PayIt

Smarter for government.
Easier for everyone.

Statement of Work
PayIt Cloud-Based Platform

March 21, 2024

PayIt Platform Statement of Work

This Statement of Work (the "SOW") is entered into on the date of the last signatory noted below ("Effective Date"), by and between the City of Columbia, MO ("Client" or "Subscriber"), and PayIt, LLC located at 1100 Main Street, Suite 700, Kansas City, MO 64105 ("Service Provider" or "PayIt").

This is an amendment to the original June 29, 2022 Statement of Work entered into between PayIt and the City of Columbia, MO as part of the Master Service Agreement. The purpose of this amendment is to add additional services to the original SOW. All terms and provisions of the Master Service Agreement and initial Scope of Work remain in full force and effect. If there is a conflict between this additional Scope of Work and the Master Service Agreement, then the terms of the Master Service Agreement shall prevail.

PayIt, LLC and the client are parties to a Master Services Agreement that this Statement of Work falls under. The Scope of Work below outlines services requested by the parties:

Title of Solution: PayIt Enterprise Platform
Term of Contract: 5 Years from signature

Key Contact Information

Client:	City of Columbia	**Provider:**	PayIt, LLC
Address:	701 E Broadway, Suite 100	**Address:**	1100 Main Street, Ste. 700
City, State, Zip:	Columbia, MO 65201	**City, State, Zip:**	Kansas City, MO 64105
Key Contact:	Chelsea Miller	**Key Contact:**	Michael Plunkett
Title:	Treasurer	**Title:**	Chief Development Officer
Email:	chelsea.miller@como.gov	**Email:**	mike@payitgov.com

1. Platform Services

PayIt's proprietary software platform provides the front-end end user interface, back-end administrative portal to the Client, and business analytics also available via PayIt's administrative portal. Services described in this Statement of Work operate on PayIt's software platform.

2. Scope of Services

2.1. Citation Service - Parking Tickets, No Court Appearance

Citation/Courts Service	
Payment Channel(s)	Platform channel(s) covered by this Statement of Work ● Mobile Responsive Web ● Mobile App
Service Features: PayIt Enterprise Web & Mobile	

Constituent Features	A. Login to Application or use the guest access option via desktop web, mobile web, native app (Apple, Android)
	     a. If logging in, customers/patrons will be prompted to use a username and password, authentication via Apple, Facebook, or Google or, if configured, another third-party identity provider.
	 B. Search for one or many citations/cases and link them to their PayIt Profile
	 C. View/manage case/citations details such as:
	     a. citation/case details
	     b. amount due
	     c. elect traffic school as applicable
	     d. schedule future payments (if allowed by Client's business rules)
	     e. admit guilt (if applicable)
	 D. Make payments via Card for all required fees (cards accepted include Visa, MasterCard, Discover, American Express)
	 E. Store tokenized payments methods in the GovWallet
	 F. Receive payment confirmation via email
	 G. Review payment and transaction history in the GovWallet
	 H. Receive Client configured notifications and reminders regarding citation(s) in the Application and via email.

Admin Features	I. Have 24/7 access to on-demand to an Administrative Portal where they can:
	    a. access on-demand reporting capabilities with real-time transaction data
	    b. view transaction and settlement reports
	    c. process full and partial refunds
	J. Receive monies deposited into one Client identified bank account per service/ merchant
	K. Work with a PayIt implementation team to configure settlement and reporting, including Client needs specific to refunds and chargebacks

Integration Required?	**Yes - Clancy is the cashiering, MUNIS is the ERP - integration for MUNIS not required.**

Permitting Service - Permitting and Fees, Business License, Parking Admin	
Payment Channel(s)	Platform channel(s) covered by this Statement of Work ● PayIt Checkout (SDK)

Service Features: SDK	
Constituent Features	A. Visit Agency owned/designed application (web or mobile) B. Go through the Agency designed user experience C. Send a balance (and associated transaction metadata) to a cart for payment D. Be directed to PayIt Checkout, a PayIt designed UX E. Register or continue as guest F. Pay a cart balance passed by the Agency experience G. Make payments via Card or ACH for all required fees (cards accepted include Visa, MasterCard, Discover, American Express) H. Store tokenized payments methods in the GovWallet I. Receive payment confirmation via email J. Be redirected to a URL specified by Agency after payment is complete

Admin Features	A. Have 24/7 access to on-demand to an Administrative Portal where they can:
	    a. access to on-demand reporting capabilities with real-time transaction data
	    b. view transaction and settlement reports
	B. Receive monies deposited into one Client identified bank account per service/ merchant
	C. Work with a PayIt implementation team to configure settlement and reporting, including Client needs specific to refunds and chargebacks

Integration Required?	No - SDK

3. Service Deployment Overview

3.1. PayIt will provide regular (weekly as a standard) updates, including updated project plans with milestones and progress, assessments of project status, upcoming key action items, scope assessments (including any potential changes in scope and / or project risks).

