

Resolution #21-0396  
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**RESOLUTION APPROVING A CONTRACT WITH PAYMENTUS CORP. FOR  
ELECTRONIC PAYMENT SOLUTION**

**WHEREAS**, Paymentus Corp. (Paymentus) was selected by the City's RFP evaluation team to provide a comprehensive electronic payments solution; and

**WHEREAS**, the current revenue and reconciliation environment is comprised of unsupported and/or noncompliant applications; and

**WHEREAS**, Paymentus offers a comprehensive, full-featured, turnkey Electronic Payment Solution (EPS) that includes eBill presentment, Web Payment Reception (WPR) replacement, Interactive Voice Response (IVR), Short Message Service (SMS), integration with current Customer Service Relationship Management applications, integration with the existing Utilities Billing and Management, Utilities WaterSmart, and Revenue Management systems, and an end-to-end reconciliation process; and

**WHEREAS**, Paymentus transactional service fees are determined by criteria related to payment type and volume; and

**WHEREAS**, the City will continue to absorb credit processing fees associated with customer payments; and

**WHEREAS**, the fee assessment pricing model proposed by Paymentus is: Credit, Debit, Advanced Payment for Utility Payments is \$1.67 per transaction; Credit, Debit, Advanced Payment for Non-Utility and Non-Qualified Payments is 2.95% of transaction amount; eChecks/ACH/One-time payment & recurring for Non-Utilities and Non-Qualified Payments is \$0.40 per transaction; and

**WHEREAS**, the increase in annual service fees for the Paymentus solution versus the existing systems is offset by the elimination of the annual IVR contract, a savings of hundreds of hours of City staff time, and a reduced time in implementing cybersecurity and Purchase Card Industry (PCI) upgrades; and

**WHEREAS**, approval is requested to enter into a contract with Paymentus Corp. using funds included in the FY 21-22 operating budget.

**NOW, THEREFORE, BE IT RESOLVED** that the Mayor and City Council of the City of Winston-Salem authorize the City Manager to enter into a contract with Paymentus Corp. to implement and support the Paymentus product in order to accept and process revenue payments paid to the City, as well as the renewal of this contract for three consecutive one-year terms, subject to approved funding through the annual budget process.

**BE IT FURTHER RESOLVED** that the City Manager is hereby authorized to execute the contract on behalf of the City.