RESOLUTION: Authorize Winnebago County to Enter into a Two (2)-Year Agreement with Municipal Services Bureau (MSB) for Credit/Debit Card E-Check Processing and Merchant Services

TO THE WINNEBAGO COUNTY BOARD OF SUPERVISORS:

WHEREAS, the Winnebago County Finance Department is looking to develop and implement appropriate, cost-effective, gateway and processing solutions to enhance payment options for the customer and collection efficiency for Winnebago County; and

WHEREAS, Winnebago County accepts payments by credit/debit card for various Solid Waste operations, Human Services, Sheriff's Department transactions, and property taxes. The County system for receipt of these payments has been developed over time and lacks consistency between vendors, software, and procedures. In some cases, the fees for these charges are absorbed by the County while in others the County's customers bear the cost. Ideally, these costs will be borne mostly by the customer in order to minimize the impact on County program budgets and, ultimately, taxes; and

WHEREAS, Winnebago County's intent is to improve convenience for its customers while maximizing efficiency for the various County departments involved in collection. Expanded applications for the County may include various revenue sources for the following County departments: Child Support, County Clerk, District Attorney, Highway, Land & Water, Park View Health Center, Parks, and Public Health. Because of the diversity of the County's collection activities, a variety of applications, interfaces, portals and equipment may be required to provide this functionality. This could include direct point of sale processing, web-based portals, interfaces with our existing business system(s), kiosks, interactive voice recognition (pay by phone), etc.; and

WHEREAS, Winnebago County seeks, if possible, to partner with a single vendor that possesses the understanding, experience, expertise, and resources to identify, provide, and implement the most appropriate, effective, and low-cost solutions to our card payment needs; and

WHEREAS, a Request for Proposal (RFP) was issued for contract proposals for this service; and

WHEREAS, a team consisting of staff from several of the departments that will be large users was assembled to evaluate the proposals; and

WHEREAS, the selection team recommended MSB (Municipal Services Bureau) to provide the credit card/debit card, E-check processing, and merchant services.

NOW, THEREFORE, BE IT RESOLVED by the Winnebago County Board of Supervisors that it hereby authorizes the Winnebago County to enter into a two (2)-Year Agreement with MSB (Municipal Services Bureau) for credit card/debit card, E-check processing, and merchant services.

BE IT FURTHER RESOLVED by the Winnebago County Board of Supervisors that the attached two (2)-year Agreement between Municipal Services Bureau and Winnebago County, is incorporated herein by reference and made a part of this Resolution.

Fiscal Note: Winnebago County's estimated annual cost for these services is approximately $2,705.
Committee Vote: **3-0**

Vote Required for Passage: **Two-Thirds of Membership**

Approved by the Winnebago County Executive this ____ day of ______________________, 2020.

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Mark L Harris
Winnebago County Executive