

CITY OF HIGH POINT

AGENDA ITEM



Title: Contract Award Electronic Payment Solution

From: Bob Martin, Customer Service Director

Meeting Date: October 2, 2017

Public Hearing: No

Advertising Date: August 17, 2017

Advertised By: Purchasing Department

Attachments: None

PURPOSE:

To award a contract to Paymentus for the City's electronic payment solution which includes IVR, Web, and CSR phone payments.

BACKGROUND:

Proposals submitted in response to the City's RFQ were evaluated and two (2) vendors were selected for demonstrations. After demonstrations and reference checks, Paymentus was selected as the City's partner. We expect improved continuity of service and expanded payment options such as text-to-pay, auto-pay, and mobile app.

BUDGET IMPACT:

Funds are available in the FY 2017-2018 budget

RECOMMENDATION / ACTION REQUESTED:

The Customer Service Department recommends awarding the contract for electronic payment solutions to Paymentus in the amount of \$335,000. The contract will be awarded for a two (2) year period with an option to renew for three (3) additional one year periods.



NORTH CAROLINA'S INTERNATIONAL CITY™

**RFQ RECOMMENDATION
REQUEST FOR COUNCIL APPROVAL**

DEPARTMENT: **Customer Service**

COUNCIL AGENDA DATE: **October 2, 2017**

RFQ NO.: **14-090717**

DATE OPENED: **9/07/2017**

DESCRIPTION:

The City uses a third party vendor to facilitate electronic payments with credit/debit cards and eChecks through three (3) channels; IVR, Web, and CSR phone payments. Through this service we take 16,000 credit/debit card payments and 2000 eCheck payments monthly for utility bills. Additionally, customers use this same service for permitting charges. All payments

PURPOSE:

Electronic payment services have been provided by Official Payments over the last five (5) years. During this period, we have suffered numerous service interruptions and have been unable to offer additional payment features such as text-to-pay, auto-pay, and a mobile app. We received five (5) responses to our RFQ and selected two (2) for on-site demonstrations

COMMENTS:

After a 90-120 day transition, we expect minimal service interruptions and expanded payments options such as text-to-pay, auto-pay, and a mobile app. We also anticipate increased adoption for eBill.

RECOMMEND AWARD TO: **Paymentus**

AMOUNT: **\$ 335,000.00**

JUSTIFICATION:

Transitioning to Paymentus will allow for both improved service and increased options to pay the City electronically.

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
631256	527299			325,000.00
101523	529212			10,000.00
TOTAL BUDGETED AMOUNT				\$ 335,000.00

DEPARTMENT HEAD: **T. Robert Martin**

Digitally signed by T. Robert Martin
Date: 2017.09.20 16:44:18 -04'00'

DATE: **09/20/2017**

The Purchasing Division concurs with recommendation submitted by the **Customer Service** and recommends award to **Paymentus** in the amount of \$ **335,000.00**.

PURCHASING MANAGER: **Erik Conti**

Digitally signed by Erik Conti
DN: cn=Erik Conti, o=, ou=, email=erik.conti@highpointnc.gov, c=US
Date: 2017.09.21 11:04:15 -04'00'

DATE:

Approved for Submission to Council

FINANCIAL SERVICES DIRECTOR:

Digitally signed by Jeffrey A. Moore
DN: cn=Jeffrey A. Moore, o=City of High Point, NC, ou=Financial Services Director, email=jeff.moore@highpointnc.gov, c=US
Date: 2017.09.21 21:15:29 -04'00'

DATE:

CITY MANAGER: **Greg Demko**

Digitally signed by Greg Demko
DN: cn=Greg Demko, o=High Point, ou=High Point, email=greg.demko@highpointnc.gov, c=US
Date: 2017.09.22 09:53:20 -04'00'

DATE: