



**PUBLIC SERVICE BOARD MEETING  
AGENDA ITEM  
REGULAR MEETING  
Wednesday, July 09, 2025**

**SUBJECT**

Increase capacity of master contract with Paymentus Group, Inc. (Paymentus)

**BACKGROUND**

A master contract was issued through the cooperative ESC Region 19 Contract No. 25-7520 to Paymentus Group, Inc. pursuant to the delegated authority of the President/CEO or designee to issue master contracts with awarded vendors participating in approved cooperative purchasing programs for an estimated annual master contract amount of \$500,000 without further Public Service Board (PSB) approval.

Paymentus provides payment services for EPWater customer to pay their bills through various electronic methods. Additional capacity in the amount of \$2,000,000 is needed for the master contract with Paymentus to continue to provide electronic payment services for EPWater customers.

**PRIOR PSB ACTION**

- On December 9, 2020, the PSB approved a contract through ESC Region 19, Contract No. 20-7369 Paymentus Group, Inc. for an annual amount of \$1,400,000 for a term of one year with four one-year extensions.

**UTILITY KPI ALIGNMENT**

Customer Satisfaction

**EVALUATION PROCESS**

Staff evaluated the services provided by Paymentus and finds that it meets the needs of the utility and provides reliable services to EPWater customers.

**FINANCIAL IMPLICATIONS**

Sufficient funds are available in Account Number 715-7410, and the funding source is the Water and Sewer Fund. This expenditure is included in the FY 2025-26 operating budget.

**PROPOSED ACTION REQUESTED**

Consider and approve an increase to the existing master contract with Paymentus Group, Inc. under ESC Region 19 Contract No. 25-7520 to provide payment services to customers, by an additional \$2,000,000, for a total of \$2,500,000 and authorize the issuance of future master contracts in the annual amount of \$2,500,000 for the duration of the ESC Region 19 contract term.

**SUPPORTING DOCUMENTATION PROVIDED**

- ESC Region 19 Contract No. 25-7520 Award Summary

**EDUCATION SERVICE CENTER REGION 19 ALLIED STATES COOPERATIVE**  
**RFP AWARD SUMMARY**

**RFP TITLE:** Payment Service Provider – ESC Region 19 Allied States Cooperative  
**RFP NUMBER:** 25-7520  
**RFP OPENING DATE:** April 8, 2025  
**CONTRACT TERM:** Date of award until May 31, 2026, with 4 annual extension options.  
**FUNDING SOURCE:** Various  
**RFP's ISSUED:** 1,235  
**RESPONSES:** 5  
**ADVERTISEMENT DATES:** El Paso Times – March 10, 2025 & March 17, 2025  
  
**RECOMMENDED FOR AWARD:** **Adcomp Systems Inc**  
**LexisNexisVitalChek Network Inc.**  
**PayGen, LLC**  
**Paymentus Group Inc**  
**TOTAL (estimated)** **\$3,000,000.00/year**

**EXPLANATIONS:**

Award of this solicitation will enable ESC Region 19 - Allied States Cooperative (ASC) to establish a contract with vendor(s) for Payment Service Provider for those procurements made with federal, state or local funds. Evaluation and award recommendation were based on 70% pricing and 30% references. The awarded vendors' pricing and information can be found on the Award Detail spreadsheet. Cut Time LLC submitted a proposal however was not considered; vendor does not meet the scope of work.

**SPECIFICATIONS, PREPARATION AND  
EVALUATION PROVIDED BY:**

Rebecca Hernandez – ESC Region 19

Andrea Amiri – ESC Region 19

Patty Delgado - ESC Region 19

**Special Conditions**

1. Members may require the vendor to sign a separate contract.

**Approved By:** \_\_\_\_\_  
**Dr. Armando Aguirre**

**Date:** \_\_\_\_\_  
**April 21, 2025**