

Memorandum



CITY OF DALLAS

DATE November 3, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT November 8, 2017 Agenda Item #18 – Correction Memo

Please note the correction to the November 8, 2017 Agenda Item #18. We have revised as follows “(minimum fee \$3.050)” in the Fiscal Information Section and Section 2 of the Resolution. Please see attached redlined AIS for full context.

Please contact my office at (214) 670-7804 if you have any questions.

A handwritten signature in blue ink that reads "M. Elizabeth Reich".

M. Elizabeth Reich
Chief Financial Officer

Attachment

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billierae Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune., Assistant City Manager
Joey Zapata, Assistant City Manager
Jo M. (Jody) Puckett, Assistant City Manager
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

REVISED AGENDA ITEM # 18

**STRATEGIC
PRIORITY:**

Government Performance and Financial Management

AGENDA DATE:

November 8, 2017

COUNCIL DISTRICT(S):

All

DEPARTMENT:

Office of Procurement Services
Court & Detention Services

CMO:

Elizabeth Reich, 670-7804
Jon Fortune, 670-1204

MAPSCO:

N/A

SUBJECT

Authorize a four-year 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 – Government Payment Service, Inc., most advantageous proposer of four - Financing: No cost consideration to the City (fees to be paid by the defendant)

BACKGROUND

This service contract will provide call center services and retail store outlets to accept municipal court citation payments. Defendants will 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 than can be paid at a neighborhood retail outlet. The retail stores available for payment include: 7-Eleven, Family Dollar, CVS, and Ace Cash Express. There are 774 locations in the greater Dallas-Fort Worth area of which 240 are neighborhood locations in the City of Dallas for defendants to make cash payments. User fees associated with the payment transaction will be paid by the defendant. Anyone wishing to avoid user fees may still pay in person at the Municipal Court or send payment by mail.

Currently, over 40 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.

BACKGROUND (continued)

A seven member committee from the following departments reviewed and evaluated the qualifications:

- Court & Detention Services (2)
- Dallas Water Utilities (1)
- Management Services (1)
- Dallas Fire-Rescue (1)
- Office of Business Diversity (1)*
- Office of Procurement Services (1)*

*The Office of Procurement Services only evaluated cost and the Office of Business Diversity only evaluated the Business Inclusion and Development plan.

The committee selected the successful respondent on the basis of demonstrated competence and qualifications under the following criteria:

- Cost 30%
- Overall approach and methodology 30%
- Capability and expertise 25%
- Business Inclusion and Development Plan 15%

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out 253 email bid notifications to vendors registered under respective commodities. To further increase competition, the Office of Procurement Services uses historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, the Office of Business Diversity's ResourceLINK Team sent notifications to 25 chambers of commerce, the DFW Minority Business Council, and the Women's Business Council – Southwest, to ensure maximum vendor outreach.

On November 10, 2015, City Council authorized the wage floor rate of \$10.37, by Resolution No. 15-2141; the selected vendor meets this requirement.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

The Public Safety and Criminal Justice Committee was briefed on this item as part of the Court Technology Improvements briefing on September 11, 2017.

The Government Performance & Financial Management Committee will receive this item for consideration on November 6, 2017.

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 \$4.74 (for a cash payment up to \$995.00 with cash payments over \$995.00 requiring multiple transactions); and for call center card payment transactions a defendant may be charged \$3.85 for debit card transactions and 2.35 percent of the payment amount (minimum fee_\$3.~~05~~50) for credit card transactions.)

M/WBE INFORMATION

31 - Vendors contacted
31 - No response
0 - Response (Bid)
0 - Response (No bid)
0 - Successful

The recommended awardee has fulfilled the good faith requirements set forth in the Business Inclusion and Development (BID) Plan adopted by Council Resolution No. 08-2826 as amended.

PROPOSAL INFORMATION

The Office of Procurement Services received the following proposals from solicitation number BKZ1705. We opened them on April 7, 2017. We recommend the City Council award this service contract in its entirety to the most advantageous proposer.

*Denotes successful proposer

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
*Government Payment Service, Inc.	7102 Lakeview Pkwy. West Drive Indianapolis, IN 46268	Group 1 - 87.45% Group 2 - 92.20%
NCourt, LLC	955A Cobb Place Blvd. N.W. Kennesaw, GA 30144	Group 1 - 82.80% Group 2 - 69.02%
The Payment Group, LLC	5151 Beltline Rd. Suite 505 Dallas, TX 75254	Group 1 - No bid Group 2 - 60.63%
MoneyGram International	2828 N. Harwood St. Dallas, TX 75201	Non-responsive**

**Moneygram International was deemed non-responsive due to not meeting the specifications.

OWNER

Government Payment Service, Inc.

Mark E. MacKenzie, President

Brian Kibble-Smith, Vice President

November 8, 2017

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That the City Manager is hereby authorized to sign a service contract with Government Payment Service, Inc. (VS93947), approved as to form by the City Attorney, to provide payment substation and call center services for the payment of municipal court citations by defendants for a term of four years, with one three-year renewal option.

SECTION 2. That Government Payment Service, Inc. and subcontractors may charge the following convenience fees to defendants who elect to use the vendor's facilities for payment of municipal citations: for cash payments at retail locations a defendant may be charged \$4.74 (for a cash payment up to \$995.00 with cash payments over \$995.00 requiring multiple transactions); and for call center card payment transactions a defendant may be charged \$3.85 for debit card transactions and 2.35 percent of the payment amount (minimum fee \$3.~~05~~0) for credit card transactions.

SECTION 3. That the Chief Financial Officer is hereby authorized to deposit all funds received from Government Payment Service, Inc. to the appropriate department.

SECTION 4. That this contract is designated as Contract No. POM-2017-00003085.

SECTION 5. That this resolution shall take effect immediately from and after its passage in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so resolved.