

MEETING DATE: 07/24/06

AGENDA ITEM: Authorization to Contract with Vendors (Verisign, Accela, InfoToday, and Active Network) in Support of Implementing Online Payment Services.

ATTACHMENTS

	<u>Pages</u>
1. Requested Online Payment Services by Department	1
2. Proposal from Accela	2 - 5
3. Proposal from Active Network	6 – 7
4. Proposal from InfoToday	8 – 17
5. Product Sheet for Verisign Payflow Link	18 - 19

Online Services Payment Transactions
Wednesday, September 07, 2005 – 2:00 p.m.

Potential Online Transactions by Department

☒ **City Treasurer's Office**

1. Refuse payments from commercial customers
2. Business License – Business Tax payments for renewals
3. Application fees from new business tax customers

☒ **Community Development**

1. Building permitting activity not requiring a plan check (building, demo, electrical, mechanical, plumbing, and work permits)
Approximately 57% could potentially be approved online w/out a plan check
2. Requests for zoning verification letters
3. Requests for over the counter public right-of-way banners

☒ **Parks Recreation & Community Services (PRCS)**

1. Register and Pay for enrichment classes and recreation programs
2. Reserve park picnics and building permits
3. Ability to view what building/park is available*
4. Ability to obtain sports standings*
5. Ability to purchase gift certificates for programs
6. Better use of Q&A for services (need additional information)*
7. Citizen complaint/service request*
8. Program evaluations*
9. Online registration of residents with disabilities (no payment transaction involved, will proceed independent of project)*
10. Purchase prepaid entrance cards to the fitness and pool room
11. Purchase monthly newsletters and parking permits
12. Pay for Senior Center parties
13. Pay for Senior Center memberships
14. Pay for computer classes
15. Payments for VMC room rentals/related event equipment
16. Refund of damage deposits for VMC rentals

☒ **Public Works**

1. View and pay sanitation invoices (also listed under CTO)
2. Ability to enter a service request (customer is billed for this transaction)

** - No "Payment" Transaction Required*



DATE: February 1, 2005

ESTIMATE #11059a(rev-1)

REVISION 1: March 8, 2006

TO: Michele Seals
City of Culver City, CA

FROM: Angela Fish, Inside Representative

RE: VelocityHall™

We appreciate your interest in VelocityHall. Many agencies are looking to VelocityHall as a means of reducing the workload of their counter check people and allowing them to take on more important tasks. In response to your request, attached is a cost estimate for adding VelocityHall to your existing 'PERMITS' Plus® system. For your convenience, we have outlined two options for the Agency. The first option is for the Agency to underwrite the usage of VelocityHall for 3 years and the second option is for View Only & Request Inspections access. With any option, please note that any third party merchant account fees are not included in those fees payable to Accela. Any merchant account fees are the responsibility of the agency. The Agency may chose which option offered below works best.

Please note that an additional trip is required to assist with the implementation of VelocityHall. The expenses for this additional trip have *not* been included in the below costs. Actual travel time and expenses will be billed as incurred.

OPTION 1:

- VelocityHall (32 Concurrent Users)	\$21,000.00
- Sales/Use Tax on License (8.25%)	\$ 1,732.50
- VelocityHall Maintenance (32 Concurrent Users)	\$ 4,200.00 ¹
- Sales/Use Tax on 50% of Maintenance (8.25%)	\$ 173.25
- Implementation Assistance	\$12,395.00 ²
(Based on time and materials – 67 hours @ \$185.00/hour)	
Preparation Time (Based on 2 hours)	
On-Site Assistance (Based on 3 days)	
Telephone Support (Based on 16 hours)	
Web-Enabling of 5 Activities (Based on 25 hours)	

The installation assistance is based on time and materials. Accela has estimated a standard of 67 hours at \$185.00/hour. All quotes in this good faith estimate represent Accela's estimation to complete the Services described above. All quotes made in this SOW are not to be interpreted as "not-to-exceed" or "fixed fee" amounts, and are in fact "time and materials" based. Fees will be based on actual time and expenses incurred, and agency will be billed accordingly.)

