2

SUBJECT: Tax Collection Management Solution

BID #: ESC-0254-20 **OPEN DATE:** 10/23/2019

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – FROM DATE OF CONTRACT EXECUTION AS NEGOTIATED

AGENCY: DUVAL COUNTY TAX COLLECTOR

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (3) **NUMBER RECEIVED:** (3) **OTHER:** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Request approval to increase the award to Grant Street Group, Inc. (contract #70136-20) in the amount of $31,500.00 for Web Debit Account Validations which became enforceable on March 19, 2022. The fee is $.25 per validation. Total revised not-to-exceed award amount will be $4,082,438.28.

Funding for this award will be encumbered from account 00193.730001.534100.000000.00000000.00000.0000000, executed by formal contract amendment through the Office of General Counsel, and processed via Purchase Order(s).

ATTACHMENTS: Recommendation Memo, Previous Award

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: DEBRA DORAN, CHIEF FINANCIAL OFFICER, DUVAL COUNTY TAX COLLECTOR

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Jim Overton, Duval County Tax Collector

Date: August 19, 2022

To: Greg Pease, Chief, Procurement Division

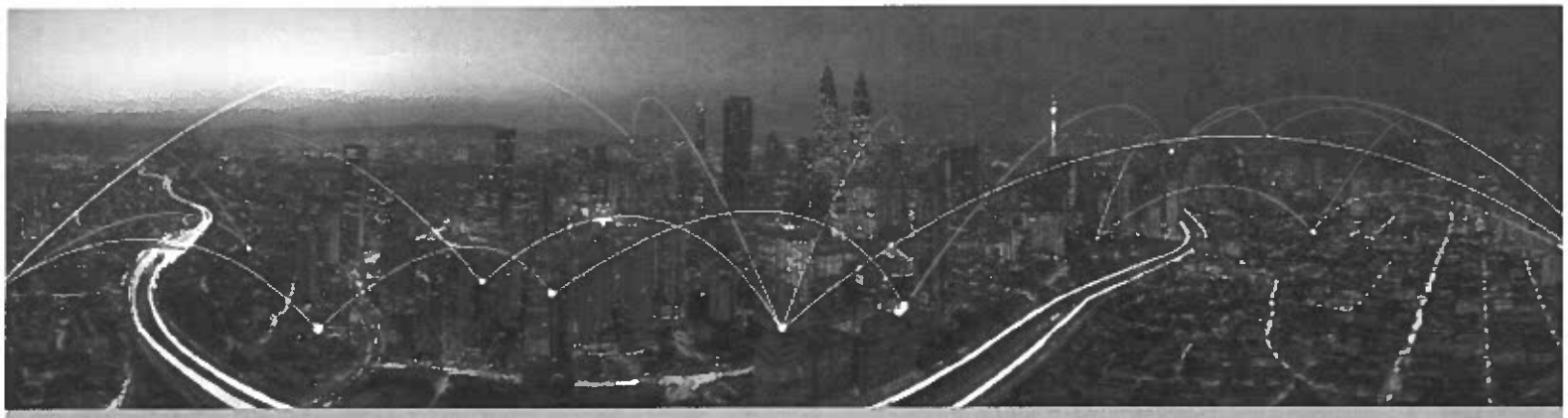
From: Debra Doran, Chief Financial Officer, Duval County Tax Collector Debra Doran

RE: Request increase for ESC-0254-20 award to meet NACHA Validation Requirements

The Duval County Tax Collector's office requests authorization to reimburse Grant Street Group for services under contract 70136-20 for $.25 per validation for WEB Debit Account Validations per requirements from the National Automated Clearing House Association (NACHA) which became enforceable March 19, 2022. This service is intended to reduce ACH fraud as well as the number of invalid ACH transactions and bring us into compliance with the new rule. The estimated amount for April 2022-September 2023 is not to exceed $31,500.00.

