



*Setting the Standard in Health Care Excellence*

April 9, 2024

Board of Supervisors  
County of Ventura  
800 South Victoria Avenue  
Ventura, CA 93009

**Subject:** Approval of, and Authorization for the Public Health Director or Designee to Sign, an Agreement with Permitium, LLC for Access to an Online Vital Records Ordering System to Assist the Public with the Purchase of Birth, Death, and Fetal Death Certificates, Effective April 9, 2024 Through April 8, 2025 with Automatic 1-Year Renewals.

**Recommendation:**

It is recommended that your Board approve, and authorize the Public Health Director or designee to sign, an agreement with Permitium, LLC, effective April 9, 2024 through April 8, 2025, with automatic 1-year renewals, for access to an online ordering system that allows the public to request birth, death, and fetal death certificates online, thus avoiding delays for mail-in requests which require notary public certification.

**Fiscal/Mandates Impact:**

The cost of services will be funded by charges to applicants per the Statement of Work (Exhibit 1). There is no anticipated fiscal impact on the County with this recommendation.

**Strategic Plan:**

The item presented in the Board letter aligns with Reliable Infrastructure and Sustainability as the program's goal and objective are to continue to provide the public with the convenience of ordering certificates online as an alternative to mail-in requests. This will allow the Office of Vital Records to continue with faster and more efficient services.

**Discussion:**

On January 11, 2022, your Board approved an agreement with Permitium, LLC for access to their online vital records ordering system that allows the public to purchase birth, death, and fetal death certificates online. For each request, there was a \$4.00 convenience fee,

a \$0.35 vital verify fee, a \$0.30 per transaction fee, a 2.9% processing fee, and the cost of postage. The online ordering system has been very successful, and the proposed new agreement with Permitium LLC will allow the public to continue with electronic requests as a convenient alternative, at a comparable or potentially lower cost than a notary service, while expediting the processing of their request. If approved by your Board, the contract term will be April 9, 2024 through April 8, 2025. The contract will automatically renew for successive one-year terms, unless terminated by either party. At any time following 30 days of the software deployment, the County may terminate the agreement immediately and without cause.

The new agreement contains many of the same terms as the original agreement, with limited increases to the pricing. For each request, there will now be a \$5.00 service fee, \$0.75 vital verify fee, \$0.30 credit card fee per transaction plus 3.3% of the transaction total, and the cost of postage, all of which will be disclosed to the consumer prior to acceptance/placing of the order.

This letter has been reviewed by County Counsel, the Auditor-Controller's Office, the County Executive Office, and the Information Technology Services Department. If you have any questions regarding this item, please call Rigoberto Vargas at (805) 981-5101.



RIGOBERTO VARGAS  
Public Health Director



BARRY ZIMMERMAN  
Health Care Agency Director

Attachment:

Exhibit 1: Permitium LLC User License Agreement