

# CA - PMM

**Proposal Name:** Install credit card acceptance for payments

**Proposal Priority #:** 8

**Department:** CalEPA State Water Resources Control Board

**Revision Date:** \_\_\_\_\_

## Concept Statement

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### Description

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**Brief description of the proposed project:**

Implement a credit card acceptance system within the Water Board as an alternative way for water quality permit holders to pay their permit fees.

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### Need Statement

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**High Level Capabilities Needed:**

**What is Driving This Need?**

The Water Board bills more than 35,000 dischargers annually for water quality permit fees. The Water Board currently only accepts payment by check, yet many permit holders would prefer to pay by credit card.

**Risk to the Organization if This Work is Not Done:**

Legislature could mandate that state agencies accept credit card payments and implement such a system under stringent time constraints.

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### Benefit Statement

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#### Intangible Benefits

**Process Improvements** (describe the nature of the process improvement):  
It would take the Water Board significantly less staff time to process and reconcile credit card payments than checks, mainly because of the staff time involved in cashiering, posting, clearing, reconciling, and auditing manual check processes.

**Other Intangible Benefits:**

#### Tangible Benefits

**Revenue Generation** (describe how revenue will be generated):

**Cost Savings** (describe how cost will be reduced):  
Could save the Water Board significant staff time if thousands of permit holders paid by credit card rather than by check because of the staff time necessary to cashier, post, clear, reconcile, and audit check payments.

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**Cost Avoidance** (describe the cost and how avoided):

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**Risk Avoidance** (describe the risk and how avoided):

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**Improved Services:**  
Credit card acceptance would clearly allow the Water Board to offer a service that many permit holders would like available.

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### Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture			
Business Plan			
Strategic Plan			

### Impact to Other Agencies

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### Nature of Impact to Other Agencies

<b>Agency:</b>
<i>Describe the nature of the impact:</i>

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### Solution Alternatives

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#### Alternative 1:

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#### Technical Considerations for Alternative 1:

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ROM Cost:

to

Note: high end of range must not exceed 200% of low end of range

#### Alternative 2:

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#### Technical Considerations for Alternative 2:

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ROM Cost:

to

Note: high end of range must not exceed 200% of low end of range

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<b>Alternative 3:</b>

<b>Technical Considerations for Alternative 3:</b>
ROM Cost: _____ to _____ <b>Note: high end of range must not exceed 200% of low end of range</b>

### Recommendation

**Comparison:**

Alternative 1	ROM Cost	Risk
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Alternative 2	ROM Cost	Risk
	-	
Alternative 3	ROM Cost	Risk
	-	

**Conclusions:**

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2	
3	
4	

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**Recommendation:**

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### Project Approach *(if known)*

<b>System Complexity:</b>		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> :		
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input type="checkbox"/> Web Based			Num. of New Databases:
Technology	<input type="checkbox"/> New <input type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience			Interfaces:
Implementation	<input type="checkbox"/> Central Site <input type="checkbox"/> Phased Roll-out			Num. of Sites:
M & O Support	<input type="checkbox"/> Contractor <input type="checkbox"/> Data Center <input type="checkbox"/> Project <input type="checkbox"/> Returned to Sponsor			
Procurement Approach: <i>(consult with OSI Procurement Center)</i> Not known				Number of Procurements:
Open Procurement?		Delegated Procurement?		
Scope of Contract	<input type="checkbox"/> Development <input type="checkbox"/> Implementation <input type="checkbox"/> M & O <input type="checkbox"/> Other:			
Anticipated Length of Contract:		Years /	extensions for	years