SUBJECT: PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)

BID #: ESC-0406-13 **OPEN DATE: 02/20/2013**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: PUBLIC PARKING

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (47) NUMBER RECEIVED: (6) OTHER: (2)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to utilize the third (3) and final renewal option with Professional Account Management, LLC., for the period of service from September 3, 2018 through September 2, 2019. Total annual expenditure not-to-exceed $120,000.00, for a revised contract expenditure not-to-exceed $746,551.10.

Funding for this award to be encumbered by the following accounts and executed by formal contract amendment through the Office of General Counsel (Contract #9904): DIPP412ENF-04662 - $30,000.00 & DIPP412AD-04662 - $90,000.00

Attachments: Recommendation Memo, Vendor Letter and Previous Awards

ANALYST: _____ RESPECTFULLY SUBMITTED _____
CHELSEY FLEMING GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Robert Carle, Public Parking Officer, Office of Public Parking

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

ONE CITY. ONE JACKSONVILLE.

Lenny Curry, Mayor

Downtown Investment Authority
Office of Public Parking
Claude Yates Building
231 East Forsyth Street, Suite 424
Jacksonville, Florida 32202
(904) 630-CITY
www.coj.net

August 2, 2018

Memorandum

To: Gregory Pease, Chief, Procurement Division

From: Robert Carle, Public Parking Officer, Office of Public Parking

Through: Aundra Wallace, CEO, Downtown Investment Authority

Reference: ESC-0406-13 / Contract # 9904

Subject: Request to Enter Into Third Year Renewal Option - City of Jacksonville Contract # 9904, Parking Citation Management System

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The Office of Public Parking recommends entering into the third (3rd) one year renewal option with Professional Account Management, LLC. The period of service will be effective September 3, 2018 – September 2, 2019.

In conjunction with this extension, all previous contract enhancements offered during the previous contract extension period, effective September 3, 2016 – September 2, 2018, remain in place and unchanged. In addition to the items offered in the prior two extensions amendments, service level thresholds, based on defect severity level are offered during this extension period. These Maintenance Defect Severity Levels are listed on the August 2, 2017 Duncan Solutions Parking Citation Management Contract Extension Letter. All other terms and conditions of COJ Contract # 9904 shall remain unchanged.

The estimated annual expenditure for this renewal period is $120,000.00 provided via the following funding sources:

DIPP412ENF-04662 - $30,000.00
DIPP412AD -04662 - $90,000.00

Total estimated expenditure not to exceed $746,551.10.

Please find the vendor's request to extend the contract and honor existing terms attached.

duncan solutions

633 W. Wisconsin Avenue Ste 1600 | Milwaukee WI 53203
Phone: 888.99DUNCAN | Fax: 414.847.6779 | www.duncansolutions.com

August 2, 2018

Mr. Robert Carle
Parking Manager
The City of Jacksonville
231 E. Forsyth Street
Jacksonville, FL 32202

Re: Parking Citation Management Contract Extension

Dear Mr. Carle,

Since the fall of 2013, Professional Account Management, LLC, a Duncan Solutions company (Duncan), has been honored to serve the City of Jacksonville as its partner providing services and technology in support of the City's parking citation issuance and processing program. We are pleased to report that this collaboration has been exceptionally successful, producing program efficiencies that have allowed the program to produce increased revenues for the City.

With relation to the existing parking citation management contract held with the City of Jacksonville signed September 3, 2013; Professional Account Management, LLC requests execution and extension of the existing agreement for a period of one (I) year as allowed by the contract.

Provision 6 of the contract states," The period of service for this Contract shall be three years from the date of full execution hereof, with three (3), one (I) year renewal options exercisable in the discretion of the City".

Incorporated by reference are the Request for Proposals issued by the City in January of 2013 and any addenda subsequently provided thereafter. The proposal response submitted by the Contractor dated March 6, 2013. In the furtherance of this purpose, the parties hereby do agree to the following terms and conditions.

