

**Recorder's Office Cover Sheet**

**Recording Requested By:**

**Name** Ann Reno

**Department:** Community Development



00161445202209909700130134

KAREN ELLISON, RECORDER

**Type of Document: (please select one)**

- Agreement**
- Contract**
- Grant**
- Change Order**
- Easement**
- Other**

**specify:** \_\_\_\_\_

10-19-2022

DATE

DOUGLAS COUNTY CLERK  
MINDEN, NV

## MASTER SERVICES AGREEMENT

BY ed DEPUTY

**THIS MASTER SERVICES AGREEMENT** (this "Agreement") is entered into as of October 10, 2022 (the "Agreement Date") by and between Hinderliter De Llamas & Associates ("Consultant"), and Douglas County ("Client"), which is located within the state of Nevada (the "State").

## WITNESSETH:

**WHEREAS**, Consultant is engaged in the business of providing consulting, software and other services that help public agencies understand and maximize their collection of sales, use and transactions taxes, business license taxes, property and lodging taxes, and other revenues, as well as their delivery of other public services (collectively, "Consultant's Business"); and

**WHEREAS**, Client desires to contract with Consultant to obtain one or more of the services included within Consultant's Business (as provided for in Section 1) upon the terms and conditions contained in this Agreement;

**WHEREAS**, Consultant desires to contract with Client to render such services upon the terms and conditions contained in this Agreement.

**NOW THEREFORE**, in consideration of the covenants and promises contained herein, Client and Consultant mutually agree as follows:

**1. Services.**

1.1 Consultant will perform those services included within Consultant's Business that are described in any and all schedule(s) referencing this Agreement and signed by Client and Consultant as of the Agreement Date or hereafter (individually and collectively, the "Schedule(s)"), upon the terms and conditions contained in this Agreement (including the Schedules) (such services are, collectively, the "Services")

1.2 **Consultant warrants that it will perform the Services in a professional manner in accordance with professional standards.** In performing the Services, Consultant is acting as an independent contractor (and not as an agent or employee of Client).

1.3 Client acknowledges and agrees that any other public agency (including, without limitation, any participating government agency) located within or outside of the State (e.g., city, municipality, county, district, public authority or other political subdivision) may procure services for fees and other terms and conditions that are substantially similar to any of the Services, Fees and other terms and conditions set forth in this Agreement, provided that such other public agency executes a separate agreement with Consultant wherein the services rendered to such other public agency, the fees payable by such other public agency, and the other terms and conditions of such separate agreement are the responsibility of Consultant and such other public agency and not Client.

1.4 This Agreement does not limit the right of Consultant to enter into additional contracts with Client or to contract with other persons or entities (that are not Client) to provide them with merchandise or services of any kind whatsoever, including, but not limited to, services similar to the Services.

2. **Fees.** As compensation for performing the Services, Client will pay Consultant the fees, costs and expenses as described in the Schedules (individually and collectively these fees and costs are, the "Fees"). Consultant may perform the Services using professionals from its staff or Consultant's affiliated entities, and such Services will be billed to Client under the same billing terms applicable to Consultant's staff. Consultant may increase the Fees from time to time (including, without limitation, annually as described in the Schedules). Other than a Fee increase as described in the Schedules, Client may notify Consultant of a request that such Fee increase be modified or revoked and, if Consultant fails to do so to Client's satisfaction within thirty (30) days after the receipt of such request, Client may terminate this Agreement without cause pursuant to Section 7.3.

3. **Invoices; Payment.**

3.1 Consultant will invoice Client for the Fees earned and/or incurred by Consultant pursuant to this Agreement.

3.2 Invoices are due and payable upon receipt. Interest will begin to accrue on the thirtieth (30th) day following the invoice date on all unpaid balances at a rate of one and one-half percent (1½%) per month, or the maximum rate permitted by law, whichever is less. Payments will first be credited to interest and then to principal. In the event that Client disputes or contests an invoice, only that portion so disputed or contested in good faith will be withheld from payment, and the undisputed portion must be timely paid. Interest will accrue on any contested portion of the invoice not timely paid and will be payable immediately if the contested invoice is resolved in favor of Consultant.

