Paymentus

THE NEXT GENERATION OF BILL PRESENTMENT, PAYMENT AND MONEY MOVEMENT™

RFP #2024-061

ONLINE/IVR PAYMENT AND NOTIFICATION SYSTEM

PREPARED FOR:

LEE'S SUMMIT, MISSOURI

Redacted

May 23, 2024

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City of Lee's Summit and Paymentus currently have an agreement in place for electronic bill payment services. Our intent would be to leverage the already mutually agreed terms and conditions to simplify and streamline the negotiations for this agreement.

May 23, 2024

City of Lee's Summit
Procurement and Contract Services
220 Southeast Green Street
Lee's Summit, MO 64063

Dear Ms. Tschirhart and Evaluation Team:

Over the past 5 years, the City and Paymentus have cultivated a very strong partnership, and we hope to have the opportunity to continue this relationship. Our commitment to the City is to continue to deliver a highly effective and more modern solution for resident payments that will continue to meet your needs today and as they evolve in the future.

We affirm that Paymentus and our solution not only meets these requirements but also offers added benefits and functionality. Our proposal speaks to the value that Paymentus can uniquely deliver across multiple billing and payment touchpoints. Paymentus is solely focused on bill payments and helping our clients navigate the increasingly complex payments industry, including emerging technologies, compliance burdens, fraud prevention, etc. It's not just an ancillary service added to support another solution that is the primary focus. We are able to provide the attention and the quality of service the City deserves.

Paymentus has firsthand experience with Advanced Utility Systems CIS Infinity application and Harris Computer Systems CityView application. We have a significant number of clients using integrations with these platforms as well as hundreds of others, and we look forward to supporting any new enhancements to the existing integrations.

Thank you for this opportunity to re-earn your business. Our team is ready to learn more about your needs and answer your questions.

Regards,

Peter Fanous
Senior Vice President
416-565-8241
PFanous@paymentus.com

Themis Rubio
Client Success Manager
980- 981 4227
TRubio@paymentus.com

May 10, 2024
Lee's Summit
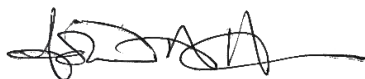1200 SE Hampton Road
Lee's Summit, MO 64081

Team at Lee's Summit,

We understand that the city of Lee's Summit, Missouri is moving toward evaluating payment processing solutions in the near future. With your current relationship with our long-time partner, Paymentus, we wanted to take the time to add our support for continuing the success you've already achieved with the leader in the utility payments industry.

Accelerated Innovations has a successful history working collaboratively with companies that serve our utility partners - Paymentus is absolutely one of those. We have close to 30 different success stories to share – one being a recent, highly successful transition to Paymentus for our customer, Connexus Energy, a cooperative here in Minnesota. Paymentus has always been committed to working together for the benefit of our mutual utility partners.

After the evaluation, if the team at Lee's Summit were to choose the already successful Paymentus implementation that is in place today, I have no doubt that the city will benefit from their continuous innovation in the utility payments arena.

If you or anyone has any questions, please do not hesitate to call.

Ed Houn | Senior Vice President of Business Development
Accelerated Innovations
(651) 757-4251 (o) | (612) 963-8111 (m)
www.acceleratedinnovations.com

Advanced Utility Systems
8133 Warden Ave., Suite 700
Markham, ON
L6G 1B3

May 9, 2024

Re: RFP No. 2024-061 Online/IVR Payment and Notification System

To whom it may concern,

This letter is to express our endorsement for Paymentus as an Advanced Utility Systems (Advanced) certified payment solution provider. Paymentus has been a partner of Advanced for 20 years and have over 85+ proven and successful integrations with our customers. As one of the vendors preferred by Harris, Paymentus is the only vendor leveraging a team of network partners enabling a complete and holistic payment processing solution. Paymentus can enable advanced payment channels and bill notification services that bring your bills and communication right to the consumers' doorstep, pocket, and local area. A few of these innovative and critical components for 2024 and beyond are the following:

- Paymentus Payment API for real-time data connections to network partners

- PayPal In-App payments and notifications where users can be notified bills are ready to be paid

- Virtual assistant services for payments, notifications, and account information

- In-Person payment services at local stores such as Walmart

- Safe and Secure Service for CSR payments entry

Paymentus is one of our exclusive certified open network payment solution providers enabling them to serve all your customers through SaaS-based connections to the newest channels, network partners and payment methods in the market. Advanced is committed to enabling a hosted API to web services integration, which allows our joint clients to achieve a seamless experience between the two software solutions.

In addition, as a certified and trusted Harris partner, Paymentus works with +300 Harris customers enabling payment solutions to serve your entire city's needs. We focus on simplifying reporting & reconciliation and providing the best-in-class single solution for all city services like utilities, financials, AR, and much more.

If you require a more in-depth explanation of any part of this letter or would like more information, please do not hesitate to contact us.

Sincerely,

Y. H. Jiwajee

Yusuf Jiwajee

Senior Director, Client Services
416-496-0149 x888294
yjiwajee@advancedutility.com

<u>VENDOR INFORMATION FORM</u>

By submitting a Proposal, the submitting Firm certifies that it has reviewed the administrative information and draft of the Professional Services Agreement's terms and conditions and, if awarded the Agreement, agrees to be bound thereto.
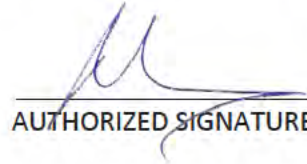
Paymentus Corporation
FIRM SUBMITTING PROPOSAL

46-0523150
FEDERAL TAX ID NUMBER

Peter Fanous
PRINTED NAME AND TITLE

AUTHORIZED SIGNATURE

11605 N. Community House Rd, Ste 300
ADDRESS

980-272-3788
TELEPHONE

980-237-3082
FAX #

Charlotte   NC   28277
CITY   STATE   ZIP

May 22, 2024
DATE

https://www.paymentus.com/
WEB SITE

pfanous@paymentus.com
E-MAIL ADDRESS

SMALL, MINORITY, DISADVANTAGED AND WOMEN-OWNED BUSINESS ENTERPRISES (check appropriate item(s)):

_____ Small Business Enterprise (SBE)
_____ Minority Business Enterprise (MBE)
_____ Disadvantaged Business Enterprise (DBE)
_____ Women-Owned Business Enterprise (WBE)
_____ Missouri Service Disabled Veteran Business Enterprise pursuant to Section 34.074, RSMo

Has the Firm been certified by any jurisdiction in Missouri as a minority or woman-owned business enterprise? If yes, please provide details and documentation of the certification.

Not applicable.

FORM 1 PROPOSER PROFILE

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

Paymentus Corporation
11605 N. Community House Road, Suite 300, Charlotte, NC 28277

1a. Provider /Firm is: _X_ National ___ Regional ___ Local

1b. Year Provider/Firm Established:

Paymentus was founded by industry leaders in 2004.

**Years of Experience providing RFP identified services/project for municipalities:
Year of Experience conducting requested services**

Paymentus has 20+ years of experience providing a next-generation solution set that includes the services requested as well as others. From the beginning, we have provided services to public sector clients including hundreds of municipal and other government agencies.

1c. Licensed to do business in the State of Missouri: _X_ Yes ___ No

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

Themis Rubio, Client Success Manager, 980-981 4227, trubio@paymentus.com

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

In addition to Charlotte (NC), we have a regional offices in San Jose (CA), Dallas (TX) and Richmond Hill (ON) and support team members located across the nation to ensure we provide our clients with 24-hour coverage in all U.S. time zones.

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:

With more than 1,260 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.

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:

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

Not applicable. Paymentus does not rely on subcontractors for the delivery of services or core functionality.

FORM 2 KEY OUTSIDE CONSULTANTS/SUBCONTRACTORS

Each respondent must complete this form for all proposed sub-consultants.

SUB-CONSULTANT #1
Name & Address
Specialty/Role with this Project:
Worked with Lead Firm Before: ___ Yes ___ No
Year Firm Established:
Years of Experience providing requested services
Complete Form 4 for all key personnel assigned to this project for this sub-consultant.

Paymentus Response
Not applicable. Paymentus does not rely on subcontractors for the delivery of the service or core functionality.

We have alliances and strategic partnerships with a number of financial institutions, processors and market leaders, including PayPal, Walmart and others. We also have preferred partnerships with many CRM, billing and customer information system providers. These business relationships benefit our clients in several ways, including jointly-supported integration between our systems, faster implementation and many other efficiencies that come from collaboration and mutual commitment to client needs.

SUB-CONSULTANT #2
Name & Address
Specialty / Role with this Project:
Worked with Lead Firm Before: ___ Yes ___ No
Year Firm Established:
Years of Experience providing requested services
Complete Form 4 for all key personnel assigned to this project for this sub-consultant.

Not applicable.

SUB-CONSULTANT #3
Name & Address
Specialty / Role with this Project:
Worked with Lead Firm Before: ___ Yes ___ No
Year Firm Established:
Years of Experience providing requested services
Complete Form 4 for all key personnel assigned to this project for this sub-consultant.

Not applicable.

FORM 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:

Project Name & Location:

Completion Date (Actual or Estimated):

Project Owners Name & Address:

Project Owner's Contact Person, Title & Telephone Number:

Estimated Cost (in Thousands) for Entire Project: $

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

Scope of Entire Project: (Please give quantitative indications wherever possible).

Nature of Service Provider's/Firm's responsibility in project: (Please give quantitative indications wherever possible).

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

Paymentus Response

Paymentus provides services for more than 2,200 clients. On average, we successfully implement 160-175 new clients each year. We are trusted by market leaders nationwide, including numerous clients in the government sector, 17 of the 100 largest cities, two of the top five largest utilities in the U.S., numerous top 25 electric, gas and water utilities and many more.