Extension of above agreement for a period of one (I) year effective as of the signing of this document. The period of performance to be covered under this document will be September 3, 2018 - September 2, 2019. In conjunction with this extension, all contract enhancements offered during the previous contract extension periods, covering periods September 3, 2016 – September 2, 2018, remain in place and unchanged. In addition to the items offered in the prior two extension amendments, the following service level thresholds, based on defect severity level are offered during this extension period.

duncan solutions

633 W. Wisconsin Avenue Ste 1600 | Milwaukee Wi 53203
Phone: 888.99DUNCAN | Fax: 414.847.6779 | www.duncansolutions.com

Maintenance Defect Severity Levels			
ID	Title	Description	Standard Service Level
A	Complete System Outage	The System is completely unavailable.	Will be acknowledged within one (1) business hour; will be substantially resolved within three (3) business hours of receipt of notification.
B	Partial System Outage	An element of the system is completely unavailable or a subset of users cannot access the system.	Will be acknowledged within one (1) business hour; will be substantially resolved within one (1) business day of receipt of notification.
C	High Priority Defect	Impacts a core business function, and there is no functioning work-around.	Will be acknowledged within one (1) business hour; will be substantially resolved within two (2) business days of receipt of notification.
D	Medium Priority Defect	Impacts a core business function, but there is a functioning work-around.	Will be acknowledged within one (1) business day; will be substantially resolved within fifteen (15) business days of receipt of notification.
E	Low Priority Defect	Impacts only a few users, and there is a functioning work-around.	Will be acknowledged within two (2) business days; will be substantially resolved within normal release cycle.
F	Cosmetic Defect	No impact to users. Typically a misspelling or a field location defect.	Will be acknowledged within 7 business days; will be substantially resolved (capacity depending) within normal release cycle.

For PAM to honor the service level standards outlined in the able, it is required for the City to report all levels of maintenance category to PAM's support desk (support@duncansolutions.com) copying your assigned account manager for prompt resolution. If one or more requests are not acknowledged and resolved within the timelines presented above within any given month, the City will be credited $500.00 off of the following month's citation management invoice.

All other terms and conditions of COJ contract # 9904 shall remain unchanged.

Name – Professional Account Management, LLC	Name – City of Jacksonville
Name – Printed	Name – Printed
Title	Title
Date	Date

SUBJECT: **PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)**

BID # ESC-0406-13 OPEN DATE: **02/20/2013**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: **PUBLIC PARKING**

BASIS OF AWARD: **BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA**

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to ratify award from September 3, 2017 through date of award.

Recommend approval to utilize the second (2) of three (3) renewal options with Professional Account Management, LLC., for the period of service from date of award through September 2, 2018. Total annual expenditure not-to-exceed $120,000.00, for a revised contract expenditure not-to-exceed $626,551.10.

Funding for this award to be encumbered by the following accounts and executed by formal contract amendment through the Office of General Counsel (Contract #9904): DIPP412ENF-04662 - $30,000.00 & DIPP412AD-04662 - $90,000.00

ATTACHMENTS: Recommendation Memo, Vendor Letter, Contract Amendment, Previous Awards

BUYER _____
CHELSEY FLEMING

RESPECTFULLY SUBMITTED _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Robert Carle, Public Parking Officer, Office of Public Parking

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 10/19/17

OTHER _____

ACTION OF AWARDING AUTHORITY DATE 10/19/17

APPROVED _____ DISAPPROVED: _____

OTHER: _____

SIGNATURE OF AUTHENTICATION _____

Sam E. Mousa
Chief Administrative Officer
For Mayor Lenny Curry
Under Authority of:
Executive Order No. 2015-05

SUBJECT: PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)

BID # ESC-0406-13 OPEN DATE: 02/20/2013

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: **PUBLIC PARKING**

BASIS OF AWARD: **BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA**

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to utilize the first of three (3) renewal options with Professional Account Management, LLC for the period of September 3, 2016 through September 2, 2017. Total revised estimated annual expenditure in the amount of $120,000.00, for a not to exceed expenditure amount of $506,551.10.

Funding for this award to be encumbered by the following accounts and executed by formal contract amendment #1 through the Office of General Counsel (Contract #9904): DIPP411ENF-04662 - $30,000.00 & DIPP411PPAD-04662 $90,000.00

ATTACHMENTS: Recommendation Memo, Vendor Letter and Previous Award

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2016. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated.

BUYER ANNETTE L. BURNEY

RESPECTFULLY SUBMITTED GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Robert Carle, Public Parking Officer, Office of Public Parking

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 7-28-16

OTHER

ACTION OF AWARDING AUTHORITY DATE 7/28/16

APPROVED ✓ DISAPPROVED:

Sam E. Mousa
Chief Administrative Officer
For Mayor Lenny Curry
Under Authority of
Executive Order No. 2015-05

OTHER:

SIGNATURE OF AUTHENTICATION

SUBJECT: PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)

BID # ESC-0406-13 OPEN DATE: 02/20/2013

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: PUBLIC PARKING

BASIS OF AWARD: BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
RECOMMEND APPROVAL OF AWARD TO THE HIGHEST RANKED FIRM, PROFESSIONAL ACCOUNT MANAGEMENT, LLC, AS A RESULT OF THE NEGOTIATIONS FOR PARKING CITATION MANAGEMENT SYSTEM, INCLUDING A ONE-TIME SWEEP NOTICE FEE FOR THE PERIOD OF THREE (3) YEARS FROM EXECUTION OF CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS IN THE NOT TO EXCEED AMOUNT OF $386,551.10.

