



CITY OF KINGMAN COMMUNICATION TO COUNCIL

TO: Honorable Mayor and City Council

FROM: Wendy Sherer

MEETING DATE: July 7, 2026

AGENDA SUBJECT: Authorization to Execute a Five (5) Year Contract with CSG Forte Payments for Merchant Card Processing Services

SUMMARY:

The current merchant card processing services contract with CSG Forte Payments for the Interactive Voice Response (IVR) utility billing phone payment system and Parks & Recreation's Civic Plus software system expires on October 4, 2026. Staff completed the formal bidding process and issued an RFP to procure these services for a five (5) year contract term. Six (6) responses were received for this RFP, which were scored by a 3-person evaluation committee. The scoring resulted in CSG Forte Payments being selected as the top respondent.

The scoring point results are as follows (maximum possible points are 100):

CSG Forte Payments	92.67
Catalis Payments	86.67
MiCamp Solutions	74.67
Paygasus	70.0
ExpiTrans Inc	59.0
Point and Pay, LLC	55.0

CSG Forte Payments offers the convenience fee model where the fees are paid by the customer at the point of sale and collected by the merchant card service provider; the City absorbs no credit card fee costs under this model.

The convenience fee rates charged under this new contract will be:

System	New Fee %	Current Fee %	New Minimum Fee \$	Current Minimum Fee \$
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Interactive Voice Response (IVR)	2.90%	2.95%	\$1.75	\$0.00
Parks & Rec (CivicPlus)	2.90%	2.95%	\$1.75	\$2.00

The per transaction %ages and minimum fees quoted by all six (6) respondents were as follows:

Respondent	IVR %	Minimum Fee IVR	Parks %	Minimum Fee Parks
CSG Forte Payments	2.9%	\$1.75	2.9%	\$1.75
Catalis Payments	2.19%	\$1.59	2.65%	\$1.89
ExpiTrans Inc - Debit Cards	2.0%	\$1.95	2.0%	\$1.95
ExpiTrans Inc - Credit Cards	2.72%	\$2.50	2.72%	\$2.50
MiCamp Solutions	2.5%	\$0.00	2.75%	\$0.00
Paygasus	0%	\$3.95	3.0%	\$1.95
Point and Pay, LLC	3.0%	\$2.00	No response.	No response.

The evaluation committee selected CSG Forte Payments as the top respondent based on (1) integration capabilities with CivicPlus, (2) integration capabilities with the IVR, (3) implementation and technical approach, (4) experience, and (5) pricing and fee structure. If at any point the software systems change and the services were no longer compatible, there will be no early termination fees for this contract. Staff is seeking Council's approval for the five (5) year agreement.

FISCAL IMPACT:

CSG Forte Payments charges no additional fees and offers the customer-paid convenience fee model so the fiscal impact will be \$0.

STAFF RECOMMENDATION:

Authorize the City Manager to execute the (5) Year Contract with CSG Forte Payments

SUGGESTED MOTION:

Motion to approve the five (5) year agreement with CSG Forte Payments for merchant card processing services for the IVR and Parks & Recreation's CivicPlus system.

ATTACHMENTS:

[2026-RFP-005.pdf](#)

[Evaluation Tabulation.pdf](#)

[City of Kingman AZ- Payment Processing Agreement \(PPA\)-66861.0.pdf](#)