As part of our existing partnership, Lee's Summit has firsthand knowledge and experience of working with Paymentus. Supplementing this, we are providing the additional references below. Out of respect for our clients (including the City) and the confidentiality agreements in place, detailed client project information cannot be shared within the context of a public RFP response. We will gladly share additional information in a more private manner as needed.
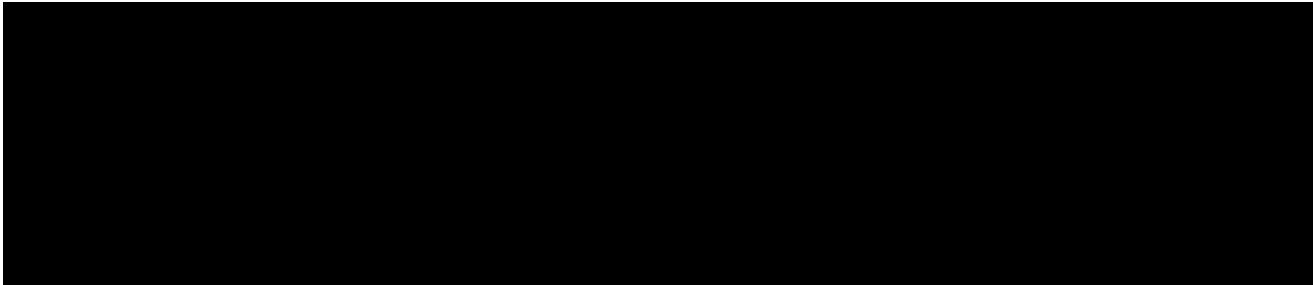
[Proprietary & Confidential]

FORM 4 RESUMES OF KEY PERSONNEL AND CERTIFICATIONS

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

The Paymentus team has decades of experience building, delivering, operating and supporting some of the largest and most complex bill presentment and payment implementations nationwide.

Our commitment to you: As Paymentus continues to grow, we must ensure we are best aligned to provide optimum support to you, your team and your customers. We have expanded our team and aligned our account managers regionally to allow for better engagement with our clients. Ultimately, this change will enable us to focus more on delivering a great experience at every opportunity and become the "voice" of the client internally at Paymentus.

Paymentus already has a dedicated team of professionals supporting the City's billing and payment services today. This team will continue to support the City and work with you to expand and enhance the services when and how you choose. Additionally our Development Partners work closely with Harris Computer, Advanced Utility Systems, Accelerated Innovations and other complementary service providers to meet our clients' needs.

Account Management

Themis Rubio, Client Success Manager, is your primary contact for strategic planning, change requests, an escalation point for operational concerns and serves as a liaison to an extended matrix of subject matter experts. She brings years of sales and account management experience in the financial technology industry. She currently works with many of our clients, bringing industry knowledge to help provide excellent service to your customers. Themis can bring many unique ideas and enable you to continue to provide the best payment experience for your customers.

Stephanie Aussenhofer, Senior Client Success Team Lead, collaborates with the Client Success Managers to help identify opportunities for clients to leverage features or services to achieve their desired outcomes. She has 20+ years of experience in electronic billing and payments and works alongside prospective clients to navigate the market and make informed decisions about the solutions they choose.

Brandon Lamb, Senior Director Client Success, provides direct oversight and guidance to Themis and the Client Success Team. Brandon has over 13 years of experience cultivating deep partnerships with market leaders, including many utilities.

Leadership

The leaders listed below strive to add value, quality and innovation to everything we do. They create a top-down commitment to do what's right and deliver the best possible solutions for the more than 2,200 clients that depend on us.

Dushyant Sharma, President and CEO, is the founder of Paymentus. He is an electronic bill presentment and payment veteran and industry thought leader who frequently presents at key finance and electronic billing and payment events.

Before Paymentus, Mr. Sharma founded Derivion, the industry's first SaaS-based eBilling provider. Derivion is now the foundation of the FIS (Metavante) eBill network. In 2004, he started Paymentus to create the industry's most advanced payment platform, which now serves more biller-direct clients than any other service provider in the industry.

Jerry Portocalis, Chief Commercial Officer, 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 over 25 years in technology, business process outsourcing and financial services.

Mr. Portocalis was a founding executive of BillMatrix, Fiserv's biller solutions offering. As the Executive Vice President, he was responsible for all sales and marketing. An industry expert, Mr. Portocalis serves on Nacha's ACH Network Advisory Board and often presents at electronic billing and payment events and Public Utility Commission meetings.

Sanjay Kalra, Senior Vice President and CFO, is responsible for managing the company's financial and accounting aspects, including business planning, budgeting, forecasting, accounting and internal controls. He brings over 20 years of successful financial leadership experience to Paymentus.

Previously, Mr. Kalra was the Senior Vice President and Chief Financial Officer of Harmonic Inc., a Nasdaq-listed virtualized broadband and video delivery solutions company. He also served as Chief Accounting Officer at Harmonic, Corporate Controller at TiVo, Inc. and Vice President and Corporate Controller at Model N, Inc. He held various senior financial leadership roles at Silicon Image after beginning his career in public accounting at Ernst & Young LLP.

Eugene Abramov, Senior Vice President Technology and Operations, is responsible for defining and delivering technology and operations strategy and capabilities at Paymentus. He has over 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- in Mathematics and Computer Science and a Bachelors of Education.

Peter Fanous, Senior Vice President Mid-Markets, is responsible for the overall growth and strategy for the mid-market. Prior to joining Paymentus, he was the Executive Vice President for both Advanced Utility Systems and Cogsdale Corporation, businesses under the Harris umbrella. Mr. Fanous spent 22 years at Harris and was instrumental in the overall growth and strategy of that portfolio.

His core values circle around that of the employee and the client, creating a workplace that fosters trust, respect and personal growth. His mantra is simple; "when you love what you do and are truly passionate about it, it's not work".

Pantelis Mamouzellos, Director Client Services, has over 15 years of senior management and technology leadership experience. His previous experience includes serving as a technical lead for Advanced Utility Systems. He has successfully led and supported transformational initiatives, including technology modernization, meeting increasingly strict security and regulatory requirements, innovations to improve the user experience and the right operating model to increase operational effectiveness.

Lori Hogg, Vice President Client Success, is responsible for ensuring an overall positive experience for Paymentus clients. From implementation to the ongoing adoption and expansion of the Paymentus solution, she leads a team of professionals dedicated to ensuring that our clients achieve their current and long-term business goals. Ms. Hogg has over 30 years of enterprise software experience serving in various senior leadership roles, including sales, product management, implementation and customer success.

Michael Kalac, Chief Information Security Officer, is responsible for all aspects of the information security strategy and risk management program. He is a forward-thinking IT executive with broad expertise in information security strategies including the implementation of security policies and standards, cyber defense and operations, identity and access management, security architecture including the appropriate tools, metrics and governance are in place to protect proprietary information and assets of the company, our clients and consumers.

Previously, Mr. Kalac held CISO and executive-level information technology roles with Western Union, First Data and other technology firms. He has a Bachelor of Science in Electrical Engineering from Texas A&M University and an MBA from the University of Denver, Daniels School of Business.

Laurie Koumoundouros, Vice President Client Solutions, is a seasoned professional with over 15 years of technical consultation, account management and product support for leading utilities, telecom, healthcare, insurance, and lending companies. She brings an in-depth knowledge of the payment landscape, security rules and regulations, e-commerce and integration protocols necessary for successful partnerships.

In her previous role at Fiserv, Ms. Koumoundouros was responsible for the discovery of key client challenges and business needs for new and existing clients. She provided a consultative solution approach and acted as the liaison between sales and implementations. She is a proud graduate of the University of Texas at Austin.

Chris Trainor, Vice President Product Strategy and Partnerships, 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, as 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.

FORM 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**

  Paymentus Response

  > **One of the most important advantages Paymentus offers is the ability for the City to avoid a time-consuming and costly all new implementation.**

  With Paymentus, the City will prevent disruptions to your customers and avoid placing additional demands on your staff. The implementation will be faster and easier if the City chooses to add-on capabilities and/or expand the service to additional departments. As an existing client, there will be a very light impact to current resources.

  During implementation and project changes/add-ons, we provide proactive support, timely communication and essential insights gained from working with other clients and industry peers that carry throughout the business relationship. Our goal is to provide superior project management and build on and strengthen the foundation for our strong, mutually beneficial partnership.

  Our team will continue to work closely with the City to understand your latest requirements and ensure our solution aligns perfectly with your business objectives. This includes, but is not limited to:

  - Establishing clear communication channels
  - Defining roles and responsibilities
  - Engaging in collaborative planning
  - Providing training and support
  - Encouraging feedback and adaptability

  As needed, a detailed and specific plan/schedule is prepared after the final solution has been selected and a business requirement document has been prepared and signed off by both parties. The Paymentus and City teams work together to define the business, functional and technical requirements of the project and, ultimately, the milestone dates that drive the project timeline.

  Relevant and essential for the City, the Paymentus Client Adoption Success Team (CAST) will help get the word out to your customers about the benefits of electronic payments. When customers understand all the great payment methods and channels available to them, they are more satisfied with their payment experiences, and you're more likely to receive payment faster. CAST will work with the City to help create a PR plan and marketing assets tailored exactly to your needs at no cost, whether you want to reach your customers via paper bill inserts or through social posts or promote through lobby signs or press releases.

- **Roles of all involved parties clearly identified**

  Paymentus Response

  Generally speaking, Paymentus provides a fully managed implementation with a team of technical professionals led by both a Project Manager and a Technical Implementations Manager. We do much of the work so your in-house technical staff can remain focused on your core objectives.

  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. Active participation and engagement in the process is critical during the requirements gathering, client testing and training phases.

  Paymentus does not require any full-time resources from the City to support our solution. We host and administer the services, ensuring they are fully maintained and functional with around-the-clock monitoring and automated processes wherever possible.

  Operationally, customer support resources are required for customer service functions. Treasury resources are needed for daily balancing and exception processing. For the Agent Dashboard, designated administrators will continue to define the user roles and assign permissions to user groups or individual users.

- **Familiarity with project**

  Paymentus Response

  As shared, with Paymentus, there is no need for a complete new implementation. We will use our familiarity with the City's systems and workflow and build upon the existing connections and framework to support your latest requirements. This can include supporting expanded payment options as well as any required changes to integration or data exchanges as we move forward as well as any changes that may be needed in the future.

  As your current provider, the advantages only Paymentus can deliver include the following:

  - **Proven Reliability and Stability**. Paymentus has a track record of reliability and stability. The City can avoid the risks associated with transitioning to a new system, ensuring uninterrupted business operations.

