## REQUEST FOR LEGISLATIVE ACTION

Completed by County Counselor's Office: Res/Ord No.: 19547

Sponsor(s):

Dennis Waits

Date:

August 7, 2017

SUBJECT	Action Requested	
	Resolution Ordinance	
	Project/Title: <u>Authorizing a Contract for Point of Sales Credit and Debit Card Payment Collections Department to JetPay Payment Services fka: Collector Solutions of Pensacc terms and conditions of the State of Missouri Contract No. C214037002.</u>	
BUDGET		
INFORMATION	Amount authorized by this legislation this fiscal year:	\$
To be completed	Amount previously authorized this fiscal year:	\$
By Requesting	Total amount authorized after this legislative action:	\$
Department and	Amount budgeted for this item * (including transfers):	\$
Finance	Source of funding (name of fund) and account code number:	
	* If account includes additional funds for other expenses, total budgeted in the account is: \$	
	OTHER FINANCIAL INFORMATION:	
	M No hardest impact (as Seedlest and in D. No Contactle Co.	
	No budget impact (no fiscal note required) – No Cost to the County	1 6
	Term and Supply Contract (funds approved in the annual budget); estimated value	and use of contract:
	Department: Estimated Use: \$	
	Prior Year Budget (if applicable):	
DRIOR	Prior Year Actual Amount Spent (if applicable):	
PRIOR	Prior ordinances and (date):	
LEGISLATION	Prior resolutions and (date):	
CONTACT	DIA 1 0.11 ( CH 0 1 ) D 1 G . D 1 1 A1 11	001.0070
INFORMATION	RLA drafted by (name, title, & phone): Barbara Casamento, Purchasing Administrator	, 881-3253
REQUEST SUMMARY	The Collections Department currently accepts on line payment of property taxes and recordebit cards but does not accept payment for these transactions at the Cashier's Windo Department. The Collections Department would like to use the State of Missouri's Cortransactions at the Cashier's Windows. There will be no charge to the County for these convenience fees charged to the taxpayers will be lower than those currently charged.	ows in the Collections attract for these
	Pursuant to Section 1030.4 of the Jackson County Code, the Director of Finance and Puaward of this Contract for the Collections Department to JetPay Services fka: Collector Florida under the terms and conditions of the State of Missouri Contract No. C2140370 government contract due to the larger discount offered to States.	Solutions of Pensacola,
CLEARANCE		
CLEARANCE	☐ Tax Clearance Completed (Purchasing & Department) N/A ☐ Business License Verified (Purchasing & Department) N/A ☐ Chapter 6 Compliance - Affirmative Action/Prevailing Wage (County Auditor's Office)	fice)
ATTACHMENTS	Recommendation Memorandum from V. Edwin Stoll, Acting Chief Administrative Off	icer letPay's Quote and
THE THE THE	the pertinent pages of the State of Missouri Contract	icci, sea ay s Quote and
REVIEW	Department Director:	Date: 1/31/17
	Finance (Budget Approval)  If applicable	Date: 7/31/17
	Division Manager:	Date 3 3 117
	County Counselor's Office:	Date:

## 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.

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

### **MEMORANDUM**

Date: July 18, 2017

To: Frank White, Jr., County Executive

From: V. Edwin Stoll, Acting Chief Administrative Officer

Re: Proposed Participation in Government Contract under Cooperative Procurement Program for Point of Sale Credit Card and Debit Card Payment Services for Use by the Collection Department

#### Background:

Currently, Jackson County accepts on line payment of property taxes and related charges using MasterCard or VISA credit or debit card under existing contracts with third party vendors. The convenience fee charged directly to the payer for such transactions is 2.395%. As you know, the County currently does not accept payment of property tax and related charges at County cashier windows by credit card or debit card.

The City of Grandview performs property tax collection services under contract with the County and utilizes a service provided by JetPay Corporation as a Cooperative Procurement Program participant under a State of Missouri contract that accepts such payments at cashier windows using credit cards (MasterCard, VISA, American Express, Discover) or debit card (MasterCard and VISA logos). A site visit observation of use of the service by the City of Grandview on July 13, 2017 demonstrated functionality acceptable for use by the Jackson County Collection Department for payment of property tax and related charges by credit card or debit card at cashier windows. In discussion with the City's Finance Director/City Treasurer, he indicated the City's satisfaction with the service.

