



## CITY OF NORMAN, OK STAFF REPORT

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**MEETING DATE:** 08/23/2022

**REQUESTER:** Anthony Francisco, Director of Finance

**PRESENTER:** Anthony Francisco, Director of Finance

**ITEM TITLE:** CONSIDERATION OF APPROVAL, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF CONTRACT K-2223-39: A CONTRACT BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA, AND INVOICE CLOUD TO PROCESS BILLING DATA FOR THE CITY'S CUSTOMERS FOR INVOICE TYPES INCLUDING THE CITY CLERK, PERMITTING, AND PLANNING AND COMMUNITY DEVELOPMENT.

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### **BACKGROUND:**

The City of Norman provides the option of paying for permits, licenses, or other services with credit card and payments that utilize customers' bank account information. These forms of payment require that Payment Card Industry Data Security Standards (PCI-DDS) have to be followed regarding personally identifying information of customers. Invoice Cloud is an approved vendor to provide processing services for these forms of payments that comply with those standards. A new software system, "CityView", is being implemented for Planning and Development and Permit processes requiring a billing software system that would be compatible with that system.

### **DISCUSSION:**

The Finance and Information Technology Departments have reviewed the services offered by Invoice Cloud and confirmed that it is compatible with software systems used by City departments receiving Automated Clearinghouse (ACH), bank (debit) card, credit card and checks for payment from City customers. The cost for this billing service will be based on how many transactions are processed through Invoice Cloud's system. The credit card and debit card charge is 2.95% or a minimum of \$2.95, and a flat fee of \$3.00 for ACH or Electronic Fund Transfer (EFT) transactions. Any credit card or EFT/ACH charge back or charge rejection will incur a fee of \$10. The card reader equipment is provided by Invoice Cloud to the City for a monthly fee of \$90. Invoice Cloud also charges a monthly biller portal access fee of \$100. The maximum payment for these services to the City would be \$125,000.

The fees for these services would be billed to each department incurring these charges and the revenues recorded to the General Fund.

### **RECOMMENDATION:**

Staff recommends Council approve the contract with Invoice Cloud for the provision of debit, credit card and EFT/ACH charge processing services to City customers.