

Request for Proposal No. 2019-023

IVR and Utility Payment System Upgrade

Prepared for:

City of Lee's Summit

November 16, 2018



Paymentus

User Experience Drives Us
Innovation Is Our Engine

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The contents of this proposal are proprietary and confidential and contain Paymentus trade secrets. No part of this proposal may be shared without prior written consent from Paymentus. If information needs to be released as part of a legally required open records request, Paymentus requires written notice of the same. Paymentus may then provide a redacted version that will exclude the confidential, non-public information including the trade secrets.

C. LETTER OF TRANSMITTAL

Ms. Tschirhart:

At Paymentus, we are committed to helping our clients create the valuable and personalized experience their customers want without sacrificing the security, compliance, efficiency and cost considerations that are also critical to a successful program. With our single platform solution, the City of Lee's Summit will have a single, consistent view across touchpoints with actionable business intelligence. You will engage with your customers through self-service interactions that are personalized and available 24/7 via the channels they choose.

With the acquisition of TWI (formerly Tele-Works) by Paymentus, the City will experience an immediate enhancement of your current payment solution. Paymentus will help the City deliver a highly effective, modern and nimble payment solution to keep pace with consumer demand while achieving greater adoption of paperless bills and electronic payments. In fact, we are the only qualified vendor to migrate our own solution seamlessly to the Advanced Utility Systems (AUS) IVR.

Paymentus will provide the City with a seamless transition and migration to our payment solution as we are the only vendor with complete integration to the Harris Advanced CIS (including the cashiering module and IVR) without the use of any outside partners. We have included a letter from Peter Fanous of Harris Advanced attesting to our partnership, flexibility and capabilities achieved by currently supporting nearly 300 Harris Advanced clients.

Additionally, for 15 years we have shared a close relationship with Advanced Utility Systems. This longstanding partnership extends to joint support of AUS users at all levels and at the annual Harris user group meeting, where Paymentus maintains Diamond partnership status. With more than 90 AUS clients, we have the experience to deliver a superlative service to the City. Having integrated ten clients with link v4 and the only vendor with cashiering integration using point2point, Paymentus can guarantee a seamless integration of payment processing with AUS for the City.

As you will see, we are uniquely poised to continue our partnership with the City, meeting and exceeding the objectives set forth in the RFP. Through our experience in supporting over 1,300 clients, including 15 who have recently migrated from premise TWI IVR to our fully hosted solution, we are confident that Paymentus is the perfect fit for the City.

Paymentus will help the City to achieve your goals, including:

Simplify the transition to a new solution without disrupting the customer experience

Paymentus has extensive experience migrating clients from on premise platforms in a manner that is as seamless and secure as possible. And, with 100% uptime, the reliability of our solution is second to none in the industry.

Increase productivity, visibility and control across all payment channels

Paymentus provides an end-to-end payment solution with full integration to the City's AUS across all payment channels and all payment methods.

Safeguard your organization and customers from cyber-attacks and data breaches

Customer security is of paramount importance to us. With 5-layer intrusion detection, multi-factor authentication and sophisticated encryption/tokenization capabilities, Paymentus goes above and beyond the requirements of a PCI Level-1 service provider to deliver fortress-level security.

Reduce costs by partnering with a single-source vendor who understands the City

Paymentus understands the City's systems and business needs and is ready to deploy a solution that heightens control and visibility, increases the rate of on-time, successful payments and maximizes paperless adoption.

Achieve your multi-faceted needs with a partner dedicated to your success

We are committed to do the right thing. With no hidden fees, full transparency and a 99.3% client retention, Paymentus has raised the bar on what organizations should expect from an outsourcing partner.

User Experience Drives Us. Innovation Is Our Engine.

Paymentus is passionate about enhancing digital engagement and simplifying how bills are paid. Our solutions automate manual processes and integrate seamlessly with your systems to deliver a unified bill payment lifecycle.

Our DNA

- **Customer Experience-Motivated.** No company in the industry dedicates more time, attention and resources to user experience. Whether the user is a bill payer, CSR or administrator, our focus is to provide relevant and effective interactions that will generate a positive customer experience.
- **Performance-Minded.** The Paymentus platform combines payments with eBill presentment, communication tools and business intelligence in a unified solution with full and complete interoperability between functions that accelerates revenue collection, unlocks process efficiencies and adapts quickly to changing needs.
- **Client-Centric.** *“Wow! That was Easy.”* is the experience for our clients because Paymentus is easy to do business with. We understand that each client has a unique set of constraints and business mandates, so we make every effort to address these constraints with our platform as well as our partnership approach.
- **Results-Oriented.** The reliability of our platform is, without a doubt, the best in the industry. That stability, combined with the multi-layered security architecture and configurability of our advanced rules-based engine, will ensure that the City achieves more than you thought was possible.

Thank you for this opportunity. We are eager to continue our 13-year partnership with the City of Lee’s Summit through this important next phase! We are confident that the City will realize immediate benefits from a single-source partner for all of your billing and payment needs.

Regards,



Jerry Portocalis

Senior Vice President

980-255-3000

JPortocalis@paymentus.com



November 16, 2018

City of Lee's Summit
220 SE Green Street
Lee's Summit, MO 64063

DeeDee Tschirhart:

We understand that Lee's Summit is currently evaluating companies for electronic payment processing services that will potentially integrate to the Advanced Utility Systems CIS Infinity. Paymentus has a long standing partnership with Harris and we wanted to take the time to recommend their consideration in the evaluation process.

Strategic partnerships are a cornerstone for Harris / Advanced Utility Systems. Our practice is to create add-on applications where we possess domain expertise and partner where there is a clear advantage for our customers. In the case of EBPP/ Merchant Services, the strength and flexibility of Paymentus' software made partnering perfect sense.

Harris has a successful history of working with Paymentus dating back to 2001, and we now have hundreds of joint customers including more than 75 on all versions of Advanced Infinity, significantly benefitting from the partnership and cooperative integration of our products.

A handwritten signature in blue ink, appearing to read "Peter Fanous", with a long horizontal flourish extending to the right.

Peter Fanous
Executive Vice President

SOLUTION NARRATIVE

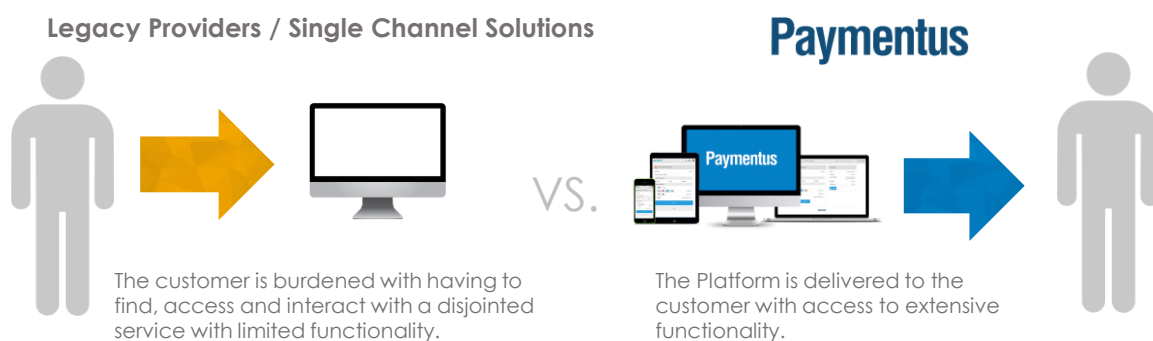
As a pioneer in the electronic payments industry, Paymentus is laser-focused on digital billing and payment solutions. We rigorously serve cities and municipalities and we execute with precision. We have successful and long-term relationships with organizations nationwide who are using our offerings to provide the most convenient, secure and intuitive solutions to their customers.

