RESOLUTION NO. __12-2001__

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
MESQUITE, TEXAS, AUTHORIZING THE CITY MANAGER
TO EXECUTE AN INTERLOCAL AGREEMENT WITH THE
DEPARTMENT OF INFORMATION RESOURCES RELATING
TO A SERVICE LEVEL AGREEMENT BETWEEN KPMG
CONSULTING, L.L.C. AND THE CITY OF MESQUITE
UNDER THE TEXAS ELECTRONIC FRAMEWORK
AGREEMENT; AND PROVIDING AN EFFECTIVE DATE
THEREOF.

WHEREAS, in 1999 the State Legislature passed Senate Bill 974 that created the Texas
Electronic Government Taskforce for the purpose of developing an eGovernment infrastructure
for state and local governments; and

WHEREAS, the TXCitiesOnLine Program was established with the mission to provide
city services to Texans, improving citizen interaction with city government and providing a more
efficient and cost effective service delivery channel; and

WHEREAS, under a contract with the Texas Department of Information Resources
(DIR), KPMG Consulting, L.L.C., has developed a hardware and software system that provides
governmental units with access to Web-based information applications; and

WHEREAS, KPMG Consulting, L.L.C., has approached the City to become one of a
small group of local governments to be a pilot implementation participant; and

WHEREAS, the Interlocal Cooperation Act, V.T.C.A., Texas Government Code, Chapter
791, provides authorization for any local government to contract with one or more local
governments to perform governmental functions and services under the terms of the Act; and

WHEREAS, the initial cost of the program is forty thousand ($40,000.00) dollars plus an
annual maintenance cost of sixty thousand ($60,000.00) dollars; and

WHEREAS, in order to participate in this program, the City must execute an interlocal
agreement with the Texas Department of Information Resources and a service level agreement
with KPMG Consulting, L.L.P.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY
OF MESQUITE, TEXAS:

SECTION 1.    That the City Council of the City of Mesquite hereby authorizes
the City Manager to execute the Interlocal Agreement attached hereto as Exhibit "A" between
the City of Mesquite and  the Texas Department of Information Resources and in connection
therewith, the City Council of the City of Mesquite hereby authorizes the City Manager to
execute the service level agreement attached hereto as Exhibit "B" between the City of Mesquite
and KPMG Consulting, L.L.P.

SECTION 2.        That this resolution shall take effect from and after its passage.
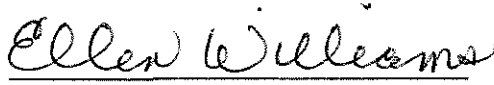
DULY RESOLVED by the City Council of the City of Mesquite, Texas on the 2nd day of April, 2001.

Mike Anderson
Mayor

ATTEST:

Ellen Williams
City Secretary

APPROVED:

B. J. Smith
City Attorney

# INTERLOCAL COOPERATION CONTRACT BETWEEN THE CITY OF MESQUITE AND THE DEPARTMENT OF INFORMATION RESOURCES RELATING TO SERVICE LEVEL AGREEMENT BETWEEN KPMG CONSULTING, L.L.C. AND THE CITY OF MESQUITE UNDER THE TEXAS ELECTRONIC FRAMEWORK AGREEMENT

This Interlocal Cooperation Contract (the CONTRACT) is entered into pursuant to Chapter 791, Government Code, between the City of Mesquite (CITY) and the Department of Information Resources (DIR) to authorize the CITY to access and use the Texas Electronic Framework (FRAMEWORK) established pursuant to Section 2054.062, Government Code. The FRAMEWORK is a project to assess the current feasibility of a complete self-supporting framework for the development and implementation of electronic government for state and local government as required by Section 2054.062, Government Code. The FRAMEWORK is being developed and implemented under an agreement (the AGREEMENT) dated May 5, 2000, between KPMG Consulting, L.L.C. (KPMG) and DIR.

## STATEMENT OF SERVICES:

Section II (a)(4) of the AGREEMENT provides that the FRAMEWORK may include mutually agreeable Service Level Agreements between KPMG and any state or local government that participates in the project. Section 6.1(2) of Exhibit A to the AGREEMENT provides that an objective of the project is to provide access to local government web based information applications by supporting a web application for local governments and consolidating access to local government information. The CITY is authorized by this CONTRACT to enter into a Service Level Agreement with KPMG, the terms of which do not require the approval of DIR. No fee or charge shall be made by DIR to the CITY for access to the FRAMEWORK under this CONTRACT; however, access is granted by DIR subject to the following terms and conditions:

