

Office of the City Manager

CONSENT CALENDAR February 5, 2013

To: Honorable Mayor and Members of the City Council

From: /// Christine Daniel, City Manager

Submitted by: Michael Meehan, Chief of Police

Subject: Contract: ACS State and Local Solutions for a Parking Citation

Management Solution

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract and any amendments with ACS State and Local Solutions to provide Parking Citation Management Services for a total amount not to exceed \$1,440,000 from April 1, 2013 to June 30, 2016.

FISCAL IMPACTS OF RECOMMENDATION

An annual amount of \$480,000 for this contract has been allocated in the Information Technology's 311 Customer Service Budget (General Fund budget code 010-2709-410-3038) in FY 2013. In FY 2014, the funding will be moved to the Police Department budget (General Fund budget code: 010-7303-420-3038).

\$1,440,000 Total amount for FY 2013 through FY 2016

The contract has been entered into the City's contract database and assigned CMS No. MQZQP.

CURRENT SITUATION AND ITS EFFECTS

The current system for issuance, processing and collections of parking citations is not efficient. A Request for Proposals (RFP) for a Parking Citation Management System was issued by the City in December, 2011. Four (4) proposals were received in response to the RFP by the proposal due date of January 26, 2012. The City's current vendor, City of Inglewood, chose not to submit an independent proposal, but was listed as a subcontractor in Duncan Solutions Inc. RFP response. The three proposers, which met the minimum qualifications as established in the RFP, advanced to the next step of the selection process where each vendor was invited to present their solution to City staff.

A selection panel comprised of key stakeholders from Police, Public Works and Finance rated the 3 proposals, after those proposers and their teams made a live demonstration. The selection panel rated the proposals in the following order:

- 1. ACS State and Local
- 2. Data Ticket
- 3. Duncan Solutions

ACS State and Local Solutions, was the ranked as the top proposal, based on their ability to meet the needs of the entire City. They will be responsible, but not limited, to providing the following services as detailed in the RFP:

- A. General Information Processing
- B. Data Processing
- C. Correspondence Processing
- D. Residential Parking Processing (including on-line renewal)
- E. Financial Deposits and Reconciliation
- F. Customer Service Center
- G. Reporting Requirements
- H. Administrative Adjudication Process
- I. Collection of Delinquent Account Process
- J. Handheld Equipment, Software and Supplies
- K. System Hardware Replacement
- L. Training

BACKGROUND

Parking citation issuance and processing has been managed in different departments in the City for many years. The City currently has two separate contracts for issuing and processing parking citations. The citation issuance (Contract No. 6397) with Duncan Solutions (formerly Enforcement Technologies), that has been in place since 2004. The parking citation processing (Contract No.7187) with City of Inglewood has been in place since 2006 and the City has contracted with them since 1993. The original terms of the contracts are antiquated and do not meet City's present operational needs. For instance, the contract with Duncan Solutions does not provide for new upgraded equipment capable of capturing GIS information. The equipment currently used was provided by the contractor many years ago, the equipment is outdated, and no longer meets the operational needs of Parking Enforcement division. Additionally, the citation processing contract with the City of Inglewood does not address on-line renewal for Residential Parking Permits (RPP).

A selection panel comprised of City staff representing stakeholder departments interviewed and watched demonstrations from each proposer and their team. Proposers made presentation about their company, and the solutions they offer. They also answered questions about their proposal for City staff. Each proposer and their team were asked an identical set of pre-established questions as well as follow up questions based on the presentation and proposals. Panel members independently scored the proposers based upon their responses, experience, proposed solution to the specifications of the RFP and ease of customization of the system to meet City's unique needs.

RATIONALE FOR RECOMMENDATION

The selection panel awarded ACS State and Local Solutions the highest points based on the criteria established in the RFP; furthermore this vendor comes highly recommended by their current and former clients. Additionally, the vendor's proposed solutions in response to the RFP, not only meet, but exceed the City's unique needs for parking citation management services. The proposed handheld citation computer solutions exceed RFP specifications, and there is no additional cost to the City for activation of features on the handheld citation computers, such as printing a photo on the citation, of the vehicle being cited, in the process of issuance.

ACS offers leading technology innovations such as dashboard reporting, importing of reports to Excel or Access, web-based document imaging and processing, RPP on-line renewal, internet payments, a Interactive Voice Response (IVR) phone system with payby-phone features, and the ability to interface with City's FUND\$ system. Furthermore, ACS offers an Automated Street Sweeper Camera System which can issue street sweeping citations, and Automated License Plate Recognition capability which automatically identify vehicles parked in timed zones.

ACS is technology neutral and their company is considered an integrator, which allows us to leverage best of breed technologies from other vendors for our parking enforcement program.

ALTERNATIVE ACTIONS CONSIDERED

Staff could have recommended extending the current contracts; however, the current contracts were awarded in 2004 and 2006 respectively. The contracts are antiquated and not practical in meeting City's current and future citation management service needs. Issuance of the RFP to solicit proposals for these services was in the City's best interests.

CONTACT PERSON

Noel Pinto, Parking Enforcement Manager, Police, 981-5892

Attachments:

1: Resolution

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

CONTRACT: ACS STATE AND LOCAL SOLUTIONS FOR A PARKING CITATION MANAGEMENT SOLUTION

WHEREAS, the City of Berkeley issued a Request for Proposal (RFP) for Parking Citation Management Service in December, 2011; and

WHEREAS, four prospective vendors submitted proposals meeting the minimum qualifications in response to the RFP to provide Parking Citation Management Services; and

WHEREAS, key stakeholders comprised the selection panel, which interviewed the vendors and evaluated the proposals; and

WHEREAS, ACS State and Local Solutions was ranked highest by the selection panel as being the most responsive to the specifications listed in the RFP; and

WHEREAS, funding for this contract in an annual amount of \$480,000 is available from the General Fund (010-7303-420.30-38), CMS. No. MQZQP.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with ACS State and Local Solutions to provide Parking Citation Management Services for a total amount not to exceed \$1,440,000 from April 1, 2013 to June 30, 2016.

BE IT FURTHER RESOLVED that the Council of the City of Berkeley authorizes the City Manager upon conclusion of the three (3) year contract and upon ACS State and Local Solutions consistently performing its responsibilities above and beyond the terms of the contract to extend the contract by two (2) additional, one (1) year options, for a total amount not to exceed \$2,400,000 from April 1, 2013 to June 30, 2018.