Our dedicated people and cutting-edge technology have helped us serve these clients with an unprecedented level of quality. From the early days of automated phone solutions to current complex web services projects, Paymentus continues to stay ahead by dedicating the resources required to maintain or exceed the level of quality our premier clients have come to expect.

Regardless of which channel the customer chooses, Paymentus offers comprehensive end-to-end billing and payment solutions configured for your unique needs and integration into your core systems. Customers are not limited to one payment channel – they can pay online in the comfort of their home, on the phone during the day or via a mobile device or tablet while on the go.

INTUITIVE

The Platform Goes Where Your Customers Are



By bringing our capabilities to the customer, we make it easier to communicate, view billing statements and make payments

Online Payments



A decade ago, just flipping the switch on for web payments was enough to stay competitive; but today, consumers have more choices and are more connected than ever. They expect better, more personalized experiences from every digital touchpoint with you.

The Paymentus online channel is easy to navigate and simple to understand with automated technologies to help prevent user errors and ensure security and privacy. We designed the user interface with maximum configurability to meet our clients' unique needs for branding, specialized fields, layout and flow that integrate seamlessly with your existing online presence, CIS and other backend systems. All aspects of the service are also available via API and IFrames.

Pay Now (Unregistered)

This user experience does not require registration or a login and provides a way for your customers to make a one-time payment quickly and easily.

Customer Portal (Registered)

Our enrolled customer experience (single sign-on, if desired) provides robust billing, payment and user preference functionality via a highly secure self-service portal. The navigation bar on the left of the screen helps customers find the content and options they are looking for quickly and easily.

The screenshot displays the 'Customer Portal' interface. At the top, it shows the date '10/26/2017' and a notification: 'Your payment for \$68.86 to #6759370 has been accepted.' There are also 'Messages' and a notification icon. The left sidebar contains a navigation menu with items: Accounts, Pay My Bill, AutoPay, Bill History, Payment History, My Wallet, My Profile, and Log out. The main content area is titled 'Accounts' and shows two account cards. Each card has an 'Account Details' header with an 'Edit' link. The first account shows a 'Date Due' of 'Oct 26, 2017' and an 'Amount Due' of '\$311.09'. It includes a 'Pay Bill' button, a 'View Bill' button, and an 'AutoPay' button. The second account shows a 'Date Due' of 'Oct 6, 2017' and an 'Amount Due' of '\$325.87'. It includes a 'Pay Bill' button, a 'View Bill' button, and an 'AutoPay' button. Below the account cards, there is an 'Add Account' button. At the bottom left, there is a 'Last login was on' section with two entries: 'Last login was on Oct 26, 2018 9:41:21 AM' and 'Last login was on Oct 26, 2018 9:41:21 AM'. A 'Privacy Policy' link is also present.

Mobile Payments



Having a strong mobile strategy is critical to customer satisfaction, revenues and overall success. To optimize the value of this channel, you need to deliver a seamless experience with “always on” access that encourages self-service.

Our mobile interfaces deliver greater convenience across channels for busy, on-the-go customers and help to increase adoption of lower cost paperless payments. Since there is no single formula or perfect methodology, we offer multiple integration options to ensure that our solution will align with the business strategy of the City.

Mobile Web

Our responsive design optimizes the web experience for smartphones and tablets, providing an ideal viewing experience with minimal resizing, panning and scrolling required.

Mobile App

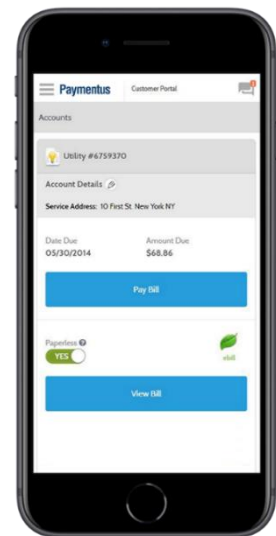
We offer an API for billing and payment functionality in your existing app or a ready-made app that can be branded especially for the City and made available to your customers via Google Play and iTunes.

Mobile App with Swipe Capability

Your field personnel can take payments from customers using the mobile app integrated with the Agent Dashboard and equipped with swipe capability for end-to-end encryption.

Pay by Text

With this convenient option, the customer will receive a text with bill summary details. The customer can reply “PAY” to pay the full amount, “PAY \$xx.xx” to pay a different amount or “STOP” to opt out notifications.



IVR Payments



The IVR is a 24/7 channel that many consumers rely on to make a payment quickly and easily. The IVR dramatically reduces the number of calls your staff handles, lowers collection costs and frees up staff to handle other important tasks.

Paymentus provides a fully integrated payment IVR with customized greetings and highly configurable flows. We support voice prompts in English, Spanish and French as well as teletypewriter (TTY) devices for ADA compliance. Customers can “zero-out” or transfer automatically upon detection of difficulty to speak with a customer service representative.

We have achieved an industry-leading 90% success ratio for completed payment transactions. This tremendous success can be attributed to the investment Paymentus makes in simplifying the experience for callers, striking the right balance between security and usability.

eBill Presentation



Achieve next level results with bill presentment services that help speed payment collection, maximize customer satisfaction and reduce the costs of printing and mailing paper bills.

Paymentus will allow the City to construct the eBill offering that best meets your business needs and engagement strategies. Our user-friendly interfaces and automated customer notifications help you to maximize paperless adoption while lowering your costs.

Online Presentment

Our responsive design optimizes the web experience for PCs, laptops, smartphones and tablets. With our hosted user interface, your customers have a consistent experience every time on any device. When a new bill is available, the solution sends an email notification to the customer with a link to view and pay the bill securely via the website.

Secure PDF

Your customers will receive an email with an attached PDF bill summary that displays the account number, amount due, due date, masked payment method and the field where the customer can enter the amount and make a payment all within the secure PDF attachment.

In-Person Payments



We all agree that in-person payment options are a must, but the customer experience for this touchpoint is often an afterthought. Organizations that create a friendly, quick and completely secure experience will strengthen the relationships with their customers and the communities they serve.

Encrypted Swipe Devices

For over-the-counter payments in your office(s), Paymentus supports solid-state electronic swipe devices. The devices plug into the USB port on any computer and populate card information automatically into the Agent Dashboard. This fully encrypted process ensures the highest level of compliance and security and allows you to move progressively away from handling and exposing staff to sensitive credit card information. The customer service agent is only required to enter the payment amount and customer account number.

Kiosk

With kiosks, the City will make it convenient for your customers to pay in the lobby versus at the counter – saving valuable time for your staff and eliminating PCI exposure. Customers are guided through a few simple prompts to complete the payment on their own with confirmation provided once the transaction is completed.

Kiosks can be set up to accept direct entry of card numbers or be equipped with swipe devices for fully encrypted payment acceptance. They can be connected to the internet via a channel that does not transmit data over the City's network. Paymentus can provide payment services through kiosks for customers using cash, check or credit/debit card with a user experience that is consistent with all other Paymentus channels.

Retail Locations

We also have extensive experience implementing walk-in services at well-known and conveniently located retail stores your customer already visit. Paymentus has partnerships with providers for retail walk-in cash payments. Our platform is integrated directly with these services so that all cash payments made through these networks can be viewed in real-time on the Paymentus Agent Dashboard.

Agent Dashboard



Full visibility and control over your outsourced billing and payment environment is a must-have so you know exactly what's going on at all times and can effectively support your customers.

