
City Council Regular Meeting

DEPARTMENT: Administrative Services

FROM: Richard Abernethy, Director of Administrative Services

MEETING: September 23, 2024

SUBJECT:

Consider approval of a release agreement with Paymentus Solutions for Utility Billing credit card payments. (*Staff Contact: Richard Abernethy, Director of Administrative Services*)

SUMMARY:

On October 19, 2020, the City Council authorized a 3-year agreement, not to exceed \$525,000, with Paymentus Corporation for credit card payment processing. This followed the City's Request for Proposal for payment processing solutions for online and phone payment offerings for Utility billing. In August 2022, the contract was amended to include Development Services which also extended the term of the contract. The contract automatically renewed in October 2023 and is set to expire in March 2026. However, Utility Billing transitioned to the Tyler Munis Enterprise Resource (ERP) Software platform in April 2024 as part of a larger project to migrate the City's core functions onto an ERP software system. The new system has more automated and integrated payment features for customers; however, because of the contract with Paymentus the City was not able to implement these features and had to implement an interim solution.

Although this interim solution functions, it does require customers to take additional steps to pay their bill which has resulted in confusion. In addition, the City is not able to utilize the automated and enhanced features that they paid for with Tyler Munis. Most importantly, Tyler Technologies will no longer support Paymentus at the end of the calendar year.

The Information Technology Department and the City Attorney's Office have successfully negotiated a release agreement with Paymentus to allow the City to cancel the contract. This agreement will allow Utility Billing to transition to Tyler Cashiering for credit card payment processing and complete the integration to Tyler Munis.

RECOMMENDATION:

Approve a release agreement with Paymentus for Utility Billing credit card payment processing.

PRIOR ACTION/INPUT (Council, Boards, Citizens):

October 19, 2020: City Council approves original contract

July 22, 2024: City Council approved a resolution to ratify expenditures and authorized expenditures to satisfy the City's obligations to Paymentus Solutions.

August 5, 2024: City Council approved an amendment to the contract with Paymentus to pass on credit card fees to customers effective next Fiscal Year 2024-25 and authorize spending for ACH/e-Check Services until the end of the contract term.

REFERENCE:

CSO1559-10-2020

FISCAL IMPACT:

*This is a budgeted expense.

STAFF CONTACT:

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