

Item Title: Approve a Multi-Year Contract with AMS to Integrate Credit Card Acceptance with Eagle Recorder Software

Specific Action Requested:

That the Board of Commissioners authorizes the County Manager to execute a three-year contract with two optional one-year extensions for the integration of credit card processing with the Eagle Recorder software.

Item Summary:

Purpose: The Board of Commissioners must approve multi-year contracts.

Background: Wake County Register of Deeds accepts credit card payments for vital records transactions by processing the transaction outside of the software system and absorbing the credit card transaction fee. In effort to reduce the likelihood of errors and lost revenue the department researched vendors that would integrate this process and pass the fee onto the customer. AMS the needs of the Register of Deeds. This payment process would only affect Vital Records within the Register of Deeds.

Board Goal: The action supports routine County operations.

Fiscal Impact: This transition will require purchasing the credit card terminals for each workstation. The estimated amount for the terminals is \$7,686 and is within the Register of Deed's budget. The credit card processing fee will be passed to the customer so there is no cost to the county for this contract. The estimated cost savings is approximately \$7,000 per year.

Additional Information:

The ROD office has worked closely with the contract department to be sure the contract is in agreement with Wake County's rules and regulations pertaining to contracts.

This system will only be used for the Vital Records department of the Register of Deeds office, transactions pertaining to birth, death, marriages and DD214's.

Attachments:

1. Contract
2. PCI Addendum