The Agent Dashboard is a dynamic web-based tool that is designed for the City to support your customers across ALL channels, ALL pay types and ALL customers. This powerful tool can be deployed easily across the customer service, collections and finance and treasury teams with role- and permission-based access that is self-administered by the City.

It is a **single point of access** giving City staff the ability to perform a broad array of business intelligence and customer care functions including all of the following:

Customer Care	<ul style="list-style-type: none"> • Accept customer payments • View payments in real time • Cancel payments in real time • Live chat with customers • Search for payments – any status • View bills • Suppress paper on customer's behalf 	Administration	<ul style="list-style-type: none"> • Suspend and block accounts/ payment methods • Control customer and CSR access • View and download reports • Manage file exchanges • View system uptime • Open and track status of tickets for Paymentus client services support
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Live Chat

This chat service gives you the ability to assist customers in real time without a call into your call center. CSRs can even accept a payment via chat with all sensitive payment information masked and transmitted on the Paymentus system, not yours.

Feedback

The Paymentus solution allows you to collect live feedback from your customers with securely masked screenshots of pages if they have issues, questions or suggestions. This feedback includes information about the customer, their account, their IP address and much more to investigate and solve issues, providing high-touch customer satisfaction.

Reporting

Paymentus provides a powerful and comprehensive suite of reports that are available in real-time through the Agent Dashboard. You can schedule reports to run at defined intervals and email them to recipients automatically.

Our platform also captures and shares extensive telemetry on all activity in the platform (IVR, payments, accounts, users, admins, etc.) at both the atomic and aggregate level.

Dynamic Research, Reporting and Analytics

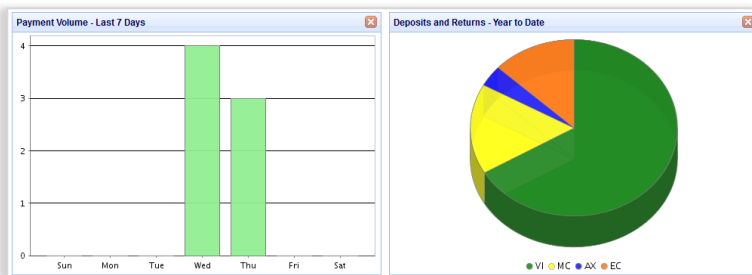
Navigation: Payments | Scheduled Payments | Accounts | **Reports** | User Management | Campaign Management | Support Center | Self Service | Broadcast Messaging | Outage Management

Sub-navigation: [Reports](#) | [Deposits and Returns](#) | [Bill LifeCycle Reports](#) | [ECM Reports](#) | [ECM Call Records](#) | [Charts](#) | [Notifications](#) | [File Reports](#)

Please click on the report you would like to create.

Reports

- [Posting File](#)
Posting File (Payments received within 24 hours immediately before last cut-off time)
- [Payments Made Today](#)
Payments Today (Payments received since last cut-off time)
- [Payments Last 7 days](#)
Payments Last Week (Payments received for last 7 days including today)
- [Payments Last 30 days](#)
Payments Last Month (Payments received for the past 30 days including today)
- [Customized Payments](#)
Payments between any 2 cutoff dates
- [Failed Scheduled Payments Today](#)
Scheduled payments that have failed since last cut-off time
- [Customized Failed Scheduled Payments](#)
Failed Scheduled Payments within the date range you specify
- [Paper Suppression Report](#)
Paper billing suppression report for the date range you specify
- [Future Payments Report](#)
Future Payments report for the date range you specify



Successful Deposits	Sales Count	Sales Amount	Refund Count	Refund Amount	Total Deposit Count	Total Net Deposit Amount	Funds Transfer Date
Total Successful Deposits	810000	504,373.34	0	0.00	810000	504,373.34	
Settled Deposits							
Visa/Delta	491832	308,118.16	0	0.00	491832	308,118.16	
MasterCard	85860	54,103.50	0	0.00	85860	54,103.50	
American Express	80514	51,677.62	0	0.00	80514	51,677.62	
Discover/Novus	75492	44,863.04	0	0.00	75492	44,863.04	
Electronic Check	76302	45,611.02	0	0.00	76302	45,611.02	
Settled Deposits	810000	504,373.34	0	0.00	810000	504,373.34	
Conveyed Deposits							
Conveyed Deposits	0	0.00	0	0.00	0	0.00	
Financial Activity Summary							
Total Settled Deposits Net Amount						504,373.34	
Total Adjustment						0.00	
Net Financial Activity						504,373.34	

Enterprise Communications Manager



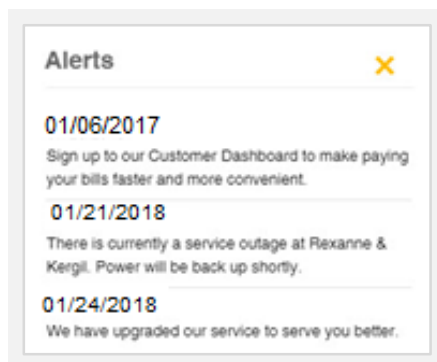
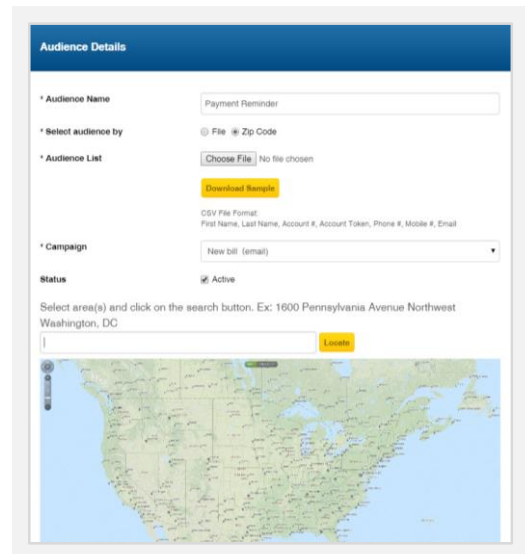
Timely and relevant communication with customers is crucial to the success of your business. You need the tools to help you engage your customers, create revenue opportunities and achieve real business results.

With an eye on maximizing value for our clients and taking advantage of existing touchpoints with customers, Paymentus offers a multi-channel communications tool called Enterprise Communications Manager (ECM). We developed ECM to address requests from clients to be able to send automated messages to customers that would alleviate the time and cost of paper notices or having CSRs make outbound calls to customers for reasons such as payment reminders, service interruptions, emergencies and more. Messages can be targeted to the specific customer type so that you can provide timely, relevant information and help influence desirable customer behavior.

Outbound Communications

ECM makes it easy to provide outbound communications to your customers. With written or pre-recorded messages, you can send billing notices, payment reminders and service alerts by email, IVR and by SMS text.

ECM allows you to create the message, select the customers and upload the file through the Agent Dashboard. You can also target customers based on location using a GIS mapping interface.



Online Broadcast Messages

Using our online payment channel, authorized City users can create custom broadcast messages that will appear in the Pay Now portal, Customer Portal or Agent Dashboard. It's easy to learn and easy to implement!

PAYMENTUS RESPONSE

D.ADDENDA

The respondent must return the correct number of all numbered addenda with submitted proposal. All Addenda must be signed.

RFP NUMBER 2019-023
ADDENDUM NO. 1

The original Request for Proposal for Automated Billing, Payment and Notification Services remains in effect except as revised by the following changes, which shall take precedence over anything to the contrary in the specifications.

PRE-PROPOSAL CONFERENCE
DATE/TIME: November 8, 2018

The Pre-Proposal Conference was held for the purpose of promoting an understanding of the City's requirements and needs, and to clarify any confusing areas of the request, by allowing conference participants to ask questions.

