



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Procurement

ACM: Christine Taylor

DATE: October 21, 2025

SUBJECT

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute a contract with Invoice Cloud, Inc., for the Integrated Online Payment Solution for the Customer Service Department; providing for the expenditure of funds therefor; and providing an effective date (RFP 8922 – awarded to Invoice Cloud, Inc., for two (2) years, with the option for four (4) additional one (1) year extensions, in the total six (6) year not-to-exceed amount of \$5,521,738.00).

STRATEGIC ALIGNMENT

This action supports Key Focus Area: Strengthen Community and Quality of Life.

INFORMATION/BACKGROUND

The purpose of this agenda item is to request Council's approval for expenses to continue online payment services with Invoice Cloud, Inc.

Invoice Cloud provides a secure, private, and Payment Card Industry (PCI) compliant solution with real-time integration with the current NorthStar CIS and the upcoming SilverBlaze customer portal to electronically accept online payments using all major credit and debit card brands, as well as eCheck and digital wallet methods for Venmo, PayPal, or Google Pay. Invoice Cloud's comprehensive online payment solution provides increased operational savings in both time and money through streamlined self-service functions such as:

- Flexible online payment options that meet business rules and help customers pay their bill on time when it suits their budget, whether registered or not. Registered customers can schedule recurring payments to pay a certain amount on the same day every month. Registered or non-registered customers can set up autopay for the full invoice amount on the invoice due date or schedule one-time future payments via credit/debit card or ACH.
- Fully integrated IVR provides a seamless customer experience that promotes self-service and the ability to reduce inbound customer calls. Enhanced features include Caller ID authentication, the ability to store payment information (Tokenization) for future customer payments, and offer customers the ability to request a text message with a secure payment link to their mobile phone.

- Pay by text sends customers a text notification with a direct link to the payment site with no login or reauthentication required. Customers can create calendars and SMS text reminders in calendar applications such as Apple and MS Outlook, or schedule one-time text reminders.
- Customer communications that engage more customers to utilize online payment options without calling, walking in, or mailing physical checks through targeted and automated messaging. Ability to send automated, event-driven email and text reminders and notifications with a link to make payment without being redirected to the log-in site.

The City of Denton entered a five (5) year contract with a not-to-exceed amount of \$1,500,000.00 in the Fall of 2021. As a result of increased online payment adoption and growth in Denton's customer base, the approved spend amount is exhausted, requiring contract renewal.

The system was reviewed by Tech Services and recommended for a contract period of 10 years due to the technical complexities and integrations with both the billing system and the bill print provider.

Project Description	Estimated Six (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

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On September 28, 2021, City Council approved a contract with Invoice Cloud, Inc., in the not-to-exceed amount of \$1,500,000 (Ordinance 21-2119).

RECOMMENDATION

Award a contract with Invoice Cloud, Inc., for the Integrated Online Payment Solution for the Customer Service Department, in a two (2) years, with the option for four (4) additional one (1) year extensions, in the total six (6) year not-to-exceed amount of \$5,521,738.

PRINCIPAL PLACE OF BUSINESS

Invoice Cloud, Inc.
Braintree, MA

ESTIMATED SCHEDULE OF PROJECT

This is a six (6) year contract for an existing service. No implementation is necessary.

FISCAL INFORMATION

These services will be funded from the Customer Service account 870100.7912. Requisitions will be entered on an as-needed basis. The budgeted amount for this item is \$5,521,738. The City will only pay for services rendered and is not obligated to pay the full contract amount unless needed.

EXHIBITS

Exhibit 1: Agenda Information Sheet

Exhibit 2: Original Contract

Exhibit 3: Presentation

Exhibit 4: Ordinance and Contract

Respectfully submitted:
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Purchasing Manager

For information concerning this acquisition, contact: Christa Foster, 940-349-7412.

Legal point of contact: Marcella Lunn at 940-349-8333.