



This meeting will be held in person, but you may attend virtually; see the instructions on page 2.

AGENDA

(REVISED)

11:30 a.m. LUNCH

11:45 a.m. STUDY SESSION – Source Water Protection (Water Resources & Customer Service Manager Julie Smitherman)

12:15 p.m. BOARD MEETING

1. Roll Call

2. Pledge of Allegiance

3. Comments from the Audience

Comments will be limited to 4 minutes per individual, group, or organization; please state your name and organization (if applicable) when prompted.

4. Approval or Correction of the Minutes of the Last Regular Meeting of January 3, 2024

5. Resolution No. 1920, Awarding and Authorizing the General Manager to Execute a Contract Amendment in the Amount \$75,000 and Set the Not-to-Exceed Contract Amount to \$703,000 and Extend the Contract Date to June 1, 2024, with Invoice Cloud

6. Leadership Team Reports

Leadership Team staff will be present and may provide information: Engineering Manager Brian Runyen, Water Operations Manager Dan Perkins, Finance Manager Beau Belikoff, Information Technology Manager Kris Stitt, Human Resources Manager Tanya Haakinson, Water Resources & Customer Service Manager Julie Smitherman, and General Manager Brad Taylor.

7. Propositions and Remarks from the Commissioners

8. Adjourn

DATES TO REMEMBER*					
DATE	DAY	TYPE OF MEETING	STUDY SESSION TIME & TOPIC	REGULAR MEETING	LOCATION
2/7/24	Wed	Board Meeting	Water Efficiency	12:15 p.m.	Prescott Room, Police Dept
2/21/24	Wed	Board Meeting	Main Website	12:15 p.m.	Prescott Room, Police Dept
03/6/24	Wed	Board Meeting	Capital Budget 2024/25	12:15 p.m.	Prescott Room, Police Dept
03/20/24	Wed	Board Meeting	Capital Budget 2024/25	12:15 p.m.	Prescott Room, Police Dept

*Meeting dates, times, and locations are subject to change.

INSTRUCTIONS FOR ATTENDING THIS MEETING VIRTUALLY



To join by computer, click the following link:

https://us02web.zoom.us/webinar/register/WN_-G19bTdXQsC643yR_logzw

Meeting passcode: 325138



To join by phone, call:

(669) 900-6833

Meeting ID Number: 837 4294 0872 Meeting passcode: 325138

Memorandum

TO: Commissioners Michael Smith, John Dailey, Jason Anderson, Bob Strosser, and David Wright
FROM: Kris Stitt, Information Technology Manager
DATE: Wednesday, January 17, 2024
SUBJECT: Revised Item 5.0 - Amendment #2 to Resolution 1653, Invoice Cloud
OBJECTIVE: Board Approval

Revision 1 - 1/16/2024

The original memo had a request to add an additional \$60,000 to the current contract with Invoice Cloud. This amount did not account for the December billings from Invoice Cloud and would not have provided enough funding to carry through the remainder of the Paymentus implementation. The requested amount has been increased to \$75,000 for a total of \$703,000. No other changes were made to the original memo.

Issue

Medford Water is in the process of switching to a new electronic payment provider, Paymentus, and is anticipating we will go-live with the new solution in about 4 months. This switchover has taken more time than anticipated and we are now up against the \$628,000 contract limits and have exceeded the contract end date of October 2023 with our existing payment processor Invoice Cloud.

We are requesting approval to add \$75,000 to the existing contract with Invoice Cloud and extend the contract period to June 1, 2024, to cover the costs needed to complete the switchover to Paymentus.

Discussion

A contract to process electronic payments was awarded on October 4th, 2017, to Invoice Cloud by board resolution 1653. This contract allowed for up to two 3-year contract terms but did not specify a dollar amount limit. Resolution 1856 was approved by the board on January 18th, 2023, to set a contract limit of \$628,000 with Invoice Cloud.

The contract with Invoice Cloud expired in October of 2023 and we have been continuing with Invoice Cloud on a month-to-month basis.

Last year Medford Water spent time evaluating electronic payment providers and recommended that we switch to Paymentus. The contract with Paymentus was awarded by Resolution 1905 on September 6, 2023.

Medford Water has been working with Paymentus to implement the new payment solution. This implementation requires integration with our billing system and VXSmart, our upcoming customer service website replacement. This has taken longer than anticipated and we will need to continue to utilize Invoice Cloud to process payments until we are ready to go live with the new system.

Much of the implementation work with Paymentus has been completed and we are planning on initiating a communications plan with our customers to prepare them for the upcoming changes to our website and how they make electronic payments. We are anticipating that we will need about 3 to 4 months to complete the communications plan and wrap up testing of the new system.

We are requesting approval to extend the contract with Invoice Cloud by an additional \$75,000 as well as allowing Medford Water to continue with Invoice Cloud on a month-by-month basis until June 1, 2024. This should allow for enough funding and time to continue with Invoice Cloud until we are able to transition over to our new payment processor.

Financial Impact

Medford Water is estimating that we will save about \$43,639 per year once we are fully migrated to the Paymentus platform. Since we are pushing the go live date out by about 4 months, we are delaying about \$14,546 in savings that we would have seen sooner had we not been delayed.

Medford Water currently spends about \$12,000 per month with Invoice Cloud to process payments. Adding an additional \$75,000 to the existing contract would allow for about 5 months of additional service.

The current contract with Invoice Cloud has a maximum dollar amount of \$628,000 and we are requesting that we add an additional \$75,000 to this limit bringing the total dollar amount to \$703,000. We do not anticipate that we will require the entire amount requested but the amount would give some extra headroom in case we run into any additional delays during the final stretch of the implementation.

Requested Board Action

Staff recommends amending resolution 1653 to increase the not to exceed amount to \$703,000 and extend the contract date to June 1, 2024, to cover the remaining costs of the contract with Invoice Cloud while we implement a new electronic payment solution.

RESOLUTION NO. 1920

A RESOLUTION Awarding and Authorizing the General Manager to Execute a Contract Amendment in the Amount \$75,000.00 and Set the Not-to-Exceed Contract Amount to \$703,000.00 and Extend the Contract Date to June 1, 2024, with Invoice Cloud.

WHEREAS, the original resolution 1653 established a contract with Invoice Cloud to process electronic payments for a maximum of two 3-year terms; and

WHEREAS, the original resolution was amended by resolution 1856 to establish a contract limit of \$628,000.00; and

WHEREAS, Medford Water is in the process of implementing a new payment processor and will need to continue to utilize services from Invoice Cloud until implementation is complete; and

WHEREAS, it is anticipated that Medford Water will need to spend up to an additional \$75,000.00 with Invoice Cloud; and

WHEREAS, Medford Water will need to continue utilizing services with Invoice Cloud until up to June 1, 2024;

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF WATER COMMISSIONERS OF THE CITY OF MEDFORD, OREGON, AS FOLLOWS:

SECTION 1. That a contract amendment in the amount of \$75,000.00 is hereby awarded to Invoice Cloud, setting a not-to-exceed amount of \$703,000.00 and extending said contract until June 1, 2024.

SECTION 2. That the General Manager is hereby authorized and directed to execute said contract amendment and payments for said contract amendment with Invoice Cloud. This authorization exceeds the authority of the General Manager as defined in Section 1.02 of Medford Water’s Contracting & Purchasing Regulations.

PASSED at a regular meeting of the Board of Water Commissioners and signed by me in authentication thereof this 17th day of January 2024.

ATTEST: _____
Amber Furu, Clerk of the Commission

Michael Smith, Chair