

EWEB Board Consent Calendar Request

For Contract Awards, Renewals, and Increases

The Board is being asked to authorize the General Manager to approve a contract with **Paymentus for Electronic Bill Presentment and Payment Services** after completion of contract negotiations.

Board Meeting Date: 8/6/2019

Project Name/Contract #: Customer Experience Improvement Project/ RFP #005-2019

Primary Contact: Matt Barton at Ext. 7109 and Sue Fahey at Ext. 7688

Contract Amount:

Contract Estimate:	\$255,000/annual fees; \$1.78 million/over 7 years plus implementation travel costs
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Contracting Method:

Method of Solicitation: Formal Request for Proposal

If applicable, basis for exemption: N/A

Term of Agreement: **7 years**

Option to Renew? For annual maintenance

Approval for purchases "as needed" for the life of the Contract Yes No

Proposals Received (Range): \$114,000-\$549,000 annual fees; \$796,000-\$3,970,000 over 7 years

Selection Basis: **Highest Score after finalist demonstrations**

Operational Requirement and Alignment with Strategic Plan

See backgrounder

Contracted Goods or Services

EWEB issued an intent to award a contract to Paymentus to integrate and implement a payment platform with a single view and consistent customer experience across all payment channels. If approved, Paymentus will be contracted to provide Electronic Bill Presentment and Payment Processing (EBPP) services including the delivery of electronic bills to customers; hosting and maintaining an EWEB branded EBPP site; and processing via credit card, debit card, and ACH.

Prior Contract Activities

EWEB has not contracted with Paymentus previously.

Purchasing Process

The backgrounder includes information on the purchasing process. Seven firms submitted proposals to provide EBPP services. After evaluating the proposals based on the criteria noted in the backgrounder, the three highest ranked proposers were selected to demonstrate their solution. InvoiceCloud had strong scores in the firm experience and implementation approach categories; Smart Energy Water in all categories except firm experience; and Paymentus in the functional and technical requirements categories. Finalist annual fees ranged from \$145,000 to \$436,000. Paymentus was the highest ranked proposer after demonstrations and received top scores in the technical review, implementation approach and reference categories. From a customer and staff experience perspective, enhanced functionality over EWEB's current system includes additional payment channels such as mobile, PayPal, pay-by-text and kiosks. Additionally, Paymentus will provide extended hour and bilingual support to EWEB customers' payment processing questions and indemnify EWEB for compliance with payment card data security standards.

Proposer Information

Avertra

Invoice Cloud

Kubra

Level One

Paymentus

Smart Energy Water

Utilitec

Proposer Location

Herndon, VA

Braintree, MA

Piscataway, NJ

Malvern, PA

Charlotte, SC

Irvine, CA

Troy, MI

ACTION REQUESTED:

Management requests that the Board authorize the General Manager to approve a contract with Paymentus for Electronic Bill Presentment and Payment Processing Services after completion of contract negotiations.