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Office of the City Manager

CONSENT CALENDAR
September 29, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Jamie Parks, Director, Public Works

Subject: Expenditure Contract: AMCS GROUP, INC. for Online Refuse Payment Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with AMCS GROUP, Inc. for AMCS Pay, which provides online refuse payment services, in an amount not to exceed $500,000 for the term of October 1, 2026, to October 1, 2031.

FISCAL IMPACTS OF RECOMMENDATION

Funding for these services is available in the FY 2027 Zero Waste Fund 601, and any future expenditures are subject to Council approval.

The contract amount primarily represents payment processing transaction fees associated with customer credit card and Automated Clearing House (ACH) payments over the five-year term. Funding for these services is available within the Zero Waste Fund. These payment processing costs are part of the Zero Waste Division's cost of providing refuse services and will continue to be evaluated and incorporated, as appropriate, into future refuse rate studies and rate-setting processes considered by the Council.

AMCS Pay is a separate Entity from AMCS Platform, and therefore this Contract cannot be incorporated as an amendment into AMCS Platform Contract No. 32100027, executed August 18, 2020, by Council Resolution No. 69,042 – N.S.

CURRENT SITUATION AND ITS EFFECTS

The Finance, Information Technology, and Public Works departments are currently engaged in the implementation of a new refuse management and billing system through AMCS GROUP, Inc. AMCS Pay is an additional service from the same vendor that will allow a more efficient and informative online payment process and will enhance functionality and the reliability of in-person credit card payment at the City's Transfer Station. The functionality delivered by AMCS Pay was included in the initial RFP (Specification No. 19-11621-C released on October 18, 2018), but at the time of contract execution (Contract No. 32100027, August 18, 2020, Council Resolution No. 69,042 –

N.S.) with AMCS GROUP, Inc., the AMCS Pay module was not yet an option. This new contract will allow a seamless integration between payment systems and software.

The City’s implementation of AMCS Pay advances Strategic Plan goals of providing state-of-the-art, well-maintained infrastructure, amenities, and facilities; an efficient and financially-health City government; and to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1 as amended by AB 339. This project does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

BACKGROUND

Since August 2020, the City has been engaged with AMCS GROUP, Inc. to implement a new refuse management and billing system, which will enable the transition from the existing custom-built Sungard HTE / Central Square system, which is over 30 years old to the AMCS Platform, a modern software package, estimated to Go-live in early 2027.

One of the functional improvements of the new Refuse Billing system is the ability for residential and commercial customers to use an integrated online payment portal to remit payments to the City and for Zero Waste staff to accept in-person payments from retail Transfer Station customers using integrated payment terminals. The current analog credit card terminals are frequently inoperable due to disruptions to the aging technology, which requires copper telephone lines.

Zero Waste Division currently pays approximately $95,000 annually in credit card fees for customers at the Transfer Station. This expenditure is expected to continue at this rate utilizing AMCS Pay.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Giving more customers the ability to manage their refuse accounts and submit payments online will help reduce carbon emissions associated with paper mail delivery and in-person payments, supporting the City's sustainability goals while improving customer convenience.

RATIONALE FOR RECOMMENDATION

The AMCS Platform management and billing system was selected by the City through RFP (Specification No. 19-11621-C -October 18, 2018) and will go live in early FY 2027. This additional payment portal will enhance the efficiency of the payment process for City staff and Zero Waste customers and satisfies long-time requests from customers for a more advanced and easier to use online payment process. The integrated terminals at the City’s Transfer Station will improve the reliability of credit card acceptance at this site.

ALTERNATIVE ACTIONS CONSIDERED

Continuing to use the current online payment portal and processor would require additional integration work to operate with the new AMCS refuse management system, delay the project Go-live date and would result in a less efficient process for staff and customers. Approximately 4,353 Zero Waste accounts would lose the ability to make payments online and would be required to telephone 311 or visit the Finance Customer Service Center in person to make payments. Continuing to use the existing payment terminals at the Transfer Station would necessitate ongoing financial reconciliation between two non-integrated systems, which would be vulnerable to repeated service disruptions that affect the analog telephone lines required for the existing service.

