



DRAFT MINUTES

**Regional License and Permit Program
Oversight Group Special Meeting
March 7, 2017**

**Washoe County, NV – Caucus Room,
2nd Floor Building A
Washoe County Administrative
Complex
1001 E. Ninth St, Reno**

Oversight Group

Reno Acting City Manager - Bill Thomas
Sparks City Manager - Steve Driscoll
Washoe County Manager - John Slaughter
District Health Officer - Kevin Dick

A. Roll Call: Bill Thomas, Reno, Acting City Manager
Proxy Neil Krutz, Sparks, Assistant City Manager
Proxy Christine Vuletich, Assistant County Manager
Proxy Charlene Albee, Health District, Air Quality Management,
Director

B. Public Comment: None.

C. Approval of the Agenda: March 7, 2017 (For Possible Action)

Proposed Motion: Move to approve.
Mover: Bill Thomas, Reno
Seconder: Neil Krutz, Sparks
Ayes: [Unanimous]

D. Approval of Minutes: December 21, 2016 (Special Meeting) (For Possible Action)

Proposed Motion: Move to approve the minutes as presented with 2 spelling corrections, to Amber Drlik and Peri Halliwell.
Mover: Bill Thomas, Reno
Second: Charlene Albee, Health District
Ayes: [Unanimous]

E. Presentation, discussion, and possible direction to staff regarding status on Accela Regional Business License and Permit Platform post October 31, 2016 go live; to include a review of any outstanding contractual obligations regarding functionality and unresolved go-live issues which are Accela's responsibility and transition plan **(For Possible Action)**.

Lori Piccinini reported that regional workflow collaborations have continued and new processes are being tested at Washoe and Sparks using Sparks' building and health workflow as a model. This process will be used to align the workflow into a final design for approval that will work with the 9.0 release coming out Friday. In order to accomplish regional collaboration some of the agencies business processes may need to change due to version 9.0, so this takes time to adjust these processes both technically and on the business process side. Next steps are a final meeting with CSD Management and to concur with Reno and Sparks that this re-design will work for all parties.

Bob Sack, Health District, commended Sparks for sharing their building and health workflow model.

Bill Thomas, Reno, asked if the remaining work is on "the business side". Ms. Piccinini replied yes, and reported that with completion of the final hour of Knowledge transfer and completion of all reports Accela was to complete for Reno, it brings down the count to 4 of the 32 deliverables (scripting, ACA,) remaining. In December it was reported that 24 pre-go live issues were open, and 28 go live issues remained. Remaining issues have been turned over to Accela support also known as CRC.

Lori Piccinini reported that staff began testing the Silverflume interface again after their upgrade was completed in December. The agencies' technical staff will take on the work of this remaining interface and no additional Accela costs will be incurred. Ms. Piccinini opined that technically, the project could most likely be signed off as Accela will not be doing the work.

Ms. Piccinini reported that the Accela 9.0 release was delayed due to reported issues after testing in their TEST environment. The latest schedule is for 9.0.3 to be released to production and ACA this Friday from 6pm-1am. There will be some downtime for the citizens, and Washoe's IT staff published this as an alert on the Accela Citizen site.

Bill Thomas, Reno, asked when the public will be notified that we have the regional business license, to which Ms. Piccinini replied that there had been a regional press release February 27, 2017, also posted on Washoe County's website with links to the citizen site and an additional citizen friendly information portal:

<https://www.washoecounty.us/outreach/2017/02/2017-02-27-one.php>

Kim Jolly, Reno, stated that right after the press release was issued by the City of Sparks, Ms. Jolly saw a KOLO 8 press release and past Monday, Michael Chaump, Reno, and Ms. Jolly spoke with a Business weekly reporter briefly on high level application “before-after” descriptions stating the interview would be published next week.

Charlene Albee, Health, indicated that Health was asked to talk to Business Weekly also and the intention is to schedule with Business Weekly when time becomes available.

Ms. Piccinini reported 22,350 permits and licenses for all agencies combined have been created in the new Accela system since go live with 643 conducted online and more payments online than applications.

Neal Krutz, Sparks, asked what to expect when there is a mature platform such as a forecast of future online transactions in percentages.

Lori Piccinini heard that licensing has a goal to process almost all of the business licenses online, however deferred to the ARC team.

Bob Sack, Health, reported that when talking to applicants, generally larger facilities and corporations want to process online, but smaller shops are hard to estimate. Mr. Sack envisions possibly 50% of applications online at first, probably increasing yearly.

Lori Piccinini agreed that it’s hard to tell right now, but staff is hoping for more online renewals and full function transactions.

Kim Jolly, Reno, indicated that Reno wants to push more of the easy building permits online and is pushing forward for 80% of commercial transactions online, indicating that commercial entities prefer online transactions.

Lori Piccinini reported that Douglas County and Carson City have been following the regional go-live and requested a demo for the regional platform. The demo will be held 3/13 (rescheduled) and they will be talking to Accela sales staff to see if they can get into the discounted rates for July 1, even more savings for them than after the new subscription rates.