- DIR does not warrant the work, products or services KPMG may provide to the City under the Service Level Agreement between KPMG and the CITY and is in no way liable or responsible for such work, products or services provided by KPMG or for any breach of the AGREEMENT and/or Service Level Agreement by KPMG;
- The CITY shall not look to DIR or the State for resolution of disputes that may arise with KPMG under either the AGREEMENT or the Service Level Agreement;
- Other than access to the FRAMEWORK pursuant to the terms of this CONTRACT, DIR is not providing any work, products or services to the CITY;
- The CITY shall pay such fees and charges to KPMG as are agreed to in the Service Level Agreement. Such fees and charges may include convenience fees and charges necessary to recover costs that may be incurred by the State that relate to additions, modifications, and interfaces necessary to the State's FRAMEWORK infrastructure that are attributable, either in whole or part, to the work, products or services provided by KPMG to the CITY under the Service Level Agreement. If fees and charges recovered under the Service Level Agreement do not fully recover the foregoing infrastructure costs, the City shall negotiate in good faith with KPMG an amendment to the Service Level Agreement that fully recovers the

infrastructure costs so that such costs are not borne by the State, to the extent allowed by applicable law;

- The CITY shall comply with all terms and conditions of the AGREEMENT and to the extent permitted by law shall hold DIR harmless from any and all liability that may arise as the result of any breach of the AGREEMENT by the CITY;
- Any funds that may be owed to KPMG under Section VII of the AGREEMENT for support infrastructure necessary to provide work, products or service to the CITY under the Service Level Agreement between KPMG and the CITY shall be the sole responsibility and liability of the CITY; and
- The CITY shall follow any and all written standards and guidelines provided it by KPMG under Section X(c) of the AGREEMENT.

This CONTRACT is executed by the undersigned parties who bind themselves to the faithful performance of the CONTRACT.

**CITY OF MESQUITE**

By:_____
    Ted Barron
    City Manager

**DEPARTMENT OF INFORMATION RESOURCES**

By:_____
    Eddie Esquivel
    Director of Enterprise Operations

ATTEST:

By:_____
    Ellen Williams
    City Secretary

ATTEST:

By:_____

_____
Printed Name and Title

## INTERLOCAL COOPERATION CONTRACT BETWEEN THE CITY OF MESQUITE AND THE DEPARTMENT OF INFORMATION RESOURCES RELATING TO SERVICE LEVEL AGREEMENT BETWEEN KPMG CONSULTING, L.L.C. AND THE CITY OF MESQUITE UNDER THE TEXAS ELECTRONIC FRAMEWORK AGREEMENT

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- The CITY shall not look to DIR or the State for resolution of disputes that may arise with KPMG under either the AGREEMENT or the Service Level Agreement;
- Other than access to the FRAMEWORK pursuant to the terms of this CONTRACT, DIR is not providing any work, products or services to the CITY;
- The CITY shall pay such fees and charges to KPMG as are agreed to in the Service Level Agreement. Such fees and charges may include convenience fees and charges necessary to recover costs that may be incurred by the State that relate to additions, modifications, and interfaces necessary to the State's FRAMEWORK infrastructure that are attributable, either in whole or part, to the work, products or services provided by KPMG to the CITY under the Service Level Agreement. If fees and charges recovered under the Service Level Agreement do not fully recover the foregoing infrastructure costs, the City shall negotiate in good faith with KPMG an amendment to the Service Level Agreement that fully recovers the

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infrastructure costs so that such costs are not borne by the State, to the extent allowed by applicable law;
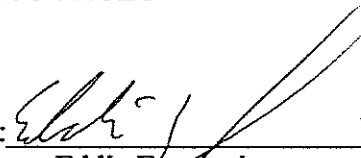
- The CITY shall comply with all terms and conditions of the AGREEMENT and to the extent permitted by law shall hold DIR harmless from any and all liability that may arise as the result of any breach of the AGREEMENT by the CITY;

- Any funds that may be owed to KPMG under Section VII of the AGREEMENT for support infrastructure necessary to provide work, products or service to the CITY under the Service Level Agreement between KPMG and the CITY shall be the sole responsibility and liability of the CITY; and

- The CITY shall follow any and all written standards and guidelines provided it by KPMG under Section IX(c) of the AGREEMENT.

This CONTRACT is executed by the undersigned parties who bind themselves to the faithful performance of the CONTRACT.

**CITY OF MESQUITE**

By: _____
Ted Barron
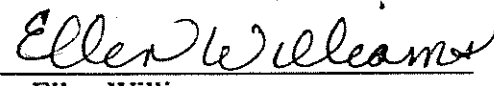City Manager
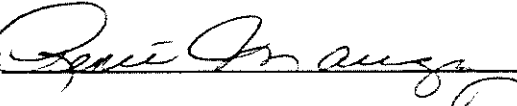
**DEPARTMENT OF INFORMATION RESOURCES**

By: _____ 4/10/01
Eddie Esquivel
Director of Enterprise Operations

ATTEST:

By: _____
Ellen Williams
City Secretary

ATTEST:

By: _____

Renée Mauzy, General Counsel
Printed Name and Title

# TexasOnline
# City of Mesquite Service Level Agreement

The Texas Electronic Government Framework ("TeGF") is a framework constructed pursuant to an agreement (the "Texas Electronic Framework Agreement") hereinafter called the Master Contract between the Texas Department of Information Resources (DIR), acting on behalf of the Electronic Government Task Force, and KPMG Consulting, Inc. (KPMG). TexasOnline is the name of the statewide initiative for TeGF. ePay is the name of the Payment Services and Web site that is used by TeGF participants for e-commerce transactions. The TXCitiesOnline Program ("Program") is the TexasOnline initiative to provide online services to Texas cities that serve less than 1 million citizens.

