

REQUEST FOR LEGISLATIVE ACTION

EXECUTIVE OFFICE

Completed by County Counselor's Office:

Res/Ord No.: 19996 **SEP 25 2018**

Sponsor(s): Dennis Waits

Date: October 1, 2018

<p>SUBJECT</p>	<p>Action Requested <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Ordinance</p> <p>Project/Title: <u>Awarding a Fourteen Month Term and Supply Contract, with Two Twelve Month Options to Extend for the furnishing of a Cloud Based SaaS (Software as a Service) Solution for the Collections Department to PayIt, LLC of Kansas City, Missouri under the terms and conditions of the National Cooperative Purchasing Alliance Contract No. 01-66, a competitively bid government contract.</u></p>										
<p>BUDGET INFORMATION <i>To be completed By Requesting Department and Finance</i></p>	<table border="1" data-bbox="321 583 1458 779"> <tr> <td>Amount authorized by this legislation this fiscal year:</td> <td></td> </tr> <tr> <td>Amount previously authorized this fiscal year:</td> <td></td> </tr> <tr> <td>Total amount authorized after this legislative action:</td> <td></td> </tr> <tr> <td>Amount budgeted for this item * (including transfers):</td> <td></td> </tr> <tr> <td>Source of funding (name of fund) and account code number:</td> <td></td> </tr> </table> <p>* If account includes additional funds for other expenses, total budgeted in the account is: \$</p> <p>OTHER FINANCIAL INFORMATION:</p> <p><input checked="" type="checkbox"/> No budget impact (no fiscal note required) <input type="checkbox"/> Term and Supply Contract (funds approved in the annual budget); estimated value and use of contract: Department: _____ Estimated Use: _____</p> <p>No Charge to the County</p> <p>Prior Year Budget (if applicable): _____ Prior Year Actual Amount Spent (if applicable): _____</p>	Amount authorized by this legislation this fiscal year:		Amount previously authorized this fiscal year:		Total amount authorized after this legislative action:		Amount budgeted for this item * (including transfers):		Source of funding (name of fund) and account code number:	
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Source of funding (name of fund) and account code number:											
<p>PRIOR LEGISLATION</p>	<p>Prior ordinances and (date): _____ Prior resolutions and (date): _____</p>										
<p>CONTACT INFORMATION</p>	<p>RLA drafted by (name, title, & phone): Barbara Casamento, Purchasing Administrator, 881-3253</p>										
<p>REQUEST SUMMARY</p>	<p>The Collections Department requires a Term and Supply Contract to process On-Line Tax Payments. The current software is antiquated and it is estimated it will be replaced with an updated software from Thomson Reuters within the next two to three years. (Ordinance No. 5090 dated April 6, 2018).</p> <p>The County has a Term and Supply Contract with UMB Bank of Kansas City, Missouri (Resolution No. 19958 dated August 20, 2018) to continue with the current On-Line Payment Processing for Tax Payments while waiting on the updated software. Because the system of the age of the system, it is possible that bigger performance and security issues will happen during the property tax season resulting in angry tax payers and additional work load for the County.</p> <p>The PayIT Cloud Based SaaS Solution was awarded under the competitively bid Contract No. 01-66 from the National Cooperative Purchasing Alliance in November, 2016. This Contract would be at no charge to the County and the taxpayers will pay an Administrative Fee of approximately \$1.25 for ACH and 2.7% on credit cards per transaction.</p> <p>Pursuant to Section 1030.4 of the Jackson County Code, the Director of Finance and Purchasing, the Director of Information Technology and the Director of Collections recommend the approval of the Term and Supply Contract for Cloud Based SaaS Solutions from PayIt, LLC of Kansas City, Missouri, under the terms and conditions of the National Cooperative Purchasing Alliance Contract No. 01-66.</p>										
<p>CLEARANCE</p>	<p><input checked="" type="checkbox"/> Tax Clearance Completed (Purchasing & Department) <input checked="" type="checkbox"/> Business License Verified (Purchasing & Department)</p>										

	<input checked="" type="checkbox"/> Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office)	
COMPLIANCE	<input type="checkbox"/> MBE Goals <input type="checkbox"/> WBE Goals No goals established <input type="checkbox"/> VBE Goals	
ATTACHMENTS	A Memorandum from Mike Erickson, Director of IT and the pertinent pages of the National Cooperative Purchasing Alliance Contract No. 01-66.	
REVIEW	Department Director: <i>[Signature]</i> for MICHAEL ERICKSON	Date:
	Finance (Budget Approval): If applicable	Date: 9/25/18
	Division Manager: <i>[Signature]</i>	Date: 9/26/18
	County Counselor's Office:	Date:

Fiscal Information (to be verified by Budget Office in Finance Department)

- This expenditure was included in the annual budget.
- Funds for this were encumbered from the _____ Fund in _____.
- There is a balance otherwise unencumbered to the credit of the appropriation to which the expenditure is chargeable and there is a cash balance otherwise unencumbered in the treasury to the credit of the fund from which payment is to be made each sufficient to provide for the obligation herein authorized.
- Funds sufficient for this expenditure will be/were appropriated by Ordinance # _____
- Funds sufficient for this appropriation are available from the source indicated below.