Bill Thomas, Reno, asked if the Oversight Group has decision making authority on whether to include more entities on the system. Ms. Piccinini indicated that the Oversight Group would be asked to approve any additional participants. Mr. Thomas added that he would be inclined to say, that although we want to be helpful to other entities, we should finalize a successful system before we encourage others to get into the mix, possibly making it harder to complete implementation by pulling Accela resources away from the end goal. He requested that during the demonstration, staff

should inform Douglas and Carson City that we are very supportive of their request to join in the system, but intend to wait adding additional agencies until Washoe County is successful with implementation. Ms. Piccinini acknowledged Mr. Thomas' request.

Lori Piccinini, reported that in December the Oversight committee approved the subscription amounts and true-up of licenses for the next fiscal year. All agencies have been working with budget staff to refine license counts internally for each agency and Washoe is working with Accela to determine the process for annual subscription renewal and timing.

A Contract Amendment document was created by Accela that may be brought forward for approval after attorney review at the June 6 meeting.

Kim Bruce, Accela, joined in by phone to indicate the Amendment will be brought to the June Oversight meeting after attorney review. Ms. Bruce stated it is a fluid document that will be rid of gray areas and memorialize the negotiated process for true-up of licenses.

Charlene Albee, Health, indicated she was asked by Kevin Dick, Health, to record that Health is looking forward to sitting down to discuss the revised numbers and based on initial predictions, Health's cost increased from \$58K to almost \$100K with no appreciative change in their user count. Mr. Dick requests information on how costs are being distributed to the agencies.

Bill Thomas, Reno, recalled that the project initially began with many estimates and actual counts were off by about half, opining that there should be a proper method of tracking and scrubbing the user lists in order to remove licenses that are no longer active.

Lori Piccinini acknowledged that the December estimate was a high, worst case scenario and all agencies have been working with budget staff to refine license counts internally for each agency for a better count presented in the June Amendment.

Kim Jolly, Reno reported that Reno's self-hosted system did not have a fee per user method of payment and moving to the per-user system changed the way Reno needed to track users. Reno finished cleanup of their user list within the past week and if need be, will bring the list to the June meeting.

Bill Thomas, Reno asked Kim Bruce to address Health's concern, cost going up with less people, and asked when there will be an audit of all entities to review to enable them to set aside costs for Fiscal Year 2018 budgets and possible growth for another fiscal year.

Kim Bruce, Accela, replied that the license agreement includes a tiered user/cost method. Prior to April 1, Accela will be working with the ARC team to solidify the license

count, and on April 1, Accela will audit the licenses and provide their findings for agreement to invoice for July 1, 2017 to June 30, 2018 fees.

Neil Krutz, Sparks, recalled that from the previous meeting (item J), Sparks did not anticipate a whole lot of change in their budget, but acknowledging Health's concern, he is pleased that the ARC is working on solidifying standardization of methodology behind calculating user attributable license costs.

| | |
|-------------------------|---------------------------------|
| Proposed Motion: | Move to accept. |
| Mover: | Bill Thomas, Reno |
| Second: | Charlene Albee, Health District |
| Ayes: | [Unanimous] |

F. Presentation, discussion and possible direction to staff regarding 1) the Accela contract requirements for the maintenance window, uptime specifications and performance requirements; and 2) Performance shortcomings and pursuit of resolution by the agencies. **(For Possible Action.)**

Lori Piccinini presented slide 6, Performance Log, Actions Taken and Pursuit of Resolution list. Washoe County Technology Services (TS) has been tracking performance issues and comparing them with Accela's self-admitted down time on a monthly basis. Per contract, if more than 4 hours per month of downtime is logged with the product, Accela is subject to providing a reduction of subscription rates. Ms. Piccinini described that the bulk of issues to be addressed, are slowness and "screens of death". Washoe network teams have been analyzing speed and errors and Craig Betts, Washoe, will be meeting with Kim Bruce, Accela, next week to discuss a possible refund. Ms. Piccinini noted that the hosted system creates a challenge and the report provided by Accela is for the entire West Coast data center.

Charlene Albee, Health, commended Washoe TS staff for putting forth effort to track down issues as they happen, repeating the process that causes the error and working with the network and programming team to narrow down what is happening during these glitches. TS is attempting to narrow errors down to origin in real-time.

Discussion and consensus was reached with all agencies to work together to track and share application performance issues for inclusion in Washoe's reports to Accela, which will assist regional staff in triage to enable a stable environment that will not frustrate citizens or staff. Washoe County has a Helpdesk tracking system where Accela program difficulties are noted in the system and are easily tracked. Specific highlights are below.

Craig Betts, Washoe, stated that staff reviewed Accela's downtime report and marked it up with the information staff will need for an efficient report providing detail of the different factors, amount of downtime, which instances actually went down so that we have an accounting of our instance of the posted site to have that conversation with Accela on Friday. Mr. Betts is hopeful that Accela will be able to provide the proper response.

Bill Thomas, Reno, asked for a more consistent method of Accela documentation for the local agencies, not the entire West Coast, and consistent method to triage the “screens of death”. Mr. Thomas asked to find out whether the slowdowns/downtime is a west coast, Accela or local issue with the hosted system and if the “screens of death” are an Accela problem or local problem.

Craig Betts, Washoe, stated that the “screen of death” instances are being seen during the series of network hops to the hosted site and within different areas of the application pages itself, therefore staff is communicating with Accela to determine if the network site hangs up, its page switching within the application, or if it’s downtime.

