

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
BOARD ACTION SUMMARY

DEPT: Community Services Agency

BOARD AGENDA #: *B-3

AGENDA DATE: November 7, 2017

SUBJECT:

Approval to Authorize the Community Services Agency to Implement the Electronic-Payment Process

BOARD ACTION AS FOLLOWS:

No. 2017-642

On motion of Supervisor Monteith, Seconded by Supervisor Olsen
and approved by the following vote,

Ayes: Supervisors: Olsen, Withrow, Monteith, DeMartini, and Chairman Chiesa

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) Approved as recommended


2) Denied

3) Approved as amended

4) Other:

MOTION:

ATTEST:


ELIZABETH A. KING, Clerk of the Board of Supervisors

File No.

**THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
AGENDA ITEM**

DEPT: Community Services Agency
Urgent Routine

BOARD AGENDA #: *B-3

AGENDA DATE: November 7, 2017

CEO CONCURRENCE: *ph*

4/5 Vote Required: Yes No

SUBJECT:

Approval to Authorize the Community Services Agency to Implement the Electronic-Payment Process

STAFF RECOMMENDATIONS:

1. Authorize the use of the Electronic-Payment (E-Payment) Process for Community Services Agency customers to make payments toward Recoveries of Aid for overpaid benefits fees.
2. Authorize the use of the E-Payment Process for the implementation of the on-line Stanislaus County Community Services Agency (CSA) Fidelity National Information Services (FIS) - PayDirect Solutions System.
3. Authorize the Community Services Agency Director, or her designee, to sign the Community Services Agency's Fidelity National Information Services (FIS) – PayDirect Solutions System Agreement.
4. Authorize Community Services Agency to absorb the additional fees resulting from online payments.

DISCUSSION:

One of the goals of the Stanislaus County Board of Supervisors' is the priority of Efficient Delivery of Public Services to increase e-government (electronic) services and transactions. As part of this goal, on November 21, 2006, the Board of Supervisors' approved a Customer E-Payment Policy. On September 23, 2008, the Board of Supervisors' approved the E-Payment Master Agreement with Link-2-Gov and authorized Animal Services to absorb the additional fee incurred when payment is made through the Web application.

In Fiscal Year 2015 – 2016 the County implemented a strategic priority which was supported by the Technology Innovation Program of moving County customers online from in-line. As a way to support this strategic priority the Community Services Agency (CSA) is now requesting approval to implement an E-Payment process to allow customers to make remote payments entered through a County Web Site, over the phone, or Web to a County approved Third-Party Vendor. CSA currently receives payments by cash, check, money order and credit cards in person at the cashier window or by mail.

The Department will absorb the additional fees, resulting from online payments, in the Fiscal Year 2017-2018 budget appropriations. During Fiscal Year 2016-2017 CSA processed over 8,500 cash, check, and money order payments in the amount of \$584,000. CSA estimates a

Approval to Authorize the Community Services Agency to Implement the Electronic-Payment Process

50% E-Payment adoption rate that could result in approximately 4,250 payments being made online instead of in the office.

In Fiscal Year 2016-2017 CSA processed over 2,600 credit card payments in the amount of \$120,000. The E-Payment Process would allow for these credit card payments to be made online instead of being manually processed in the office. This would result in the savings of staff time of up to 25 hours per week and allow for an increase in payment accessibility for customers.

If CSA's request is approved, the FIS – PayDirect Solutions System is scheduled to go live on December 31, 2017. CSA is calculating the cost based on a total estimate of 6,850 payments in the amount of \$412,000 being processed via the FIS – PayDirect Solutions system annually. Each of the estimated 6,850 E-Payment transactions will incur a \$.05 gateway fee (equivalent to \$342.50 annually) and the estimated \$412,000 total transactions amount will have incurred a processing fee of 2.36% (equivalent to \$9,723.20 annually) which when rounded to the nearest hundred is an estimated total annual cost of \$10,100.

CSA is working with FIS – PayDirect Solutions System staff and the Treasurer-Tax Collector staff in order to ensure the E-payment Solution is implemented effectively.

POLICY ISSUE:

Approval to authorize the Community Services Agency to implement the E-Payment Process will allow CSA to meet the Board of Supervisors' priority of Efficient Delivery of Public Services.

