Procurement
901 B Texas St., Denton, TX 76209 • (940) 349-7100

MEMORANDUM

DATE: October 27, 2025

TO: Membership of the Public Utilities Board

FROM: Christine Taylor, Assistant City Manager & Christa Foster, Customer Service Manager

SUBJECT: Integrated Online Payment Solution for the Customer Service Department

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 bills 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**

Prepared By:
Lori Hewell, Purchasing Manager

Submitted By:
Christine Taylor, Assistant City Manager

Department Contact
Christa Foster, Customer Service Manager

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

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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:
Lori Hewell, 940-349-7100
Purchasing Manager

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

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

ORDINANCE NO. _________

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).

WHEREAS, the City has solicited, received, and evaluated competitive proposals for the Integrated Online Payment Solution for the Customer Service Department; and

WHEREAS, the City Manager, or a designated employee, has received, reviewed, and recommended that the herein described proposal is the most advantageous to the City considering the relative importance of price and the other evaluation factors included in the request for proposals; and

WHEREAS, this procurement was undertaken as part of the City's governmental function; and

WHEREAS, the City Council has provided in the City Budget for the appropriation of funds to be used for the purchase of the materials, equipment, supplies, or services approved and accepted herein; NOW, THEREFORE,

THE COUNCIL OF THE CITY OF DENTON HEREBY ORDAINS:

SECTION 1. The items in the following numbered request for proposal for materials, equipment, supplies, or services shown in the "Request Proposals" on file in the office of the Purchasing Agent, are hereby accepted and approved as being the most advantageous to the City considering the relative importance of price and the other evaluation factors included in the request for proposals.

RFP NUMBER	CONTRACTOR	AMOUNT
8922	Invoice Cloud, Inc.	$5,521,738.00

SECTION 2. That by the acceptance and approval of the above numbered items of the submitted proposals, the City accepts the offer of the persons submitting the proposals for such items and agrees to purchase the materials, equipment, supplies, or services in accordance with the terms, specifications, standards, quantities, and for the specified sums contained in the Proposal Invitations, Proposals, and related documents.

SECTION 3. That should the City and person submitting approved and accepted items wish to enter into a formal written agreement as a result of the acceptance, approval, and awarding of the proposals, the City Manager, or their designated representative, is hereby authorized to execute the written contract which shall be attached hereto; provided that the written contract is in accordance with the terms, conditions, specifications, standards, quantities, and specified sums contained in the Proposal and related documents herein approved and accepted.

SECTION 4. The City Council of the City of Denton hereby expressly delegates the authority to take any actions that may be required or permitted to be performed by the City of Denton under this ordinance to the City Manager of the City of Denton, or their designee.

SECTION 5. By the acceptance and approval of the above enumerated bids, the City Council hereby authorizes the expenditure of funds therefor in the amount and in accordance with the approved bids.

SECTION 6. This ordinance shall become effective immediately upon its passage and approval.

The motion to approve this ordinance was made by ___________________________ and seconded by __________________________________. This ordinance was passed and approved by the following vote [___ - ___]:

	Aye	**Nay**	**Abstain**	**Absent**
Mayor Gerard Hudspeth:	______	______	______	______
Vicki Byrd, District 1:	______	______	______	______
Brian Beck, District 2:	______	______	______	______
Suzi Rumohr, District 3:	______	______	______	______
Joe Holland, District 4:	______	______	______	______
Brandon Chase McGee, At Large Place 5:	______	______	______	______
Jill Jester, At Large Place 6:	______	______	______	______

PASSED AND APPROVED this the _________ day of ___________________, 2025.

____
GERARD HUDSPETH, MAYOR

ATTEST:
INGRID REX, INTERIM CITY SECRETARY

BY: ___________________________________

APPROVED AS TO LEGAL FORM:
MACK REINWAND, CITY ATTORNEY

BY: Leah Bush___________________
Marcella Lunn

Docusign City Council Transmittal Coversheet

RFP	8922
File Name	Integrated Utility Payment Solutions
Purchasing Contact	Christina Dormady
City Council Target Date	
Piggy Back Option	No
Contract Expiration	
Ordinance	

DS
LH

RENEWAL AMENDMENT TO CONTRACT BETWEEN CITY OF DENTON, TEXAS AND INVOICE CLOUD, INC. (Contract #8922)

This Renewal Amendment to the Contract By and Between City of Denton, Texas and Invoice Cloud, Inc. (Contract 7697) (This Renewal Amendment shall be Contract 8922) (this "**Amendment**") is entered into between the City of Denton, Texas (**City**) and Invoice Cloud, Inc. ("**Supplier**") as of the last date signed by the parties below (the "Amendment Effective Date").

Background

The City and Supplier entered into that certain Contract By and Between City of Denton, Texas and Invoice Cloud, Inc. (Contract 7697) on September 28, 2021 (the "**Agreement**"). Capitalized terms used but not otherwise defined in this Amendment will have the meanings set forth in the Agreement. The parties hereby amend the Agreement as follows:

1 Contract Term

The first sentence of Section 3 of Exhibit A of the Agreement is hereby deleted and replaced with the following provision:

The Contract term shall commence as of the execution date of the Biller Order Form and continue for a period of two (2) years after the Amendment Effective Date ("Instant Term") and will automatically renew for each of additional successive four (4) one-year terms ("Renewal Term") unless terminated as set forth herein. Any reference herein to the Initial Term shall be read to mean the Instant Term.

2 Total Contract Amount

The first sentence of Section 1 of Exhibit A of the Agreement is hereby deleted and replaced with the following provision:

The contract total for the services provided after the Amendment Effective Date shall not exceed $5,521,738.00.

3 Updated contract number

This Amendment, beginning on the Amendment Effective Date, incorporates, except as amended herein, all the terms and conditions in the Agreement and shall have contract number 8922.

Confirmation of Agreement

This Amendment (together with all exhibits attached hereto) constitutes the entire agreement between the parties regarding the matters of this Amendment and supersedes all prior and contemporaneous agreements and understandings regarding the matters of this Amendment. In the event of a conflict between this Amendment and the Agreement as it relates to the matters of this Amendment, the terms of this Amendment will control. Otherwise, all terms and conditions of the Agreement will remain in full force and effect and likewise apply to this Amendment.

Authorized Signatures:

"CITY"

CITY OF DENTON, TEXAS

By: ______________________________

Name: ____________________________

Title: _____________________________

Date: _____________________________

"SUPPLIER"

INVOICE CLOUD, INC.

Signed by:

By: Mark Daoust

5AB95823B056437...

Name: Mark Daoust

Title: Chief Customer Officer

Date: 10/8/2025

ATTEST:

CITY SECRETARY

BY: __________________________________

THIS AGREEMENT HAS BEEN BOTH REVIEWED AND APPROVED as to financial and operational obligations and business terms.

____

SIGNATURE PRINTED NAME

____

TITLE

____

DEPARTMENT

APPROVED AS TO LEGAL FORM:

MACK REINWAND, CITY ATTORNEY

DocuSigned by:

BY: Marcella Lunn

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CONFLICT OF INTEREST QUESTIONNAIRE - FORM CIQ

For vendor or other person doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a) and by City of Denton Ethics Code, Ordinance 18-757.
By law this questionnaire must be filed with the records administrator of the local government entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. *See* Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

1 Name of vendor who has a business relationship with local governmental entity.

INVOICE CLOUD, INC.

2 ☐ **Check this box if you are filing an update to a previously filed questionnaire.**

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information in this section is being disclosed.

____
Name of Officer

Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relations hip with the local government officer. This section, (item 3 including subparts A, B, C & D), must be completed for each officer with whom the vendor has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes ☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

☐ Yes ☐ No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of one percent or more?

☐ Yes ☐ No

D. Describe each employment or business and family relationship with the local government officer named in this section.

4 ☒ **I have no Conflict of Interest to disclose.**

5

Signed by:
Mark Daoust
5AB95823B056437...

Signature of vendor doing business with the governmental entity

10/8/2025
Date

CONFLICT OF INTEREST QUESTIONNAIRE
For vendor doing business with local governmental entity

A complete copy of Chapter 176 of the Local Government Code may be found at http://www.statutes.legis.state.tx.us/ Docs/LG/htm/LG.176.htm. For easy reference, below are some of the sections cited on this form.

