SINGLE SOURCE AWARD **BID # SS-10577-21**

Subject: AutoPROCESS Monthly Permit Processing Module for Parking Citation Management System

Department: Public Parking

Description of Purchase:
ESC-0411-19 Parking Citation Management System was awarded on 7/19/19 to Duncan Solutions, Inc. dba Professional Account Management, LLC (contract #9904-01) in the amount of $700,000.00.

Recommend approval of a Single Source award to Duncan Solutions, Inc. dba Professional Account Management, LLC for an online monthly permit processing module to be added to contract #9904-01. Initial not-to-exceed award amount will be $62,600.00 for the first year. The annual not-to-exceed award amount for the subsequent five (5) years of contract #9904-01 will be $7,800.00. Total not-to-exceed award amount for contract #9904-01 will remain unchanged at $700,000.00.

Period of service will be one (1) year from date of contact amendment with automatic renewals for the duration of contract #9904-01.

Funding Source: 41102-135202-546620-000000-00000000-00000-0000000 – To be executed by formal contract amendment of contract #9904-01 through the Office of General Counsel.

Single Source Award To: Duncan Solutions, Inc. dba Professional Account Management, LLC

Price Justification: See attachment

Total Award: $101,600.00 **Requisition #:** DIPP-500210-21

Attachments: Agency Memo, Single Source Request Form, Supplier Letter & Quote

Certification as to Single Source: Robert Carle, Public Parking Officer, Public Parking

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: David Klages

Gregory Pease, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED_____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

CilY 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

June 3, 2021

MEMORANDUM

To: Gregory Pease, Chief, Procurement Division

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

Re: Request Approval of Single Source Award to Professional Account Management LLC for an Online Monthly Permit Processing Module to be added to Contract #9904-01

The Office of Public Parking requests approval of a Single Source award to Professional Account Management LLC for an Online Monthly Permit Processing Module to be added to Contract #9904-01. These additional services will allow customers to make online monthly parking payments using an enhanced Monthly Parking Permit Module which can be accessed via a mobile-friendly self-service Web Portal. This new enhanced system will significantly increase efficiency for both staff and customers and will seamlessly integrate into the existing Public Parking Citation Management System (AutoPROCESS).

The initial one-year cost is $62,600.00 with $7,800.00 per year for the duration of the award and contract. No additional funds will be needed for Contract #9904-01 and the maximum indebtedness will not change. Funds will be paid from existing FY-20 and FY-21 COJ Contract #9904-01 account: 41102-135202-546620-000000-00000000-00000-0000000.

Your consideration of this recommendation for the respective award would be greatly appreciated

Attachment: COJ Award BID# ESC-0411-19 / COJ Contract #9904-01 / SS Request Form

Professional Account Management Letter and Quote: COJ000100

SINGLE SOURCE REQUEST

Pursuant to the City of Jacksonville Procurement Code § 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.

REQUESTING AGENCY (DEPT./DIVISION): DIA / Public Parking

FUNDING SOURCE: 41102-135202-546620

BRIEF DESCRIPTION OF GOODS/SERVICES:

Request to amend COJ Award ESC-0411-19 to provide additional parking management services which will allow customers to make on-line monthly parking payments using an enhanced Parking Permit Module which can be accessed via a mobile friendly self-service Web Portal.

AMOUNT OF PROJECT (attach quote): $62,600.00 - 1st year with $7,800.00 each additional year for award duration

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

1. Auto-process Permit Module. 2. Dspayment to Dspark ngportal upgrade. 3. Permit Wait List Configuration
4. Real-Time Enforcement Integration with Hand Held Devices. 5. Special Permit Configuration - Employee Permits.
6. Special Permit Configuration - Corporate Accounts. 7. Permit Renewal Reminder Setup. Permit Reporting.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

Professional Account Management is the sole source manufacturer of the Autoprocess System used for Citation Management, Hand Held Unit Citation integration, and on-line payments. This new service will be developed an integrated directly into the Autoprocess system as an additional module accessed through the systems integrated pull down menu. As part of this additional service upgrade, customer payments for monthly permits will integrate on to a new mobile friendly on-line self-service module which will allow customers to pay for both monthly parking as well as parking citations.

