

City of Fort Bragg, CA

8/27/2018

Proposal

HdL Transient Occupancy Tax Services



Submitted by:  
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Dear Victor,

Thank you for the opportunity to present this proposal for HdL's Transient Occupancy Tax Services. Please be advised that we maintain a busy implementation schedule throughout the year. Your position in the implementation schedule will be determined when a signed agreement is received.

This proposal is valid until October 15, 2018.

Should you have any questions, please contact me at 888.861.0220 or by email at [gbonnin@hdlcompanies.com](mailto:gbonnin@hdlcompanies.com).

### **Traditional Lodging Providers (27 Hotel/Motel)**

**Option 1 – Full Administration & Audit - \$650.00/property/Year + CPI**

**Option 2- Audit Only - \$1,500.00 per property + CPI**

## **General Scope of Services**

### **TRANSIENT OCCUPANCY TAX ADMINISTRATION SERVICES**

Continued monitoring of TOT reporting is paramount to increasing compliance and mitigating errors that may lead to long and drawn out battles for collections. HdL offers a full administration program that in addition to providing monthly monitoring of each TOT return, also removes the burden of administration from the City. Through HdL's TOT Administration Program, the City would benefit from streamlined return processing, online reporting, and increased revenues while the lodging community can see such benefits as online filing and payment options, dedicated customer service, and consistent monitoring of returns designed to identify errors before huge penalty and interest accruals.

- Tax Registration Database Management – HdL will transfer the City's existing databases as they relate to TOT into HdL's internal administration tools. HdL will maintain the data and provide reports to the City.
- Return Processing – HdL will process TOT filings within 5 days of submission. Accounts will receive all applicable forms necessary to complete the renewal process.
- New Account Processing – HdL will process any new TOT registrations for Lodging Establishments that change hand or newly offered properties.
- Payment Posting/Processing – HdL will process all payments made for new and existing lodging providers. Accounts will be updated with payment information and revenues will be remitted to the City net HdL's fees on no less than a monthly basis.
- Customer Support Center – HdL will provide lodging providers with multiple support options for registering, filing returns, making payments and for general inquiries. A toll-free number will be provided to businesses in order to access one of our tax specialists Monday - Friday 8:00am to 5:00pm Pacific. Lodging providers will also have access to support via, e-mail, fax, and via the Support Center On-Line.
- On-Line Filing & Payment Processing – With input from the City, HdL creates a custom web site and domain for taxpayers to submit online forms, returns, and payments along with other customer support related items.

- Compliance Monitoring & Lodging Provider Audits – HdL will ensure accurate filings of TOT returns by consistently monitoring returns and comparing with data obtained from the identification phase. This can include listing calendar data, average occupancy, and average room rates. HdL will also provide compliance audits as mutually agreed to by the City and Hd, ensuring all providers are audited at least once every three years.
- Annual Reporting – In addition to standard monthly reports, HdL will continue to provide the City with annual analysis reports designed to provide key insights in the lodging provider community and the details on reporting of each lodging provider.

Reporting - HdL Offers a variety of hardcopy, electronic, and online reports designed to facilitate the City's administration of TOT as well as provide valuable information for budget forecasting. HdL's reporting contains a wealth of knowledge compiled from interactions with taxpayers, City information, HdL proprietary databases, as well as industry leading providers such of travel related data such as Smith Travel and PKF-HR. HdL will work with the City during implementation to identify the standard and custom reports required by the City as well as establish the frequency of the delivery.