

Memorandum



CITY OF DALLAS

DATE February 8, 2013

TO Transportation and Environment Committee Members: Linda L. Koop (Chair),
Sheffie Kadane (Vice Chair), Sandy Greyson, Vonciel Jones Hill, Delia Jasso,
Mayor Pro Tem Pauline Medrano

SUBJECT February 13, 2013 Agenda Item Briefing Memo

Agenda Item # 5 – Service Contract for Water Utilities Credit Card Payment Processing

Authorize a five-year service contract, with two, two-year renewal options, for credit card payment processing services for Water Utilities - Paymetric, Inc., the most advantageous proposer of two - Not to exceed \$702,422 – Financing: Current Funds (subject to annual appropriations).

Dallas Water Utilities invoices approximately 325,000 utility accounts on a monthly basis through the billing system. In addition, nine other city departments utilize the billing system to invoice for various City services. From October 2011 through August 2012, approximately three million payments were processed through the water billing system, of which approximately 556,000 of these payments were processed as credit card transactions for a value of \$117 million dollars.

Customers are offered many different options to pay their invoices, including through the mail, face-to face over the counter transactions, through the City's internet website, via IVR (interactive voice response system), through their on-line bank account, and through pre-approved recurring monthly payments. Payment forms accepted include cash, check, money order, or credit cards from American Express, Visa, Master Card, Diners Card, and Discover.

Maintaining peace-of-mind for our customers is critical when doing business using credit cards. To achieve this, Paymetric technology protects customer information, avoids potential data breaches, and continues to meet the security requirements as established by the Payment Card Industry Data Security Standards (PCI DSS) governance.

The City complies with all PCI DSS requirements to process credit card information in a secured environment using this service contract with Paymetric, Inc. In 2009, the City engaged Paymetric, Inc., as the successful vendor through a Request for Competitive Sealed Proposal (RFCSP), to provide tokenization, authorization, and settlement services of all credit card payments made through the system. As the 2009 contract is close to expiring, the City solicited a new RFCSP in 2012 for credit card payment processing in which Paymetric, Inc. was selected as the most advantageous proposer.

This sixty-month contract, with two 2-year renewal options, continues our PCI DSS compliance and ensures continuous credit card processing services for our customers. This effort will allow the City to manage the growth of credit card payment transactions as the preferred method of payment for services.

Please contact me should you have additional questions.



Jill A. Jordan, P.E.
Assistant City Manager

CC: The Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Rosa A. Rios, City Secretary
Thomas P. Perkins Jr., City Attorney
Craig D. Kinton, City Auditor
Daniel F. Solis, Administrative Judge
A.C. Gonzalez, First Assistant City Manager
Ryan S. Evans, Assistant City Manager
Forest Turner, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Edward Scott, City Controller
Jack Ireland, Director, Office of Financial Services
Michael Frosch, Director, Business Development & Procurement Services
William Finch, Chief Information Officer
Jo (Jody) M. Puckett, Director, Dallas Water Utilities
Frank Libro, Public Information Officer
Stephanie Cooper, Assistant to the City Manager