This Service Level Agreement ("Agreement") is between KPMG and the City of Mesquite, ("City"), and is subject to the terms and conditions of the Master Contract and becomes a schedule to the Master Contract. This Agreement will continue until terminated as set forth below. Subject to the terms of the Master Contract, reasonable compliance by City with its obligations under the Master Contract, and the dependencies listed below, KPMG will provide the Service Levels contained within this agreement.

## 1.    Board Approval

City acknowledges that in order for KPMG to provide services pursuant to this Agreement, the Texas Electronic Government Framework Board ("Board") must approve the City joining the Program. A list of applications using services under this agreement is included in Exhibit A – Applications, Services and Fee Schedules. Exhibit A provides information on the specific applications, services and convenience fees that are included in this Service Level Agreement.

## 2.    Privacy

No personally identifiable or private information collected by the TeGF may be used for any purpose or provided to any third party unless (i) the service user is given clear prior notice of the possibility of such other use, and (ii) the user affirmatively consents to such use (*i.e.*, unless the user "opts-in" to the contemplated use of his or her personally identifiable or private information). Any credit card data or bank account data collected and stored at the ePay site will be secured through multiple levels of security to insure privacy of data.

## 3.    KPMG Web Site Security

It is KPMG's responsibility under this Agreement to maintain the security of sensitive information in its custody. Redundant levels of security will be deployed at every area of the system.

## 4.    City Web Site Security

Cities hosting their own Web sites and accessing the TexasOnline infrastructure will follow recommended security standards for TexasOnline Web sites, and will not put citizen or City information at risk. KPMG bears no responsibility or liability for intrusions or attacks at the City site.

## 5.    Fees

For the services outlined in Exhibit A, KPMG is entitled to the initial setup fee and ongoing maintenance fees to be paid on a monthly basis in equal increments. In the event that the City charges convenience fees to end users, KPMG will assist the City in establishing such fees. Regarding convenience fees, the following shall apply:

- Convenience fees, along with City fees collected online, will be deposited to the KPMG bank account.

- KPMG will send the City a daily ACH transfer for all City and convenience fees collected.

- All credit card discount fees, bank processing fees and ACH fees associated with online transactions are the responsibility of the City. KPMG will pay the credit card discount fees associated with credit card transactions and invoice the City for such fees.

## 6.    City Obligations

City shall provide a contact number for the application or application(s) on an 8:00 a.m. - 5:00 p.m. CST basis to receive second level inquiries received by the Customer Information Center. (Refer to Exhibit B – Customer Information Center for information on first level support.)

City shall cooperate with KPMG in KPMG's performance of its obligations under this Agreement.

City shall comply with the privacy statements, which are displayed on the TexasOnline site, and with all applicable laws related to information received from or distributed to individuals using the applications. City acknowledges that no personally identifiable or private information collected through the TeGF may be used for any purpose or provided to any third party unless (i) the user is given clear prior notice of the possibility of such other use, and (ii) the user affirmatively consents to such use (*i.e.*, unless the user "opts-in" to the contemplated use of his or her personally identifiable or private information).

City shall provide access to information and systems as necessary to assist KPMG in performing its obligations hereunder.

City shall follow reasonable security standards and shall not take actions or by omissions put Local Government Information at risk of loss, damage, or breach of security.

City shall at all times be responsible for the back-up and preservation of any data within Agency's control which does not reside on TexasOnline web site or ePay web site.

City shall provide a link to the TexasOnline home page from the City's home page and will include the TexasOnline url on City mail outs and notices to allow/encourage citizen access to other Texas egovernment services.

7.    General Terms.

This agreement is effective upon execution by representatives of KPMG and the City and expires August 31, 2003. Upon mutual agreement, this agreement may be renewed for up to five (5) additional one-year renewal periods.  With sixty (60) days written notice, City may renew the agreement on the same terms and conditions expressed herein or as amended.

City agrees and acknowledges that the terms of the Master Contract related to force majeure, confidentiality, and limitations on damages shall apply to this Agreement, and City shall be bound by the responsibilities of any division of the State of Texas with regard to such provisions.

Any terms contained in this agreement, which conflict with or are in violation of Texas law, are void regardless of whether City accepts such terms or is deemed to have accepted such terms.