  - **Familiarity and Reduced Training.** Your team is already familiar with the Paymentus platform and its integration with your AUS Infinity and CityView systems, which means there's no need for extensive training. This saves time and money, allowing your team to remain productive without the learning curve associated with new software.

- **Customized Solutions.** We have configured our solution to the City's specific business needs. This level of customization and understanding of your requirements will not be immediately available with a new provider.

- **Consistent Support and Service.** Paymentus has an established support system in place, with a team that knows your business and chosen solution set. This ensures quicker resolution of any issues and ongoing support tailored to your needs.

- **Cost-Effectiveness.** Transitioning to new software often involves hidden costs such as migration expenses, training and potential downtime. Staying with Paymentus helps avoid these additional costs and possible disruptions.

- **Data Integrity and Security.** As an industry leader, Paymentus has proven and certified security measures and protocols that ensure the integrity and safety of your data. Moving to a new provider could introduce risks related to data migration and new security vulnerabilities.

- **Ongoing Improvements and Updates.** While other vendors struggle to deliver new functionality to clients after the initial deployment, Paymentus delivers continuous innovation and makes it easy for you to take advantage of new features and system enhancements. The City benefits from these improvements without the hassle of switching or integrating with new systems.

- **Strong Partnership.** Together, the City and Paymentus have built a strong, trusting relationship. We are invested in your success and believe this valuable partnership we have cultivated results in better service and collaboration.

- **Identify/recognize critical or unique issues specific to the project and successful critical or unique approaches used elsewhere**

Paymentus Response

As your current partner for these services, Paymentus has already worked with the City to identify critical requirements and effectively implement the chosen electronic billing, payment and communication services. The success of the ongoing partnership between the City and Paymentus is a testament to our collaborative efforts and shared vision. The synergy between our teams has fostered a dynamic environment where challenges are proactively addressed, and successes are celebrated.

Should the City want to expand payment options and functionality or extend the services to additional departments, Paymentus is ready to do the work and we don't anticipate any challenges to complete any additions or changes in a timely manner. Our capacity, infrastructure, experience, flexible data integration, knowledgeable staff and streamlined implementation process allow for a smooth experience for the City and your customers.

Integration with your internal system(s) is fundamental to our services. Paymentus has already integrated our platform with your systems and will continue to support any required integrations and configuration changes as we move forward.

Our sophisticated rules-based engine and highly configurable platform allows Paymentus to configure the solution to meet the City's unique needs without the need for custom code development. During our long-term relationship with AUS CIS Infinity, Paymentus has completed over 100 successful joint integrations to date. We have provided a reference letter from the Senior Vice President of Business Development at AUS.

We capture lessons learned and review them before starting new projects similar in scope. Lessons learned are documented and disseminated, providing a powerful method of sharing ideas for improving work processes, operation, quality, security, cost-effectiveness and more at every level. Existing procedures and protocols are evaluated and modified when necessary to streamline processes and lead to better outcomes. Our team of marketplace and technical experts can act as a sounding board and also share insights from their experiences with other clients across multiple industries. It's incredible how often elements of industry-specific solutions and technologies can be the source of innovation and transformation for companies in other sectors.

- **Proposed communication process**

Paymentus Response

We will continue to collaborate on a communication plan that meets your preferences for frequency, format, method of communication and key contacts. Typically, progress updates for new projects and changes are communicated via a weekly email and regularly scheduled status meetings. We support any of the following methods of communication:

- Regular scheduled meetings
- Email to designated contacts
- Phone call to designated contacts

Your Paymentus Client Success Team members are pleased to meet with the City at any time upon request. This includes Themis Rubio, Client Success Manager, and Brandon Lamb, Senior Director Client Success and Lori Hogg, Vice President Client Success. We will continue to engage directly with your team to examine performance, discuss industry trends, share new features, answer your questions and gather feedback to improve and enhance our services and ensure they meet your latest needs.

With one platform and one integration, we provide an all-in-one service that includes the user interfaces (e.g., web, mobile, IVR, email, text, CSR-assisted, chat, in-person, etc.), technology and gateway, processing, reporting and funding. The City can stay with the current channels and solution set, "turn on" the additional capabilities you want now and know that you can expand as much or as little as you want whenever you choose.

The Solution Overview that follows provides a brief overview of our extensive capabilities built on a single core and designed to help you achieve a level of customer engagement not available with legacy systems.

ONLINE PAYMENTS

Today's customers are more knowledgeable, empowered and demanding. Focusing on customer experience boosts operations, including excellent customer satisfaction and faster revenue.

Paymentus helps organizations deliver experiences that yield more efficient interactions, more opportunities for self-service and more desirable business results. An experience that leaves customers feeling their interests and preferences are a priority.

87% The segment of consumers who pay the majority of their bills online

57% The portion of consumers who pay ALL of their bills online

— The State Of Consumer Disbursements, a PYMNTS and Ingo Money Collaboration

Our solution is designed to fit your needs, not the other way around. We support a range of online user interface (UI) options including hosted UIs, page-level integration and API payment packages as well as single sign-on to pass users without the need for additional authentication. Regardless of the integration approach selected, our focus is PCI avoidance for the client and the most seamless experience possible for your customers.

Fully Hosted	Single Sign-On (SSO)	Page-Level
The page(s) are designed to match client branding and provide a smooth user experience with a purposeful flow.	Authenticated users can be passed to Paymentus without the need for additional login.	Our Secure Tokenization Service integrates into the client portal/webpage for a seamless user experience.
API	**Hybrid**	**SDK**
APIs are available for all communication, bill presentment and payment capabilities.	Multiple models can be used to satisfy client preferences for user experience, PCI scope tolerance and IT engagement.	Clients can leverage our mobile SDK to create a safe and secure payment experience inside their iOS and Android apps.

Paymentus

We designed the Paymentus-hosted UIs with a focus on modern, simple navigation, compliant accessibility and minimal steps to complete a transaction. All while still meeting the expectations of today's consumer for choice. We incorporate client branding, fonts, colors and specialized fields to integrate seamlessly with your existing online presence.

Customer Portal (Registered)

The Customer Portal provides an array of self-service capabilities for payments, eBills, accounts and preference management. Customers can access their billing and payment histories, enroll in AutoPay, save payment methods to a wallet, signup for reminders, manage paperless settings, view and pay multiple accounts at once and so much more.
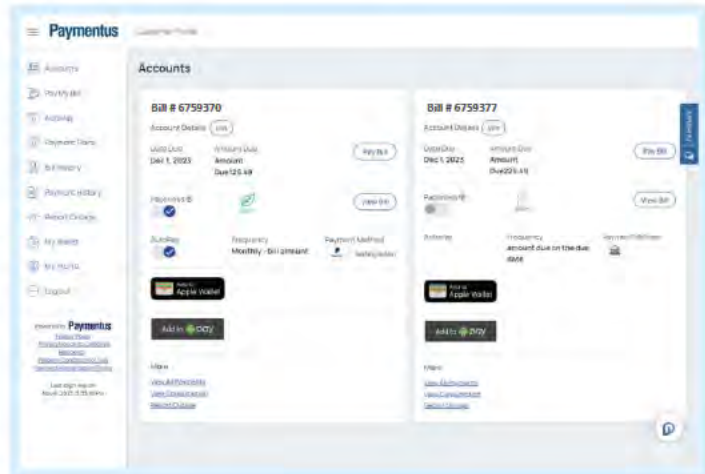
One-Time Pay (Unregistered)

Many customers simply come to your website to get their amount due and make a payment. Our guest experience allows customers to view and pay bills quickly without having to register an account or remember login details. In fact, customers can even click to remember their info so the next time they access the portal on the same device, their account and payment type are automatically populated. It's easy, straightforward and fast.
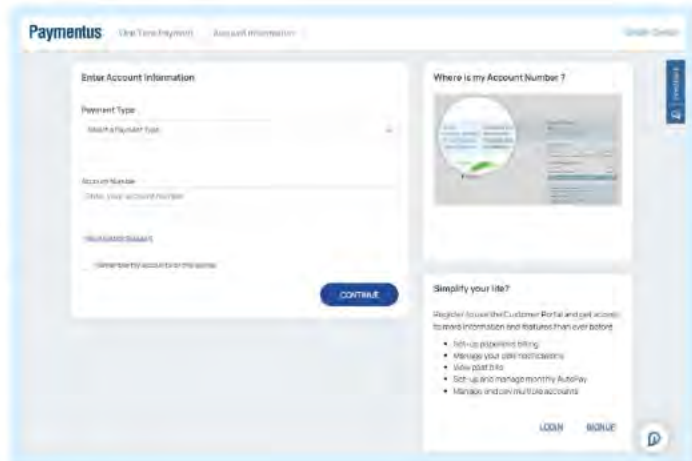
Customers can also make other types of payments that don't require authentication or lookup to an account. The payments are validated and reported according to the classifications you define for easy tracking.

AUTOPAY/RECURRING PAYMENTS

[Proprietary & Confidential]

Our easy-to-navigate AutoPay option allows customers to pay each billing period on a specific date and set variable or fixed payment amounts based on your business rules and payment options. Customers also appreciate the integrated notifications, including reminders and confirmations.

Paymentus manages all aspects including enrollment, de-enrollment, notifications, schedule changes, payment method changes, returned payments and payment method updates.

