

Online Bill Pay & Customer Portal

Award of Contract 8922



**Christa Foster,
Customer Service Manager
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File ID 25-1917

Background

City of Denton introduced a new bill payment and account management portal. Due to the popularity of the platform, increased credit card use, and annual growth of the customer base, the authorized spend for the contract has been reached. During a review by Tech Services, it is recommended that the service be contracted for 10 years.

Services Provided:

- ✓ Payment by Credit/Debit Card, Text, E-check, PayPal, Venmo
- ✓ IVR Payment System
- ✓ Recurring & One-Time Payment Options
- ✓ Bill Notices & Reminders
- ✓ Powerful Connections Application & Payment Portal

Financial Information

Cost projections were calculated at current engagement rates and allow for both annual 5% increase to customer base in addition to applying the 8% annual pricing increases allowed by the City’s standard contract. **Denton is billed on actual use.**

Project Description	Estimated 6-Year Expenditure
FY 25-26	\$608,290
FY 26-27	\$689,736
FY 27-28	\$782,090
FY 28-29	\$886,815
FY 29-30	\$1,005,566
FY 30-31	\$1,140,224
Contingency	\$409,017
Total	\$5,521,738

Action Requested

Award a contract with Invoice Cloud, Inc., for web-based utility payments and professional services for the Customer Service Department, in the term of six (6) year not-to-exceed amount of \$5,521,738.

Questions