3.3 If Client fails to fully pay an invoice within 30 days after the invoice date, Consultant may, after giving five (5) days' notice to Client, suspend the rendering of Services under this Agreement until said invoice is paid in full, together with all interest that has accrued thereon. In the event of such a suspension of Services, Consultant will have no liability to Client for any delays or damages arising therefrom.

4. **Insurance.** Throughout the term of this Agreement, Consultant will maintain the following insurance in not less than the referenced amounts: (a) workers compensation and employer's liability insurance as may be required by the State; (b) property damage liability of \$1,000,000 per incident; and (c) bodily injury liability of \$1,000,000 per incident.

5. **Client Support.**

5.1 Client will promptly provide in writing to Consultant all data and other information relating to or which may be necessary for Consultant's performance of the Services. Without limiting the foregoing, Client will keep Consultant informed on a timely basis in writing as to the existence and amendments of the laws, ordinances and/or regulations under which Consultant is performing the Services (including any adopted by Client). Consultant will be permitted to rely on the accuracy, timeliness and completeness of the information provided by Client, and in no event will Consultant be liable to Client or others as a result of such reliance.

5.2 Client will examine all of Consultant's reports, specifications, notices, proposals and other documents. In the event that a decision is required of Client in order for Consultant to perform the Services, Client will render such decision in writing in a timely manner.

5.3 Promptly following any request from Consultant, Client will adopt and maintain in full force and effect resolutions in forms acceptable to Client and in accordance with applicable law authorizing Consultant to examine the confidential sales tax and other relevant records of Client throughout the Term and, for so long as any Fees are still accruing pursuant to this Agreement, after the Term.

5.4 Client will assist Consultant in obtaining such licenses, permits and approvals as may be required by law for performing the Services, and Client will pay all fees, assessments and taxes related to the application, issuance and maintenance thereof.

5.5 The Services do not include services that Consultant may be required or requested to provide to support, prepare, document, bring, defend or assist in litigation undertaken or defended by Client ("Litigation Services"). If Consultant agrees with Client or is required to perform Litigation Services, Client will promptly pay Consultant for all of Consultant's costs and expenses related to Litigation Services at Consultant's actual cost, plus ten percent (10%) thereof (all of which are deemed to be additional Fees).

## **6. Confidentiality; Software Use and Warranty; Records.**

6.1 Consultant will comply with the requirements of the applicable laws, ordinances and/or regulations of which it has been informed by Client pursuant to Section 5.1 concerning the confidentiality of tax records.

6.2 As used herein, the term "proprietary information" means all information, techniques, processes, services or material that has or could have commercial value or other utility in Consultant's Business, including without limitation: Consultant's (i) software, computer or data processing programs; (ii) data processing applications, routines, subroutines, techniques or systems; (iii) desktop or web-based software; (iv) audit, tax or fee collection/administration or business processes, methods or routines; (v) marketing plans, analyses and strategies; and (vi) materials, techniques and intellectual property used. Except as otherwise required by law, Client must hold in confidence and may not use (except as expressly authorized by this Agreement) or disclose to any other party any proprietary information provided, learned of or obtained by Client in connection with this Agreement. The terms of this Section 6.2 do not apply to any information that is public information.

6.3 If access to any software which Consultant owns is provided to Client as part of this Agreement (including, without limitation, if Client chooses to subscribe to such software and reports option as part of the Services) (such Consultant-owned software is, collectively, the "Software"), Consultant hereby provides a limited, non-exclusive, non-transferable license to Client for the use by such of Client's staff as may be designated from time to time by Client and approved by Consultant in writing to use the Software pursuant to and during the Term of this Agreement. The Software must only be used by such authorized Client staff, and Client must not sublicense, sublet, duplicate, modify, decompile, reverse engineer, disassemble, or attempt to derive the source code of the Software. The license granted hereunder does not imply ownership by Client or any of Client's staff of the Software nor any rights of Client or any of Client's staff to sublicense, transfer or sell the Software, or rights

to use the Software for the benefit of others. Client may not create (or allow the creation of) any derivative work or product based on or derived from the Software or documentation, nor modify (or allow the modification of) the Software or documentation without the prior written consent of Consultant. In the event of a breach of this provision (and without limiting Consultant's remedies), such modification, derivative work or product based on the Software or documentation is hereby deemed assigned to Consultant. Upon termination of this Agreement or this Software license, this Software license will be deemed to have expired and Client must immediately deactivate, cease using and remove, delete and destroy all the Software (including, without limitation, from Client's computers and network). **Consultant warrants that the Software will perform in accordance with the Software's documentation.**