Please Note: The format of this addendum document will detail questions asked, answers provided, clarifications and statements made and will be denoted as follows: Q = Question, A = Answer, C = Clarification and S = Statement.

RFP DOCUMENTS AND TECHNICAL SPECIFICATIONS:

- Q1 What version of CIS Infinity is the City using?
A1 3.1.20
- Q2 Point of sale?
A2 No
- Q3 C29. PDF customer view, will the City accept different file types?
A3 Yes
- Q4 C39. Web. The City wants the customer to see Total Amount Due and Minimum to Avoid Shutoff, correct?
A4 Yes..
- Q5 C49. IVR. The City wants the customer to hear Total Amount Due and Minimum to Avoid Shutoff, correct?
A5 Yes
- Q6 C50. No electronic payment for accounts flagged as "cash only"? Will the supplier have access to CIS to get collection status?
A6 Yes
- Q7 Are electronic checks acceptable?
A7 The City desires to have echeck function with both WEB & IVR. For this project, we are looking to deploy the echeck function for the WEB.
- Q8 C67. Explain what is meant by this requirement.
Q8 We have noticed that when voice mails are left on cell phones, often times the recorded message is cut off. There may be better technology available that what we utilize today. If voicemail left on an office phone, for example, the quality of the recording is much better.
- Q9 C68 Are you wanting to set the number of retries system wide or on an individual call basis?
A9 System wide for a particular call that is set up. For example, for outbound calls for shutoff, we want to set the number of retries the same for all the calls placed to meet that need. For a reminder about something we may want the retries set to a lower number but the same for all the calls made to meet that separate need. .

ACKNOWLEDGEMENT

Each proposer shall acknowledge receipt of this Addendum No. 1 of RFP No. 2019-023, titled Automated Billing, Payment and Notification Services by his/her signature affixed hereto, and shall include this Addendum with their original proposal submittal.

CERTIFICATION BY BIDDER:

SIGNATURE:  _____
TITLE: Senior Vice President _____
COMPANY: Paymentus Corporation _____

DATE: 11-15-18 _____

E. PROVIDER PROFILE

FORM NO. 1: PROVIDER PROFILE

1. Lead Service Provider/Firm(s) (or Joint Venture) Name and Address:

Paymentus Response
Paymentus Corporation
13024 Ballantyne Corporate Place
Charlotte, NC 28277

1a. Provider /Firm is:

Paymentus Response
 National Regional Local

1b. Year Provider/Firm Established:

Paymentus Response
2004

i. Years of Experience providing RFP identified services/project for municipalities:

Paymentus Response
14 years

1c. Licensed to do business in the State of Missouri:

Paymentus Response
Yes.

1d. Principal contact information: Name, title, telephone number and email address:

Paymentus Response

Jerry Portocalis

Senior Vice President

980-255-3000

jportocalis@paymentus.com

1e. Address of office to perform work, if different from Item No. 1:

Paymentus Response

The address is the same:

Paymentus Corporation

13024 Ballantyne Corporate Place

Charlotte, NC 28277

2. Please list the number of persons by discipline that your Firm/Joint Venture will commit to the City's project or the services to be provided:

Paymentus Response

With more than 300 electronic bill presentment and payment experts, all of our energies and 100% of our staff are dedicated to the development, delivery and support of digital billing and payment services. This is in addition to all of the other support from client services, technical, development, implementation, marketing and other resources across the company.

Under the leadership of an Account Manager (AM), a team of veterans that are knowledgeable about your business will provide the City with end-to-end support that includes strategic planning, adoption marketing, treasury/accounting, security, compliance and much more.

Additionally, your Paymentus Regional Sales Director, Christine Miles, will serve as your liaison and manage the relationship throughout the entire sales process, working closely with all resources required to position a complete solution.

- 3. If submittal is by Joint Venture or utilizes subcontractors, list participating firms / providers and outline specific areas of responsibility (including administrative, technical, and financial) for each firm:**

Paymentus Response

Not applicable.

- 3a. Has this Joint Venture previously worked together? ___ Yes ___ No**

Paymentus Response

Not applicable.

F. LIST OF CONSULTANTS

FORM NO. 2: KEY OUTSIDE CONSULTANTS

Each respondent must complete this form for all proposed sub-consultants. SUB-CONSULTANT #1 Name & Address Specialty/Role with this Project:

Paymentus Response

Not applicable.

G. REFERENCES

FORM NO. 3: EXPERIENCE/REFERENCES

Work by Service Provider/Firm (including any subcontractors or Joint-Venture companies) that best illustrate current qualifications relevant to the City's project that has been/is being accomplished by personnel during the past five (5) years that shall be assigned to the City's project. List no more than ten (10) total projects:

Reference 1

Project Name & Location

Chesterfield County, VA

Completion Date (Actual or Estimated)

The County is nearing the end of their implementation.

Project Owners Name & Address

Chesterfield County Utilities Department
9840 Government Center Parkway
Chesterfield, VA 23832-0009

Project Owner's Contact Person, Title & Telephone Number

Ms. Kim Clements, Automation Coordinator
804- 768-7343
clementsk@chesterfield.gov

Estimated Cost (in Thousands) for Entire Project

Not applicable. Paymentus does not charge for any implementation, enhancement or maintenance of our services. We do not have purview to any internal costs incurred by our clients.

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm: \$

Not applicable. Paymentus does not charge for any implementation, enhancement or maintenance of our services.

Scope of Entire Project

The County is migrating their legacy on premise TWI IVR to the Paymentus fully hosted IVR solution along with a transition from AUS Infinty.Link web to the Paymentus web, which includes payment processing, outbound notifications, recurring payments, eBills and more.

Nature of Service Provider's/Firm's responsibility in project

The County is migrating and upgrading to Paymentus solutions and services almost identical to those sought by the City.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project

We assign a dedicated account manager to each client to provide the support, expertise and availability they deserve. Out of respect for our clients and the confidentiality agreements in place, this level of information cannot be shared in a public forum, such as a RFP response. We appreciate your understanding. Please let us know if this is not acceptable and we will work with you to support your request.

Reference 2

Project Name & Location

City of Thornton, CO

Completion Date (Actual or Estimated)

2015

Project Owners Name & Address

The City of Thornton
9500 Civic Center Drive
Thornton, CO 80229

Project Owner's Contact Person, Title & Telephone Number

Ms. Monica Heimbecher, Customer Billing Manager

303- 538-7376

monica.heimbecher@cityofthornton.net

Estimated Cost (in Thousands) for Entire Project:

Not applicable. Paymentus does not charge for any implementation, enhancement or maintenance of our services. We do not have purview to any internal costs incurred by our clients.

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm

Not applicable. Paymentus does not charge for any implementation, enhancement or maintenance of our services.

Scope of Entire Project

The City has migrated their legacy on premise TWI IVR to the Paymentus fully hosted IVR solution along with a transition from AUS Infinty.Link web to the Paymentus web, which includes payment processing, outbound notifications, recurring payments, eBills and more.

Nature of Service Provider's/Firm's responsibility in project

The City has migrated to Paymentus solutions and services similar to those sought by the City of Lee's Summit.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project

We assign a dedicated account manager to each client to provide the support, expertise and availability they deserve. Out of respect for our clients and the confidentiality agreements in place, this level of information cannot be shared in a public forum, such as a RFP response. We appreciate your understanding. Please let us know if this is not acceptable and we will work with you to support your request.