Material changes to the Scope of Services, for any reason, will require the completion of a Change Order, signed by both parties, prior to the commencement of the work.



- Contractor Usage Fee for First Fiscal Year:	\$13,000.00 ³
- Contractor Usage Fee for Second Fiscal Year:	\$13,000.00 ³
- Contractor Usage Fee for Third Fiscal Year:	\$13,000.00 ³
- Sales Tax on Contractor Usage Fees (8.25%)	\$ 3,217.50

GRAND TOTAL – OPTION 1 **\$81,718.25⁵**

OPTION 2:

- VelocityHall (32 Concurrent Users)	\$21,000.00
- Sales/Use Tax on License (8.25%)	\$ 1,732.50
- VelocityHall Maintenance (32 Concurrent Users)	\$ 4,200.00 ¹
- Sales/Use Tax on 50% of Maintenance (8.25%)	\$ 173.25
- Implementation Assistance	\$ 7,770.00 ²
(Based on time and materials – 42 hours @ \$185.00/hour)	
Preparation Time (Based on 2 hours)	
On-Site Assistance (Based on 3 days)	
Telephone Support (Based on 16 hours)	

The installation assistance is based on time and materials. Accela has estimated a standard of 42 hours at \$185.00/hour. All quotes in this good faith estimate represent Accela's estimation to complete the Services described above. All quotes made in this SOW are not to be interpreted as "not-to-exceed" or "fixed fee" amounts, and are in fact "time and materials" based. Fees will be based on actual time and expenses incurred, and agency will be billed accordingly.)

Material changes to the Scope of Services, for any reason, will require the completion of a Change Order, signed by both parties, prior to the commencement of the work.

- View Only & Request Inspections for First Year:	\$ 8,000.00 ^{3,4}
- View Only & Request Inspections for Second Year:	\$ 8,000.00 ^{3,4}
- View Only & Request Inspections for Third Year:	\$ 8,000.00 ^{3,4}
- Sales Tax on View Only & Request Inspections (8.25%)	\$ 1,980.00

GRAND TOTAL – OPTION 2 **\$60,855.75⁵**

NOTES:

- ¹ This is in addition to the Agency's annual maintenance for the current fiscal year. The additional maintenance may be pro-rated dependent upon when the Agency acquires the add-on module.



- ²The above assistance is based on:

- * 3 days of on-site assistance to implement VelocityHall and related hardware and web-enable the Agency's selected activity types.
 - * Telephone Support (16 hours) for Accela to gather information from the Agency prior to the on-site visit and to offer go-live assistance after returning from the visit.
 - * Web-Enabling of 5 Activities (25 hours) (This does not pertain to the View Only option)
- The expenses for this additional trip have *not* been included. Actual travel time and expenses will be billed as incurred.

This is a Time and Materials proposal. Accela's good faith estimate of the number of hours of effort needed to complete the work is just an estimate and is not a guarantee. All actual project hours worked will be billed on a Time and Materials basis, regardless if more or less hours are needed to complete the Services. Just as there is no CAP on the number of hours available to Accela to complete the work, there is no guarantee that Accela will need to work the number of hours estimated to complete the Services.

