



18-666

TITLE: Consider/Discuss/Act on a Resolution Authorizing the City Manager to Enter into a Contract with Paymentus for Utility Billing Online Customer Portal and Related Payment Services

COUNCIL GOAL: Operational Excellence
(2E: Provide a high level of customer service to our citizens)

MEETING DATE: August 6, 2018

DEPARTMENT: Financial Services

CONTACT: Mark Holloway, Chief Financial Officer
Alexandra Casey, Revenue Collections Manager

RECOMMENDED CITY COUNCIL ACTION:

- Approval of Resolution

ITEM SUMMARY:

- This Resolution authorizes a contract with Paymentus to provide Utility Billing online customer portal and related payment services.

BACKGROUND INFORMATION:

- 18-39RFP was issued April 8, 2018 with all submittals due April 26, 2018.
- The solution must integrate with Utility Billing's software, Superior NaviLine as well as have an uptime of 99%. Auto-pay customers must be notified of a failed payment and/or card expiration. Finally, a bill PDF must be available online for the customer to download.
- 305 vendors received eBid invitations with eleven (11) submitting proposals. The evaluation team comprised of City staff from Utility Billing, Financial Services and I.T. departments reviewed and ranked the proposals based on the criteria listed within the RFP. The top three vendors were invited for interviews and demonstrations (Paymentus, Invoice Cloud and First Billing).
- Paymentus' proposal offers the most comprehensive payment methods for Utility Billing customers.
- Paperless bills can be received via email or text; payments can be made by web,

text-to-pay, and IVR phone.

- As a Superion NaviLine preferred vendor, Paymentus will utilize email logins enrolled with our current portal. This seamless transition will reduce customer frustration generally associated with change.
- Paymentus will assist with developing promotional programs to help increase these cost-saving, electronic, paper-free services.
- Contract term is for an initial three (3) year period, with the option to renew for two (2) additional one (1) year periods.

FINANCIAL SUMMARY:

- Postage expense is forecasted to reduce \$25,000 as customers enroll in eBill. Future annual savings will be realized as eBill marketing develops.
- Technology fee expenditures are budgeted in FY19.

BOARD OR COMMISSION RECOMMENDATION: N/A

SUPPORTING MATERIALS:

[Resolution](#)