



# REQUEST FOR CITY COUNCIL ACTION

**MEETING DATE:**

October 7, 2020

**DEPARTMENT:**

Finance

**DIVISION:**

Purchasing

- ☒ Motion
- ☐ Resolution
- ☐ Ordinance - Introduction
- ☐ Ordinance - Adoption
- ☐ Public Hearing

**TITLE:**

Cooperative Purchasing Agreement: One Stop Payment Services

**SUMMARY RECOMMENDATION:**

Authorize the purchase of One Stop Payment Services initiated by a Cooperative Purchase Agreement through the City of Peoria, Arizona for a period of three years with the option to renew for two one-year periods, depending on the appropriation of funds and satisfactory performance, with an estimated annual expenditure of \$356,884.08 to:

Invoice Cloud, Inc. Braintree, Massachusetts

(Finance - Bid #2021-20000053) (Lisa Marlin/Robin R. Wilson)

**REPORT:**

Currently City of Yuma Utility residents can pay for water and trash services via online, Interactive Voice Response (IVR), telephone, or in person at City Hall. The only notifications for past due or delinquent notifications are through monthly billing.

The new software will simplify the online payment process and deliver the latest technology to improve the residents' experience when paying water bills, which will increase efficiencies when enrolling new accounts and taking deposits. The new service will give the City the ability to send email and text reminders in English and in Spanish and also supports a bilingual IVR solution. The reminders will include a link allowing the residents to simply click and pay. This service also allows the residents the option to pay at Walmart, Fry's and Del Sol Markets by cash, check or credit/debit card.

Monthly charges are based on volume of customer transactions and there is no additional cost to the residents. As the number of accounts enrolled for paperless billing increases, the monthly cost will decrease.

The City's current software cannot offer the notification alerts and point of sale locations and has no future plans to expand the software.

FISCAL REQUIREMENTS	CITY FUNDS:	\$356,884.08	BUDGETED:	\$358,000.00
	STATE FUNDS:	\$0.00	AVAILABLE TO TRANSFER:	\$0.00
	FEDERAL FUNDS:	\$0.00	IN CONTINGENCY:	\$0.00
	OTHER SOURCES:	\$0.00	FUNDING FOR THIS ITEM IS FOUND IN THE FOLLOWING ACCOUNT / FUND / CIP: Utilities Enterprise funds 421-00-00.480501; 431-00-00.480502 461-00-00.480301	
		\$0.00		
		\$0.00		
TOTAL:	\$356,884.08			
FISCAL IMPACT STATEMENT:				
ADDITIONAL INFORMATION	SUPPORTING INFORMATION NOT ATTACHED TO THE CITY COUNCIL ACTION FORM THAT IS ON FILE IN THE OFFICE OF THE CITY CLERK:			
	1. 2. 3. 4. 5.			
ADDITIONAL INFORMATION	IF CITY COUNCIL ACTION INCLUDES A CONTRACT, LEASE OR AGREEMENT, WHO WILL BE RESPONSIBLE FOR ROUTING THE DOCUMENT FOR SIGNATURE AFTER CITY COUNCIL APPROVAL?			
	<input checked="" type="radio"/> Department <input type="radio"/> City Clerk's Office <input type="checkbox"/> Document to be recorded <input type="checkbox"/> Document to be codified			
SIGNATURES	CITY ADMINISTRATOR:		DATE:	
	Philip A. Rodriguez		9/30/2020	
	REVIEWED BY CITY ATTORNEY:		DATE:	
	Richard W. Files		9/28/2020	
	RECOMMENDED BY (DEPT/DIV HEAD):		DATE:	
Lisa Marlin		9/21/2020		
SIGNATURES	WRITTEN/SUBMITTED BY:		DATE:	
	Melinda G. Holmes/Robin R. Wilson		9/21/2020	