

**ITEM REQUIRING BOCC APPROVAL
(7 ITEMS)**

1. SECURITY GUARD SERVICES -- COMCARE/TREASURER'S OFFICE

FUNDING -- COMCARE/TREASURER'S OFFICE

(Request sent to 22 vendors)

RFP #18-0022 Contract

	Vets Securing America	Smart Security, Inc.	Securitas Security Services USA, Inc.	Vend-Tech Enterprise, LLC
COMCARE				
Crisis Intervention Service 934 N. Water				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Sedgwick County Offender Assessment Program (SCOAP) 1720 E. Morris				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Adult Services 4035 E. Harry				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19

	Vets Securing America	Smart Security, Inc.	Securitas Security Services USA, Inc.	Vend-Tech Enterprise, LLC
Center City (COMCARE Homeless Program 402 E. 2nd				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
OutPatient Services (OPS) 1919 Amidon (2 guards)				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Drug Court 4165 E. Harry				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Cost for any additional staff needed at any site				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
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	Vets Securing America	Smart Security, Inc.	Securitas Security Services USA, Inc.	Vend-Tech Enterprise, LLC
Tag Offices				
Main Tag Office				
2525 W. Douglas				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Chadsworth Tag Office				
2330 N.Maize, Ste 1100				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Brittany Tag Office				
2120 N. Woodlawn				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
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Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Derby Tag Office				
206 W. Greenway, Ste 14				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
Year 2 - Hourly Rate - Nonlethal/Lethal	\$14.44 / \$18.50	\$14.92 / \$18.36	\$9.00 / \$13.94	\$15.91 / \$21.19
Year 3 - Hourly Rate - Nonlethal/Lethal	\$14.64 / \$18.75	\$14.92 / \$18.36	\$9.00 / \$14.35	\$15.91 / \$21.19
Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19
Cost for any additional staff needed at any site				
Year 1 - Hourly Rate - Nonlethal/Lethal	\$14.24 / \$18.24	\$14.92 / \$18.36	\$9.00 / \$13.53	\$15.91 / \$21.19
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Year 4 - Hourly Rate - Nonlethal/Lethal	\$14.84 / \$19.02	\$15.35 / \$18.91	\$9.00 / \$14.78	\$15.91 / \$21.19
Year 5 - Hourly Rate - Nonlethal/Lethal	\$14.98 / \$19.19	\$15.35 / \$18.91	\$9.00 / \$15.23	\$15.91 / \$21.19

On the recommendation of Britt Rosencutter, on behalf of COMCARE and the Treasurer's Office, Scott Hadley moved to **accept the proposal from Smart Security, Inc. and establish contract pricing for three (3) years with two (2) one (1) year options to renew.** Tim Myers seconded the motion. The motion passed 3 to 1 with Linda Kizzire abstaining.

A review committee comprised of Nancy Patterson and Curtis Kirkpatrick - COMCARE; Randy Bargdill and John Humphries - Treasurer's Office; Jessica Ostmeier - Finance; and Britt Rosencutter - Purchasing evaluated all proposals based on the criteria put forth in the RFP. The committee scored Smart Security, Inc. the highest. The committee brought Smart Security, Inc. in for an interview. Based on the interview and scoring, Smart Security, Inc. was chosen unanimously.

Securitas Security Services USA, Inc. is the current contracted provider for these services. In 2017, the Treasurer spent \$14,276.24 for the tag office locations and COMCARE spent \$378,846.95.

8/9/18 - This proposal was originally presented at the Board of Bids and Contracts meeting July 26, 2018. It was deferred until this week so the following information could be provided:

1. What is the difference in cost of service for COMCARE from 2017 pricing/expenditures and the new proposed cost of service if accepted?

A. Based on a review of the Securitas invoices, 26,830 hours were billed in 2017 for a total of \$375,353.00. A similar amount of service hours are expected for each year moving forward. Based on the proposed cost of \$14.92/hr. multiplied by 26,830 hours, the total will be \$400,305.00.

2. Is COMCARE able to absorb the cost increase within the current requested budget?

A. The FY2019 budget for COMCARE does include enough funding to cover the proposed increase.

Questions and Answers (7/26/18)

Scott Hadley: The recommended vendor is quite more expensive than the current vendor. Could someone elaborate the context behind what Securitas wasn't providing or what the new vendor will provide that they haven't provided? Did they do poor work? Does anyone know the estimated spend?

Curtis Kirkpatrick: The current pricing that we have, not reflected here, Securitas is charging just at \$14.00 an hour, it's \$13.98. So in reality the increase is not as substantial as it looks in the bid. We have over the last several months had several issues with Securitas as far as professionalism and training of their officers. We have had officers on duty that are sleeping, using devices reading books, and things that are against the policies that we have with them. Our view on this with the pricing dropping from \$14.00 an hour down to \$9.00 an hour that would impact the quality of the officer we are getting. Smart Security has implemented an application that is on the cell phone that will track them with GPS. It monitors whether the officer is up and moving through the facility as we request. It will allow them to clock in and clock out and give us more accurate information as far as the actual on hours the officers are on duty at the location. All of those things lead us to the decision that we did not want to continue with Securitas as far as the quality of service that we were getting and safety of our clients and employees.