CONTACT PERSON

Leticia Jaurequi, Solid Waste & Recycling Manager (510) 981-6362

Attachment:
1: Resolution
2. Abstract of Bid Worksheet

RESOLUTION NO. ##,###-N.S.

EXPENDITURE CONTRACT: AMCS GROUP, INC FOR ONLINE REFUSE PAYMENT SERVICES

WHEREAS, the AMCS Platform Refuse Management and Billing system implementation has been an ongoing project between the Finance, Information Technology, and Public Works Departments since 2020, when AMCS Group, Inc. was selected as the most responsible bidder through RFP Specification No. 19-11621-C, which was originally released on October 18, 2018; and

WHEREAS, AMCS GROUP, INC. offers a payment portal and payment processing service called AMCS Pay, that is fully integrated with the AMCS Platform Refuse Management and Billing system currently being implemented by the City; and

WHEREAS, the functionality delivered by AMCS Pay, was included in the initial RFP (Specification No. 19-11621-C released on October 18, 2018), but at the time of contract execution (Contract No. 32100027, August 18, 2020, Council Resolution No. 69,042 – N.S.) with AMCS GROUP, Inc., the AMCS Pay module was not yet an option; and

WHEREAS, this new contract will allow a seamless integration between payment systems and software; and

WHEREAS, funding in the amount of $500,000 is available in the Zero Waste Fund 601; and

WHEREAS, this contract is exempt from the noticing requirements set forth in Government Code Section 3504.1.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with AMCS GROUP, INC. for Online Refuse Payment Services in an amount not to exceed $500,000 for the term of October 1, 2026, to October 1, 2031.

BERKELEY CITY OF

Finance Department
General Services Division

City of Berkeley
Abstract of Bid Worksheet

FOR: Zero Waste Management Solution Spec. # 19-11261-C Bid Date: 12/14/18

	Bidders	Base Bid		Nuc Free	Work Force Comp	Opp. States	Living Wage	EBO	Bid Bond	Addenda
1	Electronical Solutions									
2	AMCS			/	/	/	/	/		
3										
4										
5										
6										
7										
8										
9										
10										

Bid Recorder: [illegible] 12/14/18

Bid Opener: [illegible] 12/14/18

Project Manager: [illegible]

CITY OF BERKELEY

Finance Department
Purchasing Division

INTERNAL BID DOCUMENTS RECEIPT
For documents, and material collected from The Purchasing Division

SPECIFICATION # 19-11261-C DEPARTMENT/DIVISION: IT

TITLE OF PROJECT/GOODS/SERVICES: ZERO Waste Mang.

NUMBER OF PACKAGES 2 SEE BID EXTRACT FOR COMPANIES SUBMITTING)

SIGNATURE OF PROJ. MGR. OR AGENT: [signature]

DATE RECEIVED: ____________________

COMMENTS: ____________________

2180 Milvia Street, Berkeley, CA 94704 Tel: 510.981.7320 TDD: 510.981.6303 Fax: 510.981.7390
E-mail: finance@ci.berkeley.ca.us

REQUEST FOR SPECIFICATION NUMBER

Name of IFB	Approx. Bid Release Date	Approx. Bid Opening Date	Description of Goods/Services Being Purchased	Estimated Cost	Budget Code to be Charged	Funds in Acct. Yes / No	Dept. / Division	Name and Phone for Additional Information
Zero Waste Management Solution	10/3/18	10/30/18	Software and implementation fees of the new Zero Waste Billing program	One Time - $302,000	609-2702-410-3047 and 609-2702-410-3038	Yes	IT	Savita Chaudhary 510-981-6541

Date:* *7/16/18

SPECIFICATION NUMBER*: *19-11261-C

Date issued: 8/28/18
Date to Council: 10/2/18

Revised: March 2016

Stewart, Talia

From:	Tervalon, Tasha
Sent:	Monday, August 27, 2018 8:37 AM
To:	Stewart, Talia; Murty, Rama
Cc:	Chaudhary, Savita; Montgomery, Debra; Berkeley, Teresa; Hardaway, Danita; Chu, Kalai; Hamilton, Shari
Subject:	RE: Specification Requests: ERP Phase 2

