

SUBJECT

BOARD RESOLUTION NO. 23-1193

Pertaining to a Professional Services Agreement with Paymentus Corporation to provide modern payment service options for the Board's customers.

STRATEGIC PLAN GOALS: Financial Stability & Excellent Customer Service

Staff is seeking approval of a professional services agreement with Paymentus Corporation which will provide the Board's customers the functionality to view and receive bills, make payments using Credit Card, Debit Card, PayPal, Venmo, PayPal Credit, Secure PDF Push, Chatbot, Advanced Notification Service, Text 2 Pay, Voice Assistants, Mobile Apps, and others as may become available from time to time. Each of these transactions will carry a fee of \$3.95 to the customer. No fees would be charged to the Board.

Additionally, ACH (e-check) and online bank bill payments will also be offered. ACH transactions would carry a fee of \$0.40 per transaction and online bank bill payments would carry a fee of \$0.10 per transaction, charged to the Board, and no fee would be charged to the customer.

This agreement has a term of five years and the fees will remain the same throughout the term of the agreement.

If this agreement is approved and executed, there will be a need to work with our current billing software vendor to develop integration and its ongoing maintenance. This agreement will be brought to the Board for consideration in the near future.

RECOMMENDATION

Approval