



Legislation Text

File #: 21-218, **Version:** 1

STRATEGIC PRIORITY: Government Performance and Financial Management

AGENDA DATE: February 24, 2021

COUNCIL DISTRICT(S): All

DEPARTMENT: Office of Procurement Services

EXECUTIVE: Elizabeth Reich

SUBJECT

Authorize Supplemental Agreement No. 1 to the service contract to **(1)** reduce the service fee charged at certain payment substations from \$4.74 to \$4.53 for payment substation and call center services for the payment of municipal court citations by defendants; and **(2)** exercise the one three-year renewal option for payment substation and call center services for the payment of municipal court citations by defendants - AllPaid, Inc. dba GovPayNet, formerly known as Government Payment Service, Inc. - Financing: No cost consideration to the City (fees to be paid by the defendant)

BACKGROUND

This Supplemental Agreement provides for both call center services and retail store outlets to accept municipal court citation payments. Defendants have the option to call into a bilingual call center that operates 24/7 and submit a payment with a credit or debit card. If the defendant only has cash, then the call agent will send the defendant a pay order by email or text with a bar code that can be paid at a neighborhood retail outlet. This Supplemental Agreement will allow the supplier's cash processing agent to charge a lower fee at certain payment substations than the current service fee. The retail stores available for payment will now include Walmart, where defendants are charged a service fee of \$4.53. Other retail outlets, including 7-Eleven, CVS, and Rite-Aid will continue to charge defendants the originally approved service fee of \$4.74. Anyone wishing to avoid user fees may still pay in person at the Municipal Court or send payment by mail.

Furthermore, this Supplemental Agreement will also authorize the City Manager to make any future rate modifications up to \$4.74. Any modifications to the service fee that exceed \$4.74 will still be authorized through City Council approval.

Currently, over 50 percent of court transactions are handled online, however, there is a segment of the population that does not have easy access to online services. This service contract will provide more options for defendants to resolve their citations.

On November 10, 2015, the City Council authorized the wage floor rate of \$12.38, by Resolution No. 15-2141; the selected vendor meets this requirement.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On November 8, 2017, City Council authorized a four-year a service contract, with one three-year renewal option, to provide payment substation and call center services for the payment of municipal court citations by defendants with Government Payment Service, Inc. by Resolution No. 17-1740.

FISCAL INFORMATION

No cost consideration to the City (fees to be paid by the defendant as follows: for cash payments at retail locations a defendant may be charged up to \$4.74 with cash payments over \$995.00 requiring multiple transactions (over \$500.00 at CVS and Rite-Aid); and for call center card payment transactions a defendant may be charged up to \$3.85 for debit card transactions and up to 2.35 percent of the payment amount (minimum fee \$3.00) for credit card transactions.

OWNER

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