- ³ The Contractor Usage Fee shown in Option 1 and the View Only Fee in Option 2 are mandatory if the agency chooses either of these options. The first year must be paid upfront with the purchase of VelocityHall and due within net 30 days. The next two years will be billed on an annual basis and due within net 30 days.
- ⁴This reflects the purchase price of VelocityHall™, which does not include on-line permitting capabilities.
- ⁵Payment Terms: 100% of total licenses, maintenance and first year of annual usage/convenience fees outlined above are due upon receipt of purchase order or contract. Payment of installation services will be due as rendered. Please note that the additional, annual usage/convenience fees will be required and are paid for by the Agency. An additional trip is required to assist with the implementation of VelocityHall. The expenses for this additional trip have *not* been included. Actual travel time and expenses will be billed as incurred. All billing terms are Net 30.
- This above estimate is based on a 3-year contract. If the Agency decides not to renew the agreement after 3 years, the Agency will be responsible for Accela's equipment removal expense of \$5,000.00.
- For Accela Hosted, Accela will provide a rack mountable server.
- The Agency must open an internet-capable merchant account. Please note that any third party merchant account fees are not included in those fees payable to Accela. Any merchant account fees are the responsibility of the agency.
- The above estimate does not include hardware. The Agency is responsible for acquiring and maintaining the needed hardware.
- Please note that this estimate is based on the Agency's current 'PERMITS' Plus concurrent user license. If the Agency decides to increase concurrent users, the above costs may increase.



- The client/agency is responsible for any applicable sales tax.
- Accela has signed a Distributor agreement with DataDirect. Under this agreement, Accela is permitted to embed DataDirect Connect for ODBC and JDBC drivers with the following applications;
 - Accela Automation for SQL (Self-host)
 - Velocity Hall
 - Permit Plus

NOTES:

1. The Accela branded drivers will be embedded and provided by the above applications.
 2. The license restricts the use of these drivers to the named applications only.
 3. Clients are no longer required to purchase licenses for these drivers.
- The pricing set forth herein reflects information generally known to Accela, supplied to Accela by client, and based on Accela's interpretation of the work to be performed. Further information gathered through detailed investigation and business analysis by Accela is required before a final Statement of Work and pricing can be mutually agreed upon.

Prior to Contract execution, Accela may request a mutually agreed upon evaluation of the Client's business practices and operations in preparation of the final Statement of Work.

These costs are valid for 90 days. After the 90-day period, all prices are subject to change. This quote supersedes any previous written or verbal estimate for products and installation services. To procure the above-mentioned services, please submit a purchase order or contract referencing the above estimate number to the attention of Steve Kropp. In order to expedite the process, feel free to submit authorization via fax to (925) 560-0061 or by email to skropp@accela.com. Please note that if faxing a purchase order, please fax both front and back and send the original purchase order in the mail.

If you have any questions, please feel free to contact me at (559) 627-1959x127 or afish@accela.com. Thank you.



Quoted by: Andre Tessier
Date: 03/03/2006
Quote Expiration: 06/01/2006
Quote Number: 54796

Pricing/Estimate Form

Michele Seals
Culver City Parks, Recreation &
Community Svcs
4117 Overland Ave.

Culver City, CA 90230

Phone: 310-253-5959
Fax:
Email: michele.seals@culvercity.org
Reference Id: 6415/80902
Purchase Order:

Software	No. Of Licenses	License Cost	Total License Cost	Maint. Fee	Service Hrs.
ONLINE - INTERNET HOSTED Hosted Internet Registration	1	\$0	\$0	\$ 0.00	0
Total Software			\$ 0.00		
Total Annual Maintenance Cost:				\$ 0.00	

Services	Qty.	Unit Price	Extended Price
Installation & Training Web based Software training (@100/hr)	8	\$100	\$ 800.00
Total Services			\$ 800.00

Quote Summary	
Total Software Cost	\$ 0.00
Total Maintenance Cost	\$ 0.00
Total Services Cost	\$ 800.00
Total 3rd Party Hardware/Software Cost	\$ 0.00
Grand Total:	\$ 800.00

Please Note

- Sales taxes, where applicable, are not included and prices are in the currency of the country of installation (subject to change without notice).
- Hardware, operating system, 3rd party software and site preparation are not included unless otherwise noted.
- Annual software maintenance is 25% of prevailing list (min. \$1500/yr)
- Maintenance Accreditation and Internet Discounts, as well as Extended Support options are available and outlined in the Software Services Agreement

