



**TABULATION OF PROPOSALS RECEIVED**

**RFP-5021-25/LTT Utility Billing Software Replacement Phase 2**

Response Deadline: September 3, 2025 at 2:00 pm

Proposers	Location
Etech-360, Inc. dba 360S2G	San Francisco, CA
Abjayon, Inc. <sup>1</sup>	Fremont, CA
Banyon Data Systems, Inc. <sup>1</sup>	Burnsville, MN
Bynry, Inc. <sup>1</sup>	Lewes, DE
Cayenta	Burnaby, BC
Edmunds GovTech, Inc.	Northfield, NJ
Enterprise Solutions Consulting, LLC dba ESC Partners	Webster, NY
Hansen Banner, LLC	Allentown, PA
N. Harris Computer Corporation dba Advanced Utility Systems <sup>2</sup>	Markham, Ontario
NorthStar Utilities Solutions <sup>1,2</sup>	Ottawa, Ontario
Oracle America, Inc. <sup>2</sup>	Redwood Shores, CA
SpryPoint Services Inc.	Charlottetown, PA
Systems & Software, Inc.	Winooski, VT
TMG Utility Advisory Services, Inc.	Coral Gables, FL
Tyler Technologies, Inc	Plano, TX

<sup>1</sup> Non-responsive - Not registered in SunBiz to do business in the State of Florida.

<sup>2</sup> Proposal withdrawn or disqualified.

**Evaluation Meeting:** November 3, 2025 at 9:00 a.m. in Conf Room ES, Reflections, Lg at Reflections Plaza 500 W. Lake Mary Blvd, Sanford, FL 32773. (This meeting is open to the public for **observation only**.)

The County has shortlisted the top 3 ranked firms to present (listed alphabetically). Determination of the shortlisted firm(s) was made based on the total average ranking of each firm.

- N. Harris Computer Corporation (Cayenta Division)
- SpryPoint Services Inc.
- Systems & Software, Inc.

**Presentations/Interviews Meeting:** January 8-9, 12-13, and 15-16, 9:00 a.m. to 4:30 p.m. in Conf Room ES, Reflections, Lg at Reflections Plaza 500 W. Lake Mary Blvd, Sanford, FL 32773. (Please Note: Presentation Meetings are exempt from being public pursuant to Florida Statute 286.0113.)

**Presentation Meeting Discussion:** January 28, 2026 at 3:00 p.m. in Conf Room ES, Reflections, Lg at Reflections Plaza 500 W. Lake Mary Blvd, Sanford, FL 32773. (This meeting is open to the public for **observation only**.)

**BOCC Meeting Date:** TBD - Request to approve ranking and award the Agreement to SpryPoint Services Inc. the top-ranked firm. Determination of the awarded firm was made based on the total average ranking of each firm.



Administrative Services - Purchasing & Contracts  
Robert Bradley, Purchasing & Contracts Manager

**EVALUATION FINAL RANKING**  
**RFP-5021-25/LTT Utility Billing Software Replacement Phase 2**

Meeting Date/Time: November 3, 2025 at 9:00 Am

AGGREGATE SCORES SUMMARY

Vendor	Carmen Flower	Carrie Green	Kellie Rupert	Total Score (Max Score 100)	Total Average Rank
Etech-360, Inc. dba 360S2G	46	60	63	56.33	7.33
Edmunds GovTech, Inc.	55	74	64.3	64.43	3.83
Enterprise Solutions Consulting, LLC dba ESC Partners	51	65	60.4	58.8	7
Hansen Technologies North America Hansen Banner, LLC	68	73	58.1	66.37	5
<b>N. Harris Computer Corporation (Cayenta Division)</b>	55	78.5	71.2	68.23	<b>2.17</b>
<b>SpryPoint Services Inc.</b>	74	78	70.5	74.17	<b>2</b>
<b>Systems &amp; Software, Inc.</b>	67	73.5	71	70.5	<b>3</b>
TMG Utility Advisory Services, Inc.	43	72	62.1	59.03	7
Tyler Technologies, Inc	49	67	49.5	55.17	7.67

We approve the above stated ranking and agree to shortlist the top three (3) ranked firms, N. Harris Computer Corporation (Cayenta Division), SpryPoint Services Inc., and Systems & Software, Inc. for presentations and interviews.

  
Carrie Green

  
Kellie Rupert

  
Carmen Flower



Administrative Services - Purchasing & Contracts  
Robert Bradley, Purchasing & Contracts Manager

**PRESENTATIONS/INTERVIEWS FINAL RANKING**  
**RFP-5021-25/LTT Utility Billing Software Replacement Phase 2**  
Meeting Date/Time: January 28, 2026 at 3:00 PM

AGGREGATE SCORES SUMMARY

Vendor	Carmen Flower	Carrie Green	Kellie Rupert	Total Score (Max Score 100)	Total Average Rank
N. Harris Computer Corporation (Cayenta Division)	67	94	89.66	83.55	3
<b>SpryPoint Services Inc.</b>	97	98	98.75	97.92	<b>1</b>
Systems & Software, Inc.	83	95	94.46	90.82	2

We approve the above stated ranking for award to SpryPoint Services Inc.