No provision of this agreement will constitute or be construed as a waiver of any of the privileges, rights, defenses, remedies, or immunities available to City, as an City of the State of Texas, or otherwise available to City.  The failure to enforce or any delay in the enforcement of any privileges, rights, defenses, remedies, or immunities available to City by law will not constitute a waiver of said privileges, rights, defenses, remedies, or immunities or be considered as a basis for estoppel.  City does not waive any privileges, rights, defenses, remedies, or immunities available to City, as an City of the State of Texas, or otherwise available to City.

Except as expressly provided otherwise herein, this agreement will represent the entire agreement by and between City and KPMG regarding the subject matter of this Agreement.  This agreement may not be changed or amended except by the mutual written agreement of the parties.

8.    Termination.

This Agreement may be terminated by KPMG or City upon ninety days written notice at any time. City may elect to continue to utilize KPMG's services under this Agreement even if the Master Contract expires or terminates.
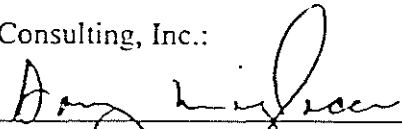
9.    Issue Resolution

If a problem or issue is identified by City or KPMG, issue resolution will follow the specifications outlined in the Master Contract, which references Chapter 2260 of the Texas Government Code.

Problems that are not resolved in a timely manner may be escalated to the Texas Electronic Task Force by either KPMG or City.

AGREED AND ACCEPTED:

KPMG Consulting, Inc.:

By: _____
Name: _____
Title: _____
Date: _____

City of Mesquite

By: _____
Name: _Ted Barron_
Title: _City Manager_
Date: _April 17, 2001_

# Exhibit A – TXCitiesOnline Applications, Services and Fee Schedules

## List of Application(s) Supported Under Agreement

1. Online Payments and Services Web Page
2. Utility Bill Presentment and Payment
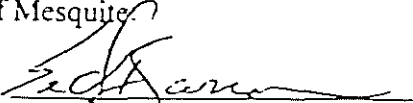3. Parking, Traffic, and Non-traffic Citations
4. Voter Registration
5. Reservation System
6. Property Tax Review and Payment

## List of Services Provided Under Agreement

1. **ePay Payment Interface Services – Payment Interface Program**
   a. KPMG will provide a Payment interface that will be hosted at a KPMG Web site. City applications will pass encrypted payment transaction data to the site using a secured connection. The interface will include:
   1) SSL 128bit or greater secure interface to ePay Gateway
   2) Pre-load validation of record packet submitted by City application
   3) Response record packet returned to City.

2. **ePay Credit Card Authorization Services/Settlement Services**
   a. KPMG will provide authorization and settlement transaction services for credit cards. Visa and MasterCard transactions will be processed and settled by the credit card processor through the City Merchant Agreement. American Express and Discover will be passed through the credit card processor to each respective processor and will require separate Merchant Agreements.
   1) KPMG will receive the encrypted pay request transaction through a secure (minimum SSL 128bit) interface.
   2) Each incoming transaction will be logged for auditing.
   3) Pre-authorization validation will be performed against the payment record, which includes all required information to process an electronic payment. (the credit card processor).
   4) If valid, the transaction will be submitted for approved credit and process authorization.
   5) A response record will be returned to the City application containing either authorization data or denial/error codes.
   6) An outgoing transaction record will be recorded for auditing.
   7) The credit card processor cutoff for transactions will be 2:00 a.m. CST daily. Authorized transactions will be sent to the City each day as a batch. Transfers will only occur on bank business days.
   8) The processor will transfer all funds to the KPMG bank account.
   9) KPMG will transfer all funds to the City bank account by means of ACH transfer.

3. **ePay Automated Clearing House (ACH) Services**
   a. Automated Clearing House (ACH) Network, is an electronic payment system linking more than 12,000 financial institutions. It provides a means for electronically debiting a user's bank account and transferring the funds to a designated account. In ACH, KPMG will provide the following services:
      1) KPMG will receive the encrypted pay request transaction through a secure (minimum SSL 128bit) interface.
      2) Each incoming transaction will be recorded for auditing.
      3) Pre-authorization validation will be performed against the payment record, to verify that all required information to process an electronic payment is provided.
      4) If valid, the transaction will be authorized using current Thompson Financial Data (updated monthly). Only the ABA routing number is validated.
      5) A response record will be returned to the City application containing either authorization data or denial/error codes.
      6) An outgoing transaction record will be recorded for auditing.
      7) Authorized transactions will be formatted according to NACHA (National Automated Clearing House Association) file requirements and will be processed each business day by KPMG.
      8) KPMG will submit the transaction batch to the KPMG bank for fund transfer.
      9) KPMG will transfer all funds to the City bank account by means of ACH transfer.