Scott Hadley: Do you know what the estimated total spend may be going with the new vendor based on decreasing locations? Do you expect the same number of hours?

Curtis Kirkpatrick: We expect the same numbers of hours. I did not look at total spend. I could come up with a figure if given a little bit of time if that would be important.

Scott Hadley: Was Securitas brought in for an interview or just Smart Security?

Joe Thomas: Looks like Smart Security was the only one. Securitas' decision was based on previous past performance.

Richard Powell: I understand that you only speak for your particular application. We have quotes for both armed and unarmed security officers at various locations. Are you looking at armed or unarmed or mixture?

Curtis Kirkpatrick: Primarily, right now all of our locations are unarmed. We have been looking at the possibility of increasing it to a mixture of armed and unarmed. We have a couple of locations, such as our crisis facility where we seem to have more issues and we feel that it may be an option we want to pursue in the future.

Richard Powell: This may be of Purchasing question than an end user question. In the past there have been provisions by city ordinance that requires training and licensure of the armed security guards. I don't know if that's still in play or not and if it is since these are county properties is that applicable to what we are talking about?

Will Deer: I don't know. I can certainly research it.

Randy Bargdill: Wichita Police Department still does oversee the licensing and certification of security companies within the City of Wichita. I took the occasion to contact Captain Brian White with the Wichita Police Department, who's the commander of the training section. He indicated to me that both Smart Security and Securitas have not had any violations reported. They haven't had any problems with them. He did say that with Smart Security he was aware they provide more training to the officers, as well as better equipment. He indicated he thought Smart Security would be a better choice for us.

Tom Stolz: Both of them are license with the city though?

Randy Bargdill: They are.

Tom Stolz: For armed or unarmed?

Randy Bargdill: Correct.

Tom Stolz: Do you use armed or unarmed?

Randy Bargdill: Unarmed.

Tom Stolz: Will you be closing down some offices? So the total cost could come down a bit because you are going to consolidate some location?

Randy Bargdill: It probably should. We had the security primarily for when we had to Murdock building. As you know, there was only like 38 parking places there so we had security to direct traffic to keep the lines moving. Now that we've got a larger facility, we've actually kind of cut down on the number of hours or the number of staff that we had come out there. That might even be something where we're going to consider not having security.

Tom Stolz: What is the length of this contract?

Randy Bargdill: Three years, with two one year renewals.

Scott Hadley: I take it that COMCARE budget can absorb if the cost is higher? Based on the bid, it looks like \$1.00 more an hour? You have the funds to absorb that additional cost?

Randy Bargdill: Yes.

Tom Stolz: Including if you decide to make the organization decision go with some armed or unarmed, that is going to drive the cost up significantly as well. Your total spend last year was \$378,846.95. Interesting, I'm very curious to know what the total cost would be too. We just did a mathematic of that. Tag Office is cutting down for organizationally and facility-wise so we know their rates may go down but I'm a little concerned with not knowing what our estimated total cost is. And not necessarily that even...you're telling me that Securitas has documented shortcomings through the years, I think that's important. That was the only one on here that was actually cheaper. Vets was very close. Actually it's slightly less. What was the matter with Vets?

Randy Bargdill: I don't know for certain but as I recall they don't have a local presence. It would take them a period of time to cover our contract. From memory, the pricing pricing here doesn't look accurate. I thought it was slightly higher than Smart Security with the initial information.

Tom Stolz: I'm going to just cut to the chase right here. Are we meeting next week?

Joe Thomas: I believe so.

Tom Stolz: Let's table this for one week and let's get some total cost worked on this and double check the rates if he has concerns about the rates. Is there any hurry on this? How good is our current contract?

Randy Bargdill: Current contract is that we are on a month-to-month with Securitas. They have agreed to fill in until we make a discussion on a new contract.

Tom Stolz: So we're bound to them through the month of August no matter what?

Randy Bargdill: Yes.

Tom Stolz: This wouldn't go before the Commission until, even if we approved it today, wouldn't go until August 1st. We're not having a meeting on August 8th but we are on August 15th. We can do this on the consent, budget adoption day. Let's bring this back next week with the total cost and then we can still get it on August 15th BoCC. That way you can still migrate to your new company by maybe September.

Joe Thomas: Just for the record I just checked the pricing and it is correct. They separated the two, the armed guard lethal matches the right side and the unarmed, nonlethal the left.

Tom Stolz: They are not a Wichita, Sedgwick County company and that is significant and I get it. So let's work up total cost, best we can on the COMCARE end of this for sure with Smart. Let's try to forecast what our 2018/2019 annual would be. Can you do that? Come back next week?

Randy Bargdill: Yes sir.

Tom Stolz: Do I have to have a motion to table this as well?

Joe Thomas: Yes.

Questions and Answers (8/9/18)

Linda Kizzire: Are they not going to be using any armed guards at any of these locations?

Curtis Kirkpatrick: No, we will not be using armed guards currently. We will be looking at the possibility in the future in 2019 or 2020. We've moved to some new locations and we have some trouble clients we feel might benefit from an armed situation. We are not intending to do that yet.

Tom Stolz: What does the Treasurer's office use, armed or unarmed?

Linda Kizzire: Unarmed.

Tom Stolz: Smart Security has a little higher bid than the other competitors here but the rationale for that is Securitas is our current vendor and we've had some documented issues with them and the concern moving forward we want better quality. Is that correct?