  
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Carrie Grein  
*Carmen Flower*

Carmen Flower

  
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Kellie Rupert



Seminole County  
Administrative Services - Purchasing & Contracts

Robert T. Bradley, Purchasing and Contracts Manager  
1301 East Second St., Sanford, FL 32771

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**FINAL RANKING SUMMARY**  
RFP No. RFP-605021-25/LTT  
Utility Billing Software Replacement Phase 2  
RESPONSE DEADLINE: September 3, 2025 at 2:00 pm  
Report Generated: Monday, June 29, 2026

**EVALUATORS**

Name	Title
Carmen Flower	Senior Programmer
Carrie Grein	Senior Financial Division Manager
Kellie Rupert	Billing and Customer Service Manager

**EVALUATION CRITERIA**

Criteria	Scoring Method	Weight (Points)
Product Demonstration	Points Based	50 (50% of Total)
Criteria	Scoring Method	Weight (Points)
Implementation Project Assurance and Resources	Points Based	25 (25% of Total)
Criteria	Scoring Method	Weight (Points)
Technical Requirements and Integration Approach	Points Based	25 (25% of Total)

### AGGREGATE SCORES SUMMARY

Vendor	Carmen Flower	Carrie Grein	Kellie Rupert	Total Score (Max Score 100)	Total Average Rank
SpryPoint Services Inc.	97 (1)	98 (1)	98.8 (1)	<b>97.92</b>	<b>1</b>
Systems & Software	83 (2)	95 (2)	94.5 (2)	<b>90.82</b>	<b>2</b>
Cayenta	67 (3)	94 (3)	89.7 (3)	<b>83.55</b>	<b>3</b>

### VENDOR SCORES BY EVALUATION CRITERIA

Vendor	Product Demonstration Points Based 50 Points (50%)	Implementation Project Assurance and Resources Points Based 25 Points (25%)	Technical Requirements and Integration Approach Points Based 25 Points (25%)	Total Score (Max Score 100)
SpryPoint Services Inc.	48.6	24.3	25	<b>97.92</b>
Systems & Software	44.8	23.5	22.6	<b>90.82</b>
Cayenta	38.4	21.5	23.7	<b>83.55</b>

### INDIVIDUAL PROPOSAL SCORES

#### Cayenta

#### Product Demonstration | Points Based | 50 Points (50%)

Carmen Flower: 28

The Cayenta CIS application is very flexible, but it is also very complex. The application is very configurable via workflows. For Seminole County this will be a lot of work and more than we would need. The 'look and feel' is very similar to Naviline including the reports. Within Seminole County, support could be a problem. Training for any new employee can be very extensive and complicated. Application screens are busy and can be hard to follow. Demo of CaylaAI was impressive, but I am not sure it was included in the proposal. At times the demo was hard to follow.

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Carrie Grein: 45

Workflow based with significant automation after configuration, strong audit and logging tools, use of Smart Reports as work flows.

Kellie Rupert: 42.16

The look and feel are a lot like our current software system. Very configurable but we are looking more for a system to tell us the best practices not for the system to modify to our practices.

**Implementation Project Assurance and Resources | Points Based | 25 Points (25%)**

Carmen Flower: 18

This application will require a lot of configuration. Data conversion is extensive. No direct knowledge of conversion from Naviline. We will need a 3rd party consultant to help with conversion. Cognos reporting will require an in-house expert. Testing tool 'spiraTest' appears useful.

Carrie Grein: 24

Focus on configuration over customization. Project team has significant experience with implementation, process control and data conversions.

Kellie Rupert: 22.5

The needs from SC staff will be greater with this implementation due to the amount of configuration based on business needs. This will be a strain on our limited resources.

**Technical Requirements and Integration Approach | Points Based | 25 Points (25%)**

Carmen Flower: 21

Cloud solution- single tenant is a benefit. Three environments are available. Updates are flexible and can be done automatically. Seminole County will have direct access to data (read only) via SQL. Normalized database, PowerBi is available. Security is solid and acceptable for Seminole County.

Carrie Grein: 25

Cayenta Connect which is custom toolkit built into integration that will create integrations.

Kellie Rupert: 25

Single tenant cloud - upgrade at our pace but recommended every 3-4 years.

