



Cover Memorandum/Staff Report

File #: 26-0756

Agenda Date: 7/14/2026

Item #: 6.O.3.

TO: Mayor and Commissioners
FROM: Hassan Hadjimiry, P.E., Utilities Director
THROUGH: Terrence R. Moore, ICMA-CM
DATE: July 14, 2026

APPROVAL OF RESOLUTION NO. 98-26 TO AWARD AN AGREEMENT WITH PINNACLE BANK D/B/A SYNOVUS BANK FOR LOCKBOX SERVICES FOR THE UTILITIES CUSTOMER SERVICE (UTILITY BILLING) DIVISION, AND EMS LOCKBOX, PURSUANT TO ITB NO. 2026-020, IN A FIVE (5) YEAR CONTRACT VALUE NOT TO EXCEED \$502,770.00

Recommended Action:

Motion to approve Resolution No. 98-26 to award an Agreement with Pinnacle Bank d/b/a Synovus Bank for Lockbox Services for the Utilities Customer Service (Utility Billing) division, and EMS lockbox, pursuant to ITB No. 2026-020, in a five (5) year contract value not to exceed \$502,770.

Background:

On March 9, 2026, the Purchasing Department (Purchasing), in Coordination with the Utilities Department (Department) advertised ITB No. 2026-020, for Lockbox Services. Purchasing informed the Department on April 8, 2026 that seventeen (17) vendors downloaded the bid documents with one (1) vendor responding. The Department made the decision to extend the bid for one (1) additional week. On April 30, 2026, Purchasing informed Utilities that the one (1) sole vendor, Pinnacle Bank d/b/a Synovus, was found to be both the low responsive and responsible vendor based upon submission. The initial term of the Agreement is for three (3) years, with two (2) additional one-year renewal periods.

Utility Billing utilizes lockbox services to both collect and process utility billing service and payments.

Should the City exercise the renewal options, the cumulative contract value is provided below.

Contract - ITB2026-020		
Initial Term - Year 3	July 14, 2026 - July 13, 2029	\$ 301,662
Year 4	July 14, 2029 - July 13, 2030	\$ 100,554
Year 5	July 14, 2030 - July 13, 2031	\$ 100,254
Total		\$ 502,770

This motion is in accordance with Code of Ordinances Section 36.02, Commission Approval Required.

ATTACHMENTS:

1. Res 98-26
2. Legal Review Checklist
3. Vendor Signed Agreement ITB2026-020
4. Solicitation ITB2026-020 Lockbox Services
5. Submittal

City Attorney Review:

Approved as to form and legal sufficiency.

Funding Source:

Funding is available from the following:

4441-36-050.536.34-90 Utilities - Customer Service Other Contractual Services

Timing of Request:

Sensitive to Tyler Munis UB go-live slighted for July 27, 2026