

1 299-032020

2 **RESOLUTION: Authorize Winnebago County to Enter into a Two (2)-Year Agreement with**
3 **Municipal Services Bureau (MSB) for Credit/Debit Card E-Check Processing**
4 **and Merchant Services**
5

6 **TO THE WINNEBAGO COUNTY BOARD OF SUPERVISORS:**

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

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

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

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

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

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

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

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

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

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40 **Fiscal Note:** Winnebago County's estimated annual cost for these services is approximately \$2,705.

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Respectfully submitted by:
PERSONNEL AND FINANCE COMMITTEE

Committee Vote: **3-0**

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

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

Mark L Harris
Winnebago County Executive