

**From:** [Stephens, Jesse](#)  
**To:** [Bcrsd](#)  
**Subject:** Billing Software - Contract Negotiation Authorization - Item J)3)  
**Date:** Thursday, August 14, 2025 2:20:02 PM  
**Attachments:** [image001.png](#)  
[BILLING SOFTWARE RFP SCORING MATRIX FINAL.pdf](#)

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Dear Board of Trustees,

Based on the results of the Billing RFP Scoring Committee evaluation, I'm seeking a motion to authorize the Interim Executive Director to negotiate a contract with Muni-Link for billing and customer service software. Please find the attached scoring matrix. Muni-Link received the highest aggregate score after the scoring meeting was concluded on 8-14-2025. The selection committee was comprised of 4 district employees, and an IT professional from Boone Electric Cooperative. Each committee member reviewed all proposals. A demonstration was made by each of the three responsive offerors prior to the final selection meeting. Each member evaluated based on Experience, Reliability, and Expertise. The pricing was evaluated as per the formula outlined in the proposal documents. The were combined to determine an aggregate score. The highest rated proposal was Muni-Link with a score of 88.48 out of 100. Tyler Technologies was second with a score of 77.00 out of 100. Inhance had a score of 58.11 out of 100. CUSI was determined non-responsive due to the lack of any pricing information within the proposal submission.



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BCRSD - BILLING RFP PROPOSAL EVALUATION AUGUST 2025

VENDOR	ONBOARDING COST	ONBOARDING MATERIALS & EQUIPMENT	POST SOFTWARE COST	POST SERVICE & EQUIPMENT COST	YEAR 1 COST	YEAR 2 COST	YEAR 3 COST	TOTAL 3-YEAR COST	AWARDED COST POINTS	AWARDED EXPERIENCE & REFERENCES POINTS	AWARDED RELIABILITY POINTS	AWARDED EXPERTISE POINTS	TOTAL SCORE
CUSI	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0*	0*	0*	0*	0*
INHANCE	\$ 86,300.00	\$ 24,750.00	-	-	\$ 111,050.00	\$ 24,750.00	\$ 24,750.00	\$ 160,550.00	28.51	10.40	9.20	10.00	58.11
MUNI	\$ 63,443.00	-	-	-	\$ 63,443.00	\$ 38,490.00	\$ 39,837.00	\$ 141,770.00	32.28	19.80	16.60	19.80	88.48
TYLER	\$ 73,520.00	-	-	-	\$ 73,520.00	\$ 20,460.00	\$ 20,460.00	\$ 114,440.00	40.00	13.40	11.80	11.80	77.00

EXPERIENCE					
VENDOR	REVIEWER #1	REVIEWER #2	REVIEWER #3	REVIEWER #4	REVIEWER #5
CUSI	0.00	0.00	0.00	0.00	0.00
INHANCE	10.00	12.00	10.00	10.00	10.00
MUNI	20.00	19.00	20.00	20.00	20.00
TYLER	12.00	15.00	15.00	15.00	10.00

RELIABILITY					
VENDOR	REVIEWER #1	REVIEWER #2	REVIEWER #3	REVIEWER #4	REVIEWER #5
CUSI	0.00	0.00	0.00	0.00	0.00
INHANCE	5.00	13.00	10.00	8.00	10.00
MUNI	20.00	18.00	10.00	20.00	15.00
TYLER	12.00	14.00	10.00	13.00	10.00

EXPERTISE					
VENDOR	REVIEWER #1	REVIEWER #2	REVIEWER #3	REVIEWER #4	REVIEWER #5
CUSI	0.00	0.00	0.00	0.00	0.00
INHANCE	10.00	12.00	10.00	8.00	10.00
MUNI	20.00	19.00	20.00	20.00	20.00
TYLER	14.00	16.00	10.00	14.00	5.00

BASED ON THE EVALUATION CRITERIA, MUNI-LINK RECEIVED THE HIGHEST RANKING AND IS THE RECOMMENDED BILLING SOFTWARE SERVICE PROVIDER BY THE EVALUATION COMMITTEE

\*CUSI did not submit any cost/pricing with their proposal and thus did not satisfy the RFP requirements. This leads to a 'Non-Responsive' proposal.\*