Attachment: GC-#1368209-v2-Grant_Street_Group_70136-20_Electronic_Payment_Services_Agreement

Duval County Tax Collector's Office
231 E. Forsyth Street, Room 208, Jacksonville FL 32202
Phone: (904)630-1838 Email: taxcollector@coj.net



NACHA Validation Requirements: 2022 Update

NACHA Explanation

The National Automated Clearing House Association (NACHA), which governs the ACH payment network, updated its operating rules to require account validation for online consumer e-check (ACH) payments, effective March 19, 2021. NACHA delayed enforcement of this rule for one year, until March 19, 2022.

A concise summary of NACHA's new rule, "Supplementing Fraud Detection Standards for WEB Debits," was provided by NACHA and is available at: https://www.nacha.org/sites/default/files/2020-06/End_User_Briefing_Account_Validation_FINAL.pdf.

Nacha™

In short, NACHA will begin requiring bank account number validation before initiating payments into the ACH network.

Our Approach

Our in-house accredited ACH professionals have researched validation providers to find the most effective solution to comply with NACHA's new rule.

Early Warning®

Our criteria for this service:

- Real-time validation, so that received funds are not delayed
- Does not require an online banking sign-in
- Proven effectiveness at lowering the ACH return rate
- Must have a low false decline rate

Based on our test results, Early Warning has the most accurate bank account information database, allowing us to validate in real time whether a bank account is valid and open.

Our initial testing shows our validation will be able to reduce "invalid account" ACH returns by 63%, cutting our clients' return rate in half, on average. This does not impact the return rate for other reasons such as "insufficient funds" or "unauthorized." Early Warning also maintains an impressively low false decline rate of 0.18%.

We will be able to make these advancements without any changes to your website.

For more information, contact your Grant Street relationship manager.

Craig Phillips • 772-263-2363 • Craig.Phillips@GrantStreet.com

GRANT STREET GROUP

Klages, David

From: Doran, Debra
Sent: Monday, August 22, 2022 9:41 AM
To: Klages, David
Subject: RE: Increase for ESC-0254-20 Tax Collection Management Solution

Q00193-730001-534100-000000-00000000-00000-0000000
DK

From: Klages, David <DKlages@coj.net>
Sent: Monday, August 22, 2022 9:39 AM
To: Doran, Debra <DDORAN@coj.net>
Subject: Increase for ESC-0254-20 Tax Collection Management Solution

Debbie,
Can you give me the full accounting string for the $31,500 increase to the contract under **ESC-0254-20 Tax Collection Management Solution**?

Thank you,

David R. Klages
Purchasing Analyst
City of Jacksonville, Procurement Division
214 N. Hogan Street, Suite 800
Jacksonville, FL 32202
Phone: (904) 255 – 8813
Email: dklages@coj.net

CITY OF JACKSONVILLE

SUBJECT: TAX COLLECTION MANAGEMENT SOLUTION

BID #: ESC-0254-20

OPEN DATE: 10/23/2019

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: EVALUATED BID – FROM DATE OF CONTRACT EXECUTION AS NEGOTIATED

AGENCY: DUVAL COUNTY TAX COLLECTOR

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (3) **NUMBER RECEIVED:** (3) **OTHER:** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Subject RFP was previously shortlisted. Approval was granted for Software Demonstrations/Oral Interviews with the two (2) top-ranked firms, Grant Street Group, Inc. and eGovernment Solutions, LLC on November 21, 2019; demonstrations were held on December 10 and 11, 2019; approval was granted to enter into contact negotiations with the top-ranked firm, Grant Street Group, Inc. on December 19, 2019.

Recommend approval of award to the highest ranking firm, Grant Street Group, Inc., for tax collection management software. Total estimated initial award amount not-to-exceed $4,050,938.28. Initial term includes implementation then five (5) year's annual support with three (3) two (2) year support renewal options. Period of service shall be from date of contract execution through project completion.

Funding for this award shall be encumbered from account #TSCG017-06431 and executed by formal contract through the Office of General Counsel.

ATTACHMENTS: Recommendation Memo, Section 2.6, Previous Awards

ANALYST: _____
DAVID KLAGES

RESPECTFULLY SUBMITTED: _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: JIM OVERTON, DUVAL COUNTY TAX COLLECTOR

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 1/16/20

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 1/16/20

APPROVED ✓ BH DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Brian Hughes
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No: 2019-02