#### Recommendation:

It is recommended that Jackson County participate in the State of Missouri contract for JetPay services under the Cooperative Procurement Program that would allow the County to accept payment of property tax and related charges by credit card at 13 Collection Department cashier stations (in KC, 4 windows and 2 additional stations at marble table; in TCH, 5 windows and 2 additional stations in main lobby). Applicable documentation, which is attached, has been reviewed by Jay Haden and Barb Casamento. As you can see, under the attached documentation, the necessary equipment and training for County associates would be provided by JetPay at no cost to the County and the convenience fees charged to the taxpayers would be lower than those currently charged for on line payments.

#### Goal:

Subject to obtaining all appropriate approvals and documentation, the installation of necessary equipment and the proper training of associates, the goal is to have the service in place and operational by the time that 2017 property tax bills are mailed.

cc: Caleb Clifford, Chief of Staff
Jay Haden, Chief Deputy County Counselor
Barbara Casamento, Purchasing Supervisor





## Jackson County System Profile

#### Application Types

JetPay Payment Services LLC, provides services to host a public site and provide office logins for point of sale credit card and e-check processing and reconciliation, web processing, Interactive Voice Response (IVR), or integrated Payment Re-Direct. The system is entirely web based, providing all payment and reporting functionality in the web portal. For Point of Sale, additional Ethernet connections and IP addresses may be required, depending on the type of Point of Sale terminal being used, such as a payment terminal utilitizing EMV. Jackson County would provide Windows based (or equivalent) PC(s) with Internet access. There is no cost to Jackson County for this service.

## 2. Data Collection

Customers can be validated by using a County assigned account number. The number can be validated a number of ways, including the County providing a file of eligible account numbers, which would be used to verify customers and amounts due, or by validating the format of the number (Length, type of characters, etc.). Web service or file exchange validation can be used, along with other alternative methods as needed.

- 3. Payment Methods (JETPAY provides all necessary hardware and training. See Appendix below for description of hardware)
  - a. Credit/Debit Card
  - Electronic Check (if requested): JETPAY will provide training and best practices for the use of echecks.

#### 4. Category/Payment Types

A Category can be thought of as a County Department, such as Tax Collector, Municipal or Circuit Court, Utilities, Parks & Recreation, etc. The County would define payment types for each Category as needed (ex. Utility Payment, Utility Deposit, etc.). As many payment types as needed can be defined but there must be at least one per category.

- 5. Collection Modes (Most commonly used)
  - a. Web (customer jump from County website to JETPAY)
  - b. Point of Sale. (POS) Face to face Scan using swipe device
  - c. Point of Sale. (POS) Face to face Manual
  - d. Phone in. (Caller relays information to telephone operator)
  - e. Pre-Authorized payment. (Office only for ACH transaction)
  - f. Interactive Voice Response (IVR). JETPAY builds and manages a toll-free telephone payment system.
  - g. Virtual Terminal. JETPAY integrates directly with other third party software systems. JETPAY provides certain development costs if third party software is not already integrated with JETPAY.
- 6. Fee Structure (per state contract and listed in Appendix A)
  - a. Passed to customer
  - b. Fees would be established defining Jackson County as a Government Service entity. This would enable JETPAY to provide the government rate via "Missouri State Contract Pricing". (Absorbed fees can be defined as needed.)
- 7. Transaction notification and back end processing
  - JETPAY Reporting through the JETPAY Dashboard. The JETPAY Dashboard provides payment information and reporting in over 70 well defined reports and filter configurations.
  - b. Email notification
  - c. Other notifications or data structures are available at customer request, such as daily output data in an agreed upon format.

- d. Virtual Terminal applications may provide real-time data updates on payment status and account updates.
- 8. Distribution Account(s), settlement, reporting and reconciliation
  - a. County must provide at least one settlement account for distribution of funds with ACH capability.
     Multiple accounts can be used within County departments by type if needed.
  - b. County may provide a Master Settlement account for first deposit of funds if needed.

#### 9. Settlement of Funds

- a. Credit and debit card transactions settlement of funds occurs 2 working days following transaction processing date per industry standards. Funds will settle by date, as opposed to card type, which is beneficial for reconciliation. Some financial institutions may settle ACH funds to the County account over a 2 day period, so the County should check with their bank or financial institution for policy on ACH funds.
- b. E-Check transactions settle each working day for the previous date, and are usually available in the Distribution account in 2 working days. The County should check with their bank or financial institution for policy on ACH funds.

#### 10. Deployment Schedule

- County provides desired deployment date (JETPAY may request to adjust dates due to development project volume). JETPAY will provide estimate for deployment after site parameters and County preferences have been established.
- 11. Maintenance (users, payment maintenance, voids, credits)
  - User levels include: (Administrator (users, voids, and credits), Customer Service (all reports), and
    User (Payments only). County has option to assume Administrator role with JETPAY in support, or
    JETPAY may act as Administrator.

#### 12. Merchant Application and setup

a. All new clients complete a JETPAY Agreement, Merchant Account Agreement, and form W-9 for payment and funds identification as a benefit to both the County and its customers. JETPAY will provide all documents to County. Agreements will be activated in conjunction with deployment. Terms and lengths of service are negotiable.

#### 13. Chargebacks and Disputes

a. JETPAY provides unique and effective service in the disposition of chargebacks and disputes. JETPAY acts as the Merchant on behalf of the County, analyzing and answering the initial dispute letter, while absorbing the initial debit from the card industry until the dispute is resolved. All pertinent information regarding payments is provided to answer the dispute. In some cases, the County may be asked to provide specific information regarding a disputed payment to prove the validity of the payment in question, the tax year the payment is applied against, or other specific account information. If a dispute is won by JETPAY, no funds change hands and the payment stands. If a dispute is lost, JETPAY simply debits the amount of the payment from the County's bank account, and the County would re-instate the balance due to the customer.

#### 14. Customer Service

a. JETPAY provides complete customer as well as client services to assist in all aspects of payment processing, training and maintenance. JETPAY operates a call center with Alphapointe Inc. in Kansas City MO. In addition, JETPAY also provides a stand-alone Help Desk, as well as 24 hour, 7 day a week on call support. There is no cost to the County to utilize JETPAY services.

#### 15. JETPAY Additional Services

- a. JETPAY also offers many additional value added services, including.
  - i. Electronic Bill presentment options.
  - ii. Text to Pay options.
  - iii. Hosted web payment profile storage options (Web customers may create and store multiple payment profiles for JETPAY payments.)
  - iv. Software integration with Third party software and accounting systems.

1.	FEES:		
	Set Up Fees Recurring Fees (monthly\ann	\$0.00 ual) \$0.00	
	Accepting Credit Cards	YES	(YES or NO)
	Transactional Fees	0-\$50= \$1.25 50-\$75= \$1.75 75-\$100= \$2.15 \$100 and up = 2.15%	
	Fees to be paid by	PAYER	(PAYER or CLIENT)
	Accepting Debit Cards (Poi	nt of Sale Only) YES	(YES or NO)
	Transactional Fees	0-\$66= \$1.00 66.01and up= 1.50%	
	Fees to be paid by	PAYER	(PAYER or CLIENT)
	Accepting eChecks	YES	(YES or NO)
	Transactional Fees	\$.50 (all amounts)	
	*Fees to be paid by	PAYER	(PAYER or CLIENT)

#### Appendix B

Appendix A

Pricing:

Hardware devices (USB or Ethernet powered)

Re-presentment count

Magtek Dynamag Swipe Device or equivalent. Compatible EMV compliant devices will be provided as they are phased into the JETPAY product. JETPAY will provide all hardware devices at no charge. Hardware may vary based on current best practices.

# Check Scanner (If utilized)

RDM EC7000i (with USB cable) check imaging device

## Appendix C

## Missouri State Contracts of note:

- State of Missouri B2Z14037
- City of Kansas City MO EV2110
- Missouri Office of State Courts Administrator OSCA 14-016
- City of St. Charles MO PC1102