- Pre-Project planning and Documentation fees are \$1,000 per day for off-site services.
- On-site Implementation and Training Services are \$1,200 per day exclusive of airfare, five (5) participants per class. Additional participants \$100 each to a maximum of ten (10).
- On-site Professional Services are \$1,520 per day exclusive of airfare.
- On-site Technical Services are \$1,760 per day exclusive of airfare.
- A dedicated database server, as well as a Windows server is highly recommended for each of the IVR and Internet (plus MS IIS) modules.
- Class ships on CD ROM or DVD (version dependant).
- A full set of manuals is provided on the CD/DVD provided with each system.
- Internet Services require database access components, priced separately by database.

For existing customers, this quote may be executed by purchase order, however the most recent enforceable Agreement will contain the only commercial terms applicable to such transaction despite such purchase or other order stating otherwise.

**Scope Document
for
Supply and use of the InfoToday Data Server
(ITRDS) within the On-Line Payments web site
at Culver City**

Prepared by:

InfoToday

Created:

15th March, 2006

Version 1.0

Table of Contents

1	Introduction.....	1
1.1	Purpose	1
1.2	Team Details	1
1.3	Client Description	1
2	Project Summary.....	2
2.1	Proposal	2
2.2	Justification	2
2.3	General Stages	2
3	Deliverables.....	3
4	Resources	5
4.1	Software	5
4.2	Network	5
5	Project Objectives (Project Schedule)	6
5.1	Costs	6
5.1.1	Costs for products and services provided by InfoToday	6
5.1.2	Costs for services provided by credit card processing merchant.....	6
5.2	Time Schedule of Objectives	7
6	Project Assumptions	7
7	References	7
	Appendix A – Revision History	8

1 Introduction

1.1 Purpose

This document will outline the scope, limitations and expectations, of the ITRDS implementation with the on-line payments web site of Culver City. The project description, its resources and costs will also be highlighted.

1.2 Team Details

The team involved in this implementation are;

Name	Company	Role
Michele Seals	City of Culver City	Project Manager
John Burrows	InfoToday	ITRDS Product Supplier / Training / Technical Support
Anissa Hance	City of Culver City	Web Site Development. User of the ITRDS
Cathi Vargas	City of Culver City	Coordinator of Integration of the ITRDS and RAMS

1.3 Client Description

The client is Culver City, Culver City, CA, USA.

The client representative for this project is Michele Seals. Michele Seals is the Systems Development Manager.

2 Project Summary

2.1 Proposal

To use the ITRDS as part of the On-Line payments system being built by Culver City to allow customers of there waste sanitisation services to make on-line payments. The use of the ITRDS will facilitate the process of retrieving information from RAMS and writing information to RAMS as part of this on-line payment process.

2.2 Justification

Culver City aim to provide its sanitation customers with a method for making on-line payments by July 1, 2006. As a part of this, it will be necessary for the web site to read information from and write information to RAMS. It will be necessary for the Web developers within Culver City, who have had little to do with RAMS, to write the code to achieve this.

The InfoToday Rams Data Server (ITRDS) provides a simple means of retrieving data from and writing information to RAMS. It contains within it, and hidden from the user, the relevant and complicated RAMS business logic required to perform these tasks. By using the ITRDS in its on-line payments system, Culver City will:

- Reduce time of web development by reducing the required code to perform functions – using ITRDS high level functions, .Net wrapper
- Reduce time for web developers to gain the knowledge required to interact with RAMS to achieve their goals – RAMS business logic contained within the ITRDS and presented to the user in simple methods.
- Reduce maintenance costs of the web site – the ITRDS contains the RAMS logic and hence the code in the web site is greatly detached from RAMS code changes and upgrades.