You benefit from improved collections, reductions in past-due and forgotten payments, less manual work and reconciled customer accounts earlier in the billing cycle. Additionally, clients who use AutoPay consistently see higher customer uptakes in paperless billing cost savings.
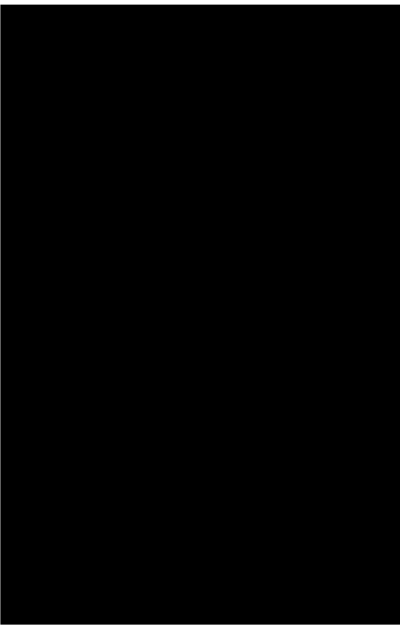
PAYMENT PLANS

[Proprietary & Confidential]
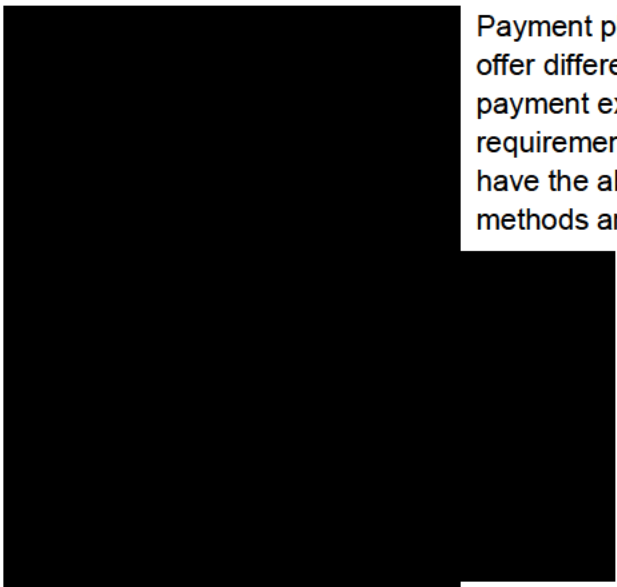
Payment plans are core to our system. Because clients offer different types of payment plans, the entire payment experience is configurable, based on your requirements and business rules. In all channels, we have the ability to present estimates, save payment methods and set up payment plans.

Options include: (1) Choose pay amount, (2) Choose frequency, (3) Choose pay amount and frequency and (4) Choose pay amount and payment dates.

MOBILE PAYMENTS

Paymentus provides an innovative experience for mobile engagement with an array of mobile options built on a single platform that will help you attract new users, speed payments, reduce costs and improve security.
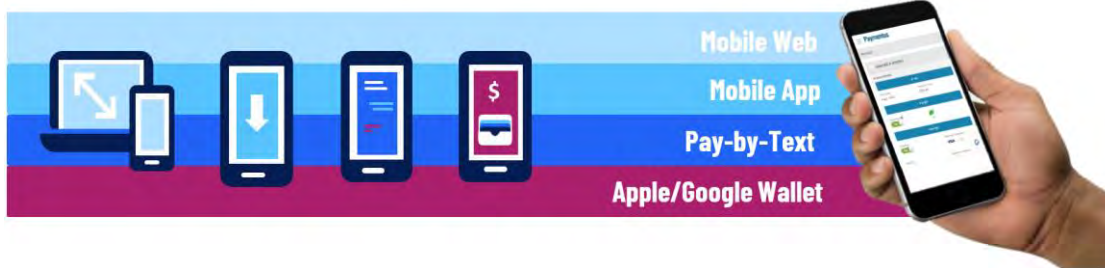
Mobile Web

No more pinching and zooming webpages that were built for PCs. Give your customers the simplicity of responsive mobile web pages that deliver the same in-browser experience on any size screen – laptop, tablet, or smartphone.

Mobile App

Implement payment capabilities within an existing app using our API or mobile software development kit (SDK). You can also take advantage of downloadable app that carries your brand and is available via the App store and Google Play. Moreover, the mobile app can also be equipped with a swipe capture device for use by field personnel to take card payments with end-to-end encryption.

Pay-by-Text

Communicate with customers via a text message. Customers can remit payment directly via text with a simple reply. No website to visit. No password to remember.

Apple/Google Wallet

Bill pay, presentment and notification capabilities are available through Apple and Android devices. Customers can enroll easily and have bills sent directly to their mobile wallet.

IVR PAYMENTS

The Paymentus IVR is highly configurable with customized greetings and voice prompts in English and Spanish. In less than two minutes, customers can pay their bill via a dedicated toll-free number with the option to "zero-out" or transfer automatically to a CSR should they need assistance.

We own our IVR technology and do not have to rely on a third party vendor for this mission critical channel. Our industry-leading 90+% success rate for completed payments can be attributed to investments in a simplified caller experience that balances security with usability.
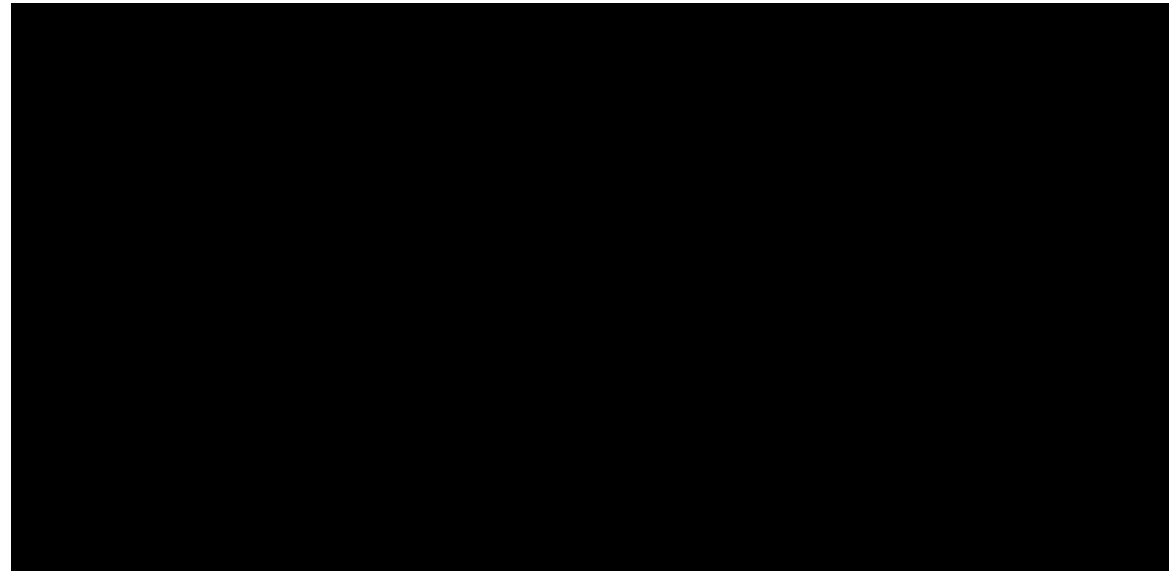
SECURE SERVICE® PAYMENTS

Secure Service is our patented technology for CSR-assisted payments. Payment details are captured securely in a Paymentus-hosted environment, so your staff and systems are completely removed from PCI exposure.

When it's time for the customer to provide payment details, the CSR engages the Secure Service IVR or sends the customer a text message with a unique link that gives them the ability to make the payment from their mobile phone. The secure environment and information carries over with no need for the customer to re-authenticate. As the customer enters payment details, the CSR is able to monitor progress to ensure payment success.

SMARTER PAYMENTS

Digital Wallets

More and more consumers are using digital wallet payment options because they are seen as more secure, simpler and more convenient. Paymentus, with our unique features, will help you take advantage of the positive correlation between choice and satisfaction – moving to more advanced payment methods.

Payment Methods

Our unwavering commitment to expanding and enhancing the payment options for your customers is a key consideration. With Paymentus, you can empower your customers with a wide array of payment methods.

Your customers will be delighted with the streamlined checkout experience and the freedom to choose their preferred method of payment from a multitude of options. With Paymentus, convenience is just a tap away.

Chatbot

Billing and account inquiries are a daily function of Customer Service departments, so we built a conversational bot that eases the burden of addressing common requests. Customers communicate with the bot to get answers to questions, receive account balances, make payments, schedule payments and view their bill details.

The Paymentus chatbot leverages our patented Secure Service® technology to offer full support while shielding your organization and staff from sensitive pay account information during the payment process. The chatbot also uses artificial intelligence and machine learning algorithms that continuously learn from transaction activity to improve every interaction's speed and quality, providing a personalized experience.

- Easy-to-use conversational chat
- Secure payments
- Support for common questions and tasks
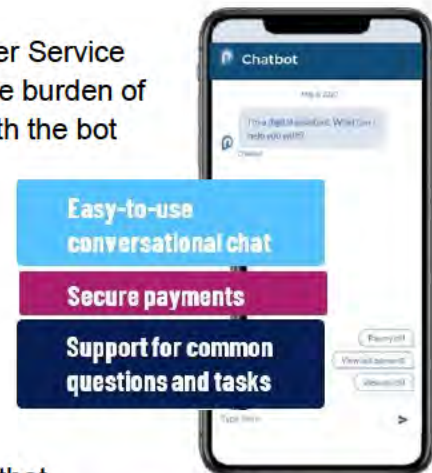
PayPal's New Super-App

With over 329 million active PayPal users in the U.S.., the Paymentus and PayPal partnership gives your customers a next-generation experience that's designed to drive electronic payment adoption.

With PayPal's Super-App, customers can access a simplified, secure and personalized experience to pay bills. Embedding bill pay capabilities within the most popular and widely used apps in the U.S. will allow you to more easily reach your customers.

Customers can see all their bills and payments in one place, receive notifications and alerts, and help them avoid late fees and penalties by paying and managing their bills better. Payments post in real time or via daily batch.

EBILL PRESENTMENT

Our suite of paperless services is designed to ease change-resistant customers into new bill delivery and pay methods. With multiple user-friendly options, you can drive paperless adoption rates, keep your customers happy, reduce calls to customer service, prevent missed payments and minimize delivery costs.

Online

Customers can use our self-service portal to manage paperless settings, view current or past billing statements, print or download bills, access payment history and make a payment or set up recurring payments.

Mobile

Savvy mobile users will find it fast and easy to go paperless with one of our four mobile paperless options, which includes app, browser, email, text and native mobile wallet apps.

Email

This proprietary "push" option allows customers to receive an email with a password-protected Smart PDF eBill attachment. The customer can view the bill summary and make a payment within the PDF. No envelopes to open or websites to visit. Just open the PDF and click to pay. Payments are handled with the same security and compliance guaranteed across our entire system.

