



# Lake County Illinois

## Legislation Text

File #: 19-1824, Version: 1

Joint resolution authorizing a contract with Openedge, Lindon, Utah, to provide credit card and e-check processing services for the Lake County Public Works Department's Tyler Incode 10 utility billing software at a current estimated annual cost of \$102,145.

- Due to technological advances and enhanced security requirements a replacement utility billing system was necessary, and on July 10, 2018 the County Board awarded Tyler Technologies a contract to implement Incode 10 as the Public Works department's new billing software system.
- The department needs to utilize a payment processor that will maintain the same level of service options for its customers including electronic credit card and e-check payments. The department's current credit card processor will not integrate with the Tyler product.
- Openedge is the only source that can provide electronic credit card and e-check payments that directly integrates with the Tyler Incode 10 software.
- The Department is unable to move forward with the anticipated year end 2019 system implementation until the new credit card processor is selected.
- Pursuant to Article 6, Section 102 of the Lake County Purchasing Ordinance, the Purchasing Agent approved the bid exemption on the basis that there is only one source for the required goods, service, or construction item.
- This authorizes the Purchasing Agent to execute an agreement with Openedge to provide electronic credit card and e-check processing services for the Tyler Incode 10 utility billing software at a current estimated annual cost of \$102,145.

## RESOLUTION

**WHEREAS**, the Public Works Department's Utility Billing Software system (UBS) performs utility user fee billing and collection financial recordkeeping for over 26,000 Lake County retail sewer and water customers accounts, and

**WHEREAS**, due to technological advances and enhanced security requirements it was determined a replacement utility billing system was necessary, and through the competitive RFP process on July 10, 2018 the County Board awarded Tyler Technologies a contract to implement Incode 10 as the department's new utility billing software system; and

**WHEREAS**, the department currently has the technological capability of accepting credit card and e-check payments through the payment processing vendor JetPay, a functionality that directly interfaces and updates customer accounts in the department's current legacy system, and

**WHEREAS**, during bidding process it was disclosed that Tyler Incode 10 can provide the

same level electronic credit card and e-check payment functionality, but only with select vendors with whom Tyler has an established interface with, and.

**WHEREAS**, the Department would need to utilize a Tyler preferred payment processor for credit card and e-check payments to directly integrate into the Incode 10 software and customer accounts, as the Department's current credit card processor JetPay will not integrate, and

**WHEREAS**, the Department is unable to move forward with the anticipated year end 2019 system implementation until the new credit card processor is selected, and

**WHEREAS**, Openedge is the sole proprietor and, as the only source that can provide credit card and e-check payments electronically that directly integrates with Tyler Incode 10 utility billing software, was approved for bid exemption by the Purchasing Agent on October 23, 2019; and,

**WHEREAS**, an Agreement has been negotiated with Openedge to provide credit card and e-check processing services for the Tyler Incode 10 software at a current estimated annual cost of \$102,145; and

**WHEREAS**, in accordance with Article 6, Section 102 of the Lake County Purchasing Ordinance, the Purchasing Agent approved bid exemption on the basis that there is only one source for the required goods, service, or construction item.

**NOW, THEREFORE, BE IT RESOLVED**, by this County Board of Lake County, Illinois, that the Purchasing Agent is hereby authorized and directed to execute an agreement with Openedge, Lindon, Utah for credit card and e-check processing services for the Tyler Incode 10 utility billing software at a current estimated annual cost of \$102,145.

**DATED** at Waukegan, Lake County, Illinois, on this 12th day of November, A.D., 2019.