

**City of Fayetteville Staff Review Form**

**2017-0135**

**Legistar File ID**

**3/21/2017**

City Council Meeting Date - Agenda Item Only  
N/A for Non-Agenda Item

Keith Macedo

3/1/2017

Information Technology /  
Chief of Staff

**Submitted By**

**Submitted Date**

**Division / Department**

**Action Recommendation:**

Request approval of the attached statement of work, with Paymentus Corporation, to configure the City's online utility billing payment website to interface with Tyler's New World ERP .Net Utility Billing, for a one-time fee \$7,500.00.

**Budget Impact:**

4470.9470.5801.00

Sales Tax Capital Improvements

Account Number

Fund

13008

13008 - ERP Upgrade/ Replacement

Project Number

Project Title

**Budgeted Item?** Yes

Current Budget \$ 857,481.00

Funds Obligated \$ 474,928.90

Current Balance **\$ 382,552.10**

**Does item have a cost?** Yes

Item Cost \$ 7,500.00

**Budget Adjustment Attached?** NA

Budget Adjustment

Remaining Budget **\$ 375,052.10**

V20140710

Previous Ordinance or Resolution # 133-15

Original Contract Number: \_\_\_\_\_

Approval Date: \_\_\_\_\_

Comments:

**TO:** Mayor Lioneld Jordan

**THRU:** Don Marr, Chief of Staff

**FROM:** Keith Macedo, Information Technology Director

**DATE:** March 1, 2017

**SUBJECT:** Resolution approving the attached statement of work, with Paymentus Corporation, to configure the City's online utility billing payment website to interface with Tyler's New World ERP .Net Utility Billing software.

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**RECOMMENDATION:**

Request approval of the attached statement of work, with Paymentus Corporation, to configure the City's online utility billing payment website to interface with Tyler's New World ERP .Net Utility Billing, for a one-time fee \$7,500.00

**BACKGROUND:**

The City has utilized Paymentus Corporation since 2002 to provide Utility Billing online payment services via credit card, e-check, and Interactive Voice Response (IVR). The City currently has a contract with Paymentus, approved by Council on August 4, 2015, to provide hosted Utility Billing internet and interactive voice recognition (IVR) services to allow for online payments. The City is in the process of migrating our current New World AS400 Utility Billing software to Tyler's New World ERP .Net version, with a projected go-live of April 24. Our current Paymentus interface with our AS400 software is a batch process, where bills and payments are uploaded once a day.

**DISCUSSION:**

The attached statement of work approves Paymentus to develop an interface between their online billing website and our new Utility Billing software. The interface will be a live interface with our new software, when a customer accesses our payment website they will be able to see their bill in real time and any payment will be applied to their account immediately. This live interface will eliminate the current 24-hour (only updated once a day) delay of bill and payment information displayed on our Utility Billing payment website.

**BUDGET/STAFF IMPACT:**

Funding is available within the ERP project, within our sales tax capital fund, to pay for the custom interface. This is a one-time expenditure which will not affect future operational or maintenance cost.

**Attachments:**

Staff Review Form  
Staff Review Memo  
Paymentus Statement of Work

# Paymentus

February 22, 2017

Paymentus Corporation  
13024 Ballantyne Corporate Place, Suite 450  
Charlotte, NC 28277

## Statement of Work

To: City of Fayetteville, AR  
c/o Sarah Webb  
200 South High Street, 5<sup>th</sup> Floor  
Wailuku, Hawaii 96793

**Project Description:** With the City of Fayetteville, AR upgrading from the AS400 version of Tyler New World ERP to the .Net version of Tyler New World ERP, Paymentus will perform custom work to configure to the file structure to be provided by Tyler New World.

Item	Detail	Amount
Custom/Non-standard Configuration	Paymentus will perform custom work to configure to the file structure to be provided by Tyler New World.	\$7,500.00 One-time fee
<b>Total Due</b>		<b>\$7,500.00</b>

Customer Authorized Representative (Signature): \_\_\_\_\_

Customer Name/Title (Printed): \_\_\_\_\_

Date: \_\_\_\_\_