

**IMPACT STATEMENT**

**Legislation title:** \*Authorize a participating agreement with Invoice Cloud, Inc., for providing online utility and tax payment processing services for a not to exceed amount of \$1,460,000.00. Ordinance – Project #118906)

**Contact name:** Christine Moody, Chief Procurement Officer  
**Contact phone:** 503 823-1095  
**Presenter name:** Christine Moody

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**Purpose of proposed legislation and background information:**

The purpose of this legislation is to authorize a participating agreement with Invoice Cloud, Inc., in order to provide online utility and tax payment processing services for the Water Bureau's Utility Customer Service Department. As part of the City's PCI compliance and remediation activities, the City is transitioning to a new payment gateway service provider, NIC. However, NIC's technology does not meet the Water Bureau's requirements for bill presentment and credit card processing. Therefore, as an alternative, the City will be using Invoice Cloud, Inc., due to their close work with Cayenta, the developer of the Water Bureau's billing system.

In accordance with City Code 5.33.170, the City may participate in Interstate Cooperative Procurements, without further competition, in order to establish contracts or price agreements for the acquisition of goods or services. Under this authority, the contracting agency must have used a source selection method substantially equivalent to those in PCC Sections 5.33.200 or 5.33.210. On February 27, 2013, Spotsylvania County, Virginia, advertised a competitive Request for Proposals (RFP) for providing online utility and tax payment processing for a variety of fees, account balance lookup, electronic bill presentation and customer account management services. Through this RFP process an agreement was competitively awarded in accordance with Oregon State Statutes. As a result, contract # 13-304-12 was awarded to Invoice Cloud, Inc. This agreement allows utilization by other public entities.

Invoice Cloud, Inc., is compliant with the City's Equal Employment Opportunity and Equal Benefits requirements, and has an active City Business License. Invoice Cloud, Inc., is not an Oregon certified M/W/ESB.

This legislation does not change existing City policy.

No revenues will be impacted by this legislation.

**Financial and budgetary impacts:**

The bill presentment and payment processing fees are new, and are estimated to be approximately \$190,000 for the year. These fees will be accounted for within existing Water Bureau budgets. The merchant banking fees, estimated to be approximately \$1,270,000.00 for the year, are currently being paid on the Water Bureau's transactions to NIC. Under this new contract, that transaction volume will be directed to Invoice Cloud, Inc., and Invoice Cloud, Inc.,

will continue to collect these associated fees. These fees are already accounted for in the Water Bureau's budgets.

No present positions will be created, eliminated or re-classified as a result of this legislation.

**Community impacts and community involvement:**

The contracting community, including contractors certified with the State of Oregon as minority, women and emerging small businesses became involved when this project was advertised and publically noticed on the City's Online Procurement System, as required by City Code 5.33.160. The City posted a Notice of Intent to Award a Participating Agreement with Invoice Cloud, Inc., on January 22, 2016. No comments were received.

No known persons or groups will be testifying.

No future public involvement is anticipated or necessary for this request.

**Budgetary Impact Worksheet**

**Does this action change appropriations?**

- YES: Please complete the information below.  
 NO: Skip this section

Fund	Fund Center	Commitment Item	Functional Area	Funded Program	Grant	Sponsored Program	Amount