



REPORT TO CITY COUNCIL

Approved by:

Council Meeting of: November 20, 2019

Agenda Number: B-11


Becky McCurdy, Procurement Services Mgr.


Arnoldo Rodriguez, City Manager

SUBJECT: Consideration of a Resolution Approving an Amending Agreement to Master Services Agreement for Online/Phone Payment Services with Paymentus Corporation and Authorizing the Mayor to Execute the Agreement.

RECOMMENDATION:

Staff recommends that the City Council (Council) adopt a Resolution approving the Amending Agreement to Master Services Agreement for online/phone payment services with Paymentus Corporation and authorize the Mayor to execute the agreement

SUMMARY:

The Finance Department has been using Paymentus Corporation for its online/phone payment services. The principal user of this service has been Utility Billing. In order to improve customer service and in conjunction with the implementation of the Tyler Munis Utility Billing software, it is necessary to amend the existing agreement with Paymentus Corporation. Once this is completed and in conjunction with the implementation of the Tyler Munis software, customers and staff will be able to access their accounts in “real time” and in many cases their payments will show on their accounts immediately upon their completion of the payment process.

DISCUSSION:

The Finance Department has been using Paymentus corporation for online/phone payment service since October 27, 2009. In order to integrate this system with the Munis Utility Billing module and amendment to the agreement is necessary. Since Paymentus is one of the approved vendors of these services, it will also allow staff to make the transition with little to no impact customers. The end result will be customers and staff being able to see payments much more quickly in comparison to the existing system. In turn, this will provide customers with a greatly enhanced level of service that that is currently unavailable.

FINANCIAL IMPACT:

Since the service fee will remain the same, there is no financial impact.

CONSISTENCY WITH THE VISION MADERA 2025 PLAN:

While this type of agreement is not addressed in the vision or action plans; the requested action is also not in conflict with any of the actions or goals contained in that plan.

ALTERNATIVES:

Council may elect to reject the amended agreement. At that point, the City would need to find another vendor to provide these services and the resulting delay would extend the Utility Billing implementation project. The extension of the project would add considerable cost because of the need to continue to run two programs in parallel until the conversion can be completed.

ATTACHMENTS:

1. Resolution
2. Agreement

RESOLUTION NO. _____

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MADERA, CALIFORNIA,
APPROVING AN AMENDING AGREEMENT TO MASTER SERVICES AGREEMENT FOR ONLINE/PHONE
PAYMENT SERVICES WITH PAYMENTUS CORPORATION AND AUTHORIZING THE
MAYOR TO EXECUTE THE AGREEMENT**

WHEREAS, the City of Madera (the "City") is in need of online/phone payment services; and

WHEREAS, the City entered into a Master Services Agreement with Paymentus Corporation on October 27, 2009 for providing online/phone payment services; and

WHEREAS, the City desires to amend an existing agreement with Paymentus Corporation to provide for integration with the City's Tyler Munis Utility Billing Module; and

WHEREAS, Paymentus Corporation has prepared an Amending Agreement.

NOW THEREFORE, THE COUNCIL OF THE CITY OF MADERA does hereby resolve, find and order as follows:

1. The above recitals are true and correct.
2. The Amending Agreement for online/phone payment services provided by Paymentus Corporation which is attached to this resolution as Exhibit "A" is hereby approved.
3. The Mayor of the City of Madera is authorized to execute the Amending Agreement and any and all documents necessary to effectuate the Agreement on behalf of the City.
4. This resolution is effective immediately upon adoption

AMENDING AGREEMENT

Customer:	City of Madera
Customer Address:	205 West Fourth St. Madera, CA 93637
Contact for Notices to Customer:	Ann Boeoy

This Amending Agreement is entered into as of the below signature date, by and between the Customer (“Customer”) identified above and **Paymentus Corporation**, a Delaware Corporation (“Paymentus”).

WHEREAS:

A - The parties entered into a Master Services Agreement originally dated October 27, 2009.

B - The parties now wish to amend Section 9.1 of the Master Services Agreement (“Term”) to extend the current contract term to March 12, 2024. At the end of the Term, this agreement will automatically renew for successive three (3) year periods unless either Client or Paymentus provides the other party with not less than three (3) months prior written notice of intent not to renew.

NOW, THEREFORE, in consideration of the mutual covenants hereinafter set forth, the receipt and sufficiency of which are hereby acknowledged, the parties, intending to be legally bound, hereby covenant and agree as follows:

Except for Section 9.1 as provided in this Amending Agreement, all provisions of the Master Service Agreement remain in full force and effect, un-amended.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed by their duly authorized representatives

Customer:

By: _____

Name: _____

Title: _____

Date: _____

Paymentus:

By: _____

Name: _____

Title: _____

Date: _____