Bob Sack, Health, indicated that the front counter staff is not reporting every slowness time or reboot stating the issues are continuous as opposed to all down at the same time, causing reboot, or for staff to start a process all over again. Mr. Sack added that the issues are frequent, but not every person is affected at the same time.

Lori Piccinini reported that the global search index feature was identified as an issue and after that feature was redone, staff experienced improvement.

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| Proposed Motion: | Move to accept the report, and at the next meeting report on the “white screen of death” and resolution of such. |
| Mover: | Bill Thomas, Reno |
| Second: | Neil Krutz, Sparks |
| Ayes: | [Unanimous] |

G. Announcements/Reports/Updates – Oversight Group Member
announcements/reports/updates from members concerning the regional business license and permits project. Request for information and any ideas and suggestions for the project.

Discussion and consensus to move the June meeting from the City of Reno to the Board of County Commissioners Caucus Room, 2nd Floor Building A, Washoe County Administrative Complex – day and time: June 6, 2017 2:30pm with all future meetings to occur at 2:30pm at Washoe County.

H. Identification of future agenda items for the quarterly meeting of the Oversight Group on June 6, 2017 (For Possible Action).

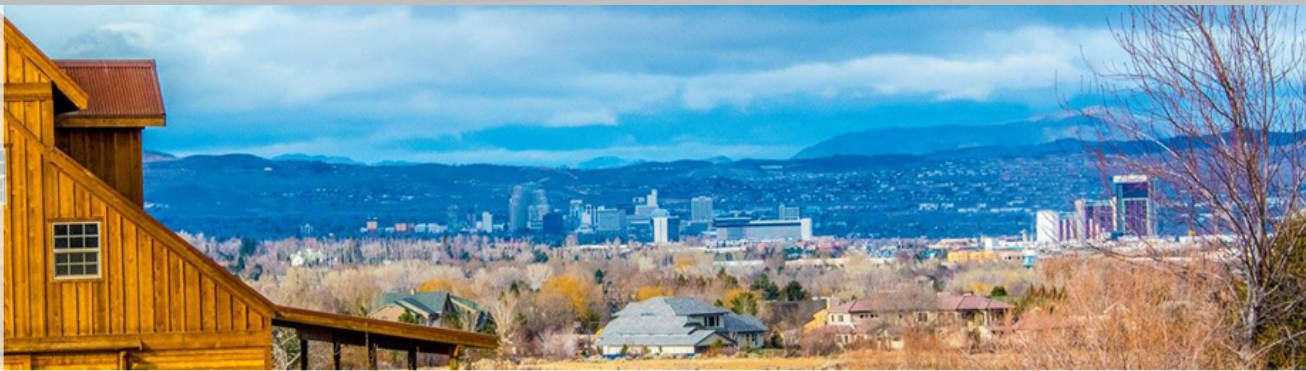
- Performance uptime review with report on white screen errors/resolution
- Refined subscription count and budgets for each agency
- Amendment to the License Agreement for the annual ongoing subscription process (as discussed under item E on page 4)
- Douglas and Carson City County updates

I. Public Comment – Comments heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the agenda. Each person addressing the Oversight Group shall give his name and shall limit the time of their presentation to three (3) minutes per NRS 2411020(2)(d)(7).

Craig Betts, Washoe, commented that within the Accela application, there is a GIS lookup transaction coming in-house through the GIS server at Washoe County and staff has the ability to post notices within the application. Staff is preparing a public notice alert for posting within the application to indicate that GIS services will not be working this Saturday morning from 6:00am – 10:00am while firewall maintenance is being performed.

N. Adjournment (For Possible Action).

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|-------------------------|--------------------|
| Proposed Motion: | Motion to adjourn |
| Mover: | Bill Thomas, Reno |
| Seconder: | Neil Krutz, Sparks |
| Ayes: | [Unanimous] |



Regional License and Permits Program

Quarterly Meeting of the Oversight Group Meeting
June 6, 2017



Oversight Agenda Item E (City of Reno)

- **Oversight Group Authority, Staff and Legal Counsel Involvement per Interlocal Cooperative Agreement**

Oversight Agenda Item F *(All agencies)*

- **Financial Report (Attachment A)**
 - Presented by the Washoe County Comptroller's Office

Oversight Agenda Item F (All agencies, cont.,)


- Approval of FY17-18 Annual Subscriptions- year 4 (Attachment B)
- Total \$354,670.32 - Increase of \$72,705.60

| <i>FY1718 Annual Costs per Agency</i> | | | | |
|---------------------------------------|--------------|-------------|-------------|---------------------------------------|
| | AA | AMO | ACA | TOTAL SUBSCRIPTION COST Per Agency |
| Health | \$49,799.94 | \$0.00 | \$0.00 | \$49,799.94 |
| Reno | \$99,599.87 | \$20,697.60 | \$6,895.77 | \$127,193.24 |
| Sparks | \$58,359.30 | \$12,700.80 | \$2,706.42 | \$73,766.52 |
| Washoe | \$80,924.89 | \$15,993.60 | \$3,228.93 | \$100,147.42 |
| Additional | | \$3,763.20 | | \$3,763.20 |
| | \$288,684.00 | \$53,155.20 | \$12,831.12 | \$354,670.32 |