**SpryPoint Services Inc.**

**Product Demonstration | Points Based | 50 Points (50%)**

Carmen Flower: 49

Production demonstration showed that the product is easy to use with minimal clicks to accomplish a task. Easy search for accounts, rates, services, etc (google style). Ease of navigation all customer information is on 1 screen which eliminates the need to jump from one screen to the next. Flexibility on account set up(customer/location). Parcel information, such as hauler information, is available on account screen. Real time interactions with customers (text, pictures, calls, emails) are logged to customer account is a great advantage. Self-service portal is flexible for online chat using AI. Reporting is user friendly, which limits the use of a technical resource. Rate management, financial management, service orders, meter reading, meets and exceeds all the requirements for the county.

Carrie Grein: 48

Superior customer communication tools, routinely updated, strong reporting tools, focus on continued enhancements, general ledger with easy research and analysis.

Kellie Rupert: 48.75

Loved the look and feel of this system. Very user friendly will be easily trainable which is needed in a field with high turnover. The two-way communication inside the app is a must and the framework for it was great. Would like the payment plan process to be more robust.

**Implementation Project Assurance and Resources | Points Based | 25 Points (25%)**

Carmen Flower: 23

Project implementation seems to be solid. They have done multiple conversions from the Naviline production is recent years. They have also indicated that they would be able to help with data extraction if needed. Solid implementation team with recent experience. They have a dedicated data conversion team. They are a company that is growing fast which is a pro and con. Multiple rounds of training and testing throughout the implementation.

Carrie Grein: 25

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Templates and baseline data mapping already exists for legacy software. Recommendation for most training to be on-site. Integration of organizational change management into entire implementation.

Kellie Rupert: 25

They have implemented 11 municipalities off of our current system which gives me the assurance for data conversion. Proven API configurations.

**Technical Requirements and Integration Approach | Points Based | 25 Points (25%)**

Carmen Flower: 25

Integrations to most of our 3rd parties currently available. They do not do upgrades only updates; this is a big plus. Only 1 version of software. Updates are released monthly; release notes are available. Customer is able to select which update they want. This is an advantage the other vendors do not have.

Carrie Grein: 25

"MetaBase" tool for building queries and dashboards, provides easy access to all tables. Strong suite of modules, including SpryIDM and SpryBackflow.

Kellie Rupert: 25

Very secure, bi-weekly updates and no major upgrades is what I feel will work best in our scenario. We do not have the staff or resources to do the major upgrades. This will allow us to train super users to keep the bi-weekly updates going.

**Systems & Software**

**Product Demonstration | Points Based | 50 Points (50%)**

Carmen Flower: 40

Product demonstration shows that the application meets and exceeds most of the criteria needed for Seminole county. The look and feel of the application are a bit complex with small fonts. The screens are complex and busy and requires multiple clicks to accomplish a task. Many processes are configurable based in rules making the application flexible. Many workflows which are flexible but can be overwhelming and hard for users to. Overall, the application appears to be very robust but hard to navigate. Concerned that it will be too complex for some users.

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Carrie Grein: 48

Financial focused with automations, strong focus on revenue collection, updates are customer driven.

Kellie Rupert: 46.33

Overall, a great system. Layout is a little busy and hard on the eyes. Great features, Need two-way communication with the residents inside the app.

**Implementation Project Assurance and Resources | Points Based | 25 Points (25%)**

Carmen Flower: 22

Resources are senior staff with many years of experience, although the implementation specialist appear to be consultants. Not clear if they have an implementation team. Only implement 2-3 project per year but these may not be new implementations. On a positive note, I believe that we will get one on one attention during the project implementation. Have only converted 2-3 Naviline customers compared to other vendors who have converted 10+ in the last 5 years. Seminole County will need to have a conversion specialist to work on conversion throughout the entire project. Concerned the amount of time need from a county resource for conversion. Detailed project schedule. Will work on the project using a hybrid approach. Testing scripts and tools are provided. Training plan and project management is comprehensive.

Carrie Grein: 24

Resources with utility experience. Implement 2-3 projects at a time, never over commit, bid on the right size and right fit only.

Kellie Rupert: 24.38

Liked the experience in the implementation team and I liked the restricted number of installs a year. Small concerns with the proven API's.

**Technical Requirements and Integration Approach | Points Based | 25 Points (25%)**

Carmen Flower: 21

Oracle database/cloud solution. Is able to integrate to most of those needed. Concern that they have no experience with Accela. S&S is an older company that has changed technology was it has grown. Power BI we would have direct access. There are 3 environments, single version, quarterly releases, upgrades are available. Data is complex and will not be easy to extract reports without the help of S&S. They have normalized the database 'Lakehouse reporting' but this is still a concern. PowerBI is available for reporting.

Carrie Grein: 23

EnQuesta Lakehouse Reporting, with recommendation for Power BI to connect for reporting.

Kellie Rupert: 23.75

System seemed very secure with Soc 1 & 2, Do not like the upgrade process which requires major upgrade projects to stay current.