4. **ePay Refund Services (for Visa/MasterCard credit cards)**
   a. KPMG will provide an online, secured application for the City to access in order to process refunds to Visa, MasterCard, Discover, and American Express credit cards.
      1) The City is solely responsible for the credit card and ACH refund transactions settled through the online refund application provided by KPMG. The City is required to confirm a legitimate refund before processing the transaction.
      2) Only authorized users will have access to the refund application, which will be controlled by login.
      3) Users will be required to confirm that the entity is not currently in a warrant hold.
      4) The TraceNumber for the transaction that is being refunded will be required to initiate the refund.
      5) Users will enter City program-specific data and the amount to be refunded.
      6) Credit card refund transactions will be submitted to the credit card processor for settlement, which will result in funds being debited from the City's accounts and the user's card being credited with the refund.
      7) Incoming and outgoing transactions will be recorded for audit.
      8) Transfers will only occur on bank business days.
      9) City will be able to print and save a record of the refund transaction.
   b. KPMG will provide page loading time to the user (measured at the Web server) on an average of 5 seconds. Page loading performance will be measured by opening respective pages through a browser at a Web server located at the site hosting the pages.
   c. KPMG will provide up-time and availability of the TexasOnline system, ePay system and the Payment Applications Pages services of 98.5%. This is comparable to high volume transaction based commercial Web sites. This service level will be measured monthly. The following will not be included in KPMG's up-time and availability computation:

1) Scheduled and planned outages for the purpose of upgrades or maintenance. All outages will be scheduled with a minimum of 72 hours of advance notice to the Department of Information Resources, and shall occur only during non-peak hours unless otherwise agreed by the Parties. If less than 72 hours notice is provided or the Department of Information Resources does not approve the upgrade or maintenance period (provided such approval is not unreasonably withheld), it will be considered down-time for the purpose of this SLA. Upon receipt of DIR approval, KPMG will notify City of all scheduled and planned outages.

2) City may at its own discretion request an outage with respect to its particular Application(s), which will not be considered down-time for the purpose of this SLA.

3) Any Framework systems or components that are not owned, controlled or contracted by KPMG that fail and result in an outage, will not be down-time for the purpose of this SLA, unless the cause of the failure can be shown to have been a result of KPMG's negligence or malfeasance.

5. **ePay Chargeback Services**
   a. KPMG will develop and provide the procedures for City to follow to process chargebacks for applicable credit card transactions, should they occur.

6. **Customer Information Center Services for City applications**
   a. KPMG will provide first level customer support for the City applications through the TexasOnline Customer Information Center (CIC). First level support includes responding to phone calls and e-mail requests for assistance in using the application. Questions that cannot be answered by a first level technician will be forwarded either to the City contact or level two application support for resolution. For detailed escalation procedures, please refer to the Exhibit B - Customer Information Center (CIC) Specifications.

   A live call center operation will handle user phone calls 7:00 am to 7:00 p.m. CST daily, 7 days a week. However, future alterations to these times and days may occur periodically throughout the term of this Agreement if KPMG determines that peak usage of the Framework is at times other than those described above.

7. **File Transfer Services**
   a. KPMG will provide a daily batch file to be transferred to the City that includes payment and transaction records for each City application.

8. **Customer Information Center Services for ePay transaction services**
   a. KPMG will provide first – third level customer support through the TexasOnline CIC for the Payment transactions processed through the ePay system. First level support includes responding to phone calls and e-mail requests for assistance in using the application. Questions that require City response will be forwarded to the City contact for resolution. Questions that require ePay investigation or response will be forwarded to the ePay Customer Support areas. For detailed escalation procedures, please refer to the Customer Information Center (CIC) Guidelines in Exhibit B.

A live call center operation will handle user phone calls 7:00 a.m. to 7:00 p.m. CST daily, 7 days a week. However, future alterations to these times and days may occur periodically throughout the term of this Agreement if KPMG determines that peak usage of the Framework is at times other than those described above.

9. **TexasOnline Hosting and Application Service Provider (ASP) Services**
   a. KPMG will provide all services related to the hosting of City applications including:
      1) Application design
      2) Database design and setup
      3) Interface design for exchange between TexasOnline and ePay
      4) Secure communications between TexasOnline and City
      5) Application development and testing
      6) Page and form development
      7) Continued application enhancements and modifications
      8) Applications support and maintenance

In Hosted Applications, KPMG will provide page loading time to the user (measured at the Web server) on an average of 5 seconds. Page loading performance will be measured by opening respective pages through a browser at a Web server located at the site hosting the pages.

KPMG will provide up-time and availability of the TexasOnline system, ePay system and the Payment Applications Pages services of 98.5%. This is comparable to high volume transaction based commercial Web sites. This service level will be measured monthly. The following will not be included in KPMG's up-time and availability computation:

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2. City may at its own discretion request an outage with respect to its particular Application(s), which will not be considered down-time for the purpose of this SLA.
3. Any Framework systems or components that are not owned, controlled or contracted by KPMG that fail and result in an outage, will not be down-time for the purpose of this SLA, unless the cause of the failure can be shown to have been a result of KPMG's negligence or malfeasance.