- By contract we are bound to 303 AA and 113 AMO plus any overages
- **Oversight direction requested for payment**
 - Payment of Additional unused AMO licenses

Oversight Agenda Item F *(All agencies, cont.)*

Amendment to the Accela Contract (Attachment C)

- 
- Original Contract required every 30 day user true-up with payment for each additional user
 - Washoe requested the amendment to:
 - Align contract with Fiscal year
 - Allow for additional users as needed throughout the year to be included in the next annual true-up
 - Up to 50 additional users may be added within each fiscal year
 - Accela to invoice on 7/1 with due upon receipt terms and a 10 day grace period
 - Agencies to reimburse Washoe as described in Section 12.1 of the Interlocal Agreement
 - Washoe's BCC Chair signed the Amendment

Oversight Agenda Item G (All agencies, cont.,)

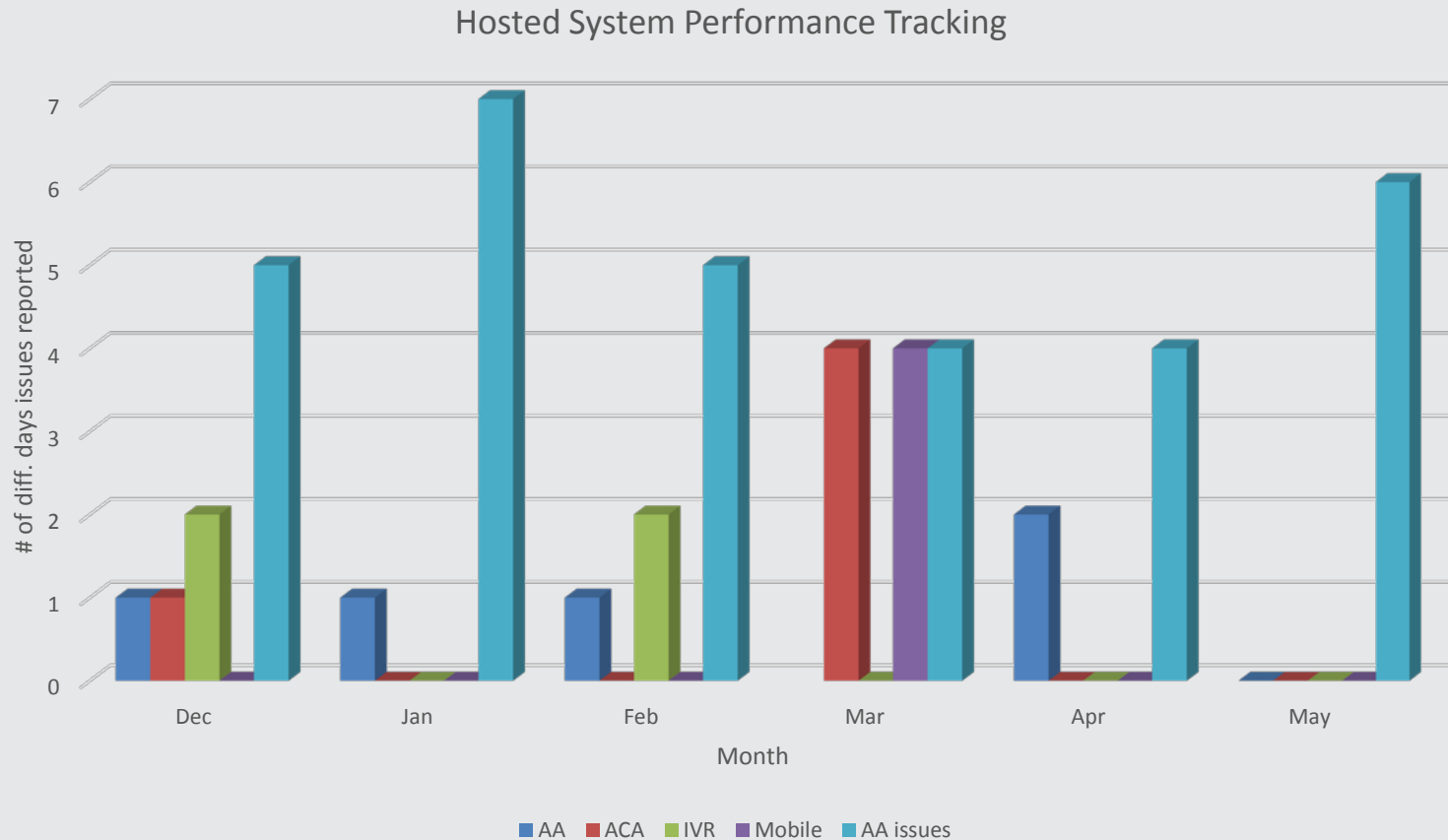


Douglas County, NV Request to join

- Douglas County, David Lundergreen, Building Official
 - Article 13 of the Interlocal allows for additional participating agencies
 - Initial Users during development: 10 Accela Automation and 2 Mobile Office
 - Sample Costs to Douglas
 - Accela cost to join the ONE: \$10,692.00
 - Accela cost to join the ONE after July 1 costs: \$11,880.00
 - Accela cost outside ONE: \$26,280.00
 - Total users after development: 40 Accela Automation and 6 Mobile Office
 - Impacts and Benefits

