



# City of Oceanside

300 North Coast Highway,  
Oceanside, California 92054

## Staff Report

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**File #:** 25-928

**Agenda Date:** 8/20/2025

**Agenda #:** 9.

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**DATE:** August 20, 2025

**TO:** Honorable Mayor and City Councilmembers

**FROM:** Financial Services Department

**TITLE: AMENDMENT 3 TO AGREEMENT WITH INVOICE CLOUD CORPORATION FOR ON-LINE AND INTERACTIVE VOICE RESPONSE (IVR) PAYMENT PROCESSING SERVICES**

### **RECOMMENDATION**

Staff recommends that the City Council approve Amendment 3 to the Professional Services Agreement (PSA) with Invoice Cloud Corporation, in an estimated amount of \$425,521 in fees, to extend the agreement through October 22, 2027 for a total not to exceed amount of \$1,384,521 for on-line and Interactive Voice Response (IVR) payment processing services; and authorize the City Manager to execute the amendment.

### **BACKGROUND AND ANALYSIS**

On October 7, 2015, the City Council approved a PSA with Advanced Utility Systems (AUS) for a Customer Information System (CIS), allowing for the billing and collection of utility service fees. Invoice Cloud provides utility billing customers the ability to make secure web payment using a credit card or an electronic check, view the account balance, and enroll paperless billing. Invoice Cloud securely transmits all payment transactions in real time to Chase Paymentech. Chase, in turn, deposits directly to the City's depository bank account.

On January 18, 2017, the City Council approved a PSA with Invoice Cloud for utility billing on-line and IVR payment processing services.

On September 28, 2022, the City Council approved Amendment 1, extending the term of the Agreement for three years from October 22, 2022 to October 22, 2025.

On September 27, 2023, the City Council approved Amendment 2 increasing the fixed per transaction fee from \$0.49 to \$0.55 for credit card and EFT check transactions.

Amendment 3 extends the contract term for two additional years from October 22, 2025 to October 22, 2027 and will continue online and IVR payment processing services.

### **FISCAL IMPACT**

Amendment 3 with Invoice Cloud Corporation will extend the current contract for two years and no

change to per-transaction rates is proposed. The estimated fee for the two years will be \$425,521. And will be charged to Administration Fees account number 200010102.5405 which has a current available balance of \$1,277,780; therefore, sufficient funds are available.

Description	Account	FY 2025-26 Amount	Available Balance
Amendment 3	Allocation of Interest 200010102.5405	\$202,629	\$1,277,780

**COMMISSION OR COMMITTEE REPORT**

Does not apply.

**CITY ATTORNEY'S ANALYSIS**

The referenced documents have been reviewed by the City Attorney and approved as to form.

Prepared by: Donna Trevizo, Financial Services Division Manager

Reviewed by: Jill Moya, Financial Services Director

Submitted by: Jonathan Borrego, City Manager

**ATTACHMENTS:**

1. Staff Report
2. Amendment 3