



Department Source: Finance
To: City Council
From: City Manager & Staff
Council Meeting Date: April 6, 2020
Re: Paymentus Master Services Agreement

Executive Summary

A resolution authorizing the City Manager to enter into a contract with Paymentus for a hosted multi-channel billing, payment and automation solution for utility billing and incorporating a transaction fee absorbed by the City.

Discussion

The current contract with Paymentus calls for the customer to pay a transaction fee of \$4.60 per \$1,000 transaction or \$3.55 per \$750 transaction for utility payments made via the internet or telephone. This new proposed contract would allow the City to absorb the transaction fee at the cost of \$1.53 per transaction.

Fiscal Impact

Short-Term Impact: The estimated cost to the City for the new fee structure is \$240,000 per year
Long-Term Impact: Enter the cost of proposed legislation to the city for years **beyond two**.

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Comprehensive Plan Impacts:

Primary Impact: Primary, Secondary Impact: Secondary, Tertiary Impact: Tertiary

Legislative History

Date	Action
02/20/2012	B-39 was introduced to amend language in the ordinance to allow the finance director to offer a discount to large utility customers. Council approved an amendment to the proposed bill to remove the discount language and change it to a service fee and tabled the bill until March 5, 2012.
03/05/2012	B-39-12A was passed authorizing the Finance Director to move forward with the implementation of the fee.



City of Columbia

701 East Broadway, Columbia, Missouri 65201

10/05/2012	R173-12 was passed by Council, which authorized the City Manager to enter into a contract with Tele-Works, Inc. (TWI) for their Summation 360 Solution Suite which incorporated a \$4.60 convenience fee for those customers who pay on-line or via the telephone.
09/03/2013	R170-13 was passed by Council, which authorized an Amendment to the Tele-Works, Incorporated agreement to allow Automated Clearing House (ACH) processing for electronic checks.
04/18/2016	R46-16 was pass was passed by Council, which authorized a contract with Paymentus, who acquired Tele-Works Incorporated (TWI), for the implementation of a hosted multi-channel billing, payment and automation solution for utility billing and incorporation of a convenience fee

Suggested Council Action

Approval of the Resolution authorizing the City Manager to enter into the contract with Paymentus