



# Regional License and Permits Program

Special Meeting of the  
Oversight Group  
August 21, 2019



# Oversight Agenda Item E

**Presentation, discussion, and possible action on the current status, next steps and proposed timelines of the Accela Regional ONE Epayment project and shopping cart onenv.us and interim solutions (For Possible Action).**

- Washoe's RFP:
  - Cancelled the RFP in July 2019 in the best interest of the county
  - Jetpay's legal was not in favor of Subcontracting with Grayquarter.
- City of Reno:
  - 7/24/19 Approved a software and services contract to Grayquarter, inc. for Accela online payment processing integration on
  - 8/14/19 Awarded a bid to NCR to provide online and over the counter credit card and echeck processing for Accela.
- Existing Epayment processor ACI/OPC contract expires 11/1/19:
  - Cities of Reno, Sparks, District health and Washoe County will need to cancel their OPC contracts by 8/31/19, 60 days term notice or stay with OPC for another year.
  - OPC will not allow month to month or a 3 or 6 month addendum to the contract.
- Interim Solution: An interim solution is required to meet the potential timelines gap.
  - Grayquarter and City of Reno have researched an interim solution of PayPal for a month to month payment, if we should not meet the timelines to transfer to the new processor, NCR.
  - Requires absorbed model

# Oversight Agenda Item E (cont.,)

Presentation, discussion, and possible action on the current status, next steps and proposed timelines of the Accela Regional ONE Epayment project and shopping cart onenv.us and interim solutions (For Possible Action).

–                      CURRENT    INTERIM    FUTURE



2.25% agency absorbed/2.35% citizen paid; bills quarterly  
No Amex accepted today  
.65c for echecks, no dollar limit



Credit/Debit/Visa/MC/Discover:  
2.2% + \$0.30  
Amex: 3.5%  
Monthly service fee: \$30.00  
eChecks: waiting on confirmation



2% + .25c for absorbed or citizen paid  
.50c for echecks; no dollar

# Oversight Agenda Item E (cont.,)

## Anticipated next steps and timelines:

- 1) Agencies joinder onto Grayquarter and NCR Contracts of Reno's. Go live Nov1-Jan. 2020. Interim solution if needed: PayPal. Absorbed model required for interim solution.
  - 2) Agencies joinder onto Grayquarter and find a different payment processor. Requires RFP for a different payment processor.
  - 3) Status Quo, stay with OPC. Will impact the Regional Shopping cart and overall timelines.
- For Possible Action
    - Accept overall status of the Epayment project and advise.

# Oversight Agenda Item F

**Presentation, discussion, and possible recommendation of the Oversight Group to each local government to join with the City of Reno's Contract with Gray Quarter, Inc. for software integration services for Accela online payment (For Possible Action).**

- Provides for a more stable, supported and risk mitigated solution for epayment processing and allows for a mix of convenience fee and absorbed models, allowing for additional agencies to join.
- Each agency can joinder onto City of Reno's contract (Approved by council 7/24/19)
- Costs for Washoe, Sparks, Health, Douglas:
  - Approx \$10,388 per year per agency for 5 years to host the system and implement
  - Includes -One time costs of \$3000 with 20% discount if going with 5 year contract for the other 4 agencies to implement
  - Plus Reno costs
- NCR contribution toward implementation of \$10k (Reno's contract)
- Renewable for up to 5 years



# Oversight Agenda Item G

- Presentation, discussion, and possible recommendation of the Oversight Group to each local government to contract individually with PayPal for an interim solution, estimated below \$50k. (For Possible Action)
  - Allows for a month to month contract and cancellation of existing renewal of one year contract with existing vendor
  - Bills monthly



# Oversight Agenda Item H

- **Presentation, discussion and possible recommendation of the Oversight Group to each local government to join with City of Reno Contract with NCR Payment Solutions, FL, LLC, RFP No. 2020-01, to provide online and over-the-counter credit card and eCheck payment processing for Accela online business for a price based on user fees, in accordance with NRS 332.195. (For Possible Action)**
  - Annual processing totals will vary by agency
  - Confirmed rates for up to 5 years, same as Reno’s contract
  - Available to expand to on the counter usage but not required
  - No charge for processing devices on the counters
  - No upfront costs to implement other than Grayquarter’s costs



# Oversight Agenda Item I

- **Update and possible approval of report on FY19/20 Regional Accela subscription amounts and credits and Washoe County Comptrollers Financial Report dated August 21, 2019.**
- (For Possible Action.)
  - \$55,018.73 credit from Accela taken off subscription for FY1920 for all agencies
  - \$3,524.56 credit from 2017 also removed from the agencies invoices and divided amongst the original 4 agencies from go live in 2016
  - December Oversight budget estimates for FY1920 Subscription amounts \$480,000
  - **Actual paid to Accela for FY1920 Subscription \$384,278.40**





# Item J & K: Announcement/Reports/Updates & Future Agenda Items

- **Any Announcements/Reports/Updates?**
- **Next Quarterly Meeting date of the Oversight Group**
  - Tues. December 3, 2019 - 2:30 pm Washoe County
  - Annual budget meeting
  - Future agenda items and ongoing meeting schedule



L. Public  
Comment

M.  
Adjournment