FISCAL IMPACT:

The total cost of the FIS – PayDirect Solutions System agreement for CSA is estimated to be \$10,100 annually based on a processing fee of 2.36% of the total transaction amount plus a \$.05 gateway fee per transaction. As a result, appropriations and corresponding revenues can be absorbed in the CSA 2017-2018 Final Budget and will be included in the Agency's budget submission for the subsequent fiscal years. The existing net county cost will be 2.8% of the total projected amount.

Cost of recommended action:		\$ 10,100
Source(s) of Funding:		
All CSA Programs	\$ 9,817	
Existing CSA Net County Cost	\$ 283	
Funding Total:		<u>\$ 10,100</u>
Net Cost to County General Fund		<u>\$ -</u>

Fiscal Year:	2017/2018
Budget Adjustment/Appropriations needed:	No

Fund Balance as of N/A

Approval to Authorize the Community Services Agency to Implement the Electronic-Payment Process

BOARD OF SUPERVISORS' PRIORITY:

Approval of this request to authorize CSA to use the E-Payment Process to allow customers to pay through a County Web Site, over the phone, or Web to a County approved Third-Party Vendor supports the Board of Supervisors' Priority of Efficient Delivery of Public Services by meeting a community need to easily make payments on Recoveries of Aid for overpaid benefits.

STAFFING IMPACT:

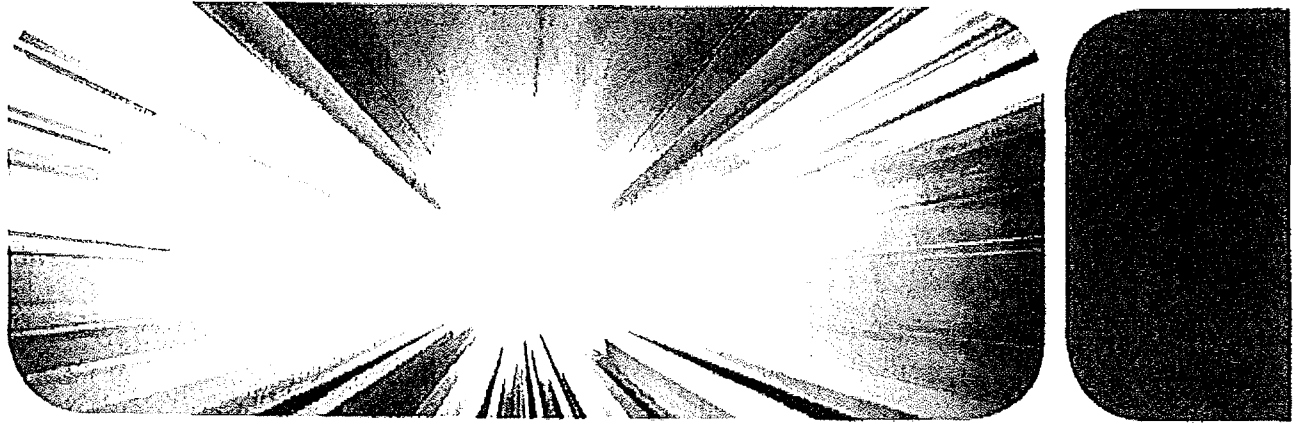
Existing Community Services Agency staff are available to support this request.

CONTACT PERSON:

Kathryn M. Harwell, CSA Director (209) 558-2500

ATTACHMENT(S):

CSA FIS PayDirect Solution System Agreement



Stanislaus County, CA – Community Services Agency

Scope & Project Management Plan
Version 1.0
10/17/2017



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Client Agency
Project name
Scope & Project Management Plan





Client Agency
Project name
Scope & Project Management Plan



1. Document History

Version	Date	Author	Description
1	10/17/2017	Francisco Medina	Original



2. Project Stakeholders

Project stakeholders include individuals or organizations whose interest may be positively or negatively affected by the project.