Oversight Agenda Item H (All agencies, cont.,)

■ Follow-up of Monthly Performance Report



Oversight Agenda Item H (cont.,)

- **Contract references to Uptime:**
 - Continued unplanned downtime in March, April and May approx. 1-2 times per month in AA.
 - ACA and Mobile apps had 4 instances of downtime in March

- **Actions taken/Pursuit of Resolution**
 - Washoe TS and Accela Regional Administrators have continued working with Accela CRC to review hotfixes and testing with staff
 - Washoe has been testing with Virtual desktops and internet connectivity
 - Reno was asked to send trace logs
 - Challenges: Hosted system, diagnosing the cause

- **Credit Memo – Accela Process**
 - December downtime did not meet hosted agency contractual standards = 99.9% uptime
 - Accela issued a credit in the amount of \$3,524.56 that will be applied to our annual subscription

Oversight Agenda Item I

Accela Post go live status

- ***62,000 permits and licenses have been created since 10/31; 1400 were through the Citizen Portal***
- ***Implementation Project status with Accela***
 - 3 Remaining go-live Issues, 3 of 32 remaining deliverables
 - Parking lot items:
 - Silverflume Interface - Internal Staff will complete
 - Administrative Enforcement interface
 - 9.1 release coming June 1, 2017

Item J: Announcements/Reports/Updates

Item K: Future Agenda Items

- **Next Quarterly Meeting date of the Oversight Group**
 - Tues. September 5, 2017 2:30 pm Washoe County
 - Future agenda items and ongoing meeting schedule



L. Public
Comment

M.
Adjournment

Regional Business License and Permits Program
June 2014 - May 22, 2017

| | |
|--|--------------------------------------|
| Accele Government Software Contract (includes all agencies) | |
| Year 1 Subscription | \$ 281,964.72 |
| Year 2 Subscription | 281,964.72 |
| Year 3 Subscription | 281,964.72 |
| Consulting/Implementation | 1,298,109.94 |
| Contingency | 87,369.66 |
| Change Request | 148,000.00 |
| Accele Total Contract Obligation | <u><u>\$ 2,379,373.76</u></u> |

| | |
|---|--------------------------------------|
| Accele Government Software Invoices - Paid | |
| Year 1 Subscription | \$ 281,964.72 |
| Year 2 Subscription | 281,964.72 |
| Year 3 Subscription | 281,964.72 |
| Consulting/Implementation Fees | 1,168,298.94 |
| Progress Payments: #1 through #8 | 133,200.00 |
| Total | <u><u>\$ 2,147,393.10</u></u> |

Note: Consulting & Implementation Fees paid to Accele do not include contingency

| | |
|--------------------------------------|------------------------------------|
| Total Remaining Due to Accele | |
| Final Invoice - withholding | 129,811.00 |
| 10% Holdback from Change Request | 14,800.00 |
| Total Remaining | <u><u>\$ 144,611.00</u></u> |

| | |
|--|------------------------------------|
| Washoe County & Health District | |
| Year 1 Subscription | \$ 129,492.71 |
| Year 2 Subscription | 129,492.71 |
| Year 3 Subscription | 129,492.71 |
| Consulting & Implementation Fees Paid | 514,145.81 |
| Progress Payments: #1 through #8 | 60,872.40 |
| Total | <u><u>\$ 963,496.34</u></u> |

| | |
|---|------------------------------------|
| City of Sparks - Invoiced by Washoe County | |
| Year 1 Subscription | \$ 37,030.86 |
| Year 2 Subscription | 37,030.86 |
| Year 3 Subscription | 37,030.86 |
| Consulting and Implementation Fees Paid | 393,111.96 |
| Contingency Fees Paid | 18,399.70 |
| Progress Payments - #1 through #8 - Paid | 39,693.60 |
| Total Invoiced | <u><u>\$ 562,297.84</u></u> |

| | |
|------------------------------|------------------------------------|
| Total Paid to Washoe | <u><u>\$ 562,297.84</u></u> |
| Balance Due to Washoe | <u><u>\$ -</u></u> |

| | |
|---|------------------------------------|
| City of Reno - Invoiced by Washoe County | |
| Year 1 Subscription | \$ 115,441.15 |
| Year 2 Subscription | 115,441.15 |
| Year 3 Subscription | 115,441.15 |
| Consulting and Implementation Fees Paid | 333,724.94 |
| Contingency Fees Paid | 26,055.54 |
| Interest Paid | 3,239.52 |
| Progress Payments - #1 through #8 - Paid | 32,634.00 |
| Total Invoiced (Includes Interest) | <u><u>\$ 741,977.45</u></u> |

| | |
|--|------------------------------------|
| Total Paid to Washoe | <u><u>\$ 507,029.70</u></u> |
| Balance Due to Washoe utilizing Loan Option | <u><u>\$ 234,947.75</u></u> |