IN-PERSON PAYMENTS

Over-the-Counter/Point of Sale

With the Paymentus Agent Dashboard, your representatives can accept in-person payments from your customers. Approved POS devices automatically populate card information directly into the payment UI. Payments are processed in real time, data is point-to-point encrypted and the customer has immediate payment confirmation.

Kiosk

Kiosks make it fast and easy for your walk-in customers to make unassisted payments – saving valuable time for your staff. Customers are guided through a few simple prompts to complete the payment on their own. Paymentus provides the user interface and payment processing platform that powers all of the functionality and reporting of the kiosk. We can interface with your existing or preferred kiosk manufacturer, or we can introduce you to our kiosk partners.

Walmart Bill Pay

We have partnered with Walmart to offer in-store bill pay via cash, debit or Ucards™ at 4,700 stores. Since 90% of Americans live within 10 miles of a Walmart, it's one of the most accessible options for customers. Customers simply provide their account number and the payments are posted in real time just as they are with self-service channels.

Scan-To-Pay

We have expanded our walk-in network to nearly 90,000 additional retailers through our Instant Payment Network®. Underbanked and cash-preferred customers can pay their bills in cash with a simple barcode scanner at popular retail locations. Customers select the cash option on web or mobile, then choose the retailer and select how they receive the barcode (text, email or print). When the customer arrives at the retail location, the cashier scans their barcode, accepts their cash and the payment is instantly deposited.

PayPal Digitized Cash

Customers can convert cash with a cashier at 90,000 retail locations and have it digitized and uploaded to their PayPal account to pay bills. Customers simply search for a location in the PayPal app, bring cash to a participating store, show the cashier the barcode and the money is added to their PayPal balance.

PAYOUTS/DIGITAL DISBURSEMENTS

Paymentus simplifies business-to-consumer payments, providing you with a low-cost, accurate and consistent way to deliver refunds and other types of payouts. Our solution gives you the ability to track activity in real time, perform automated reconciliation, reduce manual efforts and lower costs.

Our capabilities are configurable and include a dynamic workflow to support even complex payout scenarios. Each action taken is tracked and can be linked to the user and payee to assist with reconciliation, compliance adherence and fraud prevention.

66% Would stay loyal to business offering free instant options

23% How many more consumers had a choice in how they received payouts in 2021 than in 2020

— The State of Consumer Disbursements, a PYMNTS and Ingo Money Collaboration

AGENT DASHBOARD

The Agent Dashboard gives your team a single easy-to-use command center for monitoring and managing your services with role-based access control.

With direct online access to real-time billing and payment activity across channels, your CSRs and other authorized users can look up/research payments and perform a wide array of customer care and back-office tasks.
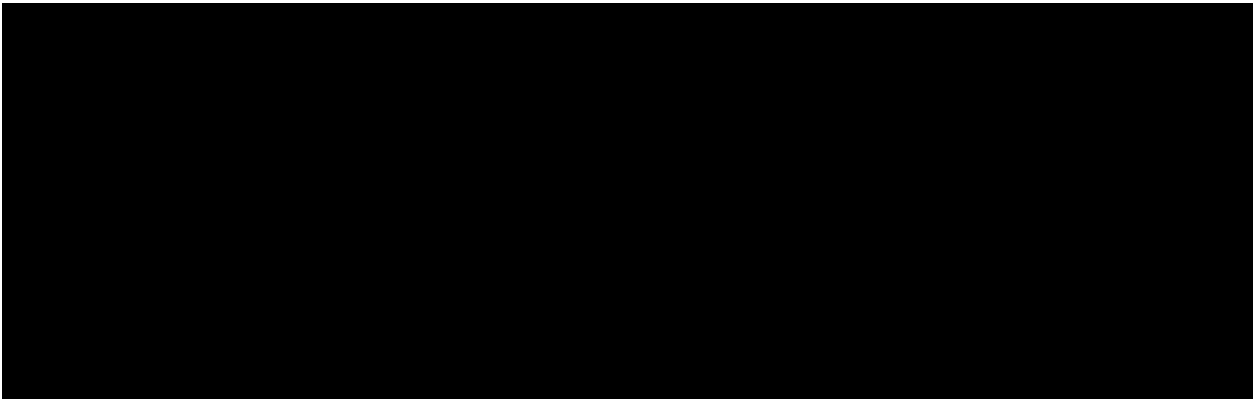
[Proprietary & Confidential]

The user interface provides comprehensive reporting and a dashboard view of the system, allowing users to visualize operational data and drilldown into details to make informed business decisions that improve productivity and boost adoption.
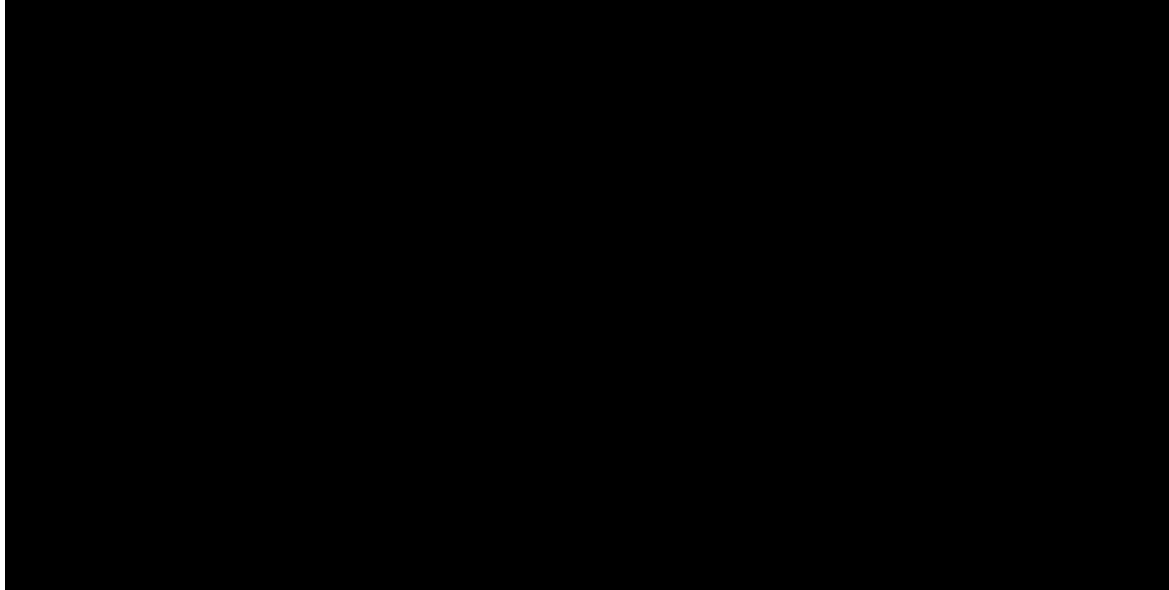
Reports are populated with data pulled in real time from Paymentus databases and show key data elements (e.g., account, channel, method, date, time, etc.). As standard protocol, we work with you to consolidate or segment information based on the customer type, pay method and any other classifications you define.

In addition to standard reporting, your staff has access to ad hoc query capabilities that allow the user to select the search criteria from the following fields: Confirmation number, Account number, Date range, Payment status, Dollar range, Payment method, Payment channel, Customer name, User ID, Email and other client-defined field(s).

ENTERPRISE COMMUNICATIONS MANAGER

Proactive notifications are the ultimate customer service tool. In fact, automated reminder programs have proven to reduce delinquencies by more than 50%. Through our Enterprise Communication Manager (ECM) tool, the Paymentus platform enables you to send customers important reminders by email, text or voice.

Our ECM tool offers a range of capabilities, from standard notifications and reminders to targeted campaign messages. The best part? It's all incredibly easy to use. Our intuitive interface allows you to target customers, choose the delivery method, set the delivery date and time and provide the content. This simplicity eliminates the need for paper communication or outbound calls, saving you time and money.

FORM(S) 6 FEE PROPOSAL

[Proprietary & Confidential]

FORM NO. 6A: "FEE SCHEDULE"

SCHEDULE OF HOURLY BILLING RATES FOR SERVICES

Assumptions
- Assumes an average payment of $100 for credit card payments. A maximum amount per payment is $3000.
- Assumes the City bills an average of 38,500 bills monthly.
- Outbound notifications estimated at 3,500 messages per month.

One Time Fees	
Setup	
Hardware/Software Costs	
Cost for customers to be able to turn on/off email bill reminders	
Integration Costs with CIS Infinity/Advanced Utility	
Ongoing Fees	
Annual Subscription/User Fees	
Annual Maintenance/Support Fees	
Gateway Fees/PCI Compliance Fee	
Chargebacks and returned checks	
Customer Notification Transaction Fees	
Outbound calls	
Email notifications	
eCheck Transaction Fees	(Absorbed)
One-time	(User Paid)
Recurring	(User Paid)

Non-Qualified Credit Card Transaction Fees (Web & IVR)			
Per Transaction Fees		Fixed Charges	
% of Charges	Fixed amount per transaction	One Time	Recurring

Qualified Credit Transaction Fees (Web & IVR)			
Per Transaction Fees		Fixed Charges	
% of Charges	Fixed amount per transaction	One Time	Recurring

[Proprietary & Confidential]

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.