Curtis Kirkpatrick: Correct.

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**2. HIV TEST EQUIPMENT AND KITS -- DIVISION OF HEALTH
FUNDING -- DIVISION OF HEALTH**

(Single Source)

#18-2027

	Bio-Rad Laboratories, Inc.
Item	Price per Test
26217 HIV Combo Ag/Ab EIA, 192 Test	\$3.64
Percent increase for 2nd year: 5%	\$3.82
Percent increase for 3rd year: 5%	\$4.01
Percent increase for 4th year: 5%	\$4.21

On the recommendation of Paul Regehr, on behalf of the Division of Health, Tim Myers moved to **accept the quote from Bio-Rad Laboratories, Inc. for HIV test equipment and kits at the rates listed above and establish contract pricing for four (4) years.** Linda Kizzire seconded the motion. The motion passed unanimously.

This agreement will be a continuation of Reagent Rental Agreement No. 09-0313.

This is a single source purchase. Due to compatibility issues, changing to a different test would mean completely changing out the equipment in the lab, training on the new equipment, and conducting studies and tests to make sure it is all working properly. This is also the same system used by KDHE labs.

All equipment required to run the tests, along with setup in our lab, must be included in the price of the tests.

Notes:

The 5% yearly increase covers equipment, maintenance and reagents during the last three (3) years.

Annual estimated usage is 3,456 tests for a four year estimated cost of \$54,220.68.

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**3. STORAGE HARDWARE -- INFORMATION TECHNOLOGY AND SUPPORT SERVICES (ITSS)
FUNDING -- INFORMATION TECHNOLOGY AND SUPPORT SERVICES (ITSS)**

(Joint Governmental Purchase NASPO Master Agreement MNNVP-134 and MNWNC-115,
State of Kansas Contract #40399AB)

#18-2032 Contract

	Alexander Open Systems, Inc., A ConvergeOne Company
	Technology Group Solutions LLC
	Fishnet Security Inc.
Storage arrays and related equipment	Pricing listed on above NASPO contract

On the recommendation of Paul Regehr, on behalf of Information Technology and Support Services (ITSS), Scott Hadley moved to **utilize the NASPO Master Agreement MNNVP-134 and MNWNC-115, State of Kansas Participating Contract #40399AB, good through 03/31/2020.** Linda Kizzire seconded the motion. The motion passed 3 to 1 with Tim Myers abstaining.

Hewlett Packard Enterprise Development LP is the manufacturer of Nimble Storage products. Nimble Storage products meet all our needs: expandability, support and analytics built into the system from the ground up, single interface, superior support (U.S. based and predictive automation), simple to deploy, configure and manage (not requiring professional services to install), timeless storage (upgrade or replace parts as you go, with no need to replace the whole system), online upgrades, online expansions, 99.9999% availability, and FIPS-certified encryption capable.

Alexander Open Systems, Inc., A ConvergeOne Company, Technology Group Solutions LLC, and Fishnet Security Inc. are authorized resellers for Hewlett Packard Enterprise Development LP Nimble Storage products.

Questions and Answers

Linda Kizzire: I don't know what all this entails. Do we have any idea what the spend cost is?

Joe Currier: Currently we have a project with the Sheriff's Office. They are looking at about \$100,000.00 spend that was approved last year for a decision package.

Tom Stolz: Is that the only storage issue we'll face in FY 2019?

Joe Currier: That I can predict at this point, yes sir.

Tom Stolz: So this is a state contract and we basically can go in and grab any of these vendors for what is the most effective solution for Sedgwick County. We can choose between four different kinds and they can all meet the needs of Hewlett Packard?

Joe Currier: That's my understanding, yes sir.

Joe Thomas: These are authorized resellers of the HP product. We had ITSS pick more than one to have some flexibility in scheduling or whatever we need.

Tom Stolz: Are they all about the same price or can we hunt around in there.

Joe Thomas: You can get variations besides the discount that is established. There are times they give a little better discount. Isn't that true Joe?

Joe Currier: That is correct.

Joe Thomas: So again, that gives flexibility on pricing, better than state.

**4. AVAMAR/DATA DOMAIN SOFTWARE AND EQUIPMENT -- INFORMATION TECHNOLOGY AND SUPPORT SERVICES (ITSS)
FUNDING -- INFORMATION TECHNOLOGY AND SUPPORT SERVICES (ITSS)**

(Joint Governmental Purchase NASPO Master Agreement MNWNC-109, State of Kansas Contract #40403)

#18-2038 Contract

	Alexander Open Systems, Inc., A ConvergeOne Company
	CDW Government LLC
	Datashield LLC (a division of ADT LLC)
	Pomeroy IT Solutions Sales Company, Inc. (A Getronics Company)
	Sirius Computer Solutions, Inc.
Avamar backup software and hardware and Data Domain storage of backup	Pricing listed on above NASPO contract

On the recommendation of Paul Regehr, on behalf of Information Technology and Support Services (ITSS), Time Myers moved to **utilize the NASPO Master Agreement MNNVP-109, State of Kansas Participating Contract #40403, good through 03/31/2020.** Linda Kizzire seconded the motion. The motion passed unanimously.