Annual Subscription Calc Process per Interlocal page 16

FY1718 Annual Costs per Agency

| | AA | AMO | ACA | TOTAL SUBSCRIPTION COST Per Agency |
|--------------|---------------------|--------------------|--------------------|---------------------------------------|
| Health | \$49,799.94 | \$0.00 | \$0.00 | \$49,799.94 |
| Reno | \$99,599.87 | \$20,697.60 | \$6,895.77 | \$127,193.24 |
| Sparks | \$58,359.30 | \$12,700.80 | \$2,706.42 | \$73,766.52 |
| Washoe | \$80,924.89 | \$15,993.60 | \$3,228.93 | \$100,147.42 |
| Additional | | \$3,763.20 | | \$3,763.20 |
| TOTAL | \$288,684.00 | \$53,155.20 | \$12,831.12 | \$354,670.32 |

| AA Licenses | Per Seat | X 12/Annual |
|----------------------------|----------|----------------------|
| 303 | \$ 59.40 | \$ 215,978.40 |
| 68 | \$ 89.10 | \$ 72,705.60 |
| 371 | | \$ 288,684.00 |
| AMO Mobile | | |
| 113 | \$ 39.20 | \$ 53,155.20 |
| Total: 113 | | |
| ACA Subscription | | |
| 427704 | \$ 0.03 | \$ 12,831.12 |
| FY1718 Subscription | | \$ 354,670.32 |

² The percentage contribution is the percentage of users that an ENTITY has, multiplied by the overall cost of that PLATFORM component. As an example: For Automation, 150/300 seats translates to 50%. That 50% is then multiplied by \$213,840 (the total cost for Automation seats). This yields an ENTITY cost of .50 x 213,840 = 106,920 for the Automation component.

| AA Calcs | Users | # users/total users | % * Total Cost |
|--------------|------------|---------------------|----------------------|
| Health | 64 | 17% | \$ 49,799.94 |
| Reno | 128 | 35% | \$ 99,599.87 |
| Sparks | 75 | 20% | \$ 58,359.30 |
| Washoe | 104 | 28% | \$ 80,924.89 |
| TOTAL | 371 | 100% | \$ 288,684.00 |
| AMO Calcs | Users | # Users/Total Users | % * Total Cost |
| Health | 0 | 0 | \$ - |
| Reno | 44 | 39% | \$ 20,697.60 |
| Sparks | 27 | 24% | \$ 12,700.80 |
| Washoe | 34 | 30% | \$ 15,993.60 |
| UNUSED | 8 | 7% | \$ 3,763.20 |
| | 113 | | \$ 53,155.20 |

| ACA Citizen Access | 427704 | Reno | Sparks | Washoe | TOTAL |
|----------------------------------|---------------|-------------|-------------|-------------|---------------------|
| Calculation from Interlocal | 427614 | \$ 6,895.77 | \$ 2,706.42 | \$ 3,228.93 | \$ 12,831.12 |
| Population | | 229,859 | 90,214 | 107,631 | |
| Annual Population % | | 53.7% | 21.1% | 25.2% | |
| Annual Population Costs * | | \$ 6,895.77 | \$ 2,706.42 | \$ 3,228.93 | |

Accela Automation Subscription User tier Discount

| AA: | % Discount | Total User Rate for Additional User Tiers | Per User per Month Fee (with annual subscription) | Per User per Year Fee (with annual subscription) |
|-----------------------------|------------|---|---|--|
| | | 0-49 | 99 | 1188 |
| | 10% | 50-99 | 89.1 | 1069.2 |
| | 20% | 100-199 | 79.2 | 950.4 |
| Additional User Rate | 30% | 200-299 | 69.3 | 831.6 |
| Contract Rate | 40% | 300-399 | 59.4 | 712.8 |
| | 45% | 400-549 | 54.45 | 653.4 |
| | 48% | 550-699 | 51.98 | 623.76 |
| | 50% | 700-849 | 49.5 | 594 |
| | 53% | 850-999 | 47.03 | 564.36 |

Accela Automation MOBILE Subscription User tier Discount

| | % Discount | Total User Rate | Per User per Month Fee | Per User per Year Fee (with |
|-----------------------------|------------|-----------------|------------------------|-----------------------------|
| Mobile: | | 0-49 | 49.00 | 588.00 |
| Additional User Rate | 10% | 50-99 | 44.10 | 529.20 |
| Contract Rate | 20% | 100-199 | 39.20 | 470.40 |
| | 30% | 200-299 | 34.30 | 411.60 |
| | 40% | 300-399 | 29.40 | 352.80 |
| | 45% | 400-549 | 26.95 | 323.40 |
| | 48% | 550-699 | 25.73 | 308.76 |
| | 50% | 700-849 | 24.50 | 294.00 |
| | 53% | 850-999 | 23.28 | 279.36 |
| | 55% | 1000 and above | 22.05 | 264.60 |

EXHIBIT C – PRICING EXHIBIT

Number of Annual Terms: 5

Professional Services*

| PART # | DESCRIPTION | QTY | UNIT PRICE | EXTENDED | NET PRICE |
|-----------------|-----------------------------|-----|----------------|----------------|----------------|
| SV000000GEN0001 | Total Professional Services | 1 | \$1,298,109.94 | \$1,298,109.94 | \$1,298,109.94 |
| | Subtotal | | | | \$1,298,109.94 |
| | | | | | |

| PART # | DESCRIPTION | QTY | UNIT PRICE | EXTENDED | DISCOUNT | NET PRICE |
|-----------------|---|---------|--------------|--------------|----------|--------------|
| SS10AAASSAS0001 | Accela Automation - Subscription User | 303 | \$1,188.0000 | \$359,964.00 | 40.000 | \$215,978.40 |
| SS10AACAPOP0001 | Accela Citizen Access - Subscription Population | 427,704 | \$0.0300 | \$12,831.12 | 0.000 | \$12,831.12 |
| SS10AAMOSAS0001 | Accela Mobile Add On - Subscription User | 113 | \$588.0000 | \$66,444.00 | 20.000 | \$53,155.20 |
| | Subtotal | | | | | \$281,964.72 |

| | |
|---------------|-----------------------|
| TOTAL: | \$1,580,074.66 |
|---------------|-----------------------|

The information above, and as further provided below, establishes the pricing for the product use and implementation.