TOTAL ONE TIME COST ████████████████████

Numeric

████████████████████

Use words, Dollars/Cents

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Paymentus Corporation	Peter Fanous
Company Name	Authorized Person (Print)
11605 N. Community House Rd, Ste 300	
Address	Signature
Charlotte, NC 28277	Senior Vice President, Mid Markets
City/State/Zip	Title
980-272-3788 980-237-3082	5/23/2024
Telephone # Fax #	Date
46-0523150	Corporation
Tax ID No.	Entity Type:
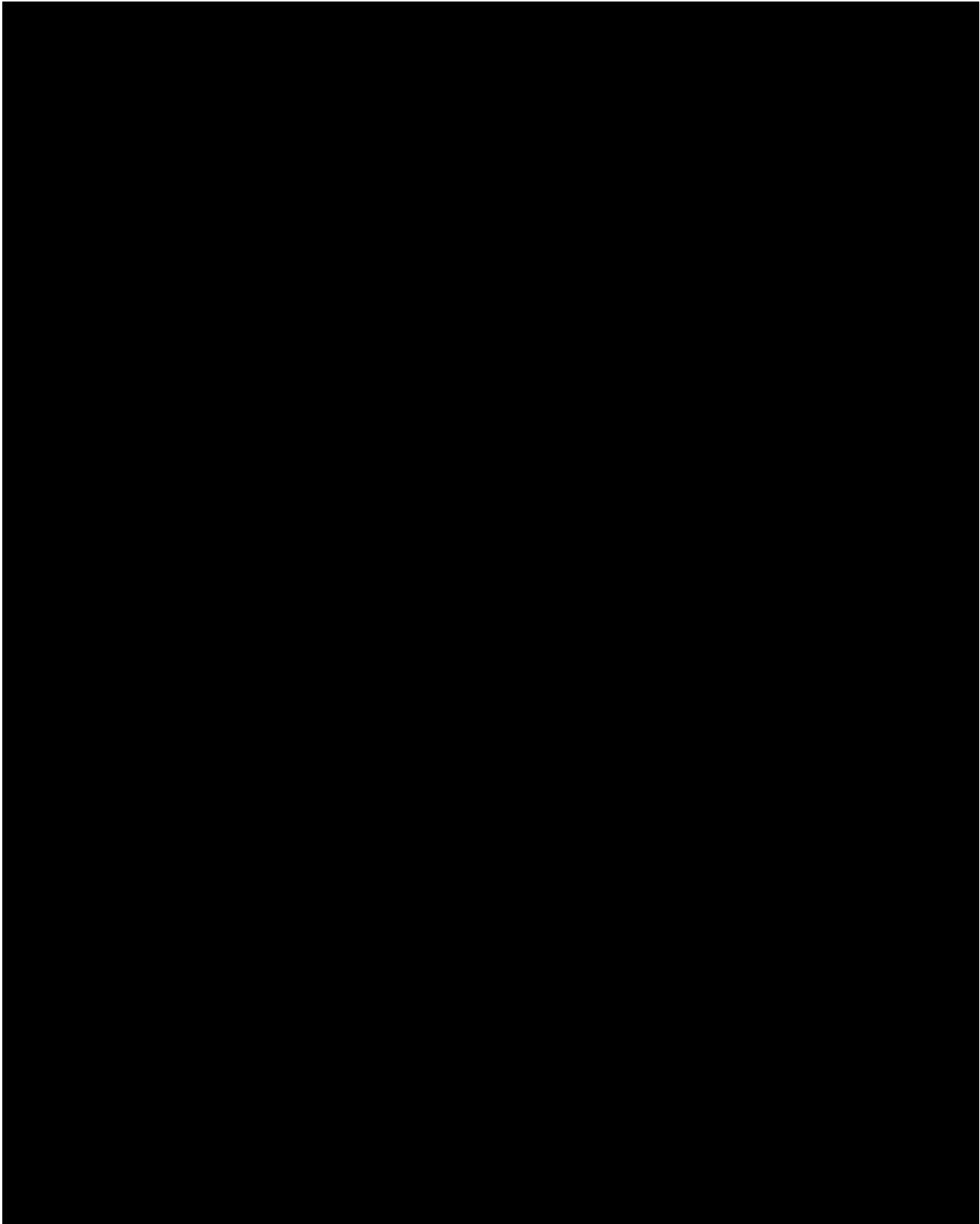
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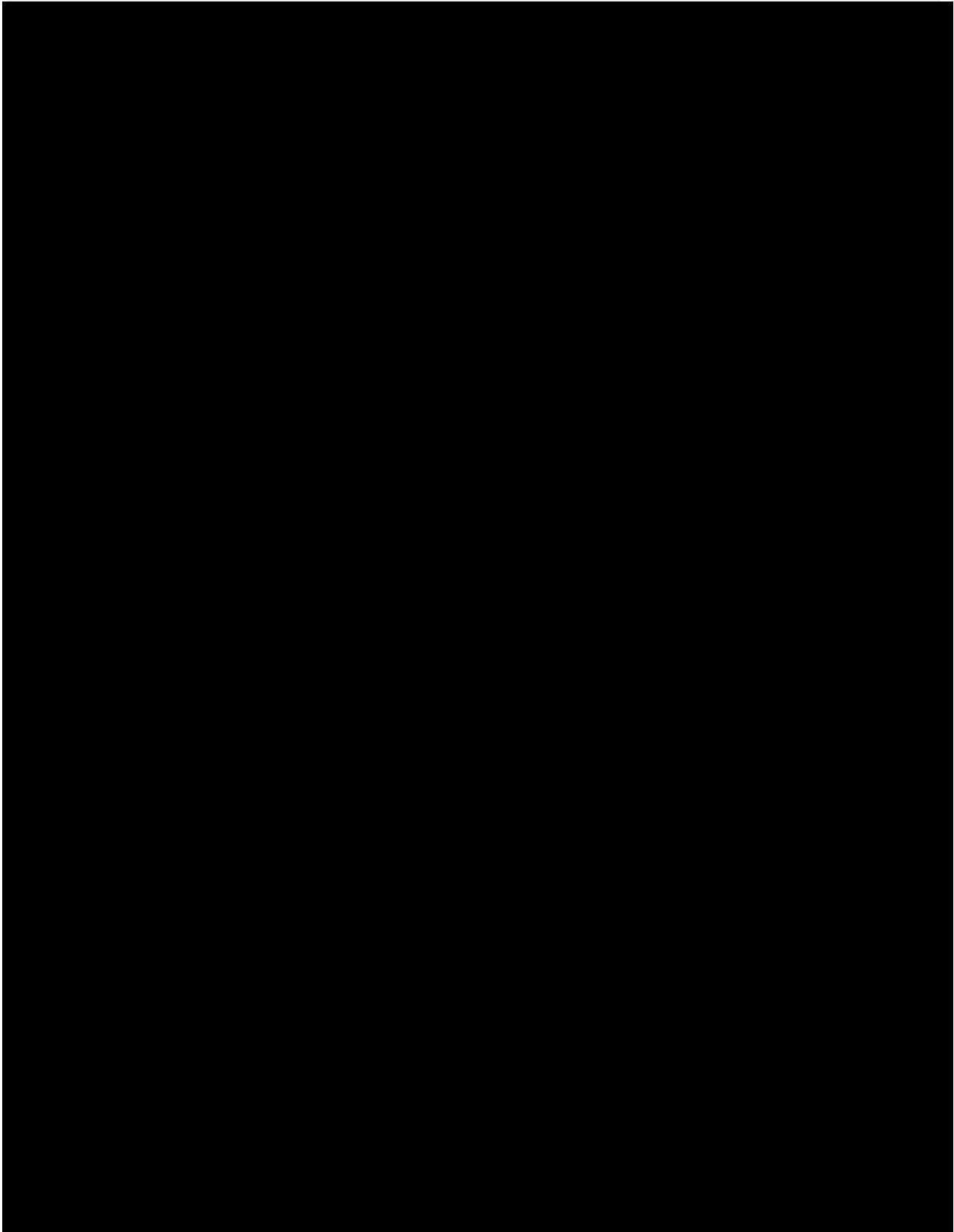
SCOPE OF SERVICES

General Requirements

4.1.1 System must be a fully hosted, in redundant data centers geographically separated by 100 miles, application service provider (ASP) infrastructure. All online, mobile, IVR, electronic billing payment processing, and notification system service components must be housed off site and not under the care or control of the City of Lee's Summit.

Paymentus Response

Comply. Paymentus is committed to providing 24/7, always-on operations. Our systems are redundant, fault-tolerant and constantly monitored and operated to deliver an unmatched level of performance. We've partnered with Amazon Web Services (AWS) to host our technology stack. Essential elements are backed up across multiple isolated locations known as availability zones and geographically separated across regions/data centers. Using availability zones and data replication, we can achieve extremely short recovery time and recovery point objectives, as well as the highest levels of service availability.

4.1.2 System must support real-time data exchange between the Advanced Utility Systems CIS Infinity application and Harris CityView application with the vendor's hosted service.

Paymentus Response

Comply. Paymentus has already fully integrated our services with the City's AUS Infinity CIS and Harris CityView application using APIs for real-time data exchange. All functions of the Paymentus solution are available via API, so even if the City changes your system(s) or integration strategy, we can continue supporting you with no interruption.

4.1.3 Customers must be able to access real-time balance and payment information by mobile, IVR and web. Payments must post back into the Advanced Utility Systems CIS Infinity database in real time as they occur.

Paymentus Response

Comply. Our direct integration with your systems allows Paymentus to deliver payment updates in real time to post payments to customer accounts with all of the required payment details so they see payments as they occur.

4.1.4 The service must be PCI-DSS v3.2 Level 1 compliant and certified. PCI compliance status must in effect throughout the term of the contract.

Paymentus Response

Comply. Paymentus is PCI DSS Level-1 compliant and certified, which is the highest level attainable.

Our in-house specialists constantly review our systems and processes to secure ongoing compliance with the latest requirements of the PCI DSS. We undergo annual PCI audits performed by a third-party Qualified Security Assessor (QSA).

4.1.5 The vendor should provide live 24/7/365 support by phone and email for payment issues.

Paymentus Response

Comply. Our Client Services Team is available 24/7/365 via telephone and email. Your Client Success Team is also available after-hours for emergency requests/issues.

4.1.6 Service will provide hosted interfaces that support the following credit card and eCheck payment processing functions: authorizations, charges, settlement, credits, refunds and voids, scheduled payments, credit card chargeback and ACH reject notifications.

Paymentus Response

Comply. Paymentus provides an all-in-one bill payment service that includes the technology (user interfaces, transmission and storage), gateway and authorization, processing, settlement, remittance, funding, reporting, refunds, voids, returns and standard notifications. We offer the broadest array of payment options, including one-time, recurring and scheduled payments via ACH/eCheck, credit cards, debit cards and digital wallets (i.e., PayPal, Venmo, Apple Pay, Google Pay, etc.).

4.1.7 Staff must be able to use a single web interface to search, view and report on all payment activity by payment type (e.g., card type, debit, eCheck) and payment method (e.g., IVR, mobile, POS, on-line). Staff must be able to search by account number, date range and confirmation number for all payment methods.