3.2. Daily project tasks will be managed by a Client Implementations Manager experienced in working with government technology projects.

3.3. Deployment Schedule and Deliverables

    3.3.1. PayIt will work with the Client to deliver service to its constituents quickly. Our recommended project schedule will suggest specific phased launches. These phases may be split based on various services, channels, or both. The goals and objectives for each phase will be stated upfront and will be geared to meet the balance of making changes quickly and managing risk/resource time.

    3.3.2. A detailed Deployment Schedule will be delivered to the Client stakeholders upon completion of the Kickoff Stage. Each service included in scope will have a project schedule as business rules and integration details are further understood. Adjustments to the schedule may be made based on scope size, complexity, and client resource and deliverables availability.

4. Client Responsibilities

4.1. Deployment

Provide a single point of contact for the configuration process and provide adequate access to staff and resources to support the goal of being live quickly post the kick-off.

4.2. Integration

Provide timely access to data required for the services in this Statement of Work. For example: bi-directional access to customer account detail, payable detail, payable balance, subtotals with descriptions, and total with any fees or fee type descriptions. Data can be provided via web services API (preferred) or delivered on a recurring basis via secure FTP.

For PayIt Checkout, Client is responsible for implementing the SDK, testing, and troubleshooting.

4.3. Go-Live

    4.3.1. Provide adequate resources to test, validate, and finalize public launch of services within thirty calendar days of services deployed as ready for test.

       Note: PayIt platform services are made available to agencies at low costs because they are primarily funded through transaction and processing

fees. If an agency is unable to redirect all web traffic seeking to pay for one or more of the services covered by this statement of work in a timely manner (for clarity: within 30 calendar days of services available for final testing and approval), the agency agrees to cover the cost of providing those services until such time that services are launched and redirect links are in place on the agency's digital properties. The Inactive Service Fee is listed in Section 7.6 of this agreement.

4.3.2. Launch the Application, in coordination with PayIt, when configuration of services is complete, including the redirect of any and all web addresses for applicable services to the web Application. For clarity, the PayIt service will serve as the exclusive digital payment channel(s) for client services it supports.

4.3.3. Provide marketing support, in coordination with PayIt, adequate to drive Customer/Patron adoption of the Applications. For this purpose, the marketing support provided by Client will include:
- Placing online notifications and mobile intercept screens prominently on Client website and department landing pages, as well as any e-newsletters or emails
- Placing notification(s) on all billing communications (including citations, etc.)
- Including notification(s) information in any printed signage, newsletters, and blogs

5.   PayIt Responsibilities

5.1.   Configuration

Provide the services in this Statement of Work; deploy, configure, host and manage the PayIt platform.

Provide a single point of contact for the configuration process, with a dedicated project team and a goal to launch service in production quickly post kick-off.

Provide training to Client personnel.

5.2.   Integration

Configure necessary systems to integrate the PayIt platform with Client systems using existing data, APIs or web services components provided by the Client. If additional data, APIs or web services components are required, PayIt will discuss options, scope, and required costs to develop these with Client and gain approval prior to commencing work. For PayIt Checkout, Client is responsible for implementing the SDK, testing, and troubleshooting.

5.3.   Management After Go-Live

Provide on-going support to both Client and Constituents.

Meet regularly to review performance, track against shared goals, and share upcoming platform enhancements as well as identify opportunities for service-level improvements.

5.4. Settlement & Disbursement

Collect payment from Constituent Users and deposit collected funds into designated Client accounts. Note: Settlement rules and disbursement schedules are configured for Client during the implementation process.

Credits for NSF, refunds, and chargebacks will be deducted from regular client settlement funding.

6. Value-Added Services & Business Services

6.1. Support Services

PayIt will provide support to Client and Constituent Users. PayIt's Client support will include web-based online tools for Client personnel, training for the Client's customer support personnel and technical staff, as well as dedicated support for technical issues, and 24/7 direct means of contact for emergency situations.

The PayIt Support team (constituent-user team) consists of Tier 1 and Tier 2 support. Tier 1 is responsible for email, live chat, and phone communication with customers and can solve requests not requiring client or Tier 2 intervention.

PayIt Support is available during business hours (8am-5pm Local Time, Monday-Friday). Client-branded help center is available 24/7, 365 days a year. Email support is available 24/7, 365 days a year. Requests sent in evenings and weekends can expect a reply within one business day.