AMENDMENT

- 1. Parties**

| | |
|--|---|
| ACCELA Accela, Inc. 2633 Camino Ramon, Suite 500 Bishop Ranch 3 San Ramon, California 94583 Attention: Contracts Administration T: 925.659.3200 F: 925.407.2722 e-Mail: contractsadmin@accela.com | CUSTOMER County of Washoe, NV PO Box 11130 Reno, NV 89520 Attention: Craig Betts T: 775-328-2355 F: 775-328-2356 e-Mail: cbetts@washoecounty.us |
|--|---|
- 2. Effective Date:** This Amendment is effective as of the last signature date below ("Effective Date"). This is an amendment to the Business License and Permits System Contract (the "Contract") between the Parties, dated June 30, 2014.
- 3. Purpose:** To revise the methodology used to assess applicable fees based on Users; to revise the current subscription term to coincide with County's fiscal year.
- 4. Subscription Renewal, Current Term Additional Users and True-Up:** As provided in the Contract, Customer may renew the Subscription Services in accordance with the terms and conditions for True-Up of User Count and pricing established in the Contract. Fees for Users added through June 30, 2017, will be due upon the commencement of use by the additional User and County shall report added User(s)' commencement date(s) to Contractor. Effective July 1, 2017, Exhibit C – Pricing Exhibit of the Contract starting from the section entitled "Subscription:" will be superseded and replaced in its entirety with the following True-up/True-Down methodology.

Annual July 1st True-Up/True-Down:

By May 1, 2017, Accela will provide County with an updated estimate for the User Count, and Customer will have ten (10) business days from receipt of the updated estimate to review the assessment and provide Accela with confirmation and/or response with any requested changes. After receipt of County's response, Accela will review County's response, validate the User Count and issue an invoice according with Customer's Payment Terms with the New User Count and fees starting July 1, 2017. See Fiscal Year Changes section below.

Accela will provide County with an assessment of the **estimated** current User Count each December for County's use in budget preparation, starting December 2017 (true-up or true-down from current User Count). On or about each May 1 following the December estimate, Accela will provide County with an updated estimate for the User Count, updating the December estimate as necessitated (true-up or true-down) and Customer will have ten (10) business days from receipt of the updated estimate to review the assessment and provide Accela with confirmation and/or response with any requested changes. After receipt of County's response, Accela will review County's response, validate the User Count and issue an invoice according with Customer's Payment Terms with the New User Count and fees starting July 1, 2018, and each July 1 thereafter. See Fiscal Year Changes section below.

Fiscal Year Changes:

If County's user count fluctuates during the fiscal year beginning July 1, no additional fees shall be assessed with the exception of the following: a) at any time during the fiscal year, if the Agency adds more than 50 licenses above the New User Count applicable to that fiscal year, an additional fee prorated for the remainder

of the fiscal year will be assessed with a corresponding invoice issued; or b) in the event any additional Departments or Modules are deployed in the fiscal year, or a Large Growth Event occurs (acquisition, merger, etc.), all new licenses associated will be billed at the time of use through the end of the current fiscal year-

Calculation of Fees and Fee Table for Annual Additions

Fees will be calculated pursuant to the Tier designations for the current, annual additions below, adjusted by a three percent (3%) annual increase commencing July 1, 2019.

For example, assume the total fees for Year 5 was \$300,000 and in the Fifth Year, County had 320 Accela Automation Named Users. Assume in the Sixth Year, the County has 400 Accela Automation Named Users. The fee for the Base and New Automation Subscription Users for the Sixth Year would be as follows:

Base Fee Year 6 = \$309,000
 (\$300,000 (Year 5 Base Fee) x 1.03% for annual increase)
 [this now becomes the Base Fee in the following year's calculation]

Accela Automation Subscription Fee for Users Added in Year 6 = \$88,102
 80 Named Users added for Year 6 (400 Named Users – 320 Named Users) * \$89.10/user/month * 1.03% * 12 months

