

# EXECUTIVE BRIEF REGULAR MEETING

**AGENDA DATE:** April 6, 2021

**DEPARTMENT:** Community Sustainability

**TITLE:**

Agreement for On-Line Bill Pay services with Automated Merchant Systems, LLC

**SUMMARY:**

Agreement provides for Automated Merchant Systems, LLC to collect on-line bill payments on behalf of the City of Lake Worth Beach for the Community Sustainability Department.

**BACKGROUND AND JUSTIFICATION:**

In order to provide a higher level of customer service and convenience as well as to offer an additional option for payment in response to the CoVid epidemic, City Staff has reviewed the on-line bill payment options from a variety of vendors over the course of the past 18 months. After considering all of the pros and cons of each, City Staff chose to negotiate with Automated Merchant Systems, LLC to provide on-line bill collection services for the Community Sustainability Department (Department).

The services to be provided under this agreement are for the on-line collection of payments via credit card for the Department's various functions. The service will be provided at no cost to the City. A nominal user fee will be charged upfront by the vendor to take in the payments. The full amount of the fees due the City will be turned over on a regular basis. At this time, the on-line bill option is available for building permits; planning, zoning & preservation services; business licenses and some of the code compliance fines and fees.

Once the agreement is signed, City Staff and the vendor will coordinate rolling the service out to the public through the City's website. Payments for the Building Division will be the first to be available. Thereafter, payments will be coordinated for the other services in the following order: Planning & Preservation Division, Business License Division and finally Code Compliance Division. It is anticipated that all will be "live" on the website by the close of the fiscal year in September 2021.

Due to the fact the agreement stipulates that all user fees, transaction charges and processing costs are paid up front by the consumer to the provider, the City will receive the entirety of fees and charges due. There will be no fiscal impact to the City for these services.

**MOTION:**

Move to approve/disapprove agreement with Automated Merchant Systems, LLC.

**ATTACHMENT(S):**

Fiscal Impact Analysis – none to the City Agreement