

**EXHIBIT I**  
**I.T. SERVICES AGREEMENT**  
**ONLINE PAYMENTS**

**INTRODUCTION**

- 1) County will provide an I.T. Service where the general public can make payments for any type of fees or costs; i.e. pay property taxes, licenses, permits or traffic tickets by means of a credit card or electronic check, utilizing the Internet.
- 2) Public Body will be responsible for placing the URL provided by County onto their website for this service.
- 3) If requested by Public Body, County will provide a single public web page that will reside on County server(s) and include basic information with links to the I.T. Service for Online Payments. County will not provide content management. County will provide basic design template customization (header and colors) and minimal content (basic contact information). URLs will have a G2Gcloud.com domain name. County has sole discretion as to what may be placed on this one page website.
- 4) Public Body will include the URL in printed or electronic communications to the general public regarding this service.
- 5) Public Body shall respond to all questions from the general public regarding payments. County shall refer questions regarding the amount of payment due or owing to Public Body.
- 6) County will provide Public Body with access to a password protected web site where Public Body can issue credits and view daily, weekly, and monthly transaction activity of payments processed through this I.T. Service.
- 7) The general public shall be required to pay County an Enhanced Access Fee to use this I.T. Service. County will use Enhanced Access Fees to recover costs associated with this I.T. Service.
- 8) The Enhanced Access Fee charged to the general public shall be an amount established by County Board of Commissioners (MISCELLANEOUS RESOLUTION #07121, County Board of Commissioner Minutes, May 24, 2007, p. 246) or as revised by County Board of Commissioners.
- 9) The person making the payment will authorize two transactions: (1) one transaction for payment of monies owed to Public Body and (2) one transaction for payment of the Enhanced Access Fee. The payment to Public Body will be deposited in Public Body's designated account. The funds for the Enhanced Access Fee will be deposited into an account owned by County.

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### SUPPORT

The I.T. Service will be supported by County's Information Technology (I.T.) Department. Public Body will designate two representatives to act as a primary and secondary Points of Contact with County.

### SUPPORT SERVICES

Support services to be provided by County will include:

#### Service Access

Access to the I.T. Service is via an internet browser. The URL for the general public to initiate the Online Payments service will be provided by County.

The URL for Public Body to view activity reports and to perform all administrative functions and for the general public to maintain recurring payments will be provided by County.

### SUPPORT PROCEDURES

I.T. Service incidents requiring assistance must be reported to the Service Center, by the Points of Contact, to the phone number, e-mail or website provided below. The Service Center is staffed to provide support during County's normal business hours of 8:30 a.m. to 5:00 p.m., EST, Monday through Friday, excluding holidays. The Service Center can receive calls to report I.T. Service outages 24 hours a day, 7 days a week. Outages are defined as unexpected service downtime or error messages. Depending on severity, outage reports received outside of County's normal business hours may not be responded to until the resumption of County's normal business hours.

Service Center Phone Number	248-858-8812
Service Center Email Address	<a href="mailto:servicecenter@oakgov.com">servicecenter@oakgov.com</a>
Service Center Website	<a href="https://sc.oakgov.com">https://sc.oakgov.com</a>

### SERVICE AND SUPPORT COSTS

There is no cost to Public Body for this service.

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### SHARING OF NET ENHANCED ACCESS FEES

Public Body will receive 50% of Net Enhanced Access Fees collected from Online Payments, Over The Counter Payments and/or Pay Local Taxes. For purposes of Sharing Net Enhanced Access Fees, if the Public Body that entered into this Agreement is a Court, any Net Enhanced Access Fees that can be shared will be directed to and deposited with the Court's Funding Unit or Units. Payments will be made quarterly based on the County's fiscal year of October 1 through September 30. Net Enhanced Access Fees is defined as follows:

- County will deduct a percentage from Public Body's gross Enhanced Access Fees to cover transactional fees. The percentage will be recalculated every fiscal year due to changes in County's costs incurred. County shall list the percentage of Enhanced Access Fee used to calculate transactional fees on the [www.G2Gcloud.com](http://www.G2Gcloud.com) website.

#### Definitions:

**Gross Enhanced Access Fees Collected** – All fees added to transactions processed for your agency paid by end-user

**County's Cost for Transactional Fees** –Average costs incurred by County to process transactions for all agencies as a percentage of Gross Enhanced Access Fees Collected

**Transactional Fees Deducted from Gross Enhanced Access Fees** – Result of applying percentage to Gross Enhanced Access Fees Collected

**Net Enhanced Access Fees Remaining** – Result of subtracting costs of transactional fees from Gross Enhanced Access Fees Collected

**50% Shared Back with Public Body**- Percentage of Total Net Enhanced Access Fees to be shared with your agency.

**Fees Shared Back with Public Body** – Funds your agency will receive

To illustrate:

\$5,000	Gross Enhanced Access Fees Collected
<u>x 35%</u>	County's Cost for Transactional Fees
- \$1750	Transactional Fees Deducted from Gross Enhanced Access Fees
\$3250	Net Enhanced Access Fees Remaining
<u>x50%</u>	50% Shared Back with Public Body
\$1625	Fees Shared Back with Public Body

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### **ACCESS TO SERVICE**

Public Body will provide access to this I.T. Service for the general public via the URL provided by County on the web site owned by Public Body.

### **PROVISION AND MAINTENANCE OF DATA**

Public Body must use the same credit card and check processing entities used by County. The names and contact information for these entities shall be provided by County. County shall notify Public Body in advance of any changes to the third party entities.

Public Body shall provide County with all necessary bank account and routing numbers to give effect to this Agreement.

### **LICENSED USE AND ACCESS**

County grants to Public Body a nonexclusive license to use County developed applications needed to receive this I.T. Service. This license cannot be provided to any other party without County's consent in writing.