Thank you all for working on this!
Tasha

From: Stewart, Talia
Sent: Monday, August 27, 2018 8:33 AM
To: Murty, Rama <RMurty@cityofberkeley.info>
Cc: Chaudhary, Savita <SChaudhary@cityofberkeley.info>; Tervalon, Tasha <TTervalon@cityofberkeley.info>; Montgomery, Debra <demontgomery@cityofberkeley.info>; Berkeley, Teresa <TBerkeley@cityofberkeley.info>; Hardaway, Danita <dHardaway@cityofberkeley.info>; Chu, Kalai <kchu@cityofberkeley.info>; Hamilton, Shari <SHamilton@cityofberkeley.info>
Subject: RE: Specification Requests: ERP Phase 2

Will do.

~Talia

From: Murty, Rama
Sent: Monday, August 27, 2018 8:24 AM
To: Stewart, Talia <TStewart@cityofberkeley.info>
Cc: Chaudhary, Savita <SChaudhary@cityofberkeley.info>; Tervalon, Tasha <TTervalon@cityofberkeley.info>; Montgomery, Debra <demontgomery@cityofberkeley.info>; Berkeley, Teresa <TBerkeley@cityofberkeley.info>; Hardaway, Danita <dHardaway@cityofberkeley.info>; Chu, Kalai <kchu@cityofberkeley.info>; Hamilton, Shari <SHamilton@cityofberkeley.info>
Subject: RE: Specification Requests: ERP Phase 2

Hi Talia,

After reviewing Kalai's request, it is okay to issue spec numbers and include these items in the next Council report.

Thanks!

Rama Murty, Senior Management Analyst
City Manager's Office - Budget Office
Phone: 981-7044
Fax: 981-7099

From: Chu, Kalai
Sent: Friday, August 24, 2018 5:39 PM
To: Berkeley, Teresa <TBerkeley@cityofberkeley.info>; Murty, Rama <RMurty@cityofberkeley.info>; Hardaway, Danita

Account number . . .	609-2702-410.30-47	
Fund . . . . :	609	FUND$ REPLACEMENT
Department . . . . . :	27	INFORMATION TECHNOLOGY
Division . . . . :	02	NETWORK ADMINISTRATION
Activity basic . . . :	41	GENERAL GOVERNMENT
Sub activity . . . . :	0	GENERAL GOVERNMENT
Element . . . . :	30	PURCHASED PROF & TECH SVC
Object . . . . :	47	COMPUTER SOFTWARE/LIC MTC

Original budget . . . . :	0	
Actual expenditures - current . :	.00	
Actual expenditures - ytd . . . :	.00	
Unposted expenditures . . . . . . :	.00	
Encumbered amount . . . . :	.00	
Unposted encumbrances . . . . . . :	.00	
Pre-encumbrance amount . . . . . . :	.00	
Total expenditures & encumbrances:	.00	0.0 %
Unencumbered balance . . . . :	.00	0.0 %

F5=Encumbrances F7=Project data F8=Misc inquiry
F10=Detail trans F11=Acct activity list F12=Cancel F24=More keys

Fiscal Year 2019 Account Balance Inquiry 15:50:13

Account number . . .	609-2702-410.30-38		
Fund	:	609	FUND$ REPLACEMENT
Department	:	27	INFORMATION TECHNOLOGY
Division	:	02	NETWORK ADMINISTRATION
Activity basic . . .	:	41	GENERAL GOVERNMENT
Sub activity	:	0	GENERAL GOVERNMENT
Element	:	30	PURCHASED PROF & TECH SVC
Object	:	38	MISC PROF SVCS

Original budget . . . . :	0		
Revised budget . . . . :	2,593,088	08/29/2018	
Actual expenditures - current . :	59,000.00		
Actual expenditures - ytd . . . :	.00		
Unposted expenditures . . . . . :	292,091.58		
Encumbered amount . . . . :	957,640.56		
Unposted encumbrances . . . . . :	292,091.58-		
Pre-encumbrance amount . . . . . :	.00		
Total expenditures & encumbrances:	1,016,640.56	39.2	%
Unencumbered balance . . . . . . :	1,576,447.44	60.8	%

F5=Encumbrances F7=Project data F8=Misc inquiry
F10=Detail trans F11=Acct activity list F12=Cancel F24=More keys