Avamar is the software/hardware combination that is the overall backup system for the county. This software writes the backups to the Data Domain disk target. This system backs up all department shares, employee home folders, and large enterprise systems such as Eline, CAD (for 911), Tax, and more. The Avamar software is licensed (subscription) by how much data is used.

Alexander Open Systems, Inc., A ConvergeOne Company, CDW Government LLC, Datashield LLC (a division of ADT LLC), Pomeroy IT Solutions Sales Company, Inc. (A Getronics Company) and Sirius Computer Solutions, Inc. are authorized resellers for Avamar and Data Domain products.

Questions and Answers

Linda Kizzire: Who do we currently use?

Joe Currier: We currently use Alexander Open Systems. I believe we had a contract with them that expired this year.

Linda Kizzire: Would you be comfortable using any of these companies?

Joe Currier: Mostly Alexander Open Systems has been supporting us very well over the last six years with this product. We haven't had any problems with them. The reason this is coming before you is because we have renewals to maintain licensing and maintenance.

Tom Stolz: What's the total spend on this kind of item?

Joe Currier: It would be about \$33,000.00 is what we got right now for renewal. Next year we will be spending about \$115,000.00 is what I have budgeted for it.

Tom Stolz: Is that for licensing only or does that get us product?

Joe Currier: We own the product today so it is licensing and product support.

Tom Stolz: Upgrades, maintenance, those types of things?

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Joe Currier: Yes sir. If there are failed parts, they will replace those as well.

Scott Hadley: Any of these vendors would be able to provide that service as well if you chose if there was a better rate or discount?

Joe Currier: That's correct.

Tom Stolz: What's changing if the price is going up from \$33,000.00 to \$115,000.00?

Joe Currier: This a co-term. The \$33,000.00 will get us into next year to align with the November to February time frame so we can get budget available. Our current licensing expires in November so we are going to renew and co-term that to the beginning of the year. We will then be able to keep that on a yearly schedule as of February.

Tom Stolz: When you said you budgeted \$115,000.00 for next year versus the \$33,000.00 for this year, if we are simply renewing, is the price going up that much?

Joe Currier: It's the timeframe for it. From November to February it's the \$33,000.00. The full year is \$115,000.00

Tom Stolz: Is this historically what we have spent on this?

Joe Currier: Yes sir.

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5. PREVENTIVE MAINTENANCE AND ON-CALL SERVICES for BACK-UP GENERATORS -- FACILITIES

FUNDING -- FACILITIES

(Request sent to 42 vendors)

RFB #18-0017 Contract

Per Each	Brand/Model	Foley Equipment Company	Central Power Systems & Services LLC	Pro Circuit Inc.	Cummins Inc. dba Cummins Sales & Service	Clifford Power Systems, Inc.	Western Diesel Services dba CK Power
1. 4701 S. West St.	Baldor TS25T	\$167.38	\$300.00	\$450.00	\$356.70	\$383.00	\$360.00
2. 5858 N. 247th St. W.	Baldor TS25S	\$167.38	\$300.00	\$450.00	\$356.70	\$383.00	\$360.00
3. 700 S. Hydraulic	Caterpillar 3412	\$291.69	\$775.00	\$1,835.00	\$682.68	\$1,231.00	\$1,285.00
4. 525 N. Main	Onan/Cummins 300DFCB	\$215.48	\$550.00	\$1,500.00	\$554.31	\$695.00	\$590.00
5. 525 N. Main	Onan/Cummins	\$277.88	\$650.00	\$1,500.00	\$675.13	\$889.00	\$735.00
6. 525 N. Main	Onan/Cummins	\$277.88	\$775.00	\$1,500.00	\$758.78	\$889.00	\$890.00
7. 141 W. Elm	Onan/Cummins 600VTA2	\$277.88	\$800.00	\$1,835.00	\$758.78	\$1,231.00	\$930.00
8. 141 W. Elm	Onan/Cummins 600VTA2	\$277.88	\$800.00	\$1,835.00	\$758.78	\$1,231.00	\$930.00
9. 141 W. Elm	Onan/Cummins 600DFGB	\$277.88	\$800.00	\$1,835.00	\$758.78	\$1,231.00	\$870.00
10. 141 W. Elm	Onan/Cummins 600DFGB	\$277.88	\$800.00	\$1,835.00	\$758.78	\$1,231.00	\$870.00
11. 1109 N. Minnesota	Onan/Cummins 80DGDA	\$229.29	\$400.00	\$450.00	\$368.01	\$475.00	\$385.00
12. 1109 N. Minnesota	Caterpillar LC 5	\$167.38	\$550.00	\$1,500.00	\$570.68	\$695.00	\$645.00
13. 714 N. Main	Caterpillar LC 6	\$291.69	\$650.00	\$1,500.00	\$660.47	\$889.00	\$725.00
14. 714 N. Main	Caterpillar LC 6	\$291.69	\$650.00	\$1,500.00	\$660.47	\$889.00	\$725.00
15. 701 W. Harry	Kohler 20R0Z281	\$167.38	\$300.00	\$450.00	\$326.37	\$405.00	\$360.00
16. 7001 W. 21st St.	Grenerac 93A3904-S	\$167.38	\$300.00	\$450.00	\$310.73	\$383.00	\$285.00
17. 501 E. 53rd St. N.	Kohler	\$167.38	\$300.00	\$450.00	\$356.70	\$405.00	No Bid
On-Call Service Rates							
Service Call per each		\$0.00	\$0.00	\$90.00	\$216.00	\$654.00	\$130.00
Hourly rate for on call service		\$147.00	\$105.00	\$90.00	\$162.00	\$163.50	\$195.00
Hourly rate for emergency service		\$147.00	\$105.00	\$135.00	\$216.00	\$163.50	\$260.00
Percentage mark up on parts		0.00%	10.00%	15.00%	25.00%	30.00%	20.00%
Acknowledge Addenda		Yes	No	Yes	Yes	Yes	Yes
No Bid		Belford Electric	DCD Services, LLC	Alturdyne International	Easter-Owens	Fuel Cell Store	Cable Organizer
		National Catastrophe Restoration, Inc.				Norwall Power Systems	