6.4 All documents, preliminary drafts, communications and any and all other work product related to the Services and provided by Consultant to Client either in hard copy or electronically are the property of Client. This does not include any software, programs, methodologies or systems used in the creation of such work product, nor does it include any drafts, notes or internal communications prepared by Consultant in the course of performing the Services that were not otherwise provided to Client in either hardcopy or electronic form, all of which may be protected by Consultant or others' copyrights or other intellectual property. It is possible that any documents, drafts, communications or other work product provided to Client may be considered public records under applicable law and/or may be discoverable through litigation. Consultant may publicly state that it performs the Services for Client.

6.5 Subject to applicable law, Consultant is responsible for retaining all final documents and other final work product related to the Services for a period of not less than three (3) years from the date provided to Client. Retention of any other documents, preliminary drafts, communications and any and all other work product provided to Client by Consultant is the responsibility of Client. Consultant has no responsibility to retain any drafts, notes, communications, emails or other writings created or received by Client in the course of performing the Services (other than the final documents and other final work product related to the Services and provided to Client for the term of years referenced above).

## **7. Term and Termination.**

7.1 The initial term of this Agreement commences as of the Agreement Date and shall terminate 12 months from such date.

7.2 This Agreement may be terminated by either party for cause upon not less than forty-five (45) days' written notice given to and received by the other party, if the other party has materially breached this Agreement through no fault of the notifying party and fails to (i) commence correction of such material breach within thirty (30) days of receipt of the above-referenced written notice and (ii) diligently complete the correction thereafter.

7.3 In addition, either party may terminate this Agreement without cause upon not less than one hundred twenty (120) days' written notice to the other party.

7.4 On termination, Client will pay Consultant for all Fees and other compensation (including for Litigation Services) earned and/or incurred through the termination date and will



thereafter timely pay Consultant for all other Fees and compensation to which Consultant may be entitled pursuant to this Agreement (including the Schedules hereto).

## **8. Indemnification.**

8.1 Client agrees to fully and promptly protect, indemnify, reimburse and hold harmless Consultant, its directors, officers, employees, agents, direct and indirect equity holders, and affiliates (collectively, "Consultant Group") from and against any and all liabilities, losses, claims, damages, personal injuries, death, expenses, and costs (including, without limitation, for attorneys' fees and costs) (each, a "Liability", and collectively, "Liabilities") which are (a) the direct or indirect result of any breach of any representation, warranty or covenant made by or given on behalf of Client under this Agreement, or (b) otherwise related to or arising out of any act or omission of Client or its directors, officers, employees, agents, direct or indirect equity holders, or affiliates (collectively, "Client Group"). In this regard, Client hereby acknowledges that it is responsible for instructing Consultant regarding Consultant's performance of Services under the Agreement, as well as the interpretation and meaning of the ordinances and/or regulations under which Consultant is performing Services under this Agreement.

8.2 Consultant agrees to fully and promptly protect, indemnify, reimburse and hold harmless Client, its directors, officers, employees, agents, direct and indirect equity holders, and affiliates (collectively, "Client Group") from and against any and all liabilities, losses, claims, damages, personal injuries, death, expenses, and costs (including, without limitation, for attorneys' fees and costs) (each, a "Liability", and collectively, "Liabilities") which are (a) the direct or indirect result of any breach of any representation, warranty or covenant made by or given on behalf of Consultant under this Agreement, or (b) otherwise related to or arising out of any act or omission of Consultant or its directors, officers, employees, agents, direct or indirect equity holders, or affiliates (collectively, "Client Group").

8.3 Promptly after Consultant receives notice of the commencement of any proceeding for which it intends to make a claim for indemnification, it should notify Client, but the failure to so notify will not result in the loss of any rights of any of Consultant Group to indemnification hereunder except to the extent that Client does not otherwise become aware of such proceeding and is actually adversely affected thereby to a material extent. Client will assume the defense of Consultant Group (including the employment of legal counsel reasonably satisfactory to Consultant) and payment of such counsel's fees and disbursements (including retainers). The obligations of defense and indemnity apply, without limitation, to those situations where someone sued by any of Client Group brings a cross claim for indemnity or contribution against any one or more of Consultant Group.