Stakeholders

Organization	Name	Project Role
FIS	Francisco Medina	Project Manager
FIS	Alba Garcia	Implementation Analyst
FIS	Demetria Mallett	Client Services Manager
Stanislaus County	Julie Huang	Finance Manager
Stanislaus County	Jennifer Rhyne	Finance Manager
Stanislaus County	Lisa Horton Beach	Software Developer Analyst
Stanislaus County	Kasey Houck	Contract Administration Manager
Stanislaus County	Michelle Jackson	Accounting Supervisor
Stanislaus County	Kristi Rodriguez	Accounting Supervisor
Stanislaus County	Yvonne Cuellar	Accountant III
Stanislaus County	Arild Baerheim	Senior Software Developer/Analyst
Stanislaus County	Jason DeSilva	Accountant III
Stanislaus County	Roshni Kumar	Account Technician
Stanislaus County	Janet Layne	Collector
Stanislaus County	Alden Lee	Senior Systems Engineer
Stanislaus County	Barbara Rose	Collector
Stanislaus County	Mari Valencia	Special Investigator III
Stanislaus County	Alice Longoria-Gonzalez	Special Investigator III
Stanislaus County	Cheryl Heppner	Staff Services Coordinator



3. Project Objective

Project Purpose:

The Stanislaus County Community Services Agency requires the services of FIS to implement and host an online e-check/credit card payment processing system for various programs. This payment system shall use FIS's standard Validating 5 Page Paydirect and IVR payment processing services.

Deliverables:

1. Project Management Plan (this document)
2. Web Application for various programs
3. IVR Application for various programs
4. Merchant Account File
5. Product documentation
 - Standard Merchant Agreement
 - Paydirect Configuration
 - Merchant Activity File Configuration
 - IVR Configuration
6. Project Schedule (updated as needed)
7. Weekly status meetings (agenda, minutes/status report)
8. Datapointe Administrator Access
9. Training on DataPointe Online Reporting
10. Change Requests as needed
11. Customer Acceptance testing environment
12. Monthly invoice for hosting/maintenance fees



Project Scope:

Includes

- Validating Web Application
 - Data Query page
 - Data Display page
 - Payment entry page
 - Confirmation page
 - Receipt page
- Paydirect IVR Application
 - Data Query prompt
 - Data Display prompt
 - Payment entry prompt
 - Review prompt
 - Receipt prompt
- Payment methods that may include:
 - American Express
 - Discover Card
 - Visa
 - Mastercard
 - Debit cards
 - eCheck/ACH
- Merchant Activity File(s) at the conclusion of daily transaction activity.
- Access to FIS's standard reports through the DataPointe Web Application. This reporting application will show transaction data and daily batch totals.
- Participation with Stanislaus County CSA and other agencies/entities as requested by the Stanislaus County CSA Project Manager for the successful completion of the project.
- Stanislaus County CSA application will use the FIS federal holiday calendar.
- FIS Project Manager will continue to monitor the Stanislaus County CSA deployed applications for a duration of 10 days after implementation to ensure that applications in production continue to function as expected and that settlement occurs as expected. At the conclusion of this monitoring period, the primary point of contact for any future issues will be the FIS Relationship Manager.
- Stanislaus County CSA will utilize the Agency Funded Convenience Model.

Does Not Include

- Customized DataPointe Reporting
- Anything not considered "in scope" is out of scope.



4. Project Parameters

Constraints:

1. Production implementations of a currently available product require notice of five business days. Notice is provided by the client through sign-off and approval of the product in the Customer Acceptance (CA) environment. FIS production deployments occur on a regular basis as scheduled, except where there exists a conflict with a pre-scheduled system freeze (for which FIS shall provide advance notice).
2. Product Configuration and other documentation shall be updated within 10 business days of a Change Request

Assumptions:

1. Client will use the FIS standard Web reporting system, DataPointe.
2. The funds flow for the applications will be FIS settle. This means that FIS will deposit funds processed through the Client applications within 24 to 72 hours after the payments have been processed and before the card processor or eCheck processor has settled the payments.
3. Client Team will provide timely review and feedback on project and application documentation.
4. Client Team will perform Client Acceptance Testing and authorize FIS to move the application into production.
5. Client Sponsors will signify by signing a Client Acceptance Testing document that the application meets the defined configuration requirements, has been fully tested by the Client Team and is authorized for FIS to move into production.
6. Client will submit a list of required reporting user accounts in the form of a completed Standard Merchant Agreement document.
7. Client Project Manager will sign-off on appropriate project documentation including but not limited to:
 - a. Scope & Project Management Plan (this document)
 - b. Customer Acceptance Testing (Authorize Deployment to Production)
8. FIS will not interface with nor update Client systems or databases.