On the recommendation of Kristen McGovern, on behalf of Facilities Maintenance, Linda Kizzire moved to **accept the low bid from Foley Equipment Company at the rates listed and establish contract pricing for (1) one year with (4) four (1) one year options to renew.** Tim Myers seconded the motion. The motion passed unanimously.

This contract will provide on-call services and preventive maintenance on all generators currently maintained by the Facilities Department. Foley Equipment Company held the last contract with the county for these services.

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Questions and Answers

Tim Myers: How is this contract in relation to the previous contract? Is it more expensive?

Kristen McGovern: No. I have those figures. Every item listed on the recommendation has a significantly lower price for this new contract. We spent approximately \$75,000.00 last year on this contract.

Tom Stolz: It looks like the hourly rate for service calls is \$147.00 for Foley. If I stay in the Foley line, it looks like there are 17 different generators. Tell me the significance of that under Foley. Like on item #1 on West Street, what does that mean?

Kristen McGovern: The \$167.38? That is what they are going to charge for that particular generator to go out there and do the preventive maintenance.

Tom Stolz: At the rate of \$147.00 an hour?

Kristen McGovern: No. The rate is listed next to each individual generator. That is strictly for the maintenance on the generator. The rates listed below under the on-call services is when they have an issue if it's broke.

Tom Stolz: How many times are we using service calls?

Pat Masterson: Service calls are dependent if there are any issues with the generators. It's just on an emergency needed basis.

Tom Stolz: How many times do we do that in a year?

Pat Masterson: It depends. Some facilities, zero. Depending on the issue, we could have them out several times.

Tom Stolz: If you look at Foley, they are considerably less expensive on the maintenance per item but they are considerably more expensive on the service calls. To me, this looks like the right deal for the county on Foley unless we get into a ton of service calls and then it could flip.

Pat Masterson: Foley is a proprietary Caterpillar service company. All of the contractors can work on Caterpillars but there has been instances with other companies that we've had in the past where they have had to turn it over to Foley because of the equipment and what is needed to service or repair it to get parts. We've used several of the companies in the past and we've had situations like that at the Public Safety Center where they had to turn it over to Foley because they could not repair.

Tom Stolz: It looks like we are running four Caterpillar generators and Foley is the only one who can work on them?

Pat Masterson: Other companies can work on them depending on what the problem is but there has been instances where they get in to certain parts of it where they may not be able to. I don't want to say the other companies cannot because that would be untrue but there have been some situations we have run into in the past where they stopped and said they need to call Foley.

Joe Thomas: Also if you notice, another advantage to Foley is they do not charge a service call, zero. They also do not charge a markup on any parts they use in the replacement. They compensate a little bit with the hourly rate for service.

Tim Myers: Have you been extremely satisfied with the service?

Pat Masterson: Yes. Their response time is great. The technicians are very knowledgeable. We're very happy with them.

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Linda Kizzire: How often do they come out and do your maintenance?

Pat Masterson: They come out once a year for each piece of equipment for just the service.

Linda Kizzire: When they do that, they make sure and run and do the oil?

Pat Masterson: Right. They do all the preventative maintenance checks on it, on all the critical parts they can determine may be a failure to prevent.

6. TAX FORECLOSURE TITLE SEARCH SERVICES -- TREASURER'S OFFICE

FUNDING -- TREASURER'S OFFICE

(Request sent to 10 vendors)

RFP #18-0042 Contract

	Security 1st Title LLC	Tri-State Paralegal Service	A Gold Services INC dba ProTitle USA
Per search fee	\$120.00	\$450.00	\$125.00

On the recommendation of Paul Regehr, on behalf of the Treasurer's Office, Scott Hadley moved to **accept the low proposal from Security 1st Title LLC at the rate listed above per search for one (1) year with two (2) one-year options to renew.** Tim Myers seconded the motion. The motion passed 3 to 1 with Linda Kizzire abstaining.

A review committee comprised of Randy Bargdill and Nancy Rausch - Treasurer's Office; Kenly Zehring - Register of Deeds; Cory Gebhart - Clerk's Office; Susan Erlenwein - Environmental Resources and Paul Regehr - Purchasing evaluated the proposals based on criteria set forth in the RFP. Security 1st Title LLC received the highest score and was unanimously chosen for award.

Security 1st Title LLC is the incumbent provider for title search services. They are willing to re-work any items requested at no additional cost. They don't use contractors and have 13 title employees responsible for processing the tax foreclosure searches. They have successfully handled the county's average of 1,300 annual title searches.

