



Huntsville, Alabama

305 Fountain Circle
Huntsville, AL 35801

Cover Memo

Meeting Type: City Council Regular Meeting **Meeting Date:** 6/26/2025

File ID: TMP-5641

Department: Animal Services

Subject:

Type of Action: Approval/Action

Resolution authorizing the Mayor to enter into a Licensing Service Agreement between the City of Huntsville and HLP, Inc., for Chameleon Software Products for Huntsville Animal Services WebLicensing/WebDonation Automation Project.

Resolution No.

Finance Information:

Account Number: 1000-17-17100-515250-00000000 - Yearly Maintenance Cost \$14,340.00; 1000-50-00000-515340-00000000 - Initial Setup Cost \$11,000.00; New Account Needed - Monthly Transaction Fees of \$0.35 per Transaction

City Cost Amount: \$25,340.00 - FY 2025; \$14,340.00 FY2026; \$14,340.00 FY2027

Total Cost: \$54,020.00 with Monthly Transaction Fees of \$0.35 per Transaction

Special Circumstances:

Grant Funded: N/A

Grant Title - CFDA or granting Agency: N/A

Resolution #: N/A

Location: (list below)

Address: N/A

District: District 1 ☐ District 2 ☐ District 3 ☐ District 4 ☐ District 5 ☐

Additional Comments:

Licensing Service Agreement to provide WebLicensing/WebDonation availability.

RESOLUTION NO.

BE IT RESOLVED by the City Council of the City of Huntsville, Alabama, that the Mayor be, and is hereby authorized to enter into a Licensing Service Agreement by and between the City of Huntsville and HLP, Inc., on behalf of the City of Huntsville, a municipal corporation in the State of Alabama, which said agreement is substantially in words and figures similar to that certain document attached hereto and identified as "WebLicensing Service Agreement between the City of Huntsville and HLP, Inc.," consisting of three (3) pages and the date of June 26, 2025, appearing on the margin of the first page, together with the signature of the President or President Pro Tem of the City Council, an executed copy of said document being permanently kept on file in the Office of the City Clerk of the City of Huntsville, Alabama.

ADOPTED this the 26th day of June, 2025.

President of the City Council
of the City of Huntsville, Alabama

APPROVED this the 26th day of June, 2025.

Mayor of the City of Huntsville,
Alabama



HLP, INC

Chameleon Software Products

PO Box 2150

Buffalo, NY 14240 - 2150

www.chameleonbeach.com

software@petplace.com

Chameleon Licensing Services

Proposal No: HNTV202504-14

Date: 4/14/2025

WebLicensing Huntsville Animal Services

Thank you for considering us for your licensing automation project. The details of your custom-tailored Chameleon License Processing solution proposal will follow this brief introduction.

HLP, Inc., makers of Chameleon Software Products, uses state-of-the-art tools and techniques that have made us the unrivaled industry leader in animal licensing technology. Let us shoulder the burden of your high-volume payment processing and repetitive data entry tasks. We'll give you what the other guys can't offer: the data is then re-integrated seamlessly and effortlessly back into your Chameleon shelter management software. What we do saves you time and money, and our time-tested procedures can actually generate more revenue for the shelter while making the licensing process more convenient than ever for your customers.

WEB LICENSING PROCESSING SERVICES

HLP will accommodate online license purchases and renewals through HLP's LicensePet.com, offering increased convenience to the public by allowing them to pay for their animal licenses online with a credit card. Custom setup services to analyze/code rules for a variety of criteria are included at no additional cost.

- Animal license renewal information is transmitted (encrypted) via HLP's KnowledgeRocket application from the Client's Chameleon server.
- HLP will transmit (encrypted) licensing data back to the Client's Chameleon database on a daily basis, ensuring staff always has access to current licensing information. Licensing data will be updated via HLP's LockBox Plus program. Old licenses will be renewed; new licenses and receipts will be created. New licenses will be processed via HLP's LockBox Plus program using Scrubber Technology.
- HLP will provide daily transaction summaries to the Client detailing the work completed.
- HLP will provide a report listing all transactions that require a new license tag for the use of the Client to send the license tags to their customers.

