

**TOWN OF PRESCOTT VALLEY  
REQUEST FOR COUNCIL ACTION  
Date: April 7, 2016**

**SUBJECT:** Proposed Purchase of Upgrade for Click2Gov Online Web Payment Portal from SunGard Utility Solutions and Services

**SUBMITTING DEPARTMENT:** Management Services

**PREPARED BY:** Mark J. Lusson, Customer Accounts Manager

**AGENDA LOCATION:** Comments/Communications , Consent , Work/Study ,  
New Business , Public Hearing , Second Reading

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**ATTACHMENTS:** Upgrade Quote from SunGard

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**SUMMARY/BACKGROUND:** To explore ways of streamlining Town processes and come up with creative ideas to better manage our operations, staff has been investigating ways to improve the efficiencies within the Customer Accounts Division and improve customer service. Back in 2003, staff and Council agreed on the necessity to purchase an online payment system and implemented this new payment option at that time. With security and technological advancements over the last several years, staff again saw an opportunity to streamline processes and improve efficiencies, and two years ago began a process of researching the benefits of upgrading our existing Web Payment Portal or possibly purchasing a new one.

The following is a history of data from our customer's usage and daily payments with our current system version:

- 30,000 payments per year
- 133 payments daily
- 20% of our customers utilize this method of payment
- 2,300 utilize AutoPay feature monthly

Staff believes customers would receive the following benefit if the Online Payment System is upgraded:

- Continued 24/7 access to account information
- Continued 24/7 access to make debit/ credit payments
- Customer maintained security access
- Ease of use

With new technology and moving ahead into a future with anticipation of more customers in an improved economy, staff feels that by upgrading this utilized system, the Town will be better positioned to adjust to the rise in customer activities created by these additional customers. It should provide the Town with the capability to handle our added customer base while delivering a high level of customer service.

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**OPTIONS ANALYSIS:** None; for discussion only.

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**ACTION OPTION:** None; for discussion only.

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**RECOMMENDATION:** None; for discussion only.

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**FISCAL ANALYSIS:** The cost of materials and services to complete this same work under the proposed contract would be \$8,980, which is a one-time upgrade cost.

Depending upon web payment volume processed, the estimated yearly costs to the Town would range from \$3,500 to \$6,000, which would be billed on a monthly basis. Funds for online payment processing would come out of the Wastewater account (#501.7010.642.3275) and the Water account (#511.7020.641.3275).

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**REVIEWED BY:**

Management Services Director \_\_\_\_\_

Town Clerk \_\_\_\_\_

Town Attorney \_\_\_\_\_

Town Manager \_\_\_\_\_

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**COUNCIL ACTION:**

Approved    Denied    Tabled/Deferred    Assigned to \_\_\_\_\_