Local Government Code § 176.001(1-a): "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

(A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
(B) a transaction conducted at a price and subject to terms available to the public; or
(C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

Local Government Code § 176.003(a)(2)(A) and (B):

(A) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:
(2) the vendor:
(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds $2,500 during the 12-month period preceding the date that the officer becomes aware that
(i) a contract between the local governmental entity and vendor has been executed; or
(ii) the local governmental entity is considering entering into a contract with the vendor;
(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than $100 in the 12-month period preceding the date the officer becomes aware that:
(i) a contract between the local governmental entity and vendor has been executed; or
(ii) the local governmental entity is considering entering into a contract with the vendor.

Local Government Code § 176.006(a) and (a-1)

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:
(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);
(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or
(3) has a family relationship with a local government officer of that local governmental entity.
(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:
(1) the date that the vendor:
(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or
(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or
(2) the date the vendor becomes aware:
(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);
(B) that the vendor has given one or more gifts described by Subsection (a); or
(C) of a family relationship with a local government officer.

City of Denton Ethics Code Ordinance Number 18-757

Definitions:

Relative: a family member related to a City Official within the third 3rd degree of affinity (marriage) or consanguinity (blood or adoption)

City Official: for purpose of this article, the term consists of the Council Members, Department Heads, or member of the Board of Ethics, Planning and zoning Commission Members, Board of Adjustment, Historic Landmark Commission, or Public Utilities Board

Vendor: a person who provides or seeks to provide goods, services, and/or real property to the City in exchange for compensation. This definition does not include those property owners from whom the City acquires public right-of-way or other real property interests for public use.

Per the City of Denton Ethics Code, Section 2-273. – Prohibitions
(3) It shall be a violation of this Article for a Vendor to offer or give a Gift to City Official exceeding fifty dollars ($50.00) per gift, or multiple gifts cumulatively valued at more than two hundred dollars ($200.00) per a single fiscal year.

Per the City of Denton Ethics Code, Section 2-282. – Disposition (b), (5) Ineligibility
If the Board of Ethics finds that a Vendor has violated this Article, the Board may recommend to the City Manager that the Vendor be deemed ineligible to enter into a City contract or other arrangement for goods, services, or real property, for a period of one (1) year.

docusign

Certificate Of Completion

Envelope Id: 1E6F1914-C692-4D57-9DC7-6D778758D22D		Status: Sent
Subject: Please DocuSign: City Council Contract 8922 Integrated Utility Payment Solutions		
Source Envelope:		
Document Pages: 5	Signatures: 3	Envelope Originator:
Certificate Pages: 6	Initials: 1	Christina Dormady
AutoNav: Enabled		901B Texas Street
EnvelopeId Stamping: Enabled		Denton, TX 76209
Time Zone: (UTC-06:00) Central Time (US & Canada)		christina.dormady@cityofdenton.com
		IP Address: 198.49.140.10

Record Tracking

Status: Original 10/7/2025 8:53:31 AM	Holder: Christina Dormady christina.dormady@cityofdenton.com	Location: DocuSign

Signer Events

Signer Events	Signature	Timestamp
Christina Dormady christina.dormady@cityofdenton.com Buyer City of Denton Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign	**Completed** Using IP Address: 198.49.140.10	Sent: 10/7/2025 8:59:23 AM Viewed: 10/7/2025 8:59:37 AM Signed: 10/7/2025 9:00:22 AM
Lori Hewell lori.hewell@cityofdenton.com Purchasing Manager City of Denton Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign	DS LH Signature Adoption: Pre-selected Style Using IP Address: 198.49.140.10	Sent: 10/7/2025 9:00:25 AM Viewed: 10/7/2025 9:14:15 AM Signed: 10/7/2025 9:14:37 AM
Marcella Lunn marcella.lunn@cityofdenton.com Senior Deputy City Attorney City of Denton Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign	DocuSigned by: Marcella Lunn 4B070831B4AA438... Signature Adoption: Pre-selected Style Using IP Address: 2600:6c56:7f00:dc2:fc1f:7a61:eba2:c6f5	Sent: 10/7/2025 9:14:39 AM Viewed: 10/7/2025 11:35:41 AM Signed: 10/7/2025 11:36:02 AM
Mark Daoust MDaoust@invoicecloud.com Chief Customer Officer Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 10/8/2025 11:23:40 AM ID: d7c70718-2bba-4bce-a40a-1a4ef71bb4e6	Signed by: Mark Daoust 5AB95823B056437... Signature Adoption: Pre-selected Style Using IP Address: 2a09:bac0:1000:16c::6a:127	Sent: 10/7/2025 11:36:04 AM Resent: 10/7/2025 2:53:59 PM Resent: 10/7/2025 3:03:56 PM Resent: 10/8/2025 10:11:00 AM Resent: 10/8/2025 10:29:03 AM Viewed: 10/8/2025 11:23:40 AM Signed: 10/8/2025 11:25:02 AM