Security 1st Title LLC has been in business since 1944, which is significantly longer than the other two proposers. They also provided the most complete proposal.

Notes:

Two of the three proposers provided more than one search fee cost:

Security 1st Title LLC

\$120.00 - unit price per title certificate

\$160.00 - chain of title of all the owners in the last 40 years

A Gold Services INC dba ProTitle USA

\$85.00 - current owner

\$125.00 - two owner

\$195.00 - 30 year

\$225.00 - 40 year

Tri-State Paralegal Service

\$450.00 - each search including the certification

Questions and Answers

Linda Kizzire: I want to make a statement for the record this is not paid by any county funds. It's part of the tax foreclosure process. If your home is in foreclosure and you come and redeem, you pay the \$120.00. Also, if you buy it at the sale, it's part of the costs affiliated with the sale so they would not be spending any county funds for this service. I just want to make sure that's out there. I didn't see it anywhere on the recommendation but this is not costing taxpayers any money.

Tom Stolz: It's the user who is going to pay. The goal here is to get the user the best price.

Linda Kizzire: Correct.

7. MERCHANT SERVICES -- DIVISION OF FINANCE
FUNDING --VARIOUS COUNTY DEPARTMENTS

(Request sent to 61 vendors)

RFP #18-0001 Contract

	First Direct Financial - Representing Vantiv/NPC/WorldPay	Banc of America Merchant Services, LLC dba Bank of America Merchant Services	Gila, LLC dba Municipal Services Bureau (MSB)	Elavon, Inc. dba Elavon, Inc. (INTRUST Bank)
Estimated Annual Cost*	\$296,282.19	\$341,088.52	\$348,386.63	\$356,658.52
Cutoff Times**	8:00 PM EST	1:30 AM CT	Midnight	9:00 PM CT
Funding Time Frame***	Next Day	Next Day	Next Day	Next Day
Accommodate Cellular Devices	Yes	Yes	Yes	Yes
Subsequent month Invoicing for fees and separate invoices for each merchant****	No	Yes	Yes	Not Clear
Fee Method	Varies from 1.510%+\$0.10+0.07% + \$0.07 to 1.89%+\$0.10+0.07% +\$0.07 for credit cards	Interchange fee + \$0.04 for credit cards	Interchange fee + 0.07% + \$0.04 for credit and debit cards OR	Interchange fee + \$0.04 for credit cards; Interchange fee + \$0.20 for debit cards; eCheck \$0.35 per item OR
	0.8%+\$0.15+0.07%+ \$0.07 to 1.10%+\$0.16+0.07% +\$0.07 for debit cards	Interchange + \$0.20 for debit cards	Convenience fee method: 2.19% for credit cards; 1.79% for debit cards	Convenience fee method: \$1.50 under \$60 3.50% over \$60; eCheck \$1.50 per item
	eCheck \$0.15 per item		eCheck \$0.05 per item	
Can customers use a savings account	No Answer	No Answer	Yes	Yes

	UMB Bank NA	LexisNexis VitalChek Network Inc.	Value Payment Systems, LLC	Commerce Bank, Inc. dba Commerce Bancshares, Inc.
Estimated Annual Cost*	\$384,029.44	\$392,253.27	\$400,651.83	\$415,534.24
Cutoff Times**	9:00 PM CT	7:00 PM CT	Midnight	7:00 PM CT
Funding Time Frame***	Next Day	Next Day	24-48 hours	Next Day
Accommodate Cellular Devices	Yes	No	Yes	Yes
Subsequent month invoicing for fees and separate invoices for each merchant****	Yes	Yes	Yes	Yes
Fee Method	Interchange fee + \$0.10 for credit cards and debit cards; eCheck \$0.13 per item OR	\$1.75 or 2.45%, whichever is greater for MasterCard	Interchange fee + 0.02% + \$.04 per item eCheck \$0.10 per item OR	2.60%
	Convenience fee method 2.75% for credit and debit transactions; \$2.00 eCheck per item	2.45% for Visa and Discover	Convenience fee method: 2.35% for credit cards and 1.50% for debit cards eCheck \$1.50 per item	
		MasterCard and Discover Debit \$1.75 or 2.45%; Pin debit:\$1.75		
		eCheck \$0.15 per item		
Can customers use a savings account	Yes*****	No	Yes	No

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	Government Payment Services, Inc.	Information Network of Kansas, Inc.	PayIt, LLC	Lawn Buddy LLC
Estimated Annual Cost*	\$423,792.92	\$428,612.93	\$520,646.93	\$2,464,515.29
Cutoff Times**	3:00 PM EST	Midnight	Midnight	10:00 PM CT
Funding Time Frame***	Next Day	Within 72 hours	Next Day	24-48 hours
Accommodate Cellular Devices	Yes	No	Yes	Yes
Subsequent month invoicing for fees and separate invoices for each merchant****	Yes	No Need	Yes	No
Fee Method	Convenience fee method: 3% or 2% + \$0.039 for credit cards and debit cards; eCheck \$0.65 per item	2.5% per transaction for credit and debit cards; eCheck \$1.25 per item	\$2.00 per transaction + 2.5% for credit and debit cards; eCheck \$1.25 per item	2.90% + \$0.30 for credit and debit cards; eCheck 0.75%
Can customers use a savings account	Yes	No	Yes	No
	NXGEN International dba NXGEN			
Estimated Annual Cost*	No cost information given			
Cutoff Times**	Midnight			
Funding Time Frame***	Next Day			
Accommodate Cellular Devices	Yes			
Subsequent month invoicing for fees and separate invoices for each merchant****	Yes			
Fee Method	No Quote			
Can customers use a savings account	Yes			