8.4 Client will not, without Consultant's prior written consent, settle, compromise or consent to the entry of any judgment in any pending or threatened claim, action, or proceeding or investigation in respect of which indemnification could be sought hereunder (whether or not any of Consultant Group is an actual or potential party to such claim, action or proceeding or investigation), unless such settlement, compromise or consent includes an unconditional release of each of Consultant Group from all liability arising out of such claim, action, proceeding or investigation.

**9. Liability Limitations; Governing Law; Dispute Resolution.**

9.1 To the maximum extent permitted by law and notwithstanding anything to the contrary in this Agreement:

9.1.1 Except for Consultant's gross negligence or willful misconduct in connection with the performance of its obligations under this Agreement, Client's sole and exclusive remedies for any breaches of Consultant's obligations under this Agreement (including, without limitation, for any breaches relating to the Services or the Software, including any breaches of warranty, express or implied) (i) are limited to making reasonable and necessary repairs, replacements or corrections without additional cost to the Client, and (ii) will not exceed, under any circumstances, the amount of the Fees paid by Client to Consultant for the twelve-month period prior to the alleged breaches, calculated without reference to any payments constituting the payment of costs or expenses. All amounts paid to Consultant hereunder are deemed first to be for the reimbursement of costs or expenses and then any excess will be regarded as payments for other portions of the Fees under this Agreement. Any references to breaches of this Agreement will include any supplements, additions or amendments to this Agreement.

9.1.2 Except as may otherwise be expressly set forth in this Agreement, Consultant makes no warranty of any kind with respect to the Services or the Software, express or implied. Consultant hereby disclaims all other warranties, express or implied, including the implied warranties of merchantability, fitness for a particular purpose, title and non-infringement. Consultant disclaims all warranties and responsibility for third party software.

9.1.3 To the extent that the Consultant has satisfied its obligations under its scope of services (Schedule G-2) to collect taxes or fees due to the County, Consultant shall not be liable for any lost revenues for taxes or fees due to the County which businesses have not paid to Consultant. Further, in no event will Consultant be liable for any special, incidental, or consequential damages of any nature. Consultant's duty to indemnify and hold harmless County shall not apply to claims for liability which arise from the issuance or non-issuance of any license or permit.

9.1.4 Client acknowledges that this Agreement is with Consultant in its capacity as a corporation or a limited liability company, and Client agrees that in no event will it seek to hold any of the Consultant Group (other than Consultant) responsible for any Liabilities provided that Consultant complies with all legal requirements generally applicable to maintain corporate or limited liability company status

9.2 The law of the State will govern the validity of this Agreement, its interpretation and performance, and any other claims related to it, without regard to the State's conflict of laws rules. Venue for any legal action arising out of this Agreement will be proper only in the State courts or the federal courts located within the State. The parties hereby submit to the exclusive jurisdiction of such courts and waive any other venue to which either party might be entitled by domicile or otherwise. Both parties waive the right to a jury trial in an action to enforce, interpret or construe this Agreement.

9.3 If either party is required to bring legal action to enforce its rights under this Agreement or as the result of a breach of this Agreement, the costs and expenses of the prevailing party, including reasonable attorneys' fees, will be paid by the non-prevailing party.

9.4 A breach of this Agreement by either party may cause the other party hereto irreparable harm, the amount of which may be difficult to ascertain, and therefore such other party will have the right to apply to a court of competent jurisdiction for specific performance and/or an order restraining and enjoining any further breach and for such other relief as such other party may deem appropriate. Such right is in addition to the remedies otherwise available to such other party at law or in equity. The parties hereto expressly waive the defense that a remedy in damages will be adequate and any requirement in an action for specific performance or injunction hereunder for the posting of a bond.

## **10. General Legal Provisions.**

10.1 Authorization to Proceed. Each Schedule must be signed by both Client and Consultant before such Schedule will be binding on the parties hereto.

10.2 Force Majeure. Consultant is not responsible for damages or delay in performance caused by acts of God, strikes, lockouts, accidents or other events beyond the control of Consultant.

10.3 Amendment; Waiver. Any provisions of this Agreement (including, without limitation, any Schedules or provisions within any Schedules) may be amended or terminated if in writing and signed by both Client and Consultant. No waiver by any party of any default, misrepresentation or breach of warranty or covenant hereunder, whether intentional or not, will be deemed to be valid unless acknowledged by such party in writing, and such waiver will not extend to any prior or subsequent default, misrepresentation or breach of warranty or covenant hereunder or affect in any way any rights arising by virtue of any prior or subsequent such occurrence.