Signer Events	Signature	Timestamp
Antonio Puente antonio.puente@cityofdenton.com Denton Municipal Electric Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Accepted: 10/7/2025 9:48:29 AM ID: 6a0e670e-fe4b-4a68-a510-40d88a279d3c		Sent: 10/8/2025 11:25:05 AM
Cheyenne Defee cheyenne.defee@cityofdenton.com Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign		
Sara Hensley sara.hensley@cityofdenton.com Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign		
Ingrid Rex ingrid.rex@cityofdenton.com Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign		

In Person Signer Events	Signature	Timestamp

Editor Delivery Events	Status	Timestamp

Agent Delivery Events	Status	Timestamp

Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp
Cheyenne Defee cheyenne.defee@cityofdenton.com Procurement Administration Supervisor City of Denton Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign	COPIED	Sent: 10/7/2025 9:00:25 AM
Thomas Gunnerson Tgunnerson@invoicecloud.com Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign	COPIED	Sent: 10/7/2025 10:00:17 AM Viewed: 10/7/2025 10:33:50 AM

Carbon Copy Events	Status	Timestamp
Gretna Jones gretna.jones@cityofdenton.com Legal Secretary City of Denton Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign	COPIED	Sent: 10/8/2025 11:25:05 AM Viewed: 10/8/2025 11:26:44 AM
City Secretary Office citysecretary@cityofdenton.com Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign		
Autumn Perkins Autumn.perkins@cityofdenton.com Security Level: Email, Account Authentication (None) **Electronic Record and Signature Disclosure:** Not Offered via Docusign		

Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	10/7/2025 8:59:23 AM
Envelope Updated	Security Checked	10/7/2025 10:00:17 AM
Envelope Updated	Security Checked	10/7/2025 10:00:17 AM
Envelope Updated	Security Checked	10/7/2025 2:53:58 PM
Envelope Updated	Security Checked	10/7/2025 2:53:58 PM
Envelope Updated	Security Checked	10/7/2025 2:53:59 PM
Envelope Updated	Security Checked	10/7/2025 3:03:55 PM
Envelope Updated	Security Checked	10/7/2025 3:03:55 PM
Envelope Updated	Security Checked	10/8/2025 10:29:02 AM
Envelope Updated	Security Checked	10/8/2025 10:29:02 AM

Payment Events	Status	Timestamps

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Denton (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through your DocuSign, Inc. (DocuSign) Express user account. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. For such copies, as long as you are an authorized user of the DocuSign system you will have the ability to download and print any documents we send to you through your DocuSign user account for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a $0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of your DocuSign account. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use your DocuSign Express user account to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

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How to contact City of Denton:
You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:
To contact us by email send messages to: purchasing@cityofdenton.com

To advise City of Denton of your new e-mail address
To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at melissa.kraft@cityofdenton.com and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..
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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to purchasing@cityofdenton.com and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Denton
To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

i. decline to sign a document from within your DocuSign account, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
ii. send us an e-mail to purchasing@cityofdenton.com and in the body of such request you must state your e-mail, full name, IS Postal Address, telephone number, and account number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

Operating Systems:	Windows2000? or WindowsXP?
Browsers (for SENDERS):	Internet Explorer 6.0? or above
Browsers (for SIGNERS):	Internet Explorer 6.0?, Mozilla FireFox 1.0, NetScape 7.2 (or above)
Email:	Access to a valid email account
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	•Allow per session cookies •Users accessing the internet behind a Proxy Server must enable HTTP 1.1 settings via proxy connection

** These minimum requirements are subject to change. If these requirements change, we will provide you with an email message at the email address we have on file for you at that time providing you with the revised hardware and software requirements, at which time you will have the right to withdraw your consent.

Acknowledging your access and consent to receive materials electronically
To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.
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