

# CITY COUNCIL MEMORANDUM

**FROM:** The Office of the City Manager    **DATE:** April 27, 2026  
**SUBJECT:** Approve award of bid RFP 26-008 to Baker Tilly Advisory Group, LP for a Utility Billing Operational Efficiency Audit in the amount not to exceed \$82,875 and authorize the City Manager to execute the related professional services agreement.

**PRESENTER:** Paulette Hartman, City Manager

**SUMMARY:**

It is recommended that the City Council approve the award of bid RFP 26-008 to Baker Tilly Advisory Group, LP for a Utility Billing Operational Efficiency Audit as detailed in the attached proposal in the amount not to exceed \$82,875.

**GENERAL DESCRIPTION:**

As part of the FY2026 adopted operating budget, the City Council approved conducting a Utility Billing Operational Efficiency Audit. The Council’s directive to conduct this efficiency audit stemmed from a commitment to operational excellence and continuous improvement. This aligns with the City Council goals to drive operational excellence into every area, steward the public’s money well, and improve safety, security, and infrastructure every day. This audit is being conducted to modernize our service model. The result will be a long-term strategy that uses existing technology to optimize utility billing operations, strengthen financial integrity and provide better service to our community.

To ensure a fair and competitive selection process, the city conducted a comprehensive nationwide search, reaching 2,807 potential vendors. On January 13, 2026, the city formally released a Request for Proposals (RFP) through Public Purchase, a well-established and widely used procurement platform. This broad outreach resulted in a response from the vendor community, with seven (7) proposals received by the submission deadline of February 17, 2026, from the following firms:

Baker Tilly Advisory Group, LP	Raftelis Financial Consultants
Berry Dunn	SLserco, Inc
Crowe, LLP	Weaver
E Source Companies, LLC	

Proposals were evaluated based on the firm's experience, qualifications, proposed methodology, cost and references. Based on an evaluation of the selection criteria, a five-member committee including representatives from the City Manager's Office, Finance, Library, Public Works, and Utility Billing departments recommend awarding the bid to Baker Tilly Advisory Group, LP due to their demonstrated expertise, comprehensive approach, competitive pricing and understanding of municipal utility billing and collections operations. Their extensive experience in conducting similar audits for municipal governments was a significant factor in their selection.

**RECOMMENDATION:**

Approve award of bid RFP 26-008 to Baker Tilly Advisory Group, LP for a Utility Billing Operational Efficiency Audit in the amount not to exceed \$82,875 and authorize the City Manager to execute the related professional services agreement.