



City of Olathe

COUNCIL AGENDA ITEM

MEETING DATE: 1/9/2024

FOCUS AREA: Exceptional Services

STAFF CONTACT: Erin Vader/Ronni Decker

SUBJECT: Consideration of amended agreement with Paymentus to add utility bill printing, mailing, and online bill presenting services to be utilized by Customer Service. The vendor licensing and internal support will be managed by Exceptional Services.

TITLE:

Consideration of amended agreement with Paymentus for utility bill printing, mailing, and online bill presenting services.

SUMMARY:

Paymentus has served as the payment processing vendor for the City of Olathe since 2014. Throughout the contract period, Paymentus has upheld the expectations of the City of Olathe.

The amended agreement would add utility bill print, mailing, and online presentation to the current Paymentus service contract.

Benefits of moving this service to Paymentus include:

- Transparent pricing model
- Full access to bill design
- Estimated decrease in cost of \$48,000 annually compared to current pricing model.
- Expedited data transfer for bill calculations, reducing manual processing by employees.

Staff recommends approval of a (1) year contract renewal with Level One through December 31, 2024.

FINANCIAL IMPACT:

Estimated annual expenditure is \$230,000. Funding will be supported by Water/Sewer operational budget.

ACTION NEEDED:

Staff recommends approval of an amended agreement with Paymentus to add utility print, mailing, and online presentation to the current Paymentus service contract.

ATTACHMENT(S):

Contract
Amendment