## Price Schedule

| | |
|---|---|
| Initial Setup Fee (due upon completion of setup) | $40,000 |
| Annual Maintenance Fee (paid monthly) | $60,000  annual |
| | $ 5,000  monthly |

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## TexasOnline

# Customer Information Center

*KPMG Consulting, Inc.*

*TeleNetwork*

Version 1.6
Date: May 25, 2000
        Updated:    June 12, 2000
        Updated:    June 16, 2000
        Updated:    June 27, 2000
        Updated     July 6, 2000
        Updated     July 13, 2000

## (a) Summary

The Customer Information Center (CIC) is the centerpiece of the customer service offering for TexasOnline and cities participating in the TXCitiesOnline Program. The CIC consists of telephone and email support and Frequently Asked Questions (FAQs) for online help and support of the portal, its applications, and the ePayment system.

The CIC has the ability to track and report payment and charge inquiries and will provide reporting on credit card charges and ACH transfers, allowing authorized support personnel to respond to questions both from the users as well as the City. Users will be able to confirm that a payment was received and processed and to verify credit card transactions appearing on their bill or checking account statement.

The portal will provide a "Help" tab where the help desk toll free number, email, and FAQ can be accessed. **The toll free help line is 1-877-452-9060. The help email address is webhelp@texasonlinehelp.com.**

## (b) CIC Workflow and Escalation Procedures

The majority of calls should be simple and will be handled by the first level support of the Customer Information Center (CIC). More complex problems will be escalated to increasingly specialized staff. Level one support will handle the simple calls related to completing online forms and general technical support, and level two will handle more complex problems. This multilevel approach is effective for both the CIC staff and the customers. Simple questions will be handled quickly, while technical specialists are reserved to handle only the complex problems that require their expertise.

Provided below is a description of the workflow and escalation procedures for the CIC. A high-level workflow diagram is provided as well.

## Level 1—Portal Inquiry

*Level 1a—General Inquiries.* The first customer entry point for portal support will be General Inquiries operated by TeleNetwork. This entry point will be accessible through the toll free CIC support line—1-877-452-9060—and by email— **webhelp@texasonlinehelp.com**—for customers using a dialup modem. All calls will be answered and the incidents will be logged, resolved or escalated to either *Level 1b—General Inquiries, City, Level 1c—General Inquiries, KPMG Austin,* or Level 2 as a problem. Level 1a will handle inquiries such as:

- Input assistance,
- How to use the Web site,
- Requirements to use the Web site,
- General client inquiry,
- Technical inquiry, and
- General billing inquiry.

*Level 1b—General Inquiries. City.* Customer inquiries related to specific City policies, rules, or operations, will be forwarded to the City contact by email. (It is the responsibility of the City to provide the contact and contact information.)

*Level 1c—General Inquiries. KPMG Austin.* Level 1b will support inquiries, as needed, which will be forwarded primarily through email or voice communication. The primary purpose of the KPMG Austin Support Center is to handle *Level 2b—Technical Issues,* but will provide Level one backup support as needed. The *Level 1b—General Inquiries, KPMG Austin* email address is texasonlinehelp@kpmg.com and telephone number is 512/320-5184. This

level will help resolve inquiries or escalate the inquiry to Level 2. Level 1c will primarily provide additional support for levels 1a and 1b.

### Level 2—Software Inquiry

*Level 2a—ePayment Issues.* The KPMG Virginia ePayment call center will handle all ePayment inquiries forwarded by levels 1a, 1c, and 2b through email or voice communication. The *Level 2a—ePayment Issues* email address is epaytexas@kpmg.com and telephone number is 703/747-4558. This level will provide ePayment support, such as:
- Payment processing,
- Billing inquiry, and
- ePayment system software.

*Level 2b—Technical Issues.* Levels 1a and 1c will escalate technical inquiries that can not be resolved to this level. The contact information for Level 2b is the same as Level 1c: email is texasonlinehelp@kpmg.com and telephone is 512/320-5184. This level will determine higher-level technical problems, work with the ePayment call center to resolve payment issues, work with WTDROC—which has a call center support center—to resolve hardware issues, and determine if the problem should be escalated to *Level 3b—Development Issues.*

### Level 3—Operations & Development

*Level 3a—ePayment System Issues.* All ePayment system inquiries that require changes or additions to the ePayment system that are needed to enhance the system will occur at this level. This level will also provide ongoing monitoring and management of the Gateway and interfaces, as well as verifying transmittals and daily batches.

*Level 3b—Development Issues.* This level will be responsible for all inquiries that require changes or additions to the applications.

