



Town of Minturn, CO - Managed Services

Town of Minturn, CO

243 Boulder Street
Avon, CO 81620
United States

Jay Brunvand

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Reference: 20240703-141308089

Quote created: July 3, 2024

Quote expires: October 1, 2024

Quote created by: Kara Matthews

Account Executive

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Comments from Kara Matthews

Implementation & Training is billed in advance once the first implementation meeting (Kick-off) is complete.

Quarterly SaaS invoices are billed on the 20th of the 3rd, 6th, 9th, & 12th month for the upcoming quarter. Any ancillary invoices (printing, lockbox, merchant, etc.) are billed on the 10th of the month following the month of service (Example: Feb services billed 3/10)

MuniBilling helps you handle every aspect of your customer billing process, from the collection of usage data, managing property & ownership information, generating bills, processing payments, assessing late fees, and producing collection notices.

Products & Services

Item & Description	Quantity	Unit Price	Total
Implementation: One Time Set Up Charge One time charge for implementation services that include requirements gathering, data transformation and loading, configuring business rules, training users, and stabilizing production operations	1	\$2,750.00	\$2,750.00

Item & Description	Quantity	Unit Price	Total
Managed Services (MSP) MuniBilling managed services administers the lifecycle of creating and publishing utility bills along with expert client success consulting services	1	\$2,132.00 / month	\$2,132.00 / month for 5 years
Call Center as a Service (CCaaS) MuniBilling's Customer Support team manages customer inquiries and resolves reported incidents on your behalf	1	\$132.00 / month	\$132.00 / month for 5 years
Lockbox as a Service (LaaS) - (Preferred Vendor) MuniBilling's preferred lockbox processor receives, opens, and processes paper-based payments for your utility customers	1	\$100.00 / month	\$100.00 / month for 5 years
Merchant as a Service (MaaS) - (Preferred Vendor) MuniBilling's preferred merchant processor processes electronic payment transactions made on-demand in real-time or scheduled through autopayment	1	\$42.00 / month	\$42.00 / month for 5 years
Bill Print as a Service (BPaaS) - (Preferred Vendor) MuniBilling's preferred vendor handles the printing and mailing of your customers' bills, not including postage	1	\$30.00 / month	\$30.00 / month for 5 years
Broadcast Notification as a Service (BNaaS) Send multimodal broadcast notifications via SMS, email, and phone through MuniBilling's Customer Support Team. \$10.00 per event and 3 cents per message.	1	\$0.00	\$0.00
Customer Portal Mobile App Customer Portal Self-Service App. Included with MuniBilling subscription.	1	\$0.00 / month	\$0.00 / month
MuniServicePro Service Order App. Included with MuniBilling subscription.	1	\$0.00 / month	\$0.00 / month
MuniReadPro Meter Reading App. Included with MuniBilling subscription.	1	\$0.00 / month	\$0.00 / month
Monthly subtotal			\$2,436.00
One-time subtotal			\$2,750.00
Total			\$5,186.00

Purchase terms

MuniBilling is pleased to offer fully integrated credit card, debit card and eCheck payment processing as well as IVR (automated phone for taking credit card payments).

Convenience Fees for processing online credit card payments will be provided at the following tiered rates to your customers:

Charge Amount Fee

\$0.01 - \$50.00 \$1.49

\$50.01 - \$100.00 \$2.94

\$100.01 - \$150.00 \$4.39

\$150.01 - \$200.00 \$5.84

Over \$200.00 2.99%

The Echeck/ACH Fee is \$1.00 per transaction.

Convenience fees can be passed directly to your customers. If there are any chargebacks or returned checks, these fees are also passed to you at \$10.00 each.

*Bill Printing is \$.31 per page printed (includes both sides). Quantity will be based on printed pages. Postage is extra. We will use the best mailing rate we are able to receive. A minimum fee may apply if printing is less than 200 pages.

Questions? Contact me



Kara Matthews

Account Executive

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MuniBilling

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United States