

## Legislation Text

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**File #:** 20-189, **Version:** 2

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**P.H. 2020-33: (PUBLIC HEARING 2ND READING)**

AN ORDINANCE OF THE CITY COMMISSION OF THE CITY OF POMPANO BEACH, FLORIDA, APPROVING AND AUTHORIZING THE PROPER CITY OFFICIALS TO EXECUTE A MASTER SERVICES AGREEMENT BETWEEN THE CITY OF POMPANO BEACH AND FIRST MOBILE TRUST, LLC; PROVIDING FOR SEVERABILITY; PROVIDING AN EFFECTIVE DATE.

(Fiscal Impact: \$25,000)

**FIRST READING: JANUARY 14, 2020**

(Staff Contact: Andrew Jean-Pierre)

**Summary Explanation/Background:**

This five year service agreement is for electronic bill payment services for water billing, business tax receipts and building permit fees. This purchase is being put forward to Commission as an ordinance for a bid waiver due to standardization that is allowed for in the General Services Manual.

CentralSquare, the vendor for the City's enterprise resource planning (ERP) system has recommended that the City utilize First Mobile Trust, LLC in order to provide seamless integration with our ERP system. This will replace our current method for electronic bill payments and is necessary for the privacy and protection of our customer's personally identifiable information. In addition to bill payment services, the City will be able to implement interactive voice response (IVR) technology that will allow us to provide automated information about balances, due dates and past payments to our customers. Staff recommends approval.

**Origin of request for this action:** Finance

**Fiscal impact and source of funding:** Estimated \$25,000 annually allocated to various accounts based on actual activity. Estimated credit card processing fees are based on current volume of credit card transactions.