

## STAFF REPORT

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**Date:** July 24, 2019

**To:** Mayor and City Council

**Thru:** Sabra Newby, City Manager

**Subject:** **C.15. Staff Report (For Possible Action): Approval of Contract with Gray Quarter, Inc. for software integration services for Accela online payment processing in an amount not to exceed \$112,000 over the life of a five-year contract. (Various Funds)**

**From:** **Rishma Khimji, Director of Information Technology**

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**Summary:** Approval of Contract with Gray Quarter, Inc. for software integration services for Accela online payment processing in an amount not to exceed \$112,000 (Various Funds) over a five-year contract.

**Discussion:** In addition to selecting a new payment processor for the Accela Citizen Access portal through the Request for Proposal process, it is recommended by staff that a qualified Accela partner also be utilized to develop integration software.

Currently, most payment processors using off the shelf processing software are unable to relay information back to Accela after a payment has been made. This causes daily transaction verification and reporting issues. The Clerk's office must duplicate their efforts to balance the daily activity of payments causing Business Licensing staff to dedicate time to investigate payments made for licenses.

Gray Quarter will work with the selected payment processor to develop and host a custom shopping cart in the Accela Citizen Access portal that will accept both eChecks and credit/debit card transactions and mark those transactions with the correct status and payment activity in Accela. This integrated solution between Accela and the payment processor will allow for better reconciliation of records and require less staff time to investigate payment issues.

This integration software will increase payment efficiencies and allow for greater trust with our constituents.

Costs are broken down into two components:

1. Software design and implementation. This is a onetime project cost of \$51,760.
2. Yearly maintenance and subscription costs. This is a cost of \$11,976 per year for five years. (Total of \$59,880.)

Total cost of the project over a life of five years does not exceed \$112,000.

**Financial Implications:** Total costs for the maintenance and support for Gray Quarter integration services does not exceed the amount of \$112,000 over the life of the contract. Funding is available in the Building Enterprise Fund and General Fund for the required fiscal years.

**Legal Implications:** Pursuant to NRS 332.115, contracts for software and related services are not subject to competitive bidding requirements.

**Recommendation:** Staff recommends Approval of Contract with Gray Quarter, Inc. for software integration services for Accela online payment processing in an amount not to exceed \$112,000 (Various Funds) over the life of a five-year contract and authorize the Director of the Department of Information Technology Director to execute all appropriate documents.

**Proposed Motion:** I move to approve staff recommendation.

**Attachments:**

- ATTACHMENT A - SOW Gray Quarter RenoNV Implementation 20190705 (1) (PDF)
- Updated RENO NEVADA E-PAYMENT SERVICE AND SUBSCRIPTION AGREEMENT 20190711 (PDF)