On the recommendation of Paul Regehr, on behalf of the Division of Finance, Tim Myers moved to **accept the proposal from Gila, LLC dba Municipal Services Bureau (MSB) and establish contract pricing for a period of three (3) years with two (2) one (1) year options to renew.** Scott Hadley seconded the motion. The motion passed 3 to 1 with Linda Kizzire abstaining.

A review committee comprised of Brandi Baily - Division of Finance; Debra Rogers and Nancy Rausch - Treasurer's Office; Mike Elpers - Enterprise Resource Planning; Greg Gann - Division of Information Technology and Support Services; Steven Stonehouse - Department of Corrections and Paul Regehr - Purchasing reviewed and scored the responses based on criteria set forth in the RFP. Gila, LLC dba Municipal Services Bureau (MSB) and Value Payment Systems, LLC were short-listed and brought in for interviews and demonstrations. Gila, LLC dba Municipal Services Bureau (MSB) was given the highest score and chosen for award.

Merchant services is a category of financial services where authorized financial service providers allow businesses to accept credit card or bank debit card transactions using online ordering or point of sale systems.

In 2017, Sedgwick County paid \$342,241.79 in merchant service fees. \$187,965.76 of these fees were paid by the Treasurer's Office, \$123,966.80 paid by MABCD, and then \$30,309.23 paid by all other departments.

Notes:

*Sedgwick County's estimated annual cost was based on 2017 usage with our current merchant services provider, Banc of America Merchant Services, LLC at the highest business model. Estimated costs incurred based on the following charges were assessed: Interchange % per sales, interchange per item, vendor upcharge % per sales, and vendor upcharge per item. The above charges were assessed against these card types: MasterCard - card present, MasterCard - card not present, MasterCard - debit card, Visa - card present, Visa - card not present, Visa - debit card, Discover - card present, Discover - card not present, Discover - debit card, and American Express. Other fees assessed were: implementation fee, set-up fee, chargeback, online reporting, account maintenance, statement fees, eCheck fees, IVR fees, and equipment.

**Cutoff times: The time at which a bank stops crediting a daily deposit. Activity after the cutoff time is deposited the following business day. Bank cutoff times determine when a transaction is official.

***Funding Time Frame: The timeframe of when the county will receive their money from the bank.

****Subsequent month invoicing for fees: The fees the county will pay can be paid after the month is over, as opposed to the option where a transaction occurs say for \$10.00 and the fees associated with that transaction are \$5.00, the bank will then only send the net \$5.00 to the county rather than the \$10.00. Separated invoices for each merchant: The county has 28 merchants currently. The Division of Finance wants an invoice for each department rather than all 28 departments' activity combined into just one overall statement.

*****For UMB Bank NA the county would need to have a UMB checking account.

Definitions:

Interchange fee is a fee that is issued by the card brand to the bank. The bank then passes that fee on to Sedgwick County. This rate is very fluid and changes often, therefore what the county pays in the way of fees fluctuates and is hard to estimate. With a convenience fee model, the bank will absorb the interchange fee and not pass it on to the county. The bank will charge one set rate and will not increase or decrease this based on what the card brand companies are charging.

Convenience fee is a fee assessed by a payee when a consumer pays with an electronic payment card rather than cash, check or ACH transfers.

Questions and Answers

Linda Kizzire: I think the fee for the debit cards is very high compared to others that proposed. I'd like to know what the interchange fees are going to be and are we going to use both solutions? Are we going to stick to one when it's \$.07 for one vendor to do a debit card and the selected vendor 1.79%? That just seems pretty high to me.

Brandi Bailey: We do have multiple options on the table with all of the vendors. One option presented was doing an interchange plus a surcharge plus an additional convenience fee. Interchange fees are assessed by the Visa and MasterCard companies and change quarterly. We have no idea as to what those fees are going to be because they are changing all the time. If interchange is based on the type of card you use, whether you use a credit card that offers you reward miles then you are going to pay a higher fee than someone who just uses a credit card that has no rewards. It's all based on the type of credit card that is being used and the fees the card brand is issuing.

Another option that was given to us was the use of a convenience fee model, this is the type of model we would more than likely end up going with. A convenience fee model, what they are charging is for example, MSB is charging 2.19% for a credit card and 1.79% for a debit card. What that means is when the customer is at the counter and they are being charged their \$100.00 property tax then they will get the convenience fee associated with that. They will pay that fee. On the convenience fee model, the bank will keep that fee and not charge the county anything. On the pricing that was put here since many of them offered a convenience fee model and interchange model, we went with the worst case scenario. So the price we see up here for Gila, this is based on if we go with the interchange model. Right now, Sedgwick County Treasurer's Office collects the convenience fee, which is 4%. They are the only department that collects that 4%. If we go with this convenience fee model then the fee the customer is paying will go down to 2.19% for credit and 1.79% for debit. I think in the write up it said the Treasurer's Office paid \$187,000.00 last year. That will totally go away if we go with the convenience model. We won't pay that.

