

Contract # 20210100

## Online Payment Processing System

Closed

<b>39</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>
Broadcast to	Viewed Quotes	Submitted Quote	Not Quoting	Quoting But Later

### Quote Details

<b>Quote Number</b>	PMD8192021
<b>Due</b>	Aug 27, 2021 11:00am (EDT)
<b>Broadcast Date</b>	Aug 20, 2021 11:30am (EDT)
<b>Days to deliver after Receipt of Order (ARO)</b>	None
<b>Shipping Notes</b>	None
<b>Additional Specifications</b>	Invoice Cloud will provide the City's customers a complete & secure electronic bill presentment & payment solutions. The SaaS platform that is offered by Invoice Cloud offers will ensure customers will always have the latest technology and payment options available. The Invoice Cloud will provide customers the opportunity to save payment methods, receive payment & email reminders, Pay by Text options, and a digital wallet allowing customers to control their payment methods. This is a Sole Source notice as required by Florida Statutes 287.057(3) and must be posted for 7 days.
<b>Insurance and Additional Requirements</b>	Vendor is required to submit certificates of insurance for public liability, property damages, auto liability, and worker's compensation naming the City as additionally insured, prior to commencement of work. Vendor is required to submit all relative licenses with quote submittal. Insurance requirements are listed on the City's web page at <a href="http://www.cityofpsl.com">www.cityofpsl.com</a> under Procurement Management Department.
<b>Terms and Conditions</b>	The City of Port St. Lucie is not obligated to any award or payment without a Purchase Order number or a Credit Card Number. No receipt or invoice will be paid without a Purchase Order Number or Credit Card Number on the receipt or invoice. Proposer agrees to terms and conditions as per the City of Port St. Lucie Purchase Order terms and conditions that is available on the City's Web site at <a href="http://www.cityofpsl.com">www.cityofpsl.com</a> .
<b>Contact Name</b>	Robyn Holder, CPPB
<b>Contact Address</b>	City of Port St. Lucie, Procurement Management Department, 121 SW Port St. Lucie Blvd., Port St. Lucie, FL 34984, United States of America
<b>Contact Email</b>	rholder@cityofpsl.com
<b>Contact Phone</b>	772-871-5223
<b>Shipping Name</b>	Robyn Holder, CPPB
<b>Shipping Address</b>	City of Port St. Lucie, Procurement Management Department, 121 SW Port St. Lucie Blvd., Port St. Lucie, FL 34984, United States of America
<b>Shipping Phone</b>	772-871-5223

*Posted for 7 days with no responses or protests*

### Documents

Filename	Type	Date Modified	Status
<a href="#">Sole Source Memo...</a>	Quote Document / Specifications	Aug 19, 2021	Complete

## Commodity Code

[008-208-46] E-Commerce Software, Microcomputer

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# Sole-Source Justification

Request Information				
<b>Date of Request:(mm-dd-yy) 07-22-21</b>				
Procurement Department Information				
<b>Procurement Agent: Robyn Holder, CPPB</b>				
<b>Procurement Agent E-Mail Address:</b> rholder@cityofpsl.com				<b>Telephone:</b> 772-344-4293
Request Submitted By				
<b>Name: Regina Linsley</b>				
<b>Department and Title: Utility Systems Dept. – Manager, Connection Support/Billing</b>				
<b>e-Mail Address: rlinsley@cityofpsl.com</b>				
Request Details				
<b>Sole-Source – A purchasing situation in which the procurement is available from only one source.</b>				
<b>Identify efforts made to locate other possible sources.</b>				
<b>Contractor Name: Invoice Cloud</b>				<b>Telephone:</b>
<b>Contractor Contact: Carlyn Altheide</b>				<b>925-705-5900</b>
<b>Scope of Work</b>				
<b>Provide a detailed description of commodities/services to be provided. Also, include the following details: exact or estimated quantity, per unit price, and the total estimated value of the open contract to include the estimated quantity X unit price (if the exact quantities are not known).</b>				
<p><b>Invoice Cloud will provide City of Port St Lucie Utility Systems customers a complete and secure electronic bill presentment and payment solutions. The SaaS platform that Invoice Cloud offers will ensure customers will always have the latest technology and payment options available to them. The Invoice Cloud platform will provide customers the opportunity to save payment methods, receive payment and email reminders, Pay by Text options, and a digital wallet, allowing customers to control their payment methods.</b></p> <p><b>Invoice Cloud offers a real-time solution that is fully integrated with the Utility System’s already established Utility Billing Software – Advanced Utility Systems (AUS). Having fully integrated Billing software with our online platform is essential to providing City of Port St Lucie Utility Systems customers exceptional customer support.</b></p>				
<b>Fee Schedule based on current credit/debit card and e-check volume</b>				
	<b>Fee</b>	<b>Count</b>	<b>Volume</b>	<b>Rate</b>
<b>Invoice Cloud Credit Card/Debit Card</b>	\$ 90,716.07	40,575	\$4,581,619.60	1.98%
Invoice Cloud Echeck	\$ 7,326.00	14,652		\$ 0.50
Invoice Cloud IVR	\$ 1,548.00	6192		\$ 0.25
NSF/Return	\$ 380.00			\$ 5.00
Monthly	\$ 100.00			\$ 100.00
<b>Monthly Total Fee Estimate:</b>	<b>\$100,070.07</b>			

**Complete the Following: (For justifying a Sole Source/Sole Brand)**



# Sole-Source Justification

**Provide an explanation why only a particular style, model, type or manufacturer is required (i.e. why the commodity is the only commodity which will meet the state entity needs).**

In order to not add more work to staff and to keep online payment processing simple and secure for utility customers it is imperative that the Utility System's billing software and online platforms are fully integrated and Real-time capabilities.

**Letter from Original Equipment Manufacturer (required):**

## Exclusive Capability

**Provide a detailed description of proposed source's unique capabilities and/or personnel to perform the work and why this is the only source.**

Invoice Cloud and our current credit card processor Paymentus Corporation are the only online platforms that are fully integrated with the Utility's current billing software, AUS.

IC cloud offers Apple pay and Google pay which Paymentus does not offer at this time. Note, there are no fees for us when customer use either of these 2 options. IC also offers Venmo and Paypal, Paymentus has these options as well but only Paypal has been rolled out to us and it's only available to unregistered users. We currently have 11,000 unregistered users and 38,000 registered users. So we are missing a large customer population for these features. We want our customers to be registered users because it gives them access to auto pay, saved payment methods, viewing of bills, and e-billing.

IC already has a "round up" program that can be configured. We are supposed to implement a program like this that would go towards a septic to sewer fund as suggested by CM and Council office. We advised we would work towards it after CIS V4 went live. Paymentus does not offer this at this time, so it would be another hurdle when we are ready for that program to be implemented.

Another big advantage IC has over Paymentus is that IC offers the ability for the reps to "access" the customer's online portal just like the customer can so it will help them be able to walk customers through issues or problems they may be facing or not understanding.

Last big difference we could be looking at is that Paymentus only validates bank routing numbers for echecks, not account #'s. Which means the customer can put in a fake, closed, or accidentally put in the wrong bank account # but Paymentus does not do any account # validations before they accept the payment. Invoice Cloud does a "soft hit" validation to determine if the account # is valid, open and not excessively over with drawn before they accept the payment.

## To Be Used for Procurement Records Only

CONTRACT #: 20210100

REQUISITION ID #:

Approved by Council: \_\_\_\_\_

If Publicly Solicited, Number of Protests:

Outcome:

Awarded Sole-Source

Issued PO / Contract

Not Awarded / Competitively Bid

Bid #: