



COUNTY OF HUMBOLDT

For the meeting of: 9/21/2021

File #: 21-1330

To: Board of Supervisors

From: Treasurer/Tax Collector

Agenda Section: Consent

SUBJECT:

Software and Services Agreement with Point & Pay for Online Payment Processing

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve the Software and Support Services Agreement with Point and Pay, LLC (Attachment 1) for online and interactive voice response (IVR) payments for the Treasurer-Tax Collector (TTC) Department

SOURCE OF FUNDING:

N/A

DISCUSSION:

The TTC provides online payment processing through private contractors because the county does not have the technical equipment and operating systems to provide those services directly. These contracted services are specifically allowed per Government code section 31000 which permits the Board of Supervisors to contract with companies specially trained, experienced, and competent to provide those services.

The TTC now recommends a change of provider due to recent difficulties with the current provider and is therefore requesting approval to contract with Point & Pay, LLC (PNP). PNP has demonstrated that they provide a superior platform for payment processing and they have a proven track record across the state for providing these services.

The agreement with PNP, if approved by your Board, will provide payment processing to citizens wanting to pay secured and unsecured property taxes, business license fees, transient occupancy taxes, tourism business assessments, and excise taxes online; and / or over an IVR phone system.

The PNP 'Client Application' (Attachment 2) shows that charges are "Fees Paid By Customer"; meaning the citizens who choose to make payment through PNP pay all fees; not the county.

FINANCIAL IMPACT:

It is estimated that PNP will process an annual total of \$4,700,000 in secured and unsecured property taxes, business license fees, transient occupancy taxes, tourism business assessments, and excise tax payments. Convenience fees are paid directly by the users making payment and include 2.38% for credit card transactions and a flat fee of \$4.95 for debit card transactions. As such, there is no impact to the county General Fund, however approval of the Software & Services Agreement with PNP will allow the county to receive these payments through a superior platform and eliminate the challenges experienced with the current provider.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

Your Board could decide not to approve this agreement but the TTC recommends against that decision because it would leave a gap in payment processing services until an agreement can be agreed upon and executed with an alternative private contractor for those services.

ATTACHMENTS:

1. Point & Pay Agreement for Software License and Support Services
2. Point & Pay Client Application

PREVIOUS ACTION/REFERRAL:

Board Order No.: N/A

Meeting of: N/A

File No.: N/A