10.4 Severability and Survival. If any provision in this Agreement is held illegal, invalid or unenforceable, the enforceability of the remaining provisions will not be impaired thereby. Notwithstanding any other provisions of this Agreement (including, without limitation, Section 7), Sections 3, 5.5, 6, 7, 8, 9 and 10 will survive the termination of this Agreement.

10.5 No Third-Party Beneficiaries; Services Limited to Agreement. Except as set forth in Section 8, this Agreement gives no rights or benefits to anyone other than Client and Consultant and has no third-party beneficiaries. The Services to be performed for Client by Consultant are defined solely by this Agreement (including the Schedules), and not by any other contract or agreement that may be associated with performing the Services.

10.6 Assignment. This is a bilateral personal services agreement. Neither party will have the power to or will assign any of the duties or rights or any claim arising out of or related to this Agreement, whether arising in tort, contract or otherwise, without the written consent of the other party. Any unauthorized assignment is void and unenforceable. This Agreement is binding on the successors and assigns of the parties hereto.

10.7 Notices. All notices under this Agreement must be in writing and will be deemed to have been given when such notice is received (i) from United States Postal Service First Class Certified Mail, Return Receipt Requested, (ii) by courier service, or (iii) by email; provided, however, that notices received on a weekend or holiday or on a business day after 4:00 p.m. local time will be deemed to have been received on the next business day. Notices will, unless another address is specified in writing, be sent to the e-mail addresses indicated below: Consultant: Hinderliter De



Llamas & Associates (HdL), Attn: George Bonnin, Email: [gbonnin@hdlcompanies.com](mailto:gbonnin@hdlcompanies.com); and Client: Douglas County, NV, Attn: Tom Dallaire, Email: [tdallaire@douglasnv.us](mailto:tdallaire@douglasnv.us)

10.8 Entire Agreement; Conflict. This Agreement (including any Schedules dated as of the Agreement Date or hereafter) constitutes the entire agreement between the parties and supersedes any prior understandings, agreements, or representations by or between the parties, written or oral, to the extent they have related in any way to the subject matter hereof. Should there ever be a conflict between the terms and conditions of the Schedule(s) and the remainder of this Agreement, the terms and conditions of the remainder of this Agreement will prevail and be controlling.

10.9 Counterparts; Electronic Signatures; Authority. This Agreement may be signed in any number of counterparts, each of which will constitute an original and all of which, when taken together, will constitute one agreement. Any signed signature pages of this Agreement transmitted by email or other electronic means in a portable document format (PDF) or other clear and visible electronic format will have the same legal effect as an original. Each of the persons signing on behalf of a party hereto represents that he or she has the authority to sign this Agreement on such party's behalf.

10.10 No Adverse Construction. Both parties acknowledge having had the opportunity to participate in the drafting of this Agreement. This Agreement will not be construed against either party based upon authorship. The section headings contained in this Agreement are inserted for convenience only and will not affect in any way the meaning or interpretation of this Agreement.

**IN WITNESS WHEREOF**, the parties hereto have entered into this Agreement through their duly authorized representatives as of the Agreement Date.

**CONSULTANT:**

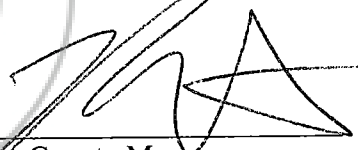
**Hinderliter De Llamas & Associates**

By:   
Its: Chief Information Officer

Date: 10.13.2022

**CLIENT:**

**Douglas County, NV**

By:   
Its: County Manager

Date: 10.14.2022

**SCHEDULE G-2**  
**Tax and Fee Administration Services and Fees**  
**Vacation Home Rental Compliance**

SCHEDULE G-2 – This Schedule G-2 provides the scope of Services and Fees for tax and fee administration–related to vacation home rental (VHR) compliance work with the Client’s Community Development Department pursuant to the Master Services Agreement dated October 10, 2022 (“MSA”).

The MSA includes the main body of the MSA, this Schedule, and all other Schedules to the MSA. Terms not otherwise defined herein have the definitions given to them within the main body of the MSA.

