

SUBJECT

BOARD RESOLUTION NO. 24-726

Pertaining to a Professional Services Agreement with Advance Utility Systems to provide services to integrate Paymentus with CIS Infinity V4 to support the Board's new electronic payment system.

STRATEGIC PLAN GOALS: Financial Stability & Excellent Customer Service

SPRWS is licensed to operate the customer information and billing software described as CIS Infinity and as detailed in an agreement with Advanced Utility Systems dated June 25, 2008.

SPRWS currently receives support and maintenance services from Advanced Utility Systems related to CIS Infinity software in accordance with terms and conditions of a separate support and maintenance agreement dated June 25, 2008.

SPRWS went live with CIS Infinity Version 3 in November 2009.

SPRWS upgraded and went live with CIS Infinity Version 4 in April 2016.

Board adopted Resolution 23-1193 at its August 8, 2023, directing the proper officers of the Board to execute contract 4134 for Paymentus Corporation to provide modern payment services for the Board's customers.

The scope of work covered under this agreement includes:

Standard Integration and Donations Payments

- Payments to be taken from Paymentus Portal and Paymentus Agent Dashboard and reflected in CIS.
- Customer can enroll in Variable Plan and e Bills.
- Waterworks Donation Payments to be taken from Paymentus Portal for customers with a bill (there is a CIS Customer-account) as a one-time donation.
- Customers add their email and phone number in Paymentus and reflects the contact information in CIS.

Custom Changes

- Customers can enroll in recurrent Waterworks donation program and reflects the enrollment in CIS.
- Customer can make one-time donations without a bill.
- Customer can enroll in Equalized Payment Plan and reflect the payment plan in CIS.

See attached Professional Services Agreement.

RECOMMENDATION

Approval