



City of Plantation
City Council Chambers

Subject:

Amendment No. 2 associated with Master Services Agreement between the City and Paymentus Corporation, for Electronic Bill Payment Services

Summary:

Requesting authorization and approval of the following:

- Execute Amendment No. 2 between the City and Paymentus Corporation for Electronic Bill Payment Services as further outlined in Amendment No. 2.

Procurement:

Agreement History – Electronic Bill Payment Services

- **June 10, 2013** – The City entered into an agreement with Tele-Works Incorporated (Summation 360) for electronic bill payment services.
- **July 19, 2016** – The agreement was amended to add Schedule A, expanding services to include:
 - Miscellaneous Governmental Services Payments (City Clerk’s Office)
 - Lobbyist Payments
 - Associated Paymentus service fees
- **September 9, 2021** – The City executed a new Master Services Agreement (MSA), which:

- Superseded and invalidated all prior agreements and amendments between the City and Tele-Works Incorporated, Summation 360, and Paymentus
 - Preserved only those provisions expressly intended to survive the term of the agreement
- **August 12, 2022** – Amendment No. 1 was executed to:
 - Increase the maximum payment amount for Miscellaneous Government Services Payments to **\$10,000 per transaction**

Amendment No. 2 provides for the following:

- **Term Extension**
 - Extends the agreement term through **August 24, 2028**
- **Updated Maximum Payment Amount**
 - Increases the maximum payment amount for Utility Payments to **\$5,000 per transaction**
- **Additional Services**
 - Print and Mail Services as defined in the Amendment
 - Customer Portal (including 12 months of historical data)
 - Mobile bill wallet
 - Chatbot functionality
 - CIS integration with SpryPoint
 - Bill print integration with Doxim
 - Integration with any future bill print vendors designated by the City

Fees associated with electronic payment processing and related services will continue in accordance with the Master Services Agreement and as outlined in Amendment No. 2. There is no change to the overall compensation structure beyond the services and payment limits described above

Based on forging, Utilities, Administration and Procurement Department requests authorization and approval of the following:

- Execute Amendment No. 2 between the City and Paymentus Corporation for Electronic Bill Payment Services as further outlined in Amendment No. 2.

Background:

Amending the City’s contract with Paymentus provides a streamlined, cost-effective, and future-ready solution by consolidating bill presentment, payment processing, and print and mail services under one fully integrated platform. The amendment expands modern, customer-friendly payment options including online portal access, guest pay, AutoPay, mobile payments, digital wallets, IVR, chatbot functionality, pay-by-text, and retail cash options. These tools increase convenience, improve accessibility, and support higher on-time payment rates. Configurable bill notifications (email, text, and voice reminders) further reduce delinquencies and improve customer engagement. The inclusion of CAST (Client Adoption Success Team) services supports proactive campaigns to drive paperless billing and digital payment adoption. It also lowers administrative burden by reducing reliance on multiple vendors and simplifying reconciliation, reporting, and system integration.

The proposal includes robust security protections (PCI Level 1, SOC 1/SOC 2 compliance, encryption, and 24/7 monitoring) while offering no-cost support, maintenance, integration, and ongoing feature updates. Increased digital adoption can further reduce print and postage expenses over time. Overall, the amendment strengthens operational efficiency, improves customer satisfaction, enhances security, and positions the City for long-term financial and technological sustainability.

This item is now ready for City Council consideration.

Funding:

Amount:

Payment Method	Payment Type	Fees	Fee Model
*Instant Payment Network™ (“IPN”)	Utility	\$2.40 per Payment	User Fee

Credit, Debit Cards

ACH/eCheck

Miscellaneous Government
Services, Building Permits

2.65% of the Payment
Amount or \$1.00, whichever
User Fee
is greater

Chargeback and Return Check Fee

\$9.95 per item

Client Fee

Bill Print and Mail

Statement Fee

\$0.82 per statement

Client Fee

(front/back, color, or b/w) including postage

Additional Page(s)

\$0.12 per page

Client Fee

E-Statement and Text

\$0.18 per statement

Client Fee

Postage Deposit

\$0.00

Waived

Insertion Fee

\$0.05

Client Fee

when the City provides the finished physical insert

Insertion Fee

\$0.00

Waived

No Fee alternative: Inline printed materials or inserts

Finance Director/Budget Manager Recommendation:

There is no financial impact for this item at this time. However, the Utilities Department budgets for these fees annually during the normal budget process.

Prepared By:

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ATTACHMENTS:

[Amendment No. 2.pdf](#)

[Paymentus Executed Agreement.pdf](#)