## *Customer Inquiry and Escalation Workflow*
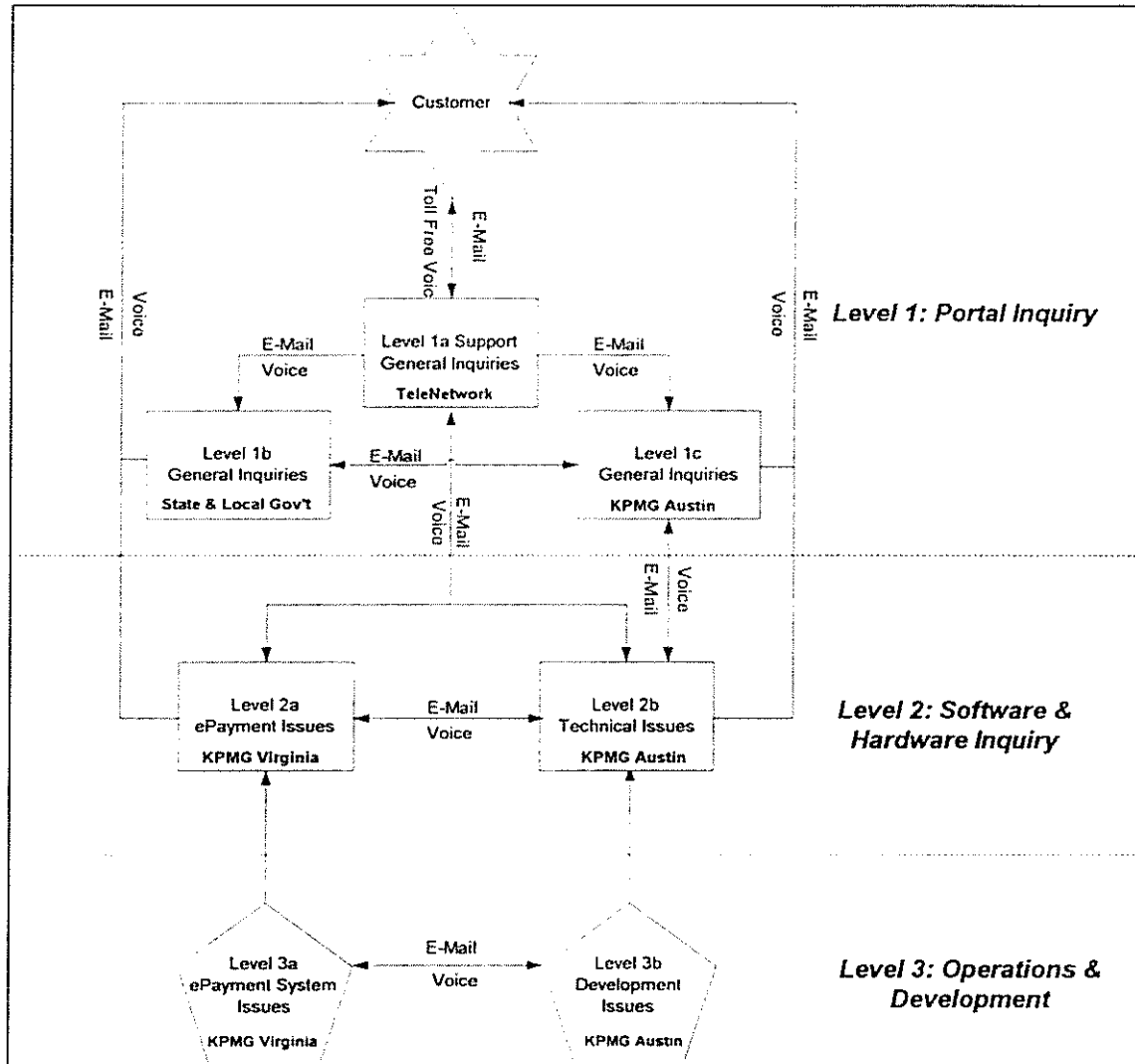


### (c) Call Severity Levels

The CIC will answer and resolve all inquiries as promptly as possible. In order to effectively manage and prioritize the types of inquiries received, we have established three severity levels to insure that the most critical calls are managed first. Included with these severity levels are "not to exceed" response times and resolution timeframes, which represent worst case situations. The factors used in determining severity are the degree of impact to the users and number of users affected. The table below describes the severity levels, response times, and resolution timeframe.

## Call Center Severity Levels

| Severity Level | Description | Response Time | Resolution Timeframe |
|---|---|---|---|
| 1 | The incident impacts the availability or performance of multiple aspects for the system and/or will impact a large number of users. | 10 minutes | 1 day |
| 2 | The incident minimally impacts the availability or performance of the system and/or will impact a small number of users. | 30 minute (identification)<br><br>30 minute (if escalated) | 2 days |
| 3 | Impacts a single user or has no user impact | 60 minute (identification)<br><br>4 hours (if escalated) | 7 days |

A more detailed description of the severity levels is provided below.

