



DATE: July 22, 2024
TO: Mark Chester, Water Customer Service Division Manager
FROM: Shelia Reaves-Willett, M/WBE Specialist
SUBJECT: M/WBE Memo for Process Services for Bills and Notices – Event# 11508

The M/WBE Office reviewed the request submitted for the Process Services for Bills and Notices for the City of Greensboro Water Customer Service Division to determine compliance with the M/WBE Program Plan. The M/WBE Office had advance input in the specification process and respondents were eligible to receive up to a total of ten (10) points for M/WBE participation. No contract goals were established for the services.

CSG Systems, Inc. was the selected firm and will be awarded a three-year contract for an estimated total contract amount of \$1,725,000.00 (\$575,000.00 annually). The firm will self-perform the services and the department has provided the M/WBE Office with the appropriate affidavit.

Please be reminded that during the performance of the contract, if there are any changes including subcontractor replacement; the Department and Prime Contractor must contact the M/WBE Office for approval, before making any such changes or substitutions.

SRW

Cc: Eric Eley, M/WBE Senior Manager
Allison Staton, M/WBE Compliance Officer
Shadi Zeidan, Interim M/WBE Coordinator