

CITY COUNCIL REGULAR SESSION

Resolution authorizing the execution of a Purchase Order for two (2) years with Point and Pay, LLC for services that allow City customers access to their Bill Presentment solution and the ability to pay their outstanding Development Services invoices, with the option for the City to renew, in an amount not to exceed \$360,000, plus all applicable taxes. The Purchase Order shall be substantially in the form of the Purchase Order in the Council Library.

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Development Services Department

EXECUTIVE SUMMARY

One of the Development Services Department's major goals is to continuously enhance the customers' experiences, and continued investment and use of technology plays a major role in the evolving online and paperless service delivery model. The Point and Pay solution will help advance the Department's customer service through the introduction of functionality that fosters paperless and contactless invoicing with 24/7 payment processing options. In addition, it will reduce the number of trips our customers will have to make to City Hall and the post office to make and send in their payments.

RECOMMENDATION

Move to adopt Resolution No. 9928.

BACKGROUND/ANALYSIS

The City's current payment solution has been in production since 2004 and is outdated. It lacks many of the online functionality that our customers are requesting such as payment alerts, device agnostic payment processing, reminders, and notifications. We are using a piggybacking contractual approach through the Cooperative Purchasing Agreement the City of Bellevue has with King County, piggybacking on the contract they have with Point and Pay, LLC.

The chosen solution offers City customers many modern-day payment options and billing functionality, and also satisfies the technology solutions strategies that are outlined in our ITD Technology Strategic document. Customers will be able to access the solution 24/7 from anywhere in the world with an internet connection. It can be configured to process payments in real time and is compatible with most of the current integration tools and methods, which will bring about a higher degree of automation than what is available with our current solution.

POLICY & FISCAL IMPACTS

Policy Impact

Bellevue City Code 4.28.010 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award the bid where the cost exceeds \$90,000. Bellevue City Code 4.28.150 allows for cooperative purchasing.

Fiscal Impact

This action obligates the City in an amount not to exceed \$360,000, plus all applicable taxes. Funding for the Invoicing and Billing solution is provided for in the 2021-2022 budget and is supported by development fees.

OPTIONS

1. Adopt the Resolution authorizing the execution of a Purchase Order for two (2) years with Point and Pay, LLC for services that allow City customers access to their Bill Presentment solution and the ability to pay their outstanding Development Services invoices, with the option for the City to renew, in an amount not to exceed \$360,000, plus all applicable taxes. The Purchase Order shall be substantially in the form of the Purchase Order in the Council Library.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

- A. King County Point and Pay Contract PP 5899650
 - B. Scope of Work
 - C. Subscription Fees
 - D. Insurance Requirements
- Proposed Resolution No. 9928

AVAILABLE IN COUNCIL LIBRARY

Draft Purchase Order in substantial form between Point and Pay, LLC and City of Bellevue