Signature of Owner/Officer

3361 Boyington Dr., Ste 180 Carrollton, TX 75006 Phone: I-877-4JETPAY

_	Merchant Application & Agreement			Main Fax: (866) 370-6924
	ISO/Agent ID# & Name:	Sales Agent Nan	ne & ID#	
,	NOTICE: AGENTS MUST INCLUDE THEIR ID IN C	ORDER TO RECEIVE CREDIT FOR T	HE APPLICATION	
Merchant Name (DBA or Trade) Jackson County, Missouri		Legal Name (ii	different)	Tax ID: 44-6000524
Location Address		Legal Address		
Address 1: 415 E 12th Street, Suite 100		Address 1:		
Address 2:		Address 2:		
City: Kansas City State: MO	Zip Code: 64106-2706	City:	State:	Zip Code:
DBA Phone Number: 816-881-1399		Name to Appear of	Cardholder Statement: Ja	ackson County Missouri
Company Website: jacksongov.org			ar on Cardholder Statement	ALCOHOLOGICA ALCOHOLOGICA
	icarlis@jacksongov.org	Maintenance X Statemo	ents 🛛 PCI 🔃 Chargeba	
Address: 415 E 12 <sup>in</sup> Street, Suite 100 City:	Kansas City	State: MO	Zip: 64106-2706	
Average Ticket Amount \$ 1,700.00 High  Does this location currently take AMERICAN EXPRES  Has the Merchant ever been terminated from acce  #Years in Business 190  If yes, please provide explanation:	S/VISA/MASTERCARD/DISCOVER Net epting cards for any business? Has Merchant ever filed bankrup	work? Tyes X No Reas Tyes X No If "YES" p otcy? Yes X No	son for leaving?lease explain:	
	Authorized Sig	nor Information:		
Name 1: Jonathan De Vicariis  (First, Middle Initial)	cost	Name 2:	(First, Middle Inite	n(Lost)
Title 1: Systems Administrator				a, custy
Address Line 1: 415 E 12th Street, Suite 100				
Address Line 2;	1			
City: Kansas CityState: MOZip: 64	\$106 Country: USA			Country:
Cell Phone:Fo	ax: <u>573-634-7095</u>			ς:
E-mail Address: JDeVicariis@jacksongov.org				
	Americo	ın Express:		
Please submit your current SE# and we will convey NEW ACCOUNTS: If you do not currently accept AXI accepting AXP payments. If you do not currently accepting AXP payments. If you do not currently in the event your volume exceeds more than \$1MM offers or promotions of AXP products or services fror law, for us to process your opt-out request email cu Sales sofware and programscannot prohibit the accept processor, and not Merchant Bank, will settle Am	this to AMEX, Existing AXP SE#:  P payments, and your annual volume are an AXP#, and your annual volume are an AXP#, and your annual volume annually, you may be moved direct AXP via offline or online means (sue stomer service at: assist@jetpay.com ceptance of specific types of payme ceptance of specific types of payme.	ore than \$1MM annually,  e is less than \$1MM, we wi me is more than \$1MM we tly to AXP, Opt out of AXP ch as traditional mail and . Merchant has the right n	Il assign you an AXP# for this will contact AXP on your be Offers and Promotions: If yo telephone), please contact of to accept all Card Associations and promotions are presented to the contact of the	account so you can start shalf, u do not wish to receive future customer service with applicable ation card types. Some Point of
Acquiring Bank Disclosure		Member Bank (Acqu		1021
** Wells Fargo Bank 1200 Montego Walnut Creek,	CA 94598 (844) 284-6834	products directly to a N 2. The Bank must be a prir 3. The Bank is responsible with which Merchants 4. The Bank is responsible 5. The Bank is responsible	cipal (signor) to the Merchant Agreer for educating merchants on pertinent must comply. for and must provide settlement funds for all funds held in reserve	nent. Visa and MasterCard Rules
Processor Disclosure		Important Merchant  1. Ensure Compliance with	Responsibilities h cardholder data security and stora	ae requirements
JetPay Payment Services, TX, LLC, 3361 Boylington Drive, S  JetPay throughout this application and T&C agreement of	on the WEB is your Acquirer for American	2. Maintain fraud and cho	orgebacks below Card Organization I d the Ierms of the Merchant Agreem	hresholds
Express, or will convey American Express sales on your be	shalf.	5. Relain a signed copy o	f this disclosure page:	

Merchant Resources:

Please visit https://www.ielpoy.com/merchant/obout\_merchant\_terms.php.
The responsibilities above do not replace the terms of the Merchant Agreement and are provided to ensure the Merchant understands important obligations of each party and acknowledges the Bank is the utilizate authority should the Merchant experience any problems.