Account Number:	Account Title:	Amount Not to Exceed:

- This award is made on a need basis and does not obligate Jackson County to pay any specific amount. The availability of funds for specific purchases will, of necessity, be determined as each using agency places its order.
- This legislative action does not impact the County financially and does not require Finance/Budget approval.



Department of
INFORMATION TECHNOLOGY
JACKSON COUNTY, MISSOURI

816-881-3151

415 EAST 12TH STREET, ROOM G-8
KANSAS CITY, MO 64106

TO: BARBARA CASAMENTO, PURCHASING SUPERVISOR

FROM: MICHAEL ERICKSON, DIRECTOR OF IT AND GIS *ME*

DATE: SEPTEMBER 19, 2018

RE: RLA TO REPLACE ASCENDWEB WITH PAYIT

Please prepare an RLA asking for approval to replace Ascendweb with PayIt for taxpayers in use when paying their taxes.

The use of Ascendweb for online property tax payments has become an increasingly untenable position for Jackson County. The issues start at the source with Thomson Reuters, Ascendweb's vendor. Thomson Reuters provides minimal support of Ascendweb with a very small team and has minimal interest in continuing its support of the product since it is a 20+ year old legacy system. Ascendweb requires three separate servers to run, which leads to three separate points of failure for any given issue it encounters. This makes issues with the system more likely to occur and more difficult to troubleshoot. The Ascendweb server is an outdated, 32-bit, physical server that runs an unsupported operating system in Windows Server 2003. This means that the operating system will never receive new updates and will only become a bigger performance and security risk as time passes. The number of tax payers visiting the site during property tax season routinely pushes the Ascendweb server to its limits and one day it simply won't be able to handle the traffic it receives.

The EPS server is a slightly less outdated physical server that uses Windows Server 2008 as its operating system. It runs the Sonant EPS5 service, which has reached end of life and is only sparsely supported by Sonant. The AscendStmnt server runs three other services that are necessary for Ascendweb to function. It has been virtualized but can still only run 32-bit Windows Server 2003 since Ascend requires a 32-bit operating system. With these stipulations handicapping the server, it is common for the server to become overwhelmed during property tax season and process payments slowly. This causes tax payers to attempt to resubmit payments, which ends up causing them to pay their taxes twice resulting in angry taxpayers and additional workload for the county.

Beyond all of that, taking the system down and bringing it back up in the event of an error or system process is a cumbersome task and can be error prone. It is imperative for Jackson County and for Jackson County's tax payers that we move on from Ascendweb, so that we can ease the online payment process for both parties and provide a more stable and robust product for the tax payers.

Given the current state of Ascendweb, it is my recommendation to procure a solution offered by Payit. Payit offers a Software-as-a-Service (SaaS) solution that will replace the functionality of the legacy Ascendweb server and Sonant EPS5 system providing Jackson County citizens a stable online payment solution which will address payment availability/stability and eliminate the risk of a catastrophic failure. In addition, the Payit solution will offer a modern, friendly, chat-based mobile user experience resulting in increased customer satisfaction.

PayIt is the only awardee of a competitively bid, national contract for "Cloud-Based, SaaS Solution for Government Transaction Processing" (Contract No.: 01-66) by the National Cooperative Purchasing Alliance.



Region XIV Education Service Center

1850 Highway 351
Abilene, TX 79601-4750
325-675-8600
FAX 325-675-8659

Monday, November 14th, 2016

PayIt, LLC
ATTN: Michael Plunkett
1812 Broadway Blvd
Kansas City, MO 64108

Dear Michael:

Region XIV Education Service Center is happy to announce that PayIt, LLC has been awarded an annual contract for Cloud-Based, SaaS Solution for Government Transaction Processing based on the proposal submitted to Region XIV ESC.

The contract is effective immediately and will expire on November 30th, 2019. The contract can then be renewed annually for an additional two years, if mutually agreed on by Region XIV ESC and PayIt, LLC.

We look forward to a long and successful partnership underneath this contract.

If you have any questions or concerns, feel free to contact me at 325-675-8600.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Ronnie Kincaid'.

Ronnie Kincaid
Region XIV, Executive Director



Payit, LLC

1812 Broadway Boulevard
Kansas City, MO 64108

Response to:

**Region 14 Education Service Center
Request for Proposal for
Cloud-Based, SaaS Solution for
Government Transaction Processing**

**Made available through the
National Cooperative Purchasing Alliance**

Solicitation# 30-16

**Response Due Date:
November 3, 2016, 2:00 CST**



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Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name	Paylt, LLC
Address	1812 Broadway Blvd.
City/State/Zip	Kansas City, MO 64108
Telephone No.	913-314-3825
Fax No.	253-669-9380
Email address	mike@mobilgov.com
Printed name	Michael S. Plunkett
Position with company	Co-Founder & COO/CFO
Authorized signature	