Customer Support Requirements

1. FIS will provide support to Client staff and end users.
2. FIS will provide a toll-free number and email address to Client support staff.
3. FIS will provide an escalation procedure to follow in the event of issues at any level of support.
4. FIS will obtain all Merchant ID's for Client from American Express, Visa, MasterCard, and Discover.
5. FIS will provide Client support staff training documentation and training on FIS Gateway reports using the DataPointe application.

5. Scope Management Plan

This document describes the procedures to follow in the event of scope changes within the project. Its use and formality may vary depending on the size, scope, and risk associated with the project, and the nature of the stakeholders involved.

Affecting Cost of Project

Required authorization level – Client Project Manager, FIS Project Manager

Required Documentation – Updated Scope & Project Management Plan, updated requirements documentation (if needed)

Affecting Timing of Project

Required authorization level – Client Project Manager, FIS Project Manager

Required Documentation – Updated Scope & Project Management Plan, updated requirements documentation (if needed)

Affecting Quality of Project

Required authorization level – Client Project Manager, FIS Project Manager

Required Documentation – Updated Scope & Project Management Plan, updated requirements documentation (if needed)



6. Communications/Reporting Plan

The formal communications and reporting requirements for the prime project stakeholders are outlined in the table below.

Communication (Meeting, Report, etc.)	Frequency/Dates	Originator	Distribution/Information Flow	Comments
Meeting	Weekly/ Monday's 1:30pm CST (11:30am PST)	FIS-PM	Teleconference Bridge	Conference Bridge: 719-785-4932 Access Code: 3719 480 970
Meeting Minutes/Status Reports	Weekly	FIS-PM	Email to Stakeholders	
Meeting Agenda	Weekly	FIS-PM	Email to Stakeholders	
Project Schedule	BI-Weekly	FIS-PM	Email to Project Manager and other Stakeholders as requested	
Project Management Plan	As requested	FIS-PM	Email to Project Manager and other Stakeholders as requested	

7. Baseline Cost and Schedule (Optional)

Depending on the needs of the project, this document may be updated to reflect the baseline cost and schedule, following client approval of the requirements documentation. The information here may be re-baselined as needed as a result of subsequent scope changes during the course of the project.

Cost of Project

The cost for the PayDirect Web application will be waived per the agreement.

The voice recording fee proposed for the PayDirect IVR will be at a contract rate of \$165.00/hour and will be capped at 18 hours. This includes voice recording and Spanish translation.



Initial Schedule Milestones

To be completed prior to initial sign-off by customer.

The initial project schedule milestone dates are:

Paydirect Web Application

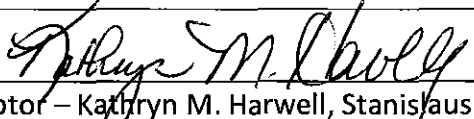


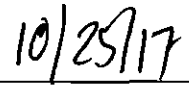

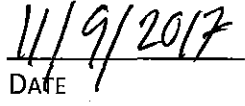
<u>Task</u>	<u>Date</u>
Development/Configuration Complete	10/16/2017
QA Testing Complete	10/18/2017
CA Available	10/19/2017
Client Acceptance	11/2/2017
Production Available	12/1/2017
Customer Go-Live	12/2/2017

PayDirect IVR Application

<u>Task</u>	<u>Date</u>
Development/Configuration Complete	11/16/2017
QA Testing Complete	11/18/2017
CA Available	12/1/2017
Client Acceptance	12/15/2017
Production Available	2018
Customer Go-Live	2018



This document, v 1.0, has been approved as the Project Management Plan for the Stanislaus County Community Services Agency and accurately reflects the current understanding of project scope. Following approval of this document, requirements changes will be governed by the project's change management process, including impact analysis and appropriate reviews and approvals, as set forth in the Scope Management Plan of this document.

 _____ Accepter – Kathryn M. Harwell, Stanislaus County Community Services Agency Director	 _____ DATE
 _____ Approved as to Form, Deputy County Counsel John P. Doering	 _____ DATE
 _____ Francisco Medina Project Manager - FIS	 _____ DATE