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FOR
City of Independence MO

TO
Cindy Gray

EMAIL
cgray@indepmo.org

ADDRESS
111 East Maple Avenue
Independence
MO 64050

PHONE
(816) 325-7078

QUOTE NUMBER
8591

DATE
December 15, 2022

VALID UNTIL
January 13, 2023 at 11:00 PM

Vertosoft TIPS InvoiceCloud Quote for City of Independence MO

TIPS Contract # 220105
Payment Terms - Net 30

Delivery Type: Electronic

Government Customer Ship To:

City of Independence
111 East Maple Avenue
Independence, MO 64050

Initial Term - 3 Years

Initial term is for a period of 3 years with annual renewals.
The start date commences on the execution date of the Biller Order Form.

Service Description

100010
Integration, Deployment and Training

NOTE: Includes integration with your billing system(s)

HelpDesk Support and Marketing access to Invoice Cloud HelpDesk, client ser vices team, and marketing support to help you achieve the industry's highest payment and paperless adoption.	
100013 **Paperless Billing – per paperless bill per cycle** NOTE: Only when paper is suppressed, and a paper invoice is not mailed.	0.10

Electronic Payment Fees -- Hybrid Model

100006 **Credit/Debit Cards** Visa, MasterCard and Discover, and American Express – Fee per transaction – Paid by customer (Maximum cap of $750 per payment)	3.50
100008 **E-Check/ACH – per transaction** Paid by customer (Max $125,000 payment)	2.95
100005 **Migrated ACH – per transaction** Paid by City of Independence	0.25

Miscellaneous Fees

100012 **Credit Card Chargeback**	10.00
100011 **ACH Reject**	10.00

IVR

100027 **Inbound -- Per Call (Payment Only)** Waived Fee	
100017 **Outbound -- Per Call (optional)** 3,000/month are included at no cost	0.10

Point-of-Sale Card Readers (Optional)

100022 **Encrypted Card Readers for counter payments** monthly rental per unit	50.00

CheckFreePay -- Cash Payments @ Retail Location (Optional)

Customer Paid -- per transaction	2.95

Table 2. Non-Utility Bill Payment Pricing. Pricing based on 'X' bills per month and $'X' average credit card payment.

Electronic Payment Fees – Convenience Fee Model

100033 **Credit/Debit Cards per $100 in transaction value** Visa, MasterCard and Discover, and American Express – Fee per transaction – Paid by customer (Maximum cap of $125,000 per payment)	2.95
100035 **E-Check/ACH – per transaction** Paid by customer (Max $125,000 payment)	0.75

Miscellaneous Fees

100039 **Credit Card Chargeback**	10.00
100038 **ACH Reject**	10.00

IVR

100054 **Inbound -- Per Call (Payment Only)** Fee Waived	

Point-of-Sale Card Readers (Optional)

100049 **Encrypted Card Readers for counter payments** monthly rental per unit	50.00

Manufacturer Applicable End User & License Terms

Page 3 of the Billing Order Form and Page 7 of the Statement of Work require signature

- IC - Independence Biller Agreement (CLEAN changes accepted 9-26-22) (1)
- Independence - Invoice Parameters (Non-Utility Cloudpay) -- 2022-12-14
- Independence - Invoice Parameters (Non-Utility EBPP) -- 2022-12-14
- Independence - Invoice Parameters (Utility) -- 2022-12-14 05_31pm
- Independence SOW 12-7-22 (1)
- Independence- Biller Order Form (New) -- 2022-12-14 05_41pm
- InvoiceCloud_Vertosoft Price List 11.14.22

All Purchase Orders must include: End User Name, Phone Number, Email Address, Purchase Order Number, Government Contract Number and Our Quote Number, Bill-To and Ship-To Address (Cannot ship to a PO Box), Period of Performance (if applicable), and a Signature of a duly Authorized Representative.