Reference 3

Project Name & Location

Onondaga County Water Authority, NY

Completion Date (Actual or Estimated)

2014

Project Owners Name & Address

Onondaga County Water Authority
200 Northern Concourse
Syracuse, NY 13212

Project Owner's Contact Person, Title & Telephone Number

Mr. Barry Blanchard, IT Manager
315-455-7061 x3140
bmblochard@ocwa.org

Estimated Cost (in Thousands) for Entire Project

Not applicable. Paymentus does not charge for any implementation, enhancement or maintenance of our services. We do not have purview to any internal costs incurred by our clients.

Estimated Cost (in Thousands) for work performed by responsible Service Provider/Firm

Not applicable. Paymentus does not charge for any implementation, enhancement or maintenance of our services.

Scope of Entire Project:

The Water Authority migrated their legacy on premise TWI IVR to the Paymentus fully hosted IVR solution along with a transition from AUS Infinty.Link web to the Paymentus web, which includes payment processing, outbound notifications, recurring payments, eBills and more.

Nature of Service Provider's/Firm's responsibility in project:

The Water Authority migrated to Paymentus solutions and services similar to those outlined in the RFP.

Service Provider's/Firm's Personnel (Name/Project Assignment) who worked on the stated project that shall be assigned to the City's project:

We assign a dedicated account manager to each client to provide the support, expertise and availability they deserve. Out of respect for our clients and the confidentiality agreements in place, this level of information cannot be shared in a public forum, such as a RFP response. We appreciate your understanding. Please let us know if this is not acceptable and we will work with you to support your request.

On Form 3, please focus on the benefits or improved metric the community derives by the implementation, i.e. increased customer satisfaction, time savings, reduced costs to City operations, etc.

Paymentus Response

As we reviewed the bill pay environment at the City today, we have identified opportunities for increasing customer engagement, driving digital adoption, speeding payment collection and improving visibility and control. We are excited to share ideas with the City and collaborate with your team to identify all of the ways that Paymentus and our solution will help you to boost customer satisfaction while reducing your costs and increasing productivity.

Some of the key considerations most important for the City include the following:

- Powerful, innovative capabilities including a digital wallet accessible from any channel, campaign messaging, paper suppression management and robust reporting.
- Personalized experiences that your customers want without sacrificing the security, compliance and cost considerations that are also critical to the success of your business.
- Must-have configurability and flexibility to build a solution that fulfills the unique needs of the City for pay channels, pay types, UIs, business controls and workflows.
- Centrally managed dashboard with access to all customer billing, payment and communication interactions so that you have all of the information in one place and can understand both the revenue cycle and the customer journey from a holistic viewpoint.

- Quick time to market, including not only the implementation timeline, but also the ability to start the project quickly with no lengthy queue or project backlog.
- Ability to implement change requests quickly and with no additional cost.
- Ability to remove your PCI reporting requirements and exposure.
- True 24/7/365 availability to ensure your customers can pay anytime, day or night.

H. RESUMES

FORM NO. 4: RESUMES OF KEY PERSONNEL

Brief resume of key persons, specialists, and individual service providers that shall be assigned to the City project:

a. Name and Title:

b. Project Assignment:

c. Name of Service Provider/Firm with which associated:

d. Years' Experience:

With this service provider/firm ___ other service providers/firms ___

e. Education: Degree(s)/Year/Specialization:

f. Current Registration(s):

g. Other Experience & Qualifications relevant to the proposed project:

Paymentus Response

Our account teams include highly experienced professionals focused 100% on developing and managing relationships with our clients. Our teams provide an unprecedented level of client satisfaction and operational efficiency. The overall strength of this team allows each individual to contribute with his/her area of expertise.

The information below describes the key Paymentus personnel who may be associated with the City's initiative, including senior executives who hold ultimate responsibility for our platform, services and client relationships.

Eugene Abramov

Senior Vice President Technology & Operations

In this role, Mr. Abramov is responsible for defining and delivering technology and operations strategy and capabilities at Paymentus. He has more than 20 years of experience designing and developing eCommerce and EBPP enterprise applications. Prior to joining Paymentus, he led application architecture and software development on J2EE eCommerce platforms in finance and telecom.

Mr. Abramov has been directly involved in the ground-up architecture, design and development of mission critical eCommerce applications for clients like Metavante, J.P Morgan Chase, Wells Fargo, Sprint and Virgin Mobile. He holds an Honors Bachelor of Science degree in Mathematics and Computer Science and a Bachelors of Education degree.

Jerry Portocalis

Executive Sponsor for Lee's Summit; Senior Vice President

Mr. Portocalis brings a contagiously strong work ethic and global experience to the organization that bridges a diverse skill set. He is a results-focused executive with a proven track record of leading by example for more than 25 years in technology, business process outsourcing and financial services.

Mr. Portocalis was a founding executive of BillMatrix, now the core of Fiserv's biller solutions offering. As the Executive Vice President, he was responsible for all client-facing operations including sales, marketing and client services.

As an industry expert, Mr. Portocalis is often asked to present at electronic billing and payment events, Public Utility Commission meetings and has served on the steering committee for NACHA's Council for Electronic Billing and Payments.

Nicole Haskins

Vice President Sales

Ms. Haskins is responsible for all sales activities in municipal and utility segments at Paymentus. For more than 15 years, she has been dedicated to advancing service and automation through the use of technology. Working with hundreds of the top counties and utilities in the country, Ms. Haskins has successfully implemented streamlined revenue collection processes and payment solutions. She holds her degree and educational credentials in eCommerce, marketing and business administration.

Christine Miles

Regional Sales Director

Christine will manage your account through the entire sales process and will work with all resources required to help position a complete solution. For the past 7 years, Christine has worked with clients to understand and provide solutions for their billing and payment needs. She employs a collaborative approach with our clients – working alongside them as they evaluate payment channels and then presenting optimal solutions to support their goals.

David Shapiro

Senior Vice President Client Operations

Mr. Shapiro is responsible for all Account Management and Client Support activities at Paymentus. He has deep experience in payments, working in senior roles in the marketplace for over 20 years.

Previously, Mr. Shapiro was a Senior Vice President at Western Union responsible for all aspects of the Consumer Bill Payment business segment. In this role, he had responsibility for a number of products including the electronic bill payment product, Speedpay. He earned his Bachelor of Science degree from Syracuse University.

Andy Dolan

Vice President Compliance

Mr. Dolan leads all internal and external compliance functions, including audits, regulatory matters and ensuring Paymentus' internal controls exceed the ever-expanding compliance and risk landscape.

He has more than 17 years of payment experience and was formerly Vice President of Clients Services for Western Union where he was responsible for all facets of project and program management, product delivery, account management, technical sales and sales support for all payment products, including the SpeedPay service. Mr. Dolan holds a master's degree in Information Systems from Steven's Institute of Technology and multiple certifications from the Project Management Institute.

Mark Solan

Vice President Client Implementations

Mr. Solan is responsible for client and partner implementations at Paymentus. He has over 25 years of technology and business management experience and has invested the past 18 years in senior management and technology leadership roles in the payments and financial services industry. Mr. Solan held the role of SVP/CTO at both Princeton e-Com and Online Resources, now ACI Worldwide.

Coupled with his technology background, Mr. Solan has extensive experience in diverse operational areas from account management and IT operations to treasury management. In the financial services space, he has held management positions at Bank of New York and ADP.

Chris Trainor

Vice President Product, Strategy and Partnerships

Mr. Trainor is responsible for product design, strategy planning and partnerships at Paymentus. He has 15 years of payment and technology experience.