MABCD currently pays their own fees so the only fee that will really hit the general fund is \$30,000.00 essentially because the other departments are not allowed to take a convenience fee. I asked the question and I think it's being researched right now, statute only allows us to do a convenience fee for property tax items. My question is since this convenience fee is really being associated by the merchant and not the county, is that going to be allowed to where we can assess this fee being charged to other departments. If that happens then the county will have to pay absolutely nothing. That's being reviewed right now. If we go with this convenience fee model then Sedgwick County pays nothing out of pocket for Treasurer's items, which is that \$187,000.00.

Another big fee we pay on is our E-Checks. They are offering a \$.05 per E-Check, which was the cheapest out of all of the proposals we received.

Tim Myers: So not only would it be saving the county money with the Treasurer's Office but it would also be saving the consumer since you're going from 4% down to 2.19%?

Brandi Bailey: Correct. There were lots of vendors that offered whether we do an interchange model or a convenience model but knowing in the back of our mind the convenience fee model would be ideal for the Treasurer's Office they were the cheapest on the rates for that convenience fee model to then take away those fees from everybody. Until we find out the answer, we will then be back on that interchange model.

Scott Hadley: It looked like First Direct Financial had the lower bid and cost so why did we select Gila over them because it looks like a lower convenience fee charge as well?

Brandi Bailey: Where that line is and not seeing this until this morning, that's in addition to. First Direct Financial did not offer a convenience fee model. They had interchange rates all over the place based on the type of card.

Scott Hadley: So that's not a convenience fee for them? That's an interchange?

Brandi Bailey: That's an interchange. That's the only method they offer?

Scott Hadley: It varies?

Brandi Bailey: Yes.

Tom Stolz: The current way we do business today is the interchange model?

Brandi Bailey: Yes.

Tom Stolz: Linda, what's your debit card fee right now? If a citizen uses a debit card?

Linda Kizzire: The commissioners set the fee for the Treasurer's tax office with the 4% by resolution. At the tag office, I have my own separate vendor but for the courthouse transactions, that's set by resolution and it's currently 4%. For debits, the county pays a minimal amount and I think it's \$.50.

Brandi Bailey: Right now the county does pay the interchange plus \$.20 for debit cards but we do not charge the customers anything.

Tom Stolz: So if we go to this convenience model then that customer pays that 1.79%?

Brandi Bailey: Correct.

Scott Hadley: For some consumers it would reduce the cost from 4% to 2.19%?

Brandi Bailey: Correct.

Linda Kizzire: For the debit card users, it will go up significantly.

Brandi Bailey: I just want to make one other highlight with what MSB offered us. MSB offered us a guarantee that is if Sedgwick County was ever to be breached we would never pay anything. Gila would come in and they would take care of everything to help the customers. They would pay all the fees. Sedgwick County would not be out a penny, which was an offer that nobody ever has offered in the years I've been here. They told us they would definitely put it in the contract in writing.

Tom Stolz: So if we approve this bid, we'll have to back in by resolution to reduce the rate from 4% to whatever this rate is?

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Linda Kizzire: Yes.

Tom Stolz: Several commissioners were asking Rick for weeks where this is at. We need to get a move on this. I'm interested in the differences between the interchange model versus the convenience fee model. Brandi, could you give me a one minute on this and if we want to migrate to a convenience fee? Is it cheaper? Is it better for customers?

Brandi Bailey: An interchange model is that fee that is paid by Sedgwick County. For example with First Direct Financial it can vary from 1.5% all the way up to 3%. It varies on the type of card. It's the fee Sedgwick County will pay to the merchant on a monthly basis. On top of that then for example, Banc of America interchange plus \$.04 for every credit card so we will pay that interchange fee plus for every transaction that is done will be charged another 4% that we pay out of Sedgwick County's budgets to pay the merchant.

A convenience fee model, what's proposed, the citizen will pay the fee at the counter. It will be one swipe so it will be \$1,000.00 plus 1.79% if it's a debit card and that goes to the bank and Sedgwick County will never receive a bill. It essentially covers all the fees. Now the merchants have told us with the convenience fee they know they are going to be out money in the first however many months it takes to get them going and established but it's a guarantee to the county that we're not paying anything out of our budget. Last year we paid over \$341,000.00 to Banc of America and \$187,000.00 of that came from the Treasurer's Office, which like I said is going to a convenience fee that will go away.

Scott Hadley: In a nutshell, the interchange fee is passed through to the county then directly to the consumer?

Brandi Bailey: Correct. It's passed through from Visa and MasterCard to the merchant bank who then passes that to the county to where we are now passing it down to the consumer at 4% to cover it.

Linda Kizzire: Did they offer any type of enhancements or IVR (Interactive Voice Recognition) or anything with this system?

Greg Gann: The IVR solution presented full and complete. It's not an additional cost to the proposal and they are offering seven languages out of the box. So if we want to go farther than English and Spanish, Vietnamese for example, they can accommodate. No heavy lifting on our part.

Linda Kizzire: No fees?

Greg Gann: No fees. IVR is included in the price of the bid. Additionally Linda, the online banking they presented is also offered in Spanish.