WEB DONATION SERVICES (included with WebLicensing upon client request)

HLP will accommodate online donations allowing the public to include a donation with the WebLicensing transaction or submit a new or additional donation at any time.

- Person records will be processed via HLP's LockBox Plus program using Scrubber Technology, which matches the Donation records with existing person records in the database.
- Receipt (if requested), Donation, and Donor Profile records will be created.

INITIAL CUSTOM SET UP SERVICES

- Determine descriptive information to be displayed for person, animal identification.
- Determine rules if new licenses are to be sold (or just renewals).

- Analyze/code license types by jurisdiction (altered, unaltered, dogs/cats, seniors, etc).
- Analyze/code rules for late fees.
- Analyze/code rules for documentation, exception handling (vaccination certificates, sterilization certificates, etc).
- Modifications of HLP's LockBox Plus program to incorporate above rules.
- NOTE: the customized LockBox Plus program will be delivered approximately one week after the "go live" date.

FEES & ASSOCIATED COSTS

Software Fees

Description	Qty	Unit	Total
WebLicensing/WebDonation Initial Setup Fee (one-time)	1	\$11,000.00	\$11,000.00
WebLicensing/WebDonation Annual Service Fee	1	\$3,840.00	\$3,840.00

Transaction Fees

Description	Qty (Est.)	Unit	Total
WebLicensing per Transaction Fee (billed monthly)	TBD	\$0.35	

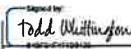
PAYMENT TERMS

- Setup Fees are billed and payable (net 30) upon receipt of purchase order. Work will begin after payment has been received and is non-refundable after work has been started.
- Annual Service Fees are billed and payable (net 30) upon receipt of invoice.
- Transaction fees are invoiced separately on the 15th business day after the close of the month.
- Services will be subject to suspension and/or termination if all transaction fees are not paid according to the terms listed in the invoices (Net 30).
- Late fees (2%) on invoices are applied sixty (60) days after invoice date.
- Proposal, Fees & Costs are set for sixty (60) days from proposal date.

NOTES & EXCLUSIONS

- Set-up/customization is limited to the items specified above. Any other customization will be bid separately.
- Client will ensure that the LicenseNo, PersonId, and AnimalId are on the license renewal notice.
- Client is responsible for handling inquiries from the public.
- Client agrees to provide a link on their website to the WebLicensing service.
- For the purposes of licensing online, Client will provide a bank account that uses the Authorize.net, CyberSource Secure Acceptance, Elavon Converge, Point & Pay Hosted Order Page, FIS PayDirect, Forte Checkout, or Official Payments Co-Brand payment processor. Other payment processors may be acceptable, but will be evaluated on a case by case basis and subject to additional charges. Client remains responsible for any transaction fees that may be assessed by bank account provided.
- Monies obtained online will be directly deposited into the Client designated bank account by the owner's bank at settlement from the payment processor. Once HLP has obtained an authorization code from the payment processor, the transaction will be assumed to be complete.
- Client will be responsible for reconciling their bank statement with WebLicensing transactions. HLP will not keep credit card information. HLP will update Chameleon with the transaction_id and authorization code from the payment processor. The Crystal Close of Business report and other provided Crystal reports can be used to facilitate this task.
- Services will terminate if annual fee or transaction fees are not paid and client will be required to cease use of all HLP products associated with WebLicensing services.

- All HLP products listed are copyrighted under the Chameleon Public Access Software License and/or the Chameleon/CMS Software License and the Client use of all HLP products is subject to all terms and conditions of those licenses.
- All purchase orders or contracts must reference this quote or the above description must be included.

HLP: HLP Inc	Name of Signer: Todd Whittington
Address: PO Box 2150 Buffalo, NY 14240 - 2150	Signer's Title: VP Sales and Service
Email: software@petplace.com	Signature: 
	Signer's Email: todd.whittington@pethealthinc.com
	Date: 12 June 2025 2:15 PM EDT

CLIENT: Huntsville Animal Services	Name of Signer:
Billing Address: 4950 Triana Blvd Huntsville, AL 35805	Signer's Title:
Billing Email: ginger.lowe@huntsvilleal.gov	Signature:
	Signer's Email:
	Date: