



City of Greensboro

Melvin Municipal
Office Building
300 W. Washington Street
Greensboro, NC 27401

Agenda Report

File Number: 2024-68

Agenda Item# G.1

Agenda Date: 2/20/2024. **Department:** Field Operations
Meeting Type: Council Meeting **Category:** Consent Agenda

Title: 2024 – 68 Resolution to Authorize an Agreement in the Amount up to \$500,000 With CSG Forte Payments, Inc. for Credit Card Payment Processing Services

Council Priority: Place an ‘x’ in the box.

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|--|--|
| <input type="checkbox"/> Safest City | <input type="checkbox"/> Most Skilled Workforce |
| <input checked="" type="checkbox"/> Easiest Place to Do Business | <input type="checkbox"/> Most Connected City |
| <input type="checkbox"/> Youth Sports Capital | <input type="checkbox"/> Hub of Recreation and Entertainment |
| <input type="checkbox"/> Abundance of Attainable Housing | <input type="checkbox"/> Other/Admin <u>Briefly Explain 3 word maximum</u> |

Council District: 2, 5

Public Hearing: No
Advertising Date/By: N/A

Contact 1 and Phone: Christopher Marriott, Ext. 7612
Contact 2 and Phone: David Deel, Ext.3959

PURPOSE:

The Solid Waste and Recycling Department (formerly Field Operations) requests City Council’s approval to award a contractual agreement in an amount up to \$500,000 with CSG Forte Payments, Inc. to provide credit card payment processing services at the White Street Landfill and Refuse Transfer Station. The term of this agreement is for 5 years with optional 1-year renewals.

BACKGROUND:

The project to accept credit card payments at White Street Landfill and the Refuse Transfer Station began in 2020. There had been a desire to make this change for some time before this date. One of the issues with accepting credit/debit cards was the fact that the scale software used by both the Solid Waste Transfer Station and White Street Landfill (PDOX) would not interact with this type of financial transaction. The first step was to find an acceptable scale operations software that would allow using credit cards/debit cards. The company selected was Carolina Software Solutions and their software product “Waste Works”. SW&R worked with the City’s Information Technology Department in the vetting of appropriate software when the RFB for Carolina Software Solutions was decided on. Both SW&R and IT agreed that this was the best option for the City to begin accepting credit cards. This software program is used by many of the local municipal and county disposal sites in North Carolina. Both the MWBE office and the

Vision Statement: “A Community with Endless Economic Opportunities and Exceptional Quality of Life.”

City's Legal Department agreed with this recommendation. The Contract with Carolina Software for \$34,351 was bid by PSD and signed by the City with a Term of March 1, 2022 - February 2025. In this contract \$22,351 is for the cloud based software package and \$4000 annually is for the support & maintenance fees.

Carolina Software Solutions has a list of vendors for processing that their equipment integrates with. Based on the requirements of the City's IT and Finance Departments the best fit of the processing was CSG Forte. CSG Forte whom the contractor uses as their clearing house or credit card machine supplier. It is CSG Forte's machines that must be paired with the software. The hardware and services provided by CSG FORTE are required to support the new R-TAG software currently under testing at the supplier facility and will replace the current PDOX system and software. In addition, the software will permit end of month billing and provide real-time account management thus reducing a repetitive need to update our accounting ledgers. We are requesting an MWBE waiver due to the specific needs of the prime contractor.

CSG Forte Payments, Inc. agrees to process credit card, debit card and ACH transactions based on an annual service charge of \$60 plus a 3.2% and \$0.50 per transaction fee for credit and debit cards. These fees will be absorbed by the City and residents will not pay a service fee to process their transactions. The estimated fees of \$500,000 over 5-years is based on current cash transactions from private individuals and companies. It is anticipated that many of these customers will prefer to make credit card payments as opposed to cash. A five (5) year term is their standard State (public entity) length, the SW&R Department received approval from the City Manager's office to request this length of contract due to the nature of this item making Greensboro an easier place to do business.

BUDGET IMPACT:

The estimated annual fees associated with this contractual agreement are \$100,000, for a total of \$500,000 over 5 years which would come from the Solid Waste Disposal Fund (551) annual budget.

ACCOUNT NUMBER:

551-43-4306001.5417

RECOMMENDATION / ACTION REQUESTED:

It is recommended that City Council approve the agreement with CSG Forte Payments, Inc. in an amount up to \$500,000 over 5-years to provide credit card payment processing services at the White Street Landfill and Transfer Station.