



Regional License and Permits Program

Special Meeting of the
Oversight Group
May 21, 2019



Oversight Agenda Item E

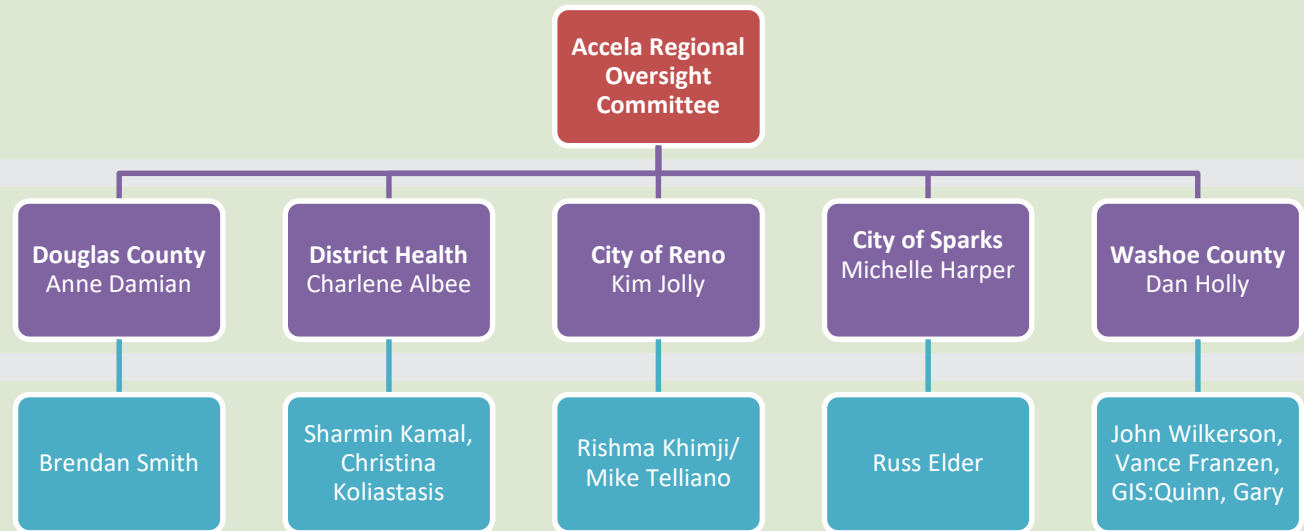
- **Welcome new Oversight Members:**
 - Neil Krutz, City Manager, City of Sparks, NV.
 - Tom Dallaire, Community Development Director, Douglas County, NV.

Oversight Agenda Item E (cont.,)

- **December 4 2018 Oversight meeting action item:**
 - Current members of the Accela Regional Coordination (ARC) team:

ARC:

ARA:



Oversight Agenda Item F

Presentation discussion and possible direction regarding the Epayment Vendor RFP selection for the citizen site regional shopping cart):

- **December 4, 2018 Oversight meeting: Announced the RFP**
 - Oversight directed ARC to come back with options on continuing to absorb credit card fees or using the convenience fee model; costs and options for the regional shopping cart.
- **RFP Timelines: Fall 2018, Epayment committee formed: (Consisted of one financial lead, one ARC member and one Technical lead from each agency.)**

RFP TIMELINE	
Event	Date
Distribution of RFP	Monday, January 28, 2019
Deadline for Submitting Questions	5:00 PM PT on Friday, February 1, 2019
Responses to Questions	On or about Friday, February 8, 2019
RFP Closing	3:00 PM PT Wednesday, February 20, 2019
RFP Opening	9:00 AM PT on Thursday, February 21, 2019
Bid Tab Posted to www.DemandStar.com	5:00 PM PT on Thursday, February 21, 2019
Evaluation Committee Review	On or about the week of February 20-March 6, 2019
Demonstrations if Necessary	On or about the week of March 14-15, 2019
Recommendation to Award Agreement	Late April 2019

Oversight Agenda Item F (cont.,)

■ Vendor Selection:

- Processor: Jetpay, an NCR company
 - Lowest bidder, lower credit/debit card rates than we have today
 - Option for free back office devices and mobile payment options
 - Jetpay is a principal in the industry; allowing for real time connections to card networks. Provides for low all-in pricing that include all costs to accepting card and echeck payments.

All Items with Fees or Charges	If Pass Fee to Customer	If Absorbed Fee by County
Credit cards and all debit cards	2.00% + \$0.25	2.00% + \$0.25
e-Checks	\$0.50	\$0.50
Credit Card Chargebacks	\$0.00	\$0.00
e-Check NSF Returns (Only for R01 returns)	\$20.00 (paid by customer)	\$20.00 (paid by customer)
Credits/Refunds	No fee or charge	No fee or charge
Minimum Monthly Fee for Low Volume MIDs	No fee or charge	No fee or charge
PAX S300 or S500 EMV Terminals	\$0.00	\$0.00
Other Fees & Charges	None	None

Oversight Agenda Item F (cont.,)

- **Dec. 2018: Current online volume \$23.6 million since go live**
(Source: Accela: Online payment report- each agency)
 - Approximately \$10m a year volume
 - \$19 million were by credit or debit card
 - At 2.24% that is approx. **\$425,600** paid in credit card fees since go live.
 - **New proposed rates:**
 - **2% credit/debit processing**= \$380,000 with JetPay processor instead of ACI; absorbed or convenience fee method.
 - **Echecks .50c** each; no dollar limit. (Currently .65c each. \$100k limit on ACA.)

Oversight Agenda Item F (cont.,)

- **For Possible Action**

- Recommend JetPay as the new Epayment processor

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