Table II

| Accela Automation Subscription User Tier Discount for New Additions | | |
|--|--|---|
| % Discount | Total User Rate for Additional User Tiers | Per User per Month Fee* (with Annual Subscription) |
| | 0-49 | 99.00 |
| 10% | 50-99 | 89.10 |
| 20% | 100-199 | 79.20 |
| 30% | 200-299 | 69.30 |
| 40% | 300-399 | 59.40 |
| 45% | 400-549 | 54.45 |
| 48% | 550-699 | 51.98 |
| 50% | 700-849 | 49.50 |

| | | |
|-----|----------------|-------|
| 53% | 850-999 | 47.03 |
| 55% | 1000 and above | 44.55 |

| Accela Mobile Subscription User Tier Discount for New Additions | | |
|--|--|---|
| % Discount | Total User Rate for Additional User Tiers | Per User per Month Fee* (with Annual Subscription) |
| | 0-49 | 49.00 |
| 10% | 50-99 | 44.10 |
| 20% | 100-199 | 39.20 |
| 30% | 200-299 | 34.30 |
| 40% | 300-399 | 29.40 |
| 45% | 400-549 | 26.95 |
| 48% | 550-699 | 25.73 |
| 50% | 700-849 | 24.50 |
| 53% | 850-999 | 23.28 |
| 55% | 1000 and above | 22.05 |

*Increases by 3% per year starting July 1, 2019.

[Definitions for User Count are as established pursuant to Sec. 17 and 18 of the Subscription terms of the Contract (It being confirmed herein, that Subscription User Count allocations are based on User Count for each environment, with the Delegate Users, who have access to all environments being counted as a single User.) Fees are as provided in Ex. C of the Agreement, which identifies the Initial User Counts and annual calculations/adjustments (see Subscription section of Ex. C).

5. Paragraph 1 of the Contract is amended to revise the current annual subscription term start and end dates as follows:

| | Term Start Date | Term End Date |
|----------------------------|------------------------|----------------------|
| Current Annual Term | June 30 | June 29 |
| Amended Annual Term | July 1 | June 30 |

6. Term: This Amendment continues in effect throughout the Term of the Contract.
7. Paragraph 10.6, Conflicts Between Documents: Order of Precedence, is deleted and replaced with the following in order to include amendments to the Contract within the order of precedence:

"In the event that there is a conflict between the documents comprising the Agreement, the order of precedence shall be as follows:

- (1) Any amendments to this Agreement
- (2) This Agreement
- (3) Exhibits to this Agreement

Order of Precedence of Exhibits:

- (i) Exhibit C – Pricing Exhibit
- (ii) Exhibit E – Statement of Work for Implementation and any Change Orders/Amendments thereto
- (iii) Exhibit D and D-2 - Subscription Terms and Conditions, Security/Disaster Recovery, all apply regarding Subscription Services
- (iv) Exhibit A – County's Request for Proposal
- (v) Exhibit B – Contractor's Proposal

10.6.1 Exhibit F – Escrow Agreement – shall govern and take precedence with regard to all matters involving escrow and release of code."

8. Additional Terms and Conditions

- 8.1 The payment terms of all invoices are net thirty (30) calendar days from the dates of the invoices. Unless specifically amended, modified, or supplemented by this document, all terms and conditions of prior written agreements between the parties shall remain unchanged and in full force and effect. The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.
- 8.2 If any particular provision of this document is determined to be invalid or unenforceable, that determination shall not affect the other provisions which shall be construed in all respects as if the invalid or unenforceable provision were omitted.

ACCELA

By: 
Signature

Julian D. Munoz
Print Name

Its V.P. Government Proposals
Title

Dated: April 12, 2017
Month, Day, Year

CUSTOMER

By: 
Signature

Bob Lucey
Print Name

Its CHAIR WASHOE COUNTY COMMISSION
Title

Dated: MAY 17, 2017
Month, Day, Year

END OF DOCUMENT

AMENDMENT No. 1

| | | |
|-------------------|--|---|
| 1. <u>Parties</u> | ACCELA Accela, Inc. 2633 Camino Ramon, Suite 500 Bishop Ranch 3 San Ramon, California 94583 Attention: Contracts Administration T: 925.659.3200 F: 925.407.2722 e-Mail: contractsadmin@accela.com | CUSTOMER County of Washoe, NV PO Box 11130 Reno, NV 89520 Attention: Craig Betts T: 775-328-2355 F: 775-328-2356 e-Mail: cbetts@washoecounty.us |
|-------------------|--|---|

2. Effective Date: This Amendment No. 1 is effective as of the last signature date below ("Effective Date"). This is an amendment to the Amendment to the Business License and Permits System Contract (the "Contract") between the Parties, dated May 17, 2017.

3. Purpose: To revise the Net Payment Terms in Section 8.1 of the Contract.

Section 8.1 of the Contract shall be deleted in its entirety and replaced with the superseding language below:

"8.1 The payment terms of all invoices are "Due Upon Receipt" from the dates of the invoices, which shall have a date of July 1 for each respective annual term. Accela acknowledges that Customer may need additional time to process the invoice. Accela will provide a grace period for up to ten (10) days from the invoice date."

4. Unless specifically amended, modified, or supplemented by this document, all terms and conditions of prior written agreements between the parties shall remain unchanged and in full force and effect. The parties expressly disclaim any alternate terms and conditions accompanying drafts and/or purchase orders issued by Customer.

5. If any particular provision of this document is determined to be invalid or unenforceable, that determination shall not affect the other provisions which shall be construed in all respects as if the invalid or unenforceable provision were omitted.

ACCELA

CUSTOMER

By: _____
Signature

By: _____
Signature

Print Name

Print Name

Its _____
Title

Its _____
Title

Dated: _____
Month, Day, Year

Dated: _____
Month, Day, Year

END OF DOCUMENT