



City of Boynton Beach Agenda Item Request Form

Meeting Date: 03/18/2025

Proposed Resolution No. R25-069- Approve an annual expenditure increase to the service agreement with Catalis Payments, LLC for billing, mailings, electronic bill presentment, and payment for an updated expenditure of \$420,000 per year.

Requested Action: Staff recommends approval of Proposed Resolution No. R25-069.

Explanation of Request: The City currently has a service agreement with Catalis Payments, LLC through resolution R24-177 for the purchase of bill printing, mailing, and electronic bill presentment and lockbox payment services for Utilities and other City departments.

Catalis Payments, LLC delivers a comprehensive and seamless solution for managing utility billing and payment processing. Their system efficiently handles daily billing files, facilitating the distribution of both paper and electronic bills. In addition, Catalis Payments offers flexible payment options, including check, credit card, pay-by-phone, and autopay, while ensuring daily reconciliation of all payments for accurate reporting.

With a monthly volume of approximately 38,000 utility bills, Catalis Payments supports both hard copy and electronic formats to meet diverse customer preferences. The company enhances the customer experience with a user-friendly website that provides easy access to account management and payment options. Furthermore, an interactive voice response (IVR) system allows customers to conveniently interact with their accounts via phone, making account management and payments simple and efficient.

Per the Procurement Policy, the City previously utilized a Single Source procurement exemption through Resolution No. R24-177. A Single-Source Purchase allows an Award for Commodities, Services, or a construction item without competition when it is determined that more than one source is available; however, selecting a single vendor for the purchase is most advantageous for the City.

Pursuant to the Agreement certain services provided by Catalis are provided to the City through Catalis' subcontract, Data Prose. The below estimated annual expenditures provide a breakdown of fees for services by each party.

Utility Expenses:
Catalis \$60,000
Data Prose \$303,000

This increase will accommodate the following additional costs:

Processing approximately 17,000 business tax receipt bills during the renewal season and receiving payments in the lockbox for Development Services:

Data Prose \$18,000

Catalis \$18,000

Inserts for Public Works and Sanitation:

Data Prose \$4,200

Marketing event inserts:

Data Prose \$3,000

Other departments as needed: Estimated \$13,800

The estimated annual expenditure is \$420,000 per year.

How will this affect city programs or services?

Increasing the expenditure will enable the City to enhance service delivery for Utility Bills, Business Tax Receipt customers by ensuring timely receipt and processing of outstanding bills and payments. It will also allow the Public Works and Marketing departments to reach out to all customers and keep them informed regarding program schedules, hurricane preparation, mitigation, and City-wide events as needed.

Budgeted Item: Yes

Account Line Item and Description: Utilities Account: 401-2825-536.49-17

Development services Account: 001-2410-524.41-12 and 001-2410-524.49-17

Public Works Account-431-2515-534.47-10

Marketing Account-001-1213-519.47-10

Other accounts as needed.

Fiscal Impact: The additional expenditure is budgeted within each department's operational budgets.

Attachments:

[R25-069 Agenda_Item_2741-2025_Catalis_Payments__LLC.docx](#)

[R24-177.pdf](#)