2.3 General Stages

- Culver City purchase and install the ITRDS
- Web developers specify what they want to achieve on the on-line payments web site
- InfoToday provides initial feedback and suggestions on how to achieve this using the ITRDS
- Culver City identifies the merchant and method for processing credit cards.
- InfoToday works with Culver City to develop the web site using the ITRDS to achieve required outcome.

3 Deliverables

The deliverables for this project will be:

Deliverable	How Achieved	Task Manager/s	Completed when
Purchase of ITRDS software Batch Module .Net Wrapper	InfoToday to Invoice Culver City and provide software contract	Michele Seals John Burrows	Signed contract received by InfoToday Payment received by InfoToday Software given to Culver City by InfoToday
Installation Manual / User Manual	Provided by InfoToday as part of the software	John Burrows	Culver City understand how to access this information
List of required information to be accessed from and written to RAMS by the web site	Document created by Culver City in conjunction with InfoToday outlining this information	Anissa Hance	Document completed
Mechanism for interacting with the credit card merchant from the web site determined	Culver City need to determine which merchant they intend on using for credit card processing and what mechanisms they will adopt for performing the processing of payments with this merchant from the web site		Document completed outlining this process
Best practice for using ITRDS to achieve requirements	InfoToday in conjunction with Culver City will determine and document the best practise for using the ITRDS to achieve the requirements of the web site and	John Burrows	InfoToday to provide document

RAMS modified to accommodate web site on-line payments	InfoToday and Culver City will determine the best way to customise RAMS to facilitate on-line payments. For example creating a place for holding customer passwords	Cathi Vargas	RAMS customised and changes documented
Web site developed to perform on-line payments for sanitation services	Culver City with assistance when required from InfoToday will create the web site	Anissa Hance	Web Site developed to perform on-line payments

4 Resources

4.1 Software

The server environment in which the ITRDS will be used:

- Operating System - Windows 2000 server
- Internet Services - Microsoft IIS
- Web Site development ASP.NET

4.2 Network

The RAMS database and the Internet server will be located on the same LAN

5 Project Objectives (Project Schedule)

5.1 Costs

Only costs for products and services provided by InfoToday are covered here. Examples of merchant fees are provided as well. No costs for services performed by Culver City are covered here.

5.1.1 Costs for products and services provided by InfoToday

Item	Cost in USD\$
ITRDS – License Fee for Batch Module	5000
ITRDS – Maintenance Fee for Batch Module (payable per year on July 1st each year)	5500
ITRDS - .Net Wrapper	500
InfoToday Consulting rates per Hour	90 / Hour
InfoToday Training rates	90 / Hour
Travel Expenses - If travel is required to fly from Australia to USA.	The first flight will be paid for by InfoToday. Any extra flights to be paid for by Culver City. Accommodation costs will be covered by Culver City

5.1.2 Costs for services provided by credit card processing merchant

This section is just an example of potential costs incurred based on real situations in Australia. Culver City will need to determine these costs for the merchant chosen for this project.

Example 1 – St George Bank Australia

Item	Cost in AUD\$
Setup Fee	275
Monthly Fee	33
Per Transaction	Between 1.1% and 2% depending on volume

Example 2 – PayPal

Item	Cost in USD\$
Setup Fee	0
Monthly Fee	0
Per Transaction	Between 1.9 and 3% depending on volume plus 30 cents per transaction

5.2 Time Schedule of Objectives

This will be determined by Culver City however an overall completion date of 1st of July 2006 has been specified. All software to be provided by InfoToday is already completed and thus is ready for implementation.

