

**EXHIBIT III**  
**I.T. SERVICES AGREEMENT**  
**PAY LOCAL TAXES**

**INTRODUCTION**

- 1) County will provide an I.T. service where the general public can pay government taxes by credit card or electronic check via the Internet.
- 2) County will provide a telephone number where the general public can pay for government taxes by means of a credit card or electronic check.
- 3) When tax payments are made to Public Body through this I.T. Service, County will post the payment without Public Body entering the data separately.
- 4) County shall provide a telephone number for the general public to call with questions regarding the payment procedure. County shall refer all questions regarding the amount of payment due to Public Body.
- 5) County will provide Public Body with access to a password protected web site where Public Body can issue credits as required and can view daily, weekly, and monthly transaction activity of payments.
- 6) The general public shall be required to pay an Enhanced Access Fee to use this I.T. Service.
- 7) 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.
- 8) The person making a 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 Enhanced Access Fee will be deposited into an account owned by County.
- 9) The Enhanced Access Fee shall belong to County to recover costs associated with this I.T. Service.

## PAY LOCAL TAXES EXHIBIT III

### SUPPORT

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

### SUPPORT SERVICES

County support service will include:

#### SERVICE ACCESS

Access to the I.T. Service will be via an internet browser. The URL for Public Body to view activity reports and to perform all administrative functions will be provided by County.

The URL to initiate the I.T. Service is:

<https://www.PayLocalTaxes.com>

### 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>

## PAY LOCAL TAXES EXHIBIT III

### **SERVICE AND SUPPORT COSTS**

There is no cost to Public Body for this service.

### **SHARING OF NET ENHANCED ACCESS FEES**

Public Body will receive 50% of the Net Enhanced Access Fees collected from Online Payments, Over the Counter Payments and/or Pay Local Taxes. 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.

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### 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
x35%	County's cost for Transactional Fees
- \$1750	Transactional Fees Deducted from Gross Enhanced Access Fees
\$3250	Net Enhanced Access Fees Remaining
x50%	50% Shared Back with Public Body
\$1625	Fees Shared Back with Public Body

### ACCESS TO SERVICE

Public Body will provide access to this I.T. Service via the URL listed above 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.

## **PAY LOCAL TAXES EXHIBIT III**

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

### **LICENSE**

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.