Prior to joining Paymentus, Mr. Trainor spent nine years at Bank of America, where he was a Senior Vice President, responsible for Product and Partnership Strategy in the Strategic Business Alliance unit. Before this, he spent five years as Product Management and Innovation Executive in the bank's Insurance Services Group. Mr. Trainor managed the group's most profitable product line and was a management team member in the \$1B revenue unit. He graduated with honors from Wake Forest University and was recently named the National Chair of Wake Forest's Alumni Development Board.

I. PROJECT APPROACH NARRATIVE

FORM NO. 5: PROJECT APPROACH NARRATIVE

Use this space to provide a detailed project approach including but not limited to:

- Project schedule and detailed approach is reasonable/responsive to City's needs
- Roles of all involved parties clearly identified
- Familiarity with project location as evidenced by pre-proposal attendance, proposal/interview (if applicable)
- Identify/recognize critical or unique issues specific to the project and successful critical or unique approaches used elsewhere
- Proposed communication process

On Form 5, please include the process to migrate our existing IVR and web clients. Also include how the eBill notification process works and how they are generated.

Paymentus Response

Knowing what to expect is key to any successful implementation. Our best-in-class team and implementation framework drives a predictable, smooth transition from start-up to steady-state operations, after which we provide you with the training and support that you need to run effectively.

Implementation Approach and Timeline

Our approach is pragmatic, with a focus on understanding your needs and creating solutions that address those needs. We want to know what you expect from your solutions. From goal setting, implementation to go-live, we're in lockstep with you all the way to make sure you're up and running and leveraging your solution as quickly as possible. Our process is designed to fit your needs, not the other way around.

We collaborate closely with your team to gain a true understanding of your unique goals and business challenges so we can implement the solution set that you choose quickly, with low risk and optimized solution configurations. From there, the Paymentus team and our field-tested launch process will take you from kickoff to rollout with complete confidence, just like we've done for more than a thousand organizations across multiple industries.

During project implementation we maintain an iterative process, ensuring the project remains adaptive to the inevitable changes that take place. Our team of experts help to design and implement solutions that meet business requirements, are maintainable, scalable and contribute to long-term customer success. This includes not only configuration of the workflows, exports, security, privileges and business rules but also migration of data and back-end integration with your systems to deliver a single view of your customers.

Key Milestones

- Business requirement definition and specifications with sign-off by both teams
- Detailed project plan developed based on above with sign-off by both teams
- Setup of funds settlement framework and options for digital disbursements
- Migration planning to understand the data to migrate and devise a schedule
- Integration with the City and your third party systems
- Incorporate your rules and permissions for staff and customers
- Test using a live pre-production UAT system with sign-off by the City
- Define training approach and identify staff administrators and users
- Launch planning
- Post-launch monitoring

At a high-level, a typical implementation timeline includes the following:

Week	Activity	Resources
Milestone 1	Paymentus Account Manager works with the City to confirm implementation requirements	Paymentus, the City
Milestone 2	Project kick-off meeting is conducted	Paymentus, the City
Milestone 3	Paymentus Project Manager finalizes technical requirements and development cycle begins	Paymentus, the City
Milestone 4	Paymentus development cycle continues	Paymentus, the City
Milestone 5	Paymentus development cycle concludes; Internal testing is conducted	Paymentus
Milestone 6	The City conducts testing	Paymentus, the City
Milestone 6	Training session	Paymentus, the City
Milestone 6-7	Solution launch	Paymentus

Project Team/Roles

Paymentus

For the Paymentus project team, we select the right experts from the point of view of experience and technical specialization to cover all essential activities. Our dedicated team of professionals consisting of Project Managers (PMP Certified), Business Analysts, Developers, Payment Specialists, Testing Analysts and Data Conversion Specialists are committed to making your implementation a success. Our team provides all the services and the know-how necessary to ensure the solution is implemented right, the first time.

We will assign a Project Manager (PM) after the City has chosen the final solution set and implementation approach. The implementation will be led by the PM and Technical Implementation Manager (TIM) with oversight by Mark Solan, Vice President Client Implementations. Mark has more than 25 years of technology and business management experience, giving him the unique ability to develop, communicate and implement technology solutions in a manner that clearly demonstrates value to business unit leaders and stakeholders.

The PM will serve as a liaison on all related matters. The PM will ensure that communications are timely and accurate, activity is coordinated and any issues are dealt with immediately. The PM will meet with the City on a recurring basis to review contract performance, review all QA inspection assessments and oversee any quality initiatives and direct resolution efforts.

The TIM will lead, manage and coordinate the City implementation from project kick-off to go-live and customer training. The TIM is responsible for overall contract coordination and is your primary point of contact for technical items. The TIM will communicate directly with the City to manage expectations and deliver service within delivery timelines and budget. The TIM will manage ongoing operational requirements for the City such as change requests, configuration updates and technical and operational inquiries.

Christine Miles, Regional Sales Director and **Jerry Portocalis, Senior Vice President**, will continue to be available in a consultative manner, offering support and guidance in conjunction with the implementation and account teams.

The City

Every client has key subject matter experts whose knowledge is critical for the implementation. We realize those experts already have full-time responsibilities, so our processes are designed to facilitate the exchange of important information and key decision-making while limiting demands on your resources. At this early stage in the process, it is difficult to provide specific resource requirements; however, active participation and engagement in the process is critical during the requirements gathering, client testing and training phases. Typical roles and responsibilities (one resource may be able to fulfill more than one role) may include the following:

- Project Sponsor - Provides project requirements such as financial model, timeline dependencies, staffing considerations, third party involvement
- Project Manager - Assumes responsibility for the administration and technical direction of client's efforts on the project and acts as the focal point for coordinating activities between our organizations
- Network/Technical Coordinator - Serves as primary contact for all technical requirements including client-side infrastructure requirements for the connection between our systems
- User Acceptance Testers - Executes UAT (User Acceptance Testing)
- Trainers/Trainees

Understanding the City's Unique Needs

Paymentus is fully capable of meeting the City's requirements and timeline with the technology and resources that we have in place today. Paymentus currently averages a 56-day go-live period from the date of business requirements gathering to go-live. All payment channels may launch simultaneously or as agreed upon.

There will be no charge for the implementation of this system and minimal demands will be placed on your staff.

Data Migration

We have perfected the transition process for clients moving to Paymentus from on premise and in-house platforms - minimizing the time and effort on your organization. This includes working with your existing file formats, making any modifications and customizations needed to support your latest goals and strategies as well as migrating stored wallet information to minimize disruption for your customers. This firsthand experience has allowed us to refine our processes to improve efficiency and minimize the work for both parties.

We expect that our existing relationship for IVR payment services will further streamline the implementation for a new, fully-integrated payment solution.

As the current provider of your IVR payment solution, we do not anticipate any difficulties in transitioning the City to our fully hosted solution. In fact, we are the only qualified vendor to migrate our own solution seamlessly to the AUS IVR. Our capacity, rock-solid infrastructure, experience, flexible data integration, knowledgeable staff and streamlined implementation process has proven to provide a smooth transition for countless organizations and their customers.

Paymentus understands that it is crucial for your key stakeholders to achieve a comfort level with the implementation and migration process and feel confident that all promises and service levels will be met within the expected timeframes. The standard protocol for transitioning clients to the Paymentus platform includes the migration of data to help prevent disruption or require users to duplicate unnecessary actions (e.g. re-enroll, re-populate known information, etc.). The Paymentus project team will work with the City to understand the data to migrate and devise a schedule to make sure there is no payment interruption. We can provide a file format for this data or accept raw data files from the City sent via secure FTP site.

eBill Presentation

Paymentus will allow the City to select the eBill offering that best meets your business needs and engagement strategies. Our user-friendly interfaces and automated customer notifications help you to maximize paperless adoption while lowering your costs.