Paymentus Response

Comply. The Agent Dashboard from Paymentus is a powerful reporting and management tool, giving your staff online access to real-time billing and payment activity across channels. Your CSRs and other authorized users have the ability to lookup payments and perform a broad array of customer care and back-office tasks. Your staff can search all payment transactions using any of the following criteria: user ID, confirmation number, payment type, account number, email, pay channel, payment amount range, payment date range, payment method, payment status and other City-defined fields.

4.1.8 Service must allow staff to create reports and export to Excel and/or PDF for daily, monthly, or date range of payment activity.

Paymentus Response

Comply. The Paymentus platform provides a comprehensive suite of reports populated with data pulled in real time from Paymentus databases. Authorized City can run summary- and transaction-level reports on demand or schedule reports to run at defined intervals. Report detail can be exported via CSV for further analysis and customization in Excel or another data management tool.

4.1.9 Vendor must provide an automated nightly batch for all payments with a single reconciliation process for all payment methods and channels.

Paymentus Response

Comply. Paymentus provides an industry-leading automated process for simple and accurate reconciliation, including the number of payments and correct dollars processed. Our automated processes simplify end-of-day payment reconciliation efforts with an end-of-day remittance file(s) and settlement process for ALL pay types and channels with reporting and deposits that match to the penny. Any data points that need to be present in the A/R file can be included; there are no limitations.

4.1.10 The Service must accept Visa, MasterCard, Discover, and AMEX payments and support AVS and CVV2 collection.

Paymentus Response

Comply. The Paymentus platform accepts Visa, Mastercard, Discover and American Express, incorporating AVS and CVV2 for validation and lower processing costs.

4.1.11 All updates, upgrades, and enhancements for the payment and notification Service must be performed by the vendor remotely without any additional costs to the City.

Paymentus Response

Comply. All platform maintenance, regular product updates and upgrades/enhancements are included at no additional cost. We deploy new releases every four to five weeks with release notes identifying the changes included in the release. Deployments are automated so that the process of adding new features is simple and effective. All new feature releases are available in a client test environment and are only pushed to production when successfully tested and approved by the client.

4.1.12 Merchant services for processing must allow the City of Lee's Summit to continue to use their current banking relationships for deposit accounts.

Paymentus Response

Comply. Paymentus coordinates with our clients to choose the best merchant services provider based on their industry, funding needs, payment methods, etc. Daily funds are submitted to the City's bank account(s) the next banking day at the financial institution of your choice.

4.1.13 Service must be able to support charging or not charging convenience fees through all payment channels.

Paymentus Response

Comply. We are very flexible in how the transaction fees are structured. Pricing is based on a per-transaction model with fees that can be absorbed by the City or passed to the customer as a convenience fee. This can include different fee models based on the channel, customer type or other categorizations as defined by your business needs.

4.1.14 Service must support establishment of minimum and maximum payment amounts.

Paymentus Response

Comply. Minimum and maximum pay amounts are part of the standard configuration options within our platform at the global level, the channel, account or payment method.

On-line Portal for CIS
3.2.1 On-line payment solution and portal is hosted by Vendor. Customer accesses portal from the City's web site or by an email bill notification and is taken to Vendor's secure web site which is branded as the City of Lee's Summit.

Paymentus Response

Comply. We support this approach for the City today. Paymentus provides a fully hosted portal or can support page-level or API integration should your needs change in the future.

3.2.2 Registration of new customers must be by email address and password and customer must receive an email confirmation to complete the registration process. Customers must be registered an on-line account to have access to more advanced features and make payments.

Paymentus Response

Comply. The Customer Portal supports a registered user experience that allows customers to login to gain access to a broad array of self-service capabilities, including the ability to make payments, setup AutoPay, view past bills and payments, manage preferences, opt-in for paperless billing and more.

3.2.3 The Service must allow customers to be able to make one-time payments without registering an on-line account.

Paymentus Response

Comply. Paymentus offers a One-Time Payment (guest) user experience that does not require pre-registration or a login and provides a way for your customers to make a one-time payment quickly and easily. Users are authenticated using data provided by City (via file or web services connection) to ensure payments are posted to the correct account.

3.2.4 City staff must be able to configure a minimum and maximum payment amount.

Paymentus Response

Comply. The ability to define a minimum and maximum pay amount as well as set payment velocities is part of the standard configuration options within our platform. These limits are configurable at the global level, the channel or down to the individual account or payment method.

Registered CIS Infinity Customers
3.2.5.1 Must be able to view 16 months of payment history and consumption history; 16 months of payment and consumption history will be available at Service "Go Live".

Paymentus Response

Comply. Paymentus will provide online access to 16-months of payment history – all channels and methods. We can also incorporate consumption graphs/dashboards as part of the user interface.

3.2.5.2 Must be able to view PDFs of past billing statements; 16 months of billing statements will be available at the time of Service "Go Live", if selected.

Paymentus Response
Comply. Paymentus will provide online access to 16-months of billing statement history.

3.2.5.3 Must be able to pay multiple utility accounts with a single payment. The service must support the use of single sign-on when customers sign-in to multiple accounts.

Paymentus Response
Comply. The customer experience allows for the presentment of billing data for multiple accounts and the ability to pay multiple bills/accounts in a single transaction flow. Each transaction is billed separately even though they are processed in a single flow. Customers simply choose, by clicking the checkbox, which of the bills/accounts linked to their profile that they want to view and pay.

Paymentus provides single sign-on (SSO) into the Customer Portal and Agent Dashboard.

3.2.5.4 Must be able to securely save credit card and bank account information for future use on the portal.

Paymentus Response
Comply. To ease the payment process, customers (and CSRs if you allow) have the ability to save payment methods to the secure Paymentus electronic wallet (eWallet). Saved payment methods can then be used for one-time and recurring payments in any channel. All payer financial and payment information is kept secure within our PCI-certified platform, using encryption and tokenization so that payment numbers are never captured or stored in City systems or City-accessible databases.

3.2.5.5 Must be able to set up automatic recurring payments ("auto pay") by credit card or ACH. Customers signed up for auto pay will receive an email notice of pending payment.

Paymentus Response
Comply. Our AutoPay (recurring payment) solution is highly configurable to meet your needs and allows your customers to setup worry-free automatic payments quickly and easily. Your customers choose the frequency and method of payment from the available options that you define. The amount due is updated automatically each billing period using information provided by the City. Customers receive notification of upcoming/pending payments delivered via email or text depending on the customer's preference.

3.2.5.6 Must be able to turn on / turn off email bill reminders; email bill reminders must contain a link to the online portal.

Paymentus Response
Comply. The Paymentus platform sends new bill notifications to customers via email or text with links back to your portal to view and pay the bill. Customers can choose which messages they want to receive and how they want to receive them (i.e., email, text or IVR call).

3.2.5.7 Must be able to use the web service to opt in or out of paper billing.

Paymentus Response
Comply. The Customer Portal allows your customers to opt-in and out of paperless billing whenever they choose. We provide paperless enrollment and de-enrollment updates to the City and/or directly to your print vendor. The print vendor can use this information to suppress paper for those customers who choose paperless or add the account back into the print/mail process for those who choose paper. We provide this information in any format and with any frequency requested, without requiring action by City staff.

3.2.5.8 Upon a successful payment, customers must be taken to a confirmation page with a confirmation number and a print screen button. The customer must also receive a confirmation email.

Paymentus Response

Comply. The payment confirmation screen enables customers to print a payment receipt and receive a copy via email or text.

3.2.5.9 Service must support making payments that are more or less than the account balance.

Paymentus Response

Comply. Our solution allows the customer to make a payment that is different (greater than/less than) than the amount due. The options available to the customer are defined based on the City's specific business rules, set at a system- or account-level.

3.2.5.10 Service must not allow a customer to make a duplicate payment from same credit card.

Comply. Our platform alerts the customer of a potential duplicate payment before a transaction is completed. Using business rules configuration options, duplicate payments from the same credit card can be prevented.

3.2.5.11 Service must provide a web payment interface formatted for mobile devices.

Comply. Our responsive design optimizes the web experience for smartphones and tablets, providing an ideal viewing experience with minimum resizing, panning and scrolling. We also offer API and SDK for enabling billing and payment functionality with an existing app as well a ready-made app that can be branded especially for the City and made available to your customers via the App Store and Google Play.

3.2.6 The service must be able to be placed into a maintenance mode when the service is off-line

Comply. The Paymentus Agent Dashboard gives your staff the ability to control when to place the Paymentus solution in maintenance mode when the City's system(s) are unavailable.

On-line Portal for CityView

3.3.1 Service must be able to support a web-based administrative interface to process a la carte system for the payment of permits and other development related fees.

Comply. Our platform works in coordination with CityView to allow customers to pick and choose what they will pay from the available permits, development fees, etc.

3.3.2 Service must be able to be configured to support CityView Shopping Cart feature for payment of multiple items with a single payment

Comply. Paymentus provides shopping cart functionality that allows the presentment of data for multiple charges/departments in a single transaction flow. This allows data to be ingested and passed to/from multiple systems, while supporting complex business logic for funds allocation.

3.3.3 Service must be able to be configured restriction of payment types.

Comply. Our highly-configurable platform was designed with flexibility in mind so that every client can define limitations and the ability to allow/disallow based on their specific business rules.

3.3.4 Upon a successful payment, customers must be taken to a confirmation page with a confirmation number and a print screen button. The customer must also receive a confirmation email.

Comply. The payment confirmation screen enables customers to print a payment receipt as well as receive a copy via email or text.

3.3.5 Service must not allow for the partial payment or over-payment of amounts submitted.

Comply. Your business rules can be set to not allow customers to make partial payments or ay more than the due amount. The pay amount field can be fixed and not allow changes.

3.3.6 Service may be configured to allow a customer to make a duplicate payment from same credit card.

Comply. Our platform alerts the customer of a potential duplicate payment prior to the completion of a transaction. If the customer is intentionally making a second or subsequent payment, they can select *Continue* to override the warning and proceed with the payment.

3.3.7 Service must provide a web payment interface formatted for mobile devices.

Comply. Our responsive design optimizes the web experience for smartphones and tablets, providing an ideal viewing experience with a minimum of resizing, panning and scrolling. We also offer API and SDK for enabling billing and payment functionality with an existing app as well as a ready-made app that can be branded especially for the City and made available to your customers via the App Store and Google Play.

