



# Agenda Item

## City Council

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**Item #:** 3.3.

4/9/2024

**File #:** 24-0237

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**TO:** Honorable Mayor and Members of the City Council

**THRU:** Tom Kisela, City Manager

**FROM:** Trang Nguyen, Finance Director

### 1. SUBJECT

Agreement with Paymentus Corporation for an online platform for Utility Billing services, including processing credit card and e-check payments.

### 2. SUMMARY

Paymentus Corporation has acquired Tele-Works Inc., with whom we had previously entered into an agreement for Online Utility Services. This is a new contract with Paymentus Corporation, extending the already established services for a period of one year, with a provision for extensions up to four additional one-year terms.

### 3. RECOMMENDED ACTION

Approve the agreement with Paymentus Corporation in the amount not to exceed \$175,000 for one year; and authorize the Mayor and City Clerk to execute on behalf of the City.

### 4. FISCAL IMPACT

The expense for this agreement is \$175,000.000 and will be funded through:  
600.1222.51420.00000 Water - Maintenance Contracts

### 5. STRATEGIC PLAN GOALS

Goal 4: Provide outstanding public service

c: Enhance technology to improve public accessibility to information and services.

### 6. DISCUSSION AND BACKGROUND

The City's Utility Billing software system is currently through Harris Computer. Harris Computer's prior partnered vendor was Tele-Works Inc., with which we have had an agreement since 2014. Paymentus Corporation has since acquired Tele-Works Inc. and offers the same online platform for the City's customers to view and pay their utility bills. This agreement continues current services and fees for one year and up to four additional one-year terms. There will be no change in operations as the software has not changed. Executing a year-by-year agreement gives the City flexibility to explore options for the upcoming Financial ERP system change. The effect on the City's annual budget is minimal. The cost increase is due to more users using the online portal and paying by credit card. The cost is based on a per-transaction fee that remains unchanged from the original agreement in 2014.

## 7. ATTACHMENTS

- Professional Services Agreement with Paymentus Corporation