



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).**
 - Status:
 - Washoe’s cancelled the RFP that concluded May 2019 in the best interest of the county
 - Jetpay’s legal was not in favor of Subcontracting with Grayquarter.
 - City of Reno went to Council on 7/31/19 and awarded a software and services contract to Grayquarter for Accela online payment processing integration and is now ready to joinder.
 - City of Reno released an RFP for epayment processing and awarded the bid on 8/14/19, to NCR/Jetpay to provide online and over the counter credit card and echeck processing for Accela.
 - Existing Epayment processor ACI/OPC:
 - 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.
 - 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.

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).**
 - Status:
 - PayPal’s pricing:
 - 2.2% + \$30 monthly addl charge
 - Echeck charges
 - Will bill monthly
 - Existing OPC pricing:
 - 2.24% bills quarterly
 - Future NCR/Jetpay pricing:
 - 2%

Oversight Agenda Item F (cont.,)

- **Ancicipated timelines**
 - Reno has began the project
- **For Possible Action**
 - Accept overall status of the Epayment project and advise, recommend or reject interim solution of PayPal

Oversight Agenda Item F (cont.,)

– Current Status:

- Existing ACA vendor: ACI Official Payment Corporation. 3 year contract expires November 1, 2019.
- ACI did not bid the RFP and alerted us of potential rate increases.
- No way to maintain this interface properly/troubleshoot issues, modify from absorbed model, make changes or bring in other agencies without risk of breaking the shopping cart.
- Existing issues with current solution
 - Processor downtime and Citizen erroneous or partial paid fees.
 - Combination of downtime and issues on the Accela and processor side.

– RFP Award:

- Provides for:
- Flexibility; Each agency decision on citizen or agency paid fees through the ONE shopping cart
- Better troubleshooting
- Continuity of Operations
- New agencies will have a path to come into the platform and all agencies will have the flexibility to change from absorbed or convenience fee rates if needed

Oversight Agenda Item G

- **For Possible Action**

- Recommend each agency to enter a separate contract or joinder Washoe County's master contract with JetPay for e-payment services, and for a contract term of 3 or 5 years.

Oversight Agenda Item H

- **For Possible Action**

- Recommend rejecting all bids for Washoe County's RFP 3080-19 E-Payment Vendor for Accela Regional Permits and License Program and issuing an RFP for an e-payment vendor that allows vendors to bid on discrete portions of the work and allows Washoe County to award a contract to multiple bidders.

Item I & J: Announcement/Reports/Updates & Future Agenda Items

- **Any Announcements/Reports/Updates?**
- **Next Quarterly Meeting date of the Oversight Group**
 - Tues. June 4, 2019 - 2:30 pm Washoe County
 - Future agenda items and ongoing meeting schedule



K. Public
Comment

L.
Adjournment