3.3.8 The service must be able to be placed into a maintenance mode when the service is off-line.

Comply. The Paymentus Agent Dashboard gives your staff the ability to control when to place the Paymentus solution in maintenance mode when the City's system(s) are unavailable.

Interactive Voice Response (IVR)
3.4.1 The IVR Service must be fully hosted by the Vendor and provide a web-based administrative interface.

Comply. Unlike many providers, the Paymentus platform is built on a single code base. This includes our fully hosted IVR payment channel, which is designed to fit seamlessly into your existing processes. Our purposeful design approach supports voice prompts with different languages, including English and Spanish.

We provide full transparency to IVR performance and the ability to make prompt and sequence adjustments based on throughput using our web-based admin portal, the Agent Dashboard.

3.4.2 The IVR must be able to play a courtesy message when the IVR off-line for maintenance

Comply. While we typically don't need to take the IVR offline for routine maintenance, if the IVR is ever taken down for any reason, we will play a courtesy message for callers.

3.4.3 The IVR must be configured with call flows that include professionally recorded voice prompts for customers to access their CIS account.

Comply. The Paymentus IVR is highly configurable and adaptable to meet client needs for script, flows and the functionality that can be offered. The professional voice talent options we have carefully chosen are included as part of our standard offering.

3.4.4 The Service must allow customers to be able to make one-time payments

Comply. The IVR provides a simple and effective means for customers to make one-time payments.

3.4.5 Service must support making payments that are more or less than the account balance.

Comply. If your business rules allow, customers have the option to pay more or less than the amount due.

Outbound Customer Notifications
3.5.1 The service must allow City staff to create and manage outbound call and email campaigns.

Comply. In addition to standard alerts, Paymentus offers more robust customer messaging capabilities through our Enterprise Communications Manager (ECM) tool. This powerful tool gives the City the ability to create and send messages/campaigns to customers. The process of assigning the targets, determining the delivery method, defining the date and time for delivery and providing the content is simple. Whether notifying customers about a service issue, promoting new products/services or encouraging late payers to sign up for AutoPay, you can send messages via email, text, IVR or in-session with information shared in the message area as part of the customer's online session.

3.5.2 Service must allow City staff to be able to create custom message content for all outbound notifications via call or e-mail.

Comply. Notifications can be configured to City specifications (wording and branding) and include dynamic content. Our ECM Tool provides the option for free form content or dropdown of approved messaging. This includes the ability to create/customized email templates, publish templates, create or change the color theme and add logos, images and hyperlinks.

3.5.3 Service must support the ability to include professionally recorded voice prompts.

Comply. Outbound calls can use your chosen voice talent and provide via wav file or, for speech-to-text, the voice talent options we have chosen.

3.5.4 Staff must be able to store and categorize notifications for future use.

Comply. Notifications and campaigns can be stored and reused as needed.

3.5.5 Staff must be able to utilize ad-hoc contact lists for immediate notification.

Comply. Our platform provides the ability to target customers based on the criteria you define or upload a contact list that you have created.

3.5.6 The message content must be able to contain dynamic information specific to the call or e-mail recipient (e.g., street address, amount due)?

Comply. Messages can include data fields that are populated with up-to-date data fields relevant to the message.

3.5.7 Notifications must be able to be scheduled to run at a specific time.

Comply. Notifications can be scheduled to be sent at a specific time.

3.5.8 Notifications must be able to be scheduled for a specific window of time.

Comply. Notifications can be scheduled to be sent during a specific window of time.

3.5.9 Notifications must be able to be prioritized if multiple jobs are running at the same time.

Comply. Messages can be prioritized if multiple campaigns are running at the same time. It's important to note that messages do not use the same "rails" as other data exchanges between the City and Paymentus, so there is no concern about delays or the need to prioritize payment updates or customer authentication over outbound messages.

3.5.10 The Service must provide a report of the final disposition of each call attempt. Service must report number of call attempts and call duration. Service must allow report data to be exported to Excel (e.g. CSV).

Comply. Comprehensive reporting for ECM messages/campaigns is available via the Agent Dashboard.

3.5.11 Staff must be able to set the number of retry attempts for calls that are either not answered or go to voice mail.

Comply. The number of call attempts however is configurable to client requirements. Please note that voice mail answers are classified as an answer.

3.5.12 Service must offer accurate voice mail / answering machine detection.

Currently, the Paymentus platform considers machine answered calls successful. Development is required to differentiate machine vs human answered.

3.5.13 Service must support both Text-to-Speech and recorded voice files.

Comply. Text-to-Speech and upload of wave files is available within the Paymentus ECM tool in the Agent Dashboard.

3.5.14 Service must support a minimum of 12 concurrent outbound phone calls for day-to-day use.

Comply. The Paymentus solution easily meets this minimum volume.

3.5.15 Ability to provide outbound calls for emergency situations (boil orders, water restrictions, etc.) reaching customers in minimal time

Comply. Our ECM tool allows client to create the message types they need to communicate with customers. How quickly messages can be created/uploaded and sent varies depending on the specifics of the campaign.

3.5.16 Service must integrate with the inbound IVR system by allowing call recipients to Press "2" to enter the IVR system to make a payment by credit card or check.

Comply. The call can be automatically transferred to our hosted IVR so the customer can make a payment.

3.5.17 Service must allow call recipients to transfer to customer service during office hours.

Comply. The call can be automatically transferred to the City's call center/designated office during office hours.

3.5.18 Ability for system to provide acknowledgement upon completion of outbound notifications.

Comply. Reporting is provided to show the messages sent and their status.

Bilingual Services

3.6.1 IVR must utilize both English-language text-to-speech and Spanish-language text-to-speech engines for any non-recorded read back.

Comply. The Paymentus platform supports English and Spanish as part of our standard offering. Additional languages can also be supported as needed.

3.6.2 Web interface should be provided in both English and Spanish-language versions.

Comply. The web/mobile interface is available in both English and Spanish.

3.6.3 IVR must be provided in both English-language and Spanish-language call flows.
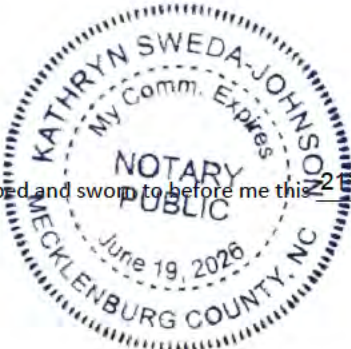
Comply. The Paymentus IVR is available in both English and Spanish.
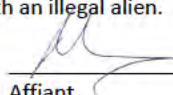
Authorization Affidavit AND the electronic signature page from the E-Verify program.
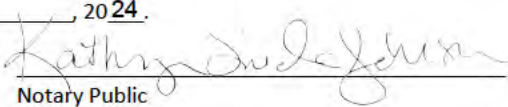
CITY OF LEE'S SUMMIT, MISSOURI
WORK AUTHORIZATION AFFIDAVIT PURSUANT TO SECTION 285.530, RSMo
(FOR ALL BIDS FOR SERVICES IN EXCESS OF $5,000.00)
Effective 1/1/2009

County of __Mecklenburg__)

State of __North Carolina__)   ) ss.

My name is __Peter Fanous__. I am an authorized agent of __Paymentus Corporation__ ("Bidder"). Bidder is enrolled and participates in a federal work authorization program for all employees working in connection with services provided to the City of Lee's Summit, Missouri. Bidder does not knowingly employ any person who is an unauthorized alien in connection with the services being provided. Bidder shall not knowingly employ or contract with an illegal alien to perform work for the City of Lee's Summit, Missouri or enter into a contract with a subbidder that knowingly employs or contracts with an illegal alien.

_____
Affiant

Peter Fanous
Printed Name

Subscribed and sworn to before me this 21st day of __May__, 20__24__.

_____
Notary Public

SEAL

[Notary seal: KATHRYN SWEDA-JOHNSON, NOTARY PUBLIC, My Comm. Expires June 19, 2026, MECKLENBURG COUNTY, NC]

15.17 <u>Conflicting Terms</u>. In the event of any inconsistency, conflict or ambiguity among the terms of this Agreement, the Scope of Work, any City-approved Purchase Order or Work Order, the Fee Proposal, the RFP and the Contractor's Proposal, the documents shall govern in the order listed herein.

Notwithstanding the foregoing, unauthorized exceptions, conditions, limitations or provisions in conflict with the terms of this Agreement (collectively, the "Unauthorized Conditions"), other than the City's project-specific quantities, configurations or delivery dates, are expressly declared void and shall be of no force and effect. Acceptance by the City of any invoice containing any such Unauthorized Conditions or failure to demand full compliance with the terms and conditions set forth in this Agreement shall not alter or relieve Contractor from, nor be construed or deemed a waiver of, its requirements and obligations in the performance of this Agreement. If the Agreement is renewed pursuant to Section 1 above and such renewal includes any conflicting terms, other than price, those terms will be null and void unless amended as set forth in this Agreement.

15.18 <u>Non-Exclusive Agreement</u>. This Agreement is entered into with the understanding and agreement that it is for the sole convenience of the City. The City reserves the right to obtain like goods and services from another source when necessary.
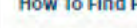
15.19 <u>Prevailing Wages</u>. Pursuant to RSMo. § 290.230.5, if this Agreement exceeds seventy-five thousand dollars ($75,000.00) and involves construction of public works, Contractor shall all its workers the prevailing hourly rate of wages for work of a similar character in Lee's Summit. If there is a dispute whether this Agreement is subject to prevailing wages as required by RSMo. § 290.210, et. seq., the City's determination shall control.

15.20 <u>Cooperative Purchasing</u>. Contractor, by submitting a proposal to the RFP, acknowledges that other specific eligible political subdivisions and nonprofit institutions ("Eligible Procurement Unit(s)") are permitted to utilize procurement agreements developed by the City, at their discretion and with the agreement of the awarded Contractor. Contractor may, at its sole discretion, accept orders from Eligible Procurement Unit(s) for the

E-VERIFY

Contact us:

Themis Rubio
Client Success Manager
980- 981-4227
trubio@paymentus.com

Paymentus

Powering the Next Generation of Electronic Bill Payments™