6 Project Assumptions

The following assumptions have been made as part of this project scope

- Culver City will be performing all web site development and specifications of the Web Site
- Culver City will be responsible for all arrangements to do with credit card merchants

7 References

InfoToday Web Site : www.infotoday.com.au

ITRDS online documentation :

<http://www.infotoday.com.au/Docs/RamsDatasever/Help/index.htm>

PayPal merchant fee structure : <https://www.paypal.com/cgi-bin/webscr?cmd=merchant-outside>

Appendix A – Revision History

Document Revision	Date	Author(s)	Summary of changes
1.0	15/3/2006	InfoToday	Published document



Products & Services

Solutions

Support

About VeriSign

Existing Customers

You Are Here: [US Home](#) > [Products & Services](#) > [Payment Services](#) > Features Checklist

Payment Services

Features Checklist

PAYFLOW FEATURES

PAYFLOW LINK

PAYFLOW PRO

TRANSACTION PROCESSING

Accept credit cards, debit cards, checks, and PayPal



Accept purchase card levels 2 & 3



Process offline transactions



Customer stays on merchant's site for transaction



Customer directed to secure VeriSign-hosted order form



Transaction reporting and search tools



Multiple currency support



IMPLEMENTATION

Activated by adding a small piece of HTML code that links a merchant site to VeriSign-hosted solution



Activated by downloading software to merchant site



Fully integrated with most leading shopping cart software



Works with most leading shopping cart software



Test transaction mode feature



TRANSACTION SECURITY

TCP/IP high performance solution using 128-bit SSL to securely communicate transaction data



Sensitive information is collected on VeriSign-hosted secure forms



VALUE-ADD SERVICES*

Fraud Protection Services Basic Package



Fraud Protection Services Advanced Package



Account Monitoring



Buyer Authentication



Payment Services Info

[Getting Started](#)[Product Selection Wizard](#)[FAQs](#)[Features Checklist](#)[Pricing](#)[Purchase Process Overview](#)[Shopping Cart Integrations](#)[E-Commerce and Web Server Integrations](#)

Existing Customers

[Log on to VeriSign Manager](#)[Renewals](#)[Payment Services Support](#)

Contact Us

To contact a secure payments specialist call 1-888-847-2747 or 650-426-3898 option 1 or submit your inquiry online.



Special Offers

[Free Payment Trial Account](#)[Find out what you need with our Product Selection Wizard](#)

Related Resources

White Papers

[Securing the Enterprise Payments Network](#)

Guides

[How to Create an E-Commerce Web Site](#)[Online Payment Processing - What You Need To Know](#)[What Every Merchant Should Know About Internet Fraud](#)

Data Sheets

Success Stories

Tours & Demos

[Online Payment Processing](#)[Fraud Protection and Chargeback Services Demo](#)

Newsletters

Glossary

Web Seminars

[Accepting Payments Online - What You Need To Know](#)

Related Links

[Payment Card Industry \(PCI\)](#)

Recurring Billing



Compliance - What You Need to Know

VeriSign is Visa CISP Certified

VeriSign is MasterCard SDP Certified

Payment Services Partner Reseller Program

TECHNICAL SUPPORT PACKAGES

Basic support



- Unlimited e-mail and Web support
- Toll free telephone support, 5:00AM to 6:00PM PST, M-F (except VeriSign holidays) for the first 30 days after registering for service

Standard support



- Unlimited e-mail and Web support
- Toll free telephone support, 5:00AM to 6:00PM PST, M-F (except VeriSign holidays)

Enhanced support



- Unlimited e-mail and Web support
- Toll free telephone support, 5:00AM to 6:00PM PST, 7 days a week, (except VeriSign holidays)
- E-mail notification of issues that may affect transaction processing
- 2 hours of integration support

Premium support



- Unlimited e-mail and Web support
- Toll free telephone support 24 hours per day, 7 days a week
- Priority routing of support calls
- E-mail notification of issues that may affect transaction processing
- 4 hours of integration support

* Additional fees apply

** Requires the purchase of either the Basic or Advanced Fraud Protection Package

Related Products & Services

SSL Certificates

Internet Merchant Account

PCI Compliance Assessments

PrePayIN™

Service Provider Billing and Payment Services

Related Solutions

Commerce Enablement