUNT NUMBER</b>	<b>INDEX NAME (Program)</b>	<b>CHARACTER CODE/ SUB-OBJECT NAME</b>	<b>AMENDED BUDGET (Character)</b>	<b>AVAILABLE BALANCE (Character)</b>	<b>AMOUNT</b>
10-454-7999-513-60-6405-P12946	New Utility Billing Software	Capital Outlay/ Computer Software	\$1,621,165	\$1,621,165	\$1,520,780
<b>TOTAL AMOUNT ►</b>					<b>\$1,520,780</b>

**Strategic Connections**

This item supports the *Press Play Fort Lauderdale 2029* Strategic Plan, specifically advancing:

- The Guiding Principle: Technology Adaptation.

This item advances the *Fast Forward Fort Lauderdale 2035* Vision Plan: We Are United.

**Attachments**

Exhibit 1 – Amendment No. 1 to the SpryPoint Client Subscription Agreement

Exhibit 2 – SpryPoint Proposal and Pricing Options

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