**SCOPE OF SERVICES**

Consultant will provide the following Services relative to Client’s vacation home rental (VHR) compliance administration.

**1. Identification and Monitoring**

- 1.1. Monitor VHR websites to identify new listings and closures.
- 1.2. Match listings to specific parcels using GIS and property tax assessor data.
- 1.3. Monitor properties that are already registered.
- 1.4. Provide a visual map of listing locations in Client’s jurisdiction.
- 1.5. Record listing details (including start date, sites linked to, and other information necessary for documenting evidence of vacation home rental activity).
- 1.6. Provide Client staff access to website portal containing reporting capabilities.

**2. Education and Compliance**

- 2.1. Notify non-compliant lodging providers of their status and any actions necessary to become compliant.
- 2.2. Assist in coordinating operations management services as outlined in Schedule G-1 with Client’s active permits.
- 2.3. Provide VHRs a website with links to FAQs and redirect to Client’s website for permitting information and support.
- 2.4. Follow-up with non-compliant entities and provide listing details and other information necessary to assist Client in further non-compliance efforts.
- 2.5. Work with Client to ensure collection and coordination of data necessary for enforcement procedures.

**3. VHR Permitting Services – up to 180 days from July 1, 2022**

- 3.1. Provide support and assistance to permit applicants by email, phone, and mail.
- 3.2. Provide an online portal to support permit applicant submittal, renewal and payment.
- 3.3. Accept and process permit applications and supporting documents through web, email and mail.
- 3.4. Collect and review all required documents for County stake holders for examination.
- 3.5. Facilitate and obtain appropriate County approvals for permit issuance.
- 3.6. Collect all permit fees.
- 3.7. Issue permit documents to approved applicants.

**FEES**

**4. Vacation Home Rental Compliance**

4.1. Fees for performing operations management Services shall be \$30,000 per year with CPI increases.

4.1.1. Fees will be increased as of January 1st of each calendar year with reference to the 12-month percent change in the most recently published annual Consumer Price Index for All Urban Consumers (CPI-U), West Region, as reported by the U.S. Bureau of Labor Statistics (the "CPI Change"). Each annual increase in the Fees will be equal to the greater of two percent (2%) or the actual CPI Change and the lesser of ten percent (10%) or the actual CPI Change. For example, if the actual CPI Change is 1.5%, then the annual increase will be 2%, if the actual CPI Change is 3.5%, then the annual increase will be 3.5%, and if the actual CPI Change is 12%, then the annual increase will be 10%.

4.2. Travel and lodging expenses are billed at cost and apply to all meetings (including implementation, training, operations and support). Travel expenses only apply to out-of-scope travel and must therefore be pre-approved by Client.

4.3. Fees will be invoiced monthly to Client for Services performed during the prior month. Fees will be netted out of Client's monthly revenue disbursement. Client will submit payment for any balance due to Consultant within 30 days of receiving the invoice.

**5. Vacation Home Rental Permitting Fees**

5.1. Permit processing fee for any VHR Permit processing shall be as follows:

- \$50 per permit application processing + CPI for services through transition of up to 180 days from July 1, 2022 with a maximum total fees for permitting services of \$15,000.

IN WITNESS WHEREOF, the parties hereto have entered into this Schedule G-2 to the MSA through their duly authorized representatives as of Oct. 10, 2022.

**CONSULTANT:**

**CLIENT:**

**Hinderliter De Llamas & Associates (HdL)**

**Douglas County, NV**

By: [Signature]  
Its: Chief Information Officer

By: [Signature]  
Its: County Manager

Date: 10.13.2022

Date: 10.14.2022



**COMMUNITY DEVELOPMENT**  
1594 Esmeralda Avenue, Minden, Nevada 89423

**Andrea Pawling**  
**DEPUTY DIRECTOR**

775-782-6210  
FAX: 775-782-6297  
website: [www.douglascountynv.gov](http://www.douglascountynv.gov)

Building Division  
Engineering Division  
Planning Division  
Code Enforcement  
Vacation Home Rental Division

**Memorandum**

On Wednesday, October 5<sup>th</sup>, 2022, Community Development presented to the Internal Review Committee (IRC) a Contract for Services by an Independent Contractor between Douglas County and Hinderliter De Llamas & Associates (HDL). HDL to provide consulting, software and other services that help public agencies understand and maximize their collection of sales, use and transactions taxes, business license taxes, property and lodging taxes, and other revenues, as well as their delivery of other public services within the Douglas County Community Development Vacation Home Rental (VHR) Department.

