



# City of Pembroke Pines: PaymentWorks Pricing and ROI Overview

September 2023

Digital Supplier Onboarding for Secure,  
Compliant and Optimized Business Payments

# Goals and Outcomes

- Managing vendor identity and payment data relies on people, processes, and paper
  - Stop spending time and taxpayer dollars collecting, routing, reviewing, and approving vendor information based on forms sent to [accountspayable@ppines.com](mailto:accountspayable@ppines.com). No more internal back-and-forth or chasing down vendors for the right information.
- Payments fraud risk is increasing in volume and sophistication
  - Don't fall victim to vendor impersonation fraud again especially with newer tactics (i.e. ChatGPT for AI-generated, genuine-sounding scams or compromising real vendor inboxes). Ensure that the risk is shifted off the city and onto PaymentWorks with a \$2mm fraud warranty. Fill in the growing "coverage gap" for social engineering fraud.
- Vendor data is difficult to verify for compliance and accuracy
  - Automatically check third-party databases to ensure tax IDs, sanctions/debarment statuses, remit address, banking, etc. are all validated and routed to the right eyes for approval. Go beyond what Vendor Self-Service can offer (i.e. simply ingesting data) and instead ensure that it runs through a validation "engine"

# Your Volumes

- Total AP Spend (non-payroll): \$179MM
- Total vendors paid each year: 2,200 unique payees
- New vendors onboarded each year: 300-400 new payees onboarded

# PRICING QUOTE

Pricing is based on volumes, usage exceeding these thresholds may incur additional charges. Quote valid through 9/30/23

## OPTION 1: BASED ON 5 YEAR AGREEMENT

THRESHOLD Up to 3,000 payees paid Up to \$250mm spend	PaymentWorks Automation & Fraud Protection	Year 1	Year 2	Year 3	Year 4	Year 5
	Total One Time Costs	\$14,700	N/A	N/A	N/A	N/A
	Total Ongoing Costs	\$40,969	\$56,350	\$56,350	\$56,350	\$56,350

# PaymentWorks Contracting Partners:

- OMNIA Partners – Contract# R191902, [OMNIA Partners - Educational Software Solutions & Services Contract | Carahsoft](#) (nationwide)
- NCPA – Contract# NCPA01-86, [NCPA Contract - National Government Cooperative Purchasing Program | Carahsoft](#) (nationwide)
- NASPO – Contract# AR2472, [NASPO ValuePoint - Cloud Solution Provider | Carahsoft](#) (participating addendums in place with 38 states)

# Cost/Benefit and ROI Summary

Risk Avoidance	Value
Payments Fraud Protection	\$79,173
Data Security / PII	\$1,324
<b>Total</b>	<b>\$80,497</b>

Process Efficiency & Cost Reduction	Value
Departments	\$74,578
AP / Procurement	\$102,117
<b>Total</b>	<b>\$176,695</b>

Transaction Savings	Value
Check to ACH	\$25,856
3rd Party Tools	\$1,923
<b>Total</b>	<b>\$27,778</b>

<b>Total Savings</b>	<b>\$284,971</b>
<b>ROI based on \$57.5k annual cost</b>	<b>5.0x</b>

## Risk Avoidance

- This number comes from PaymentWorks' insurance provider, Chubb, who calculates your risk exposure based on your total AP spend annually.
- Data security/ PII: City collects W9s, and ACH forms – the cost incurred when this PII is compromised: 50% of supplier base (2,347 payees) exposed to risk \* 20% probability of compromise \* \$20 cost of compromise/record

## BEC/Social Engineering Coverage

- PW platform provides coverage for domestic ACH payments up to \$2MM per occurrence/uncapped annually.
- [BEC/SE insurance is quickly diminishing, or limits are low](#)

## Process Efficiency / Cost Reduction

- Calculated based on industry and client benchmarks + our discussions about City's manual methods to collect/route/validate/input payee data
- Reduces time from estimated 40 mins.-1 hr. to onboard payee (before PaymentWorks) to ~4 min. (with PaymentWorks)

## Implementation

- Go Live without ERP integration to make changes + optimize your new vendor registration form
- Light Technical Resources Needed (e.g. SSO 4 hrs, supplier, invoice and payment file)
- In 6-8 weeks you have a solution to automate vendor onboarding/changes, automated validations, fraud prevention + indemnification

## Implementation Project Timeline:

### Implementation Project Timeline and Deliverables

	Estimated Customer Hours	Prep 1	Prep 2	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Introduction	1					Key					
Questionnaires	1					PW & Customer	Customer	PW / Customer Technical			
<a href="#">Technical Requirements</a>	30										
Project Commitment	1										
Kick Off	1										
Self Directed Certification	4										
Functional Testing	30										
Hands-On Certification	4										
Move to Production	30										
Go-Live											

Customer implementation estimated hours: 102 over 8 weeks

## Implementation

- Resources, upon contract signing:
  - Project Manager / SME
  - Trainer
  - Admin
  - IT Contact (SSO, SFTP and files)

## Certification

- Hands-on PaymentWorks training for City users
- Typically 6 people, with necessary additions reviewed on an as needed basis. Required attendees: at least one Administrator user, and two Vendor Approver users and a trainer (depending on size of team). Recommended attendees: Business owner, Project Manager, Admin & AP representative for payments functionality

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Introduction	1					Key					
Questionnaires	1					PW & Customer		Customer		PW / Customer Technical	
<a href="#">Technical Requirements</a>	30					PW & Customer		Customer		PW / Customer Technical	
Project Commitment	1										
Kick Off	1										
Self Directed Certification	4										
Functional Testing	30										
Hands-On Certification	4										
Move to Production	30										
Go-Live											

Customer implementation estimated hours: 102 over 8 weeks

**Bank Implementation Project  
Timeline (Concurrent with  
Implementation Timeline on  
Slides 15-16)**

Payments Bank Integration Project Timeline and Deliverables

	Estimated Customer Hours	Prep 1	Prep 2	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Payment Questionnaire	1												
Configuration	3												
Discovery with bank	1												
Coordination between Bank and PaymentWorks	5												
Payments Testing	5												
Go Live													
		Key											