Online Presentation

Our responsive design optimizes the web experience for PCs, laptops, smartphones and tablets. With our hosted user interface, your customers have a consistent experience every time on any device. When a new bill is available, the solution sends an email notification to the customer with a link to view and pay the bill securely via the website.

Secure PDF

Your customers will receive an email with an attached PDF bill summary that displays the account number, amount due, due date, masked payment method and the field where the customer can enter the amount and make a payment all within the secure PDF attachment.

Notifications and Messaging

When you are able to communicate with customers in their preferred channel, engagement, satisfaction and loyalty all improve. The Paymentus platform is equipped with a configurable preference management tool that allows customers to specify exactly how they wish to receive messages ranging from payment reminders to service updates.

We provide a full complement of standard notifications and reminders that can be configured for the City's specifications (wording and branding) and customer preferences. These include payment confirmation, payment due reminder, bill ready notification, wallet management, schedule payment reminders, payment change and autopay management as well as text-to-pay

and secure billing and payment via PDF email attachment.

The customer notifications are fantastic!
Our customers love it and it's reduced
late payments a great deal.

– Collections Manager
Paymentus Client

In addition to standard bill statement and payment alerts, Paymentus offers more robust capabilities through our Enterprise Communications Manager (ECM) tool that leverages phone, email and text information in the customer profile.

Security and Compliance

Information security is of paramount importance to Paymentus. Our secure environment, robust network and state-of-the-art physical security at our data centers will give the City the peace of mind that comes with knowing your customers' data and your reputation is properly safeguarded.

Paymentus delivers fortress-level security with 5-layer intrusion detection system, multi-factor authentication and powerful encryption and tokenization capabilities. We are Payment Card Industry Data Security Standard (PCI DSS) 3.2 Level-1 compliant and certified which is the highest level attainable. Going the extra step, we have applied the same strict security standards for credit cards to banking information. Paymentus is also HIPAA, FISMA, ISO/IEC 27002, SOC1, SOC2 and NIST compliant. We enforce our rigorous security policies and procedures through regular internal and third party audits, 24/7 monitoring, continued education and sophisticated technology tools.

Paymentus has an Intrusion Detection System (IDS) with both host-based and network-based components. Any unauthorized attempt to access the system initiates alerts to our technology staff. Log files are created and maintained to analyze any intrusion attempts. All data is protected with 256-bit SSL encryption. Any communication with any external party and all users of the system access the system using secure HTTP and IP address restrictions. Paymentus does not use any information collected during the payment transaction for any purpose inconsistent with the authorized purpose of processing the transaction.

In addition to IDS, we use two-factor authentications for all access to the processing environment. Multiple levels of firewalls are used to protect the environment. Application firewall is used to safeguard against application level attacks. All file changes are tracked for integrity. As part of PCI Level-1 requirements, Paymentus performs regular network application vulnerability tests. All locations of cardholder data, and all key applications that store, process or transmit cardholder data, all key network connections, and all key access points are included.

Reducing the City's PCI Burden

Paymentus' payment processing solutions are able to alleviate or entirely remove your PCI exposure by taking the burden of the transmission, storage and processing of card data completely out of your environment – at all levels:

Website – By providing an authenticated redirect from your website to our hosted pages at the time of payment, your customer never enters their card information into your environment. We configure the payment pages to match the look-and-feel of your web presence so the experience is seamless for the customer.

Mobile – Our mobile solution, just like the web, can either accept an authenticated redirect, or act as the standalone mobile payments solution for bill pay. Either way, the customers' card information is processed securely within the Paymentus environment and away from yours.

Agent Dashboard – Used by your CSRs and other designated staff, the Agent Dashboard is a securely connected, browser-based portal that provides access to real-time billing and payment information for customer care and back-office activities. All card numbers are masked and the Agent Dashboard is fully hosted by Paymentus thus removing your PCI exposure.

Your Call Center – Remember that manual entry of card numbers and recorded customer calls containing card data put your recordings, systems and servers in-scope for PCI. Our proprietary Secure Service™, used in tandem with Agent Dashboard, provides a secure session for collecting payment information from the customer – keeping it away from your CSRs and call-recordings, while still allowing your CSRs to monitor the success of the payment and return to the customer as needed.

Our Call Center – PCI-compliant call centers need physical and logical controls all their own and Paymentus has one of the best! We can host your call center activity within our secure-environment, entirely removing all card data exposure from your environment – from beginning to end.

Communication and Support

Under the leadership of a seasoned Account Manager, a team of veterans that are knowledgeable about both your business and the details of your implementation will provide the City with proactive support that anticipates your needs and exceeds your expectations. This is supplemented by all of the other support from client services, technical support, development, project management, marketing and other resources across the company.

Your Paymentus account team will give you the focus, expertise and availability you need. Our account team members provide service reviews, industry updates, project status updates, new features and services and discussions on how to increase adoption of electronic payments, paperless billing and other initiatives selected by the City.

Customer Care

Paymentus provides live agent support from Paymentus call centers, which are staffed with specially trained payment experts to support your customers and your CSRs with any payment related questions/issues.

Direct in-house (multi-lingual) support is provided, at no additional cost, 8:00 a.m. ET – 9:00 p.m. ET Monday through Friday 9 a.m. – 4 p.m. ET Saturday and Sunday to support your consumers with any payment related questions/issues. Return calls or emails are made within two hours during stated business hours. Our experts also offer training for your customers on use of the self-service payment channels, simplifying and speeding their next transaction.

Technical Support 24/7/365

Our Client Services team is available 24/7/365 via telephone, email and online case submission tool. Each request/case is monitored and tracked with prompt response and, if need for complex requests, regular updates provided to the City.

Additionally, with the Agent Dashboard, your staff has online access to real-time billing and payment information for customer care and back-office activities. The Agent Dashboard provides a central point for your designated staff to research transactions and perform a myriad of other activities.

Escalation and Issue Management

Transparency is a top priority for Paymentus. When you experience an issue or disruption, we understand that it's critically important to your business and your credibility with your customers to know the status and be able to see the actions that have been taken. For this reason, we provide an online case management and tracking system that is accessible to your designated users directly through the Agent Dashboard 24/7/365.

When an issue is reported, it is reviewed by Client Services within minutes and assigned a severity level and corresponding resolution time. Depending on the issue, the appropriate team lead from business, development, operations or implementation will be assigned to address the issue and escalate as needed to ensure timely resolution.

The issue management process consists of the following steps: Identification, Validation and Prioritization, Analysis, Tracking and Reporting, Escalation (if needed) and Resolution and Closure.

The issue is tracked within the case management system, showing an audit trail/history of all updates from reporting through resolution.

Severity Levels

- Severity 1: Channel-level issue (one channel is not operational)
– Response: 30-60 minutes; Paymentus Account Manager
- Severity 2: Business process issue (batch files, posting file unable to download via both automated and on demand)
– Response: 2-4 business hours; Paymentus Account Manager
- Severity 3: Individual issue or research request for payments and chargebacks
– Response: 1 business day; Paymentus Account Manager
- Severity 4: Questions, clarifications and change request
– Response: 1 business day; Paymentus Account Manager

Support and Maintenance

A. Explain the process to notify customers when the system is unavailable for maintenance.

Paymentus Response

Our data centers run in an active-active environment, meaning we have a fail-over system so that your customers can continue to view and pay their bills without interruption. If system downtime were needed, we would provide the City with 45-days advance notice.

B. Explain administrative controls and what type of security is provided for this solution.

Paymentus Response

Paymentus uses two-factor authentications for all access to the processing environment. Multiple levels of firewalls are used to protect the environment.

