



Office of the City Manager

CONSENT CALENDAR  
November 27, 2012

To: Honorable Mayor and Members of the City Council

From:  Christine Daniel, City Manager

Submitted by: Donna Lasala, Director of Information Technology

Subject: Contract No. 7187B Amendment: City of Inglewood Parking Citation Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 7187B with City of Inglewood for parking citation services, increasing the contract amount by \$245,000 for a total not to exceed \$2,995,000 from November 1, 2006 to June 30, 2013.

FISCAL IMPACTS OF RECOMMENDATION

The amendment will add \$245,000 for six months. Funding is allocated as part of the Department of Information Technology baseline budget:

\$245,000 Budget Code: 010-2709-410-3038 (General Fund, Information Technology, Miscellaneous Service)

The amendment has been entered into the City's Contract Management System and assigned CMS No. FEBKW.

CURRENT SITUATION AND ITS EFFECTS

Since 1993, the City of Inglewood (Inglewood) has provided parking citation services to the City of Berkeley (City). These services include hosted software, citation processing, data entry, mailing fine and penalty notices, administrative review of contested citations in accordance with the California Vehicle Code, payment processing, and collections on delinquent accounts.

To improve the efficiency and cost-effectiveness of parking citation administration, the City issued a Request for Proposals (RFP) in December 2011. Interested vendors submitted proposals for an expanded and streamlined set of services, including online contestations, web-based administrative review, integrated online parking permits, and improved payment remittance. Since then, staff in the Police Department, the Department of Finance, and the Department of Information Technology have been evaluating the wide array of service options presented by responding vendors; a final recommendation for contract award will be presented to Council in January 2013. Full implementation of an improved system will require three to six months. Therefore, staff

is recommending that the City's current contract with Inglewood be extended for a period not to exceed six months, during which time the new system will be configured, tested, and put into production

### BACKGROUND

The City has contracted with Inglewood for parking citation administration services since 1993. In 2004, the City issued a Request for Proposal (F-9084-04) and again selected Inglewood to process the City's parking citations. In 2006, the contract was rewritten to include services such as online payment processing. In July 2009, Council approved a contract amendment extending the term of Inglewood's contract until December 2012, for an amount not to exceed \$2,750,000 (Resolution 64,550 N.S.), with the intent of issuing an RFP, evaluating responses, and implementing an improved parking citation management system as part of the Fiscal Year 2012-2013 workplan.

### RATIONALE FOR RECOMMENDATION

Staff is recommending a six month extension to the contract with Inglewood to allow the City's current citation processing system to continue while a new system is properly negotiated, configured, tested, and put into production. The Department of Finance has indicated that April 2013 is the best time to "go live" with a new system, due to other workplan commitments and seasonal activities (such as business license renewals January through March). This timing will allow staff in the Police Department and the Department of Finance to be trained during the month of April, for a projected "go-live" to begin May 1, 2013 and proceed through full implementation by June 30, 2013. Moreover, this timeframe will allow the City's new Parking Enforcement Manager, hired by the Police Department in September 2012, to fully participate in negotiating and configuring a core automation tool for the Division of Parking Enforcement.

### ALTERNATIVE ACTIONS CONSIDERED

Staff considered expediting the transition to a new system, but determined that the risks associated with hurried configuration and testing during a period when the Department of Finance is working on several other automation projects (such as online payments, new business licensing software implementation, and new refuse billing systems), as well as a seasonal spike in baseline services such as business license renewals (January through March), were unacceptable. Hence, staff is recommending a six-month timeline for the configuration and implementation of a new parking citation system, during which time the City's current system with Inglewood will remain operational.

### CONTACT PERSON

Donna LaSala, Director of Information Technology, 981-6541

### Attachments

1. Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 7187B AMENDMENT: CITY OF INGLEWOOD FOR PARKING  
CITATION SERVICES

WHEREAS, the City of Berkeley received proposals from interested vendors in January 2012 to provide the City with a complete Parking Citation Management System; and

WHEREAS, City staff needs more time to conduct a complete evaluation of the proposals received; and

WHEREAS, Inglewood has provided services in the processing of parking citations; and

WHEREAS, funds are available in FY 2013 in budget code 010-2709-410-3038 (CMS No. FEBKW); and

WHEREAS, the City requires extension of the contract to ensure continuity of citation services.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 7187B with the City of Inglewood, increasing the contract amount by \$245,000 for a total not to exceed \$2,995,000 and extend the term to June 30, 2013.