- *Severity 1.* The incident impacts the availability or performance of multiple aspects for the system and/or will impact a large number of users. *Severity 1* calls require a ten-minute response from the CIC and will be immediately escalated to Level 2 support for immediate problem determination and resolution if necessary. The resolution and closure for Severity 1 calls is one day.

- *Severity 2.* The incident minimally impacts the availability or performance of the system and/or will impact a small number of users. *Severity 2* calls require a 30-minute response from the CIC and will be escalated to Level 2 support after an initial problem determination and resolution attempt(s) have been made. Once escalated, Level 2 support will make a problem determination within 30 minutes. The help desk will call the user back immediately upon resolution of the problem. The resolution and closure criteria for Severity 2 calls are two calendar days.

- *Severity 3.* Impacts a single user or has no user impact. *Severity 3* calls require a 60-minute response from the CIC and will be escalated to Level 2 support only if a problem determination and resolution cannot be made. Once escalated, Level 2 support will make a problem determination within four hours. The CIC will call the user back immediately upon resolution of the problem. The resolution and closure criteria for Severity 3 calls are seven calendar days.

### (d) Hours of Operation
- Level 1 Support (TeleNetwork): 24/7/365.
- Level 2 & 3 Software/Application Support (KPMG Austin): 8:00 a.m. to 5:00 p.m., Mon. – Fri. (voicemail and emergency contact available the remainder of the time).
- Level 2 & 3 ePay Support (KPMG Virginia): 7:30 a.m. to 6:30 p.m. (central), Mon. – Fri.
- Level 2 & 3 Hardware Support (Northrop Grumman): 24/7/365.

**(e) City Representative Inquiries**

For questions or inquiries regarding specific transactions, please contact the following:

| | |
|---|---|
| Contact: | Zak LaJoie |
| Contact Phone Number: | 972/216-6774 |
| Email: | zlajoie@ci.mesquite.tx.us |

## *Portal Application Inquiries:*

| | |
|---|---|
| Contact Phone Number: | 512/320-5184 |
| Email: | texasonlinehelp@kpmg.com |
| Hours of Operation: | 8:00 a.m. to 5:00 p.m. CST, Mon. – Fri. |

**Emergency, After Hours Support**
*This is only if the portal/applications are down. All other inquiries/problems will be addressed the following morning.*

| | |
|---|---|
| Contact Phone Number: | 1-888-733-1754 |
| Hours of Operation: | After normal operating hours |

## *ePay Inquiries:*

| | |
|---|---|
| Contact Phone Number: | 1-800-705-7968 |
| Email: | epaytexas@kpmg.com |
| Hours of Operation: | 7:30 a.m. to 6:30 p.m. CST, Mon. – Fri. |

**Emergency, After Hours ePay**
*This is only if the ePay system is down. All other inquiries/problems will be addressed the following morning.*

| | |
|---|---|
| Contact Phone Number: | 1-800-705-7968 |
| Hours of Operation: | After normal operating hours |

Resolution of such inquiries will be completed as quickly as possible and should not exceed 24 hours (business day), depending on the complexity of the needed resolution.

**(f) Call Tracking**

Each call coming into the CIC will be tracked from initiation through resolution regardless of the escalation level. TeleNetwork will initiate the tracking when calls come in. KPMG Austin will use the same tracking system; KPMG Virginia will receive ePay escalations by email that will directly interface with their SilkNet tracking system. (Note: only the general, non-sensitive information will be captured at the Portal/Application tracking system and passed through email. ePay tracking information will not be routed through email.)

The information that will be tracked is as follows:

### Portal/Application Tracking
- City,
- City Identification Number,
- Application,
- User Unique ID,
- First/Last Name,
- Company (if applicable),
- Telephone Number,
- Address (including state, zip),
- Email Address,
- Type of Inquiry/Problem (categories to help us track issues).
- Description of Problem
- Has this problem ever occurred before?
- Severity Levels
- Level 1 Requester Name
- Level 1 Requester Phone
- Level 1 Requester email

### ePay Tracking (in addition to the above)
- Date of Transaction,
- Transaction Number,
- Transaction Trace Number,
- Agency/Merchant Number,
- Transaction Dollar Amount
- Severity Levels, and
- Dollar Amount.

## (g) Monthly Reporting
The CIC will provide monthly reports to the City that include the following metrics:
- Number of calls received,
- Number of abandoned calls (callers who hang up after waiting on hold for 5 or more minutes),
- Abandoned rate
- Average number of minutes call remains on hold,
- Talk time (time customer spends talking to support personnel),
- Average talk time,
- Percent of callers that remain on hold for more than 5 minutes,
- Customer wait time reports,
- Distribution of calls based on standard statuses (i.e., Web browser version problem, help completing application, etc.), and

## (h) Frequently Asked Questions
The CIC will work with the City to develop Frequently Asked Questions (FAQs) to proactively support customer inquiries. FAQs will be developed for each application and updated based on incoming questions and inquiries.