All access to our application is secured through the SSH protocol. No other type of access to the servers is allowed. Virtual Private Network (VPN) has been implemented for secure remote access into the internal production networks and systems. Only trusted IPs are allowed access via SSH through configuration on our firewalls.

Paymentus has a strict password selection and change policy. We have a very secure and auditable mechanism to control access to system environments and commands. Our architecture allows us to give privileged access to only needed commands and allows us to log all commands (and their arguments) executed as the privileged user.

Please see the section on Security and Compliance (above) for additional information.

C. Explain how the proposer keeps their solution up to date with new versions of the solution.

Paymentus Response

We plan for one quarterly major release and two minor releases. Your Account Manager will provide at least 30-days advance notice to introduce upcoming features that the City may want to enable in your environment.

All of our clients are on the same version/release of the platform. Some may have access to new features as part of beta testing before the functionality is released to all. Some may have chosen not enable all of the available functionality.

New features are not released into your production environment until you have tested and approved them. All deployments are automated with the push of a button, making on-boarding and adding new features fast and efficient.

D. Training: Please describe the training required for the city to be able to manage the implemented solution, and what training is provided as a part of implementing the solution? What are the available avenues for support once we go live?

Paymentus Response

Our primary goal is to ensure that your CSRs are extremely comfortable with the payment platform, so that they can confidently support your customers. During implementation, the Paymentus team will conduct training sessions at no cost to the City for both your technical team and your CSRs.

We will create an internal, web-based test environment that the City can use during the life of the contract for training and testing purposes. We have a flexible approach to training and can either conduct direct training for your entire team, or conduct train-the-trainer exercises so that designated associates become the subject matter experts. For train-the-trainer sessions, we typically find that one session is adequate to instruct the trainers. We can always add more sessions, at no cost, to address any additional questions, refresh the trainers or present new features.

Our training sessions cover the use of the Paymentus system – specifically the Agent Dashboard, which contains all information your CSRs need to see and manage business in real time. An agenda for each training session is developed depending on the client and system specifics deployed. During implementation, the City will receive quick reference guides and training manuals for the Paymentus system.

Typical training sessions cover:

- How to make agent assisted payments
- Understanding status reports of all payments (return, decline, failed payment, etc.)
- How to schedule payments on behalf of a customer
- Account control methods (add, suspend, block payment method)
- How to run and manage reports
- Performing accurate reconciliations
- Administrator tasks including how to create users and assign user rights, how to
- Creating automated outbound communications and how to post automated messages

Paymentus Corporation

Company Name

13024 Ballantyne Corporate Place

Address

Charlotte, NC 28277

City/State/Zip

980-255-3000 980-237-3082

Phone

Fax

46-0523150

Tax ID

Jerry Portocalis

Authorized Person (Print)



Signature

Senior Vice President

Title

11-15-18

Date

Corporation

Entity Type

E. COSTS

If you do not charge for a particular item, please enter a “0” in that area. Please use the following tables to record your fees for the various line items. If there are additional charges please add them on a separate sheet. If you do not provide a type or method, leave that table blank. If you provide other types or methods please create additional tables for that information.

The City Assumptions:

- Assumes an average payment of \$95 for credit card payments. A maximum amount per payment is \$3000. Multiple payments can be made.
- Assumes the City bills 35,200 accounts monthly.
- Outbound notifications estimated at 3,500 messages per month.

Paymentus Response

Like the City, Paymentus values and expects transparency, candor and focus on providing improved quality of service at a lower price point for our customers. We also recognize your strong desire to provide reliable, compliant, leading-edge billing and payment services that will increase customer adoption and provide a seamless user experience regardless of the channel or payment method customer uses to pay. This is exactly why the vast majority of our clients have chosen Paymentus – superior quality, best-in-class user experience with value-based and flexible pricing.

Our goal is to make it easy for you to understand and forecast your total cost outlay for payments in an industry notorious for hidden costs from legacy vendors. We look forward to your feedback and stand ready to provide additional information or answer your questions.

Paymentus Assumptions

Our competitive rate is offered with the understanding we can continue our 13+ year relationship with a five (5) year agreement for the proposed solution.

One Time Fees	
Set Up	\$0.00
Software/Hardware Costs	\$0.00
Cost for customers to be able to turn on/off email bill reminders	\$0.00
Integration Costs with CIS Infinity/Advanced Utility	<p>\$0.00 from Paymentus</p> <p>Paymentus receives reduced API integration and professional service costs for all API's. Please consult with your AUS account manager for these fees.</p> <p>Paymentus can also request these costs from AUS as needed.</p>
Ongoing Fees	
Annual Subscription/User Fees	\$0.00
Annual Maintenance/Support Fees	<p>\$0.00</p> <p>Waived the current ~\$13,500 annual maintenance fee</p>
Gateway Fees/PCI Compliance Fee	\$0.00
Chargebacks and returned checks	\$9.95 per item for each returned check/chargeback
Customer Notification Transaction Fees	<p>\$0.00 for the first 3,500 messages each month</p> <p>Additional notifications within that month are at \$0.20 per email/phone/SMS message</p>
Outbound calls	\$0.00 included at the above rates
Email notifications	\$0.00 included at the above rates
eCheck Transaction Fees	See below
One-time	\$0.50 per eCheck/ACH transaction
Recurring	\$0.50 per eCheck/ACH transaction

Non-qualified Credit Card Transaction Fees (Web and IVR)			
Per transaction fees		Fixed Charges	
% of Charges	Fixed amount per transaction	One-time	Recurring
2.95% of sales volume per transaction on Visa, MasterCard, Discover, American Express in all channels	\$0.00 Not applicable	Same	Same

Qualified Credit Card Transaction Fees (Web and IVR)			
Per transaction fees		Fixed Charges	
% of Charges	Fixed amount per transaction	One-time	Recurring
0% Not applicable	\$1.78 per transaction on Visa, MasterCard, Discover, American Express in all channels	Same	Same

Additional pricing models are available. Please let us know if the City is interested in additional options, as pricing is never an obstacle to a successful project and implementation.

FORM NO. 6B: TOTAL COST

Overall total project cost to include all related cost associated with the proposed project or scope of services, to include but not limited to: Services, software, hardware, maintenance, etc.

Paymentus Response

There are no one-time or implementation costs for the City. The Paymentus fee in Form 6A includes any set up, integration costs, migration fees, system costs, system maintenance, upgrades/enhancements, end user and client support and PCI compliance.

The total cost of the solution is determined by the City’s payment volumes. Should the City provide current payment volumes, we are happy to provide a total cost proposal as Paymentus fees are transaction based and the only fees charged are for successful payment transactions.

TOTAL ONE TIME COST Not applicable.
Numeric

Not applicable
Use words, dollars/cents

Paymentus Corporation
Company Name

Jerry Portocalis
Authorized Person (Print)

13024 Ballantyne Corporate Place
Address


Signature

Charlotte, NC 28277
City/State/Zip

Senior Vice President
Title

980-255-3000 980-237-3082
Phone **Fax**

11-15-18
Date

46-0523150
Tax ID

Corporation
Entity Type

F. AFFIDAVIT, WORK AUTHORIZATION

This form must be signed, notarized and submitted prior to the issuance of a contract-if applicable (over \$5,000).

Paymentus Response

Confirmed.

G. E-VERIFY PROGRAM

Memorandum of Understanding Electronic signature page must be submitted prior to the issuance of a contract-if applicable (over \$5,000).

Paymentus Response

Confirmed.

Paymentus

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<https://www.paymentus.com/>