6.2. User Adoption Communication Services

6.2.1. PayIt will work with Client stakeholders to plan and implement a multichannel communication strategy with the following goals:
- Drive awareness for modern methods of payment and government interaction
- Drive adoption among key audiences and channels for a mobile-native, always-on solution

6.2.2. PayIt will work in consultation with the Client to execute campaigns, analyze reports and results, and continuously refine campaign strategies to maximize effectiveness.

7. Pricing

7.1. Transaction-Based Fees

PayIt supports its SaaS platform by charging a Transaction Fee and a Processing Fee when a Constituent User uses the PayIt platform to make a Payment** to Client. The Transaction Fee is determined by the Transaction Type. The Processing Fee (Credit Card) is determined by the form of payment. For clarity, Constituent Users are not charged for looking up information, receiving reminders, or scheduling a payment.

7.2. Fees are applied according to the following table, and each listed as not to exceed:

Transaction Type	Transaction Fee	Payment Processing Fee Credit/Debit Card	Payment Processing Fee ACH
Permitting Payment Credit or Debit Card	$1.00	2.4%	n/a
Permitting Payment ACH	$2.00	n/a	$0.40
Ticket Payment Credit or Debit Card	$1.00	2.4%	n/a
Ticket Payment ACH	$2.00	n/a	$0.40

- *** a Payment is defined as the single Payment by Constituent User for all Transaction Types. For clarity, a Payment can include one or multiple of the same or different Transaction Types. (e.g., if a Constituent User pays two property tax bills (Transaction Types) at the same time they will incur one processing fee and two transaction fees that make up the single payment.)*

- Fee structure including which fees will be absorbed by Client or passed on to Constituent User are configured during the Implementation Phase. If invoiced to Client, payment is due within 30 days of Client receiving the invoice.

- **Example:** If the Constituent User pays all fees, the following formula would be applicable. Constituent Amount Owed to Client + Transaction Fee(s) + Processing Fee = Total $ Amount paid by Constituent.

7.3. Fees for Chargebacks:

PayIt, LLC will invoice Chargebacks at a rate not to exceed $10 per transaction. PayIt, LLC does not charge fees for insufficient funds or refunds.

7.4. Additional Platform Technology Fees:

Fee	Amount	Frequency or timing
Set-up Fee	$0	N/A
Annual Fee	$0	N/A
Update Fee	$0	N/A
Upgrade Fee	$0	N/A
Maintenance Fee	$0	N/A
Professional Services	TBD	TBD

7.5. Subscription-Based Fees & Services Fees

PayIt supports and improves its SaaS platform by charging a Subscription Fee. The Subscription Fee may include certain set-up costs, configuration, updates/upgrades, and maintenance. The Subscription Fee is invoiced to Client on the following payment schedule.

Fee	Amount	Frequency or timing
Premium Constituent User Support	$0	Monthly
ProSight Premium 1-5 seats bundle	$0	Monthly

Subscription fee invoices will commence 30 days after project kickoff, unless otherwise noted, and Payment is due within 30 days receiving the invoice.

7.6. Monthly Inactive Service Fee

7.6.1. Described in section 4.3, PayIt may initiate a monthly fee to Client when services have been deployed for final testing, and 30 calendar days have elapsed without the services launching for use by the public.

Fee	Amount	Frequency or timing
Inactive Service Fee	N/A	Monthly

7.7. Point of Sale Equipment

PayIt will provide high quality, PCI-compliant point of sale devices with PIN pad, magstripe, and smartcard reader capability. If the quoted device is unavailable, PayIt will work to provide a similar device.

Device	Amount	Quantity	Total
Ingenico Lane 3000 bundle	$500	0	$0

Notes:

- The PayIt Point of Sale device bundle includes the device, USB cable, power supply, TriPOS application, TriPOS data key, debit key, and PayIt setup fee.
- PayIt will invoice Client for POS hardware upon project kickoff.
- Additional devices may be ordered at the price quoted above per bundle.

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8. Agreement

Upon execution of this Statement of Work, PayIt, LLC and Client hereby agree to the requirements outlined in this Proposal, the sum of which will constitute a binding agreement ("Agreement") between the parties.

Executed on the last date set forth below by the undersigned authorized representative of Subscriber and Service Provider to be effective as of the Effective Date.

City of Columbia, Missouri (Client/Subscriber)

By: _____

Name: De'Carlon Seewood

Title: City Manager

Date:

ATTEST:

By: _____
Sheela Amin, City Clerk

APPROVED AS TO FORM:

By: _____
Nancy Thompson, City Counselor/ek

PayIt, LLC (Service Provider)

By: _____

Name: Jerod Sands

Title: Chief Financial Officer

Date: 04/03/24