Date



3361 Boyington Dr., Ste. 180 Carrollton, TX 75006 Phone: I-877-4JETPAY Main Fax: {866} 370-6924

Merchan	t Application & Agreement
QIR Certification:	Equipment Information (select any and all that apply):
Name:	☐ Virtual
Third Party Chargeback Services:	Gateway Name;
	Software Name:
	Banking Information:
☑ Main Account ☐ Fee Account	☐ Main Account ☐ Fee Account
Bank Name 1:	Bank Name 2:
Account Name 1:	Account Name 2:
Account Type 1;	Account Type 2:
Routing # 1:	Routing # 2:
Account # 1:	Account #2:
and that such individual(s) have the requisite corporate pagreement and provide the acknowledgements, authori individually; (ii) acknowledge(s) that the information contour and acceptance for processing or maintaining a merchan and Bank to investigate the credit of the Merchant and element and in the event this Merchant Application is a forth in the Merchant Agreement. The Merchant and uncountered and conditions of the merchant agreement provided and the Card Associations Operating Rules, which are hereby read, understood and agree to those terms and condition terms and conditions as updated from time to time at the corporation, its proper Corporate Officers must sign. This Agshall be considered as one, below and by signing below structure of Officer/Owner:	penalties that arise do to in-accurate information will be assessed to the merchant, power and authority to complete and submit this Merchant Application and stations, and agreements set forth below, both on behalf of the Merchant and ained in this Merchant Application is provided for the purpose of obtaining, pricing, and account with JETPAY and Bank on behalf of the Merchant; (iii) authorize JETPAY and person listed on this Merchant Application; and (iv) agree, on behalf of the accepted and executed by Bank and JETPAY, to all of the terms and conditions set lersigned individuals understand it is their responsibility to carefully review the terms available at http://www.jetpay.com/merchant/about_merchant_terms.php, and incorporated by reference. By signing below, you acknowledge that you have and that you agree to accept electronic notification of any changes to those a JetPay WEB address for merchant terms listed above. If the merchant is a greement may be signed by one or more counterparts and all signed agreements are they are valid signers for such corporation.  Date  Date
Bank Signature and Title:	Date
JetPay Signature and Title:	Date

#### Appendix A Convenience Fees

#### Convenience Fee Passed to Customer

## Credit Cards Web and Point of Sale Convenience Fee Passed to Customer

\$0-\$50.00 \$1.25 \$50.01-\$75.00 \$1.75 \$75.01-\$100.00 \$2.15 \$100.01 and up 2.15%

#### Debit Cards Point of Sale Only Convenience Fee Passed to Customer

\$0-\$66.00 \$1.00 \$66.01 and up 1.50%

#### E-Checks Web Only Convenience Fee Passed to Customer

All Amounts \$0.50



July 12, 2017

Jackson County, Missouri Attn: Elizabeth Murillo 415 E. 12<sup>th</sup> Street, Suite 100 Kansas City, MO 64106

Re: Merger of CollectorSolutions, Inc. into

JetPay Payment Services, FL, LLC

Elizabeth,

Per your request, I have prepared this letter and attached additional documentation to substantiate JetPay is the successor of CollectorSolutions.

On June 2, 2016, CollectorSolutions, Inc. ("CSI") merged into and became a wholly owned subsidiary of JetPay Corporation. The surviving Entity, formerly CSI, is a Delaware LLC operating in Florida as a Foreign LLC under the name JetPay Payment Services, FL, LLC.

During and subsequent to the merger, the entity went through a several name changes and now operates under the name JetPay Payment Services, FL, LLC

For your records, I am submitting the following documentation as support:

Files attached
Merger CSI Acquisition Sub One, LLC
Name Change from CSI Acquisition Sub One LLC to CollectorSolutions, LLC
Name change from CollectorSolutions, LLC to JetPay Payment Services, FL, LLC
W-9

Feel free to contact me if you have any questions.

Sincerely,

Rick Carroll,

Chief Financial Officer

JetPay Payment Services, FL, LLC

850-858-3315



## NOTICE OF AWARD

## State Of Missouri Office Of Administration Division Of Purchasing And Materials Management PO Box 809 Jefferson City, MO 65102-0809

http://content.oa.mo.gov/purchasing-materials-management

SOLICITATION NUMBER	CONFRACT TITLE
B2Z14037	E-PAYMENT SERVICES
CONTRACT NUMBER	CONTRACT PERIOD
C214037001	September 12, 2014 through September 11, 2019
REQUISITION NUMBER	VENDOR NUMBER
N/A	8105998430 1
CONTRACTOR NAME AND ADDRESS	STATE AGENCY'S NAME AND ADDRESS
CollectorSolutions, Inc.	Office of Administration
316 South Baylen Street, Suite 590	Information Technology Services Division
Pensacola, FL 32502	P.O. Box 809
	Jefferson City, MO 65101-1517

#### ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:

The proposal submitted by CollectorSolutions, Inc. in response to B2Z14037 is accepted in its entirety, including BAFO #001, the e-mail clarification dated February 21, 2014, and E-Verify clarification documentation.

BUYER	BUYER CONTACT INFORMATION
John Stobbart	Email: john.stobbart@oa.mo.gov Phone: (573) 751-3796 Fax: (573) 526-9816
SIGNATURE OF BUYER	DATE
John J. Stobbent	September 11, 2014
DIRECTOR OF PURCHASING AND MATERIALS MANAG	EMENT

Harup Lager