



Department Source: Finance
To: City Council
From: City Manager & Staff
Council Meeting Date: April 18, 2016
Re: Paymentus Master Services Agreement

Executive Summary

A resolution authorizing the City Manager to enter into 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.

Discussion

At Council's request, the Department of Finance has worked with the current on-line and telephone billing payment processor to upgrade the payment processing platform and integrate with the City's new utility billing system. This contract will also lower the convenience fee charged to residential customers from \$4.60 per \$1,000 transaction to \$3.55 per \$750 transaction for all utility payments made via the internet or telephone.

Fiscal Impact

Short-Term Impact: Continued savings of bank processing fees and software maintenance cost.

Long-Term Impact: Annual savings of approx. \$350,000 to \$400,000 in bank processing fees and software maintenance cost.

Vision & Strategic Plan Impact

[Vision Impacts:](#)

Primary Impact: Governance & Decision Making, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Strategic Plan Impacts:](#)

Primary Impact: Social Equity, Secondary Impact: Secondary, Tertiary Impact: Tertiary

[Comprehensive Plan Impacts:](#)

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



City of Columbia

701 East Broadway, Columbia, Missouri 65201

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.
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.

Suggested Council Action

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