STARTUP COST & ONE-TIME SWEEP NOTICE FEE IN THE AMOUNT OF $89,551.10, FUNDED FROM FY13 BUDGET.

FUNDING SOURCE: JEJE411PPAD-04662 (UP TO $140,000.00)
JEJE411ENF-04662 (UP TO $35,000.00)

ATTACHMENTS: RECOMMENDATION MEMO, EVALUATION MATRIX, SCORING SHEET, PREVIOUS AWARD

BUYER ANNETTE L. BURNEY

RESPECTFULLY SUBMITTED GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: JACK SHAD, PUBLIC PARKING OFFICER

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING _____ DATE: 06/20/13

OTHER _____

ACTION OF AWARDING AUTHORITY DATE 6/29/13

APPROVED ✓ DISAPPROVED: _____

OTHER: _____

SIGNATURE OF AUTHENTICATION

Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 2013-04

SUBJECT: PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)

BID # ESC-0406-13 OPEN DATE: 02/20/2013

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: PUBLIC PARKING

BASIS OF AWARD: BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
RECOMMEND APPROVAL TO ENTER INTO NEGOTIATIONS WITH PROFESSIONAL ACCOUNT MANAGEMENT, LLC. THE HIGHEST RANKED FIRM. THE RESULTS OF THE NEGOTIATIONS WILL BE DOCUMENTED AND BROUGHT BEFORE THE CSPEC COMMITTEE FOR APPROVAL.

ATTACHMENTS: RECOMMENDATION MEMO, EVALUATION MATRIX, SCORING SHEET, PREVIOUS AWARD

BUYER Deidra Baines
DEIDRA BAINES

RESPECTFULLY SUBMITTED
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: JACK SHAD, PUBLIC PARKING OFFICER

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 4 MEMBERS DISAPPROVING 1 DATE: 05/23/13

FOR JACK SHAD

OTHER

ACTION OF AWARDING AUTHORITY DATE 5/28/13

APPROVED ✓ DISAPPROVED:

OTHER:

SIGNATURE OF AUTHENTICATION
Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 208-04
2013-04

FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 08/10/2018
LINK TO: ACCOUNT SUMMARY INQUIRY 7:47 AM

FISCAL MO/YEAR : 11 2018 CURRENCY CODE :
INDEX CODE : DIPP412ENF PARKING ENFORCEMENT
SUBOBJECT : 04662 HARDWARE/SOFTWARE MAINTENANCE & LICENSES
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	AUG 2018	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	.00	66,377.44	66,377.44
EXPENDITURES	.00	8,505.51	8,505.51
ENCUMBRANCES	.00	57,630.49	57,630.49
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	.00	241.44	241.44

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND

FAML6350 V5.1 ** NW COJ FAMIS PRODUCTION ** 08/10/2018
LINK TO: ACCOUNT SUMMARY INQUIRY 7:47 AM

FISCAL MO/YEAR : 11 2018 CURRENCY CODE :
INDEX CODE : DIPP412AD ADMINISTRATION-OFFICE OF PUBLIC PARKING
SUBOBJECT : 04662 HARDWARE/SOFTWARE MAINTENANCE & LICENSES
PROJECT :
PROJECT DETAIL :
GRANT :
GRANT DETAIL :
USER CODE :

S	AUG 2018	ANNUAL BALANCE	ALL YEARS BALANCE
ESTIMATED REVENUES	.00	.00	.00
REVENUES	.00	.00	.00
UNREALIZED REVENUES	.00	.00	.00
BUDGET	.00	91,843.59	91,843.59
EXPENDITURES	.00	70,899.98	70,899.98
ENCUMBRANCES	.00	20,943.61	20,943.61
PRE-ENCUMBRANCES	.00	.00	.00
REMAINING BALANCE	.00	.00	.00

F1-HELP F2-SELECT F4-PRIOR F5-NEXT
F9-LINK F10-PRIOR-MO F11-NEXT-MO

G014 - RECORD FOUND