We asked for IRC to approve one (1) professional services contract by Hinderliter De Llamas & Associates (HDL) to provide consulting, software and other services that help public agencies understand and maximize their collection of sales, use and transactions taxes, business license taxes, property and lodging taxes, and other revenues, as well as their delivery of other public services as it relates to the Vacation Home Rental Program (VHR). This contract will be in an amount not to exceed \$45,000.

This Contract will not exceed \$30,000 for monitoring services and \$15,000 for permitting through the end of the calendar year and we have \$12,000 budgeted from the 101-517-521.100 for Vacation Home Rental (VHR) Professional Services fund as indicated in the approved 2022-2023 Budget. we need \$33,000 to be augmented. We can augment from the future permitting fees prior to the end of the fiscal year. VHR Permit fees were increased in September 2022 and are now effective.

Hinderliter De Llamas & Associates (HDL) to provide the following services relative to the Vacation Home Rental (VHR) compliance administration:

**1. Identification and Monitoring**

- Monitor VHR websites to identify new listings and closures.
- Match listings to specific parcels using GIS and property tax assessor data.
- Monitor properties that are already registered.
- Provide a visual map of listing locations in Client's jurisdiction.
- Record listing details (including start date, sites linked to, and other information necessary for documenting evidence of vacation home rental activity).
- Provide Client staff access to website portal containing reporting capabilities.

**2. Education and Compliance**

- Notify non-compliant lodging providers of their status and any actions necessary to become compliant.
- Assist in coordinating operations management services as outlined in with Client's active permits.

- Provide VHRs a website with links to FAQs and redirect to Client's website for permitting information and support.
- Follow-up with non-compliant entities and provide listing details and other information necessary to assist Client in further non-compliance efforts.
- Work with Client to ensure collection and coordination of data necessary for enforcement procedures.

3. **VHR Permitting Services** – up to 180 days from July 1, 2022

- Provide support and assistance to permit applicants by email, phone, and mail.
- Provide an online portal to support permit applicants and permit holders with application and document submittals, permit renewals, and fee payment.
- Accept and process permit applications and supporting documents through web, email, and mail.
- Collect and review all required documents for Client stake holders, and provide such documents to Client for examination.
- Facilitate and obtain appropriate Client approvals for permit issuance.
- Collect all permit fees.
- Issue permit documents to approved applicants.

During the IRC Meeting, the IRC members instructed Community Development to address the auto renew up to five (5) years with HDL and see if we can change to a one (1) year contract to avoid having to go to BOCC for approval.

On October 6<sup>th</sup>, 2022, Melissa Blosser wrote an updated comment from the IRC Meeting, stating, "Department was advised to review the auto-renew language and bring to the BOCC 10/20/2022 item CD-1325-2022."

On October 7<sup>th</sup>, 2022, Andrea Pawling wrote an updated comment, stating, "Community Development contacted HDL regarding revision to the current contract. Contract was updated on 10.07.2022 to reflect a one (1) year term for the contracted services not to exceed \$45,000 and the Auto-Renewal up to five (5) years was removed. The following is the new terminology in the contract:

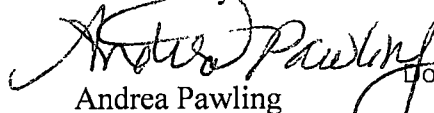
*7. Term and Termination.*

*7.1 The initial term of this Agreement commences as of the Agreement Date and shall terminate 12 months from such date."*

On October 11<sup>th</sup>, 2022, Andrea Pawling wrote an updated comment, stating, "This item will no longer need to go to the BOCC Meeting on October 20th, 2022 due to the contract being for one (1) year and not to exceed \$45,000, as stated below. Thank you!"

Updated Contract was uploaded into Peak (see attached updated signed contract).

Sincerely,

  
Andrea Pawling

Douglas County

State of Nevada

CERTIFIED COPY

I certify that the document to which this certificate is attached is a full and correct copy of the original record on file in the Clerk-Treasurer's Office on this

19<sup>th</sup> day of OCTOBER, 20 22

By Emmy L. Dombrowska Deputy