

## STAFF REPORT

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**Date:** August 14, 2019

**To:** Mayor and City Council

**Thru:** Sabra Newby, City Manager

**Subject:** B.3. Staff Report (For Possible Action): Approval of Award of RFP No. 2020-01 to NCR Payment Solutions, FL, LLC to provide online and over-the-counter credit card and eCheck payment processing for Accela online business for a price based on user fees, which is anticipated to be \$300,000 a year over the five year contract term for a not to exceed amount of \$1,500,000, and approval of contract. (General Fund and Building Fund)

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

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**Summary:** Staff recommends Approval of Contract with NCR Payment Solutions, FL, LLC to provide online and over-the-counter credit card and eCheck payment processing for Accela online business (General Fund and Building Fund). This will allow constituents applying for or renewing business licenses and permits to pay for fees using the online shopping cart on the Accela Citizen Access portal.

**Previous Council Action:**

April 13, 2016 – Council approved the contract for a different vendor for the same functionality. (The current contract with that vendor is set to expire on October 31, 2019.)

**Background:** The online shopping cart in Accela allows constituents to pay for business licenses fees. Currently the City utilizes a payment processing service with a vendor whose contract is set to expire on October 31, 2019.

**Discussion:** As the current processor contract is expiring in October 2019, the City issued a new Request for Proposals to identify vendors who would be compatible with the Accela Citizen Access portal for online payments. The RFP was issued on June 26, 2019.

Staff reviewed three responses and identified one vendor who is a best fit for the needs of the City, our Accela payment and permitting workflows. This would allow for online and over-the-counter processing of payments for Accela business licenses and permits. The processor will charge the City for all online and over-the-counter payments as the City has determined it will absorb all transactions fees.

The City wishes to move forward with this contract and work with the vendor to implement the payment processing solution as soon as possible. The solution will be in place for a term of five years

The transactions fees and rates paid for by the City for payment services are competitive and very reasonable. The fees and rates are included in the RFP response as attached.

**Financial Implications:** Total fees will vary according to the number and volume of transactions. Credit card fees are likely to increase as more customers utilize credit/debit card payment methods. The use of eChecks is also an alternative and less costly than credit/debit card transactions. It is anticipated that fees will exceed the \$50,000 threshold required for Council approval and there is sufficient amounts budgeted to cover the cost of the contract.

**Legal Implications:** Legal review completed for compliance with City procedures and Nevada Law.

**Recommendation:** Staff recommends approval of contract with NCR Payment Solutions, FL, LLC to provide online and over-the-counter credit card and eCheck payment processing for Accela online business for a price based on user fees, which is anticipated to be \$300,000 a year over the five year contract term for a not to exceed amount of \$1,500,000 (General Fund and Building Fund), approval of the contract, and authorize the Director of the Department of Information Technology, Director of Finance, and/or City Manager to execute all appropriate documents.

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

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**Attachments:**

- RFP - FINAL E-Payment Processing Provider (PDF)
- NCR Payment Solutions FL Proposal for Reno RFP2020-01 E-Payment Processing Provider (1) (PDF)
- RFP City of Reno Agreement 7.26.2019 - Ver1 (PDF)
- NCR Payment Solutions, FL, LLC Independent Contractor Agreement (PDF)