



Legislation Details (With Text)

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Title: Resolution Authorizing Execution of Contract with Invoice Cloud for the Estimated Amount of \$725,000 for Third-party Utility Payment Services

Sponsors:

Indexes:

Code sections:

Attachments: 1. 180515 MWBE GFE Review Memo-3rd Party Payment Gateway Service .pdf, 2. Secretary of State Invoice Cloud.pdf, 3. Invoice Cloud SOW - City of Greensboro (NC) - FINAL.PDF, 4. 18-0261 Resolution for Invoice Cloud.pdf

Date	Ver.	Action By	Action	Result
5/15/2018	1	City Council	adopt	Pass

Resolution Authorizing Execution of Contract with Invoice Cloud for the Estimated Amount of \$725,000 for Third-party Utility Payment Services

Department: Water Resources
Council District: All

Public Hearing: N/A
Advertising Date/By: N/A

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PURPOSE:

The Water Resources Department is requesting approval of a five-year contract to implement a new third-party gateway to accept online and phone payments for water bills in a securely hosted real-time environment.

BACKGROUND:

The City currently has an online payment application known as Kubra. The new Invoice Cloud will replace Kubra and allow customers to locate, view, and print bills and payment records online as well as accept payments using credit and debit cards. Customer will also be able to make payments at retail establishments (i.e. CVS) using the Pay-Near-Me functionality. The system is designed to be user friendly and to make it easier to sign up for paperless billing. Invoice Cloud interfaces with other systems that the City currently uses providing for a more seamless implementation process.

Proposals were received from three (3) vendors whose qualifications were reviewed by an evaluation team that considered pricing, functional requirements, and integration with other City systems. After careful evaluation, it was determined that Invoice Cloud submitted the best proposal to provide third-party payment gateway

services at an estimated total cost of \$725,000 for the five-year period.

BUDGET IMPACT:

Funds in the amount of \$725,000 for these third-party utility payment services are budgeted in the Water Resources Enterprise Fund account 501-7011-01.5417.

RECOMMENDATION / ACTION REQUESTED:

It is recommended by the Water Resources Department that City Council approve this five-year contract for third-party utility payment services with Invoice Cloud in the estimated total amount of \$725,000.