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

Yes. The main selling point for this added feature is that no credit card transactions will touch a City of Jacksonville computer server. This new additional feature will integrate as part of the Autoprocess Citation Management system. The permit processing module of Autoprocess contains proprietary functionality that interfaces with already provided processing applications. There is no other third party system that provides similar functionality and interface with the Autoprocess system and services.

Submitted by: Robert Carle (Name) Public Parking Officer (Title)

Date: 6/2/2021

Requesting Agency's Director's Signature:

Procurement Division ____

March, 2017

Duncan Solutions
PAM Professional Account Management

Brian Dunn, Senior Vice President - Operations – Duncan Solutions
633 W. Wisconsin Avenue, Suite 1600 | Milwaukee, WI 53203
Phone: (414) 847-3774 | Fax: (414) 847-6774 | Email: bdunn@duncansolutions.com

June 1, 2021

William M. Schaefer
Operations Analyst
City of Jacksonville
231 E. Forsyth Street
Jacksonville, Florida 32202

Re: AutoPROCESS Citation Processing System Permit Processing Module

Mr. Schaefer,

Thank you for your interest in enhancing your parking program to include the processing of City of Jacksonville lot/garage permits. As previously reviewed with you and your staff, Professional Account Management can add our permit processing module to your parking processing system and configure it to your unique specifications.

AutoPROCESS is flexible, configurable and able to interface with many third-party processing systems for various aspects of the parking program. However, the permit processing module of AutoPROCESS contains proprietary functionality that interfaces with the other aspects of the processing application we provide. There is no other third-party system that provides similar functionality that interfaces with AutoPROCESS systems and services.

Please let me know if you have any additional questions or need more information.

Sincerely,

Brian J Dunn
Sr. VP-Operations

Management Application Change Order

Duncan Solutions
PAM Professional Account Management

Quote ID:	COJ000100	Date Prepared:	5/4/2021
Prepared By:	Brian Dunn	Expire Date:	8/3/2021
Prepared for:	City of Jacksonville	Ship-to Region:	N/A

Description	Comments	Rate	Hours	Extended Cost	
1. Software Modifications					
AutoPROCESS Permit Module	Includes the addition of the AutoPROCESS permit module to the City's existing instance, with a screen layout that matches the City's business rules.	$200.00	48	$	9,600.00
Dspayment to Dsparkingportal upgrade	Includes setup and deployment of an updated mobile friendly self-service web portal for all permit and ticket related activity. This site will replace the current payment website and consolidate functionalities.	$200.00	80	$	16,000.00
Permit waitlist configuration	Includes configuration and deployment of a customer waitlist feature that allows customers to enter a priority queue for fully occupied lots, including notifications as spaces become available.	$200.00	50	$	10,000.00
Real-time enforcement integration with handheld devices	Includes real-time web services integration with the City's CivicSmart handheld devices, allowing enforcement officers to determine permit status in field.	$200.00	8	$	1,600.00
Special permit configuration - Employee permits	Configuration that allows employees to purchase monthly parking permits in any facility at a 50% discount	$200.00	8	$	1,600.00
Special permit configuration - Corporate accounts	Configuration that allows corporate account holders to manage employee monthly parking--to be self-managed by the corporation. Includes monthly reporting and invoice capability to itemizing the plates that are being billed for.	$200.00	36	$	7,200.00
Permit Renewal Reminder Setup	Configuration allowing for email and/or USPS renewal noticing capabilities. Timing for recurring renewal reminders to be determined by City. Includes automation for recurring reminders.	$200.00	16	$	3,200.00
Production Deployment	Scheduled production rollover with post cutover regression testing	$200.00	12	$	2,400.00
Permit Reporting	AutoPROCESS permit reporting that allows tracking of permits sold, active permits, payments, permit related tickets, permits by lot, etc.	$200.00	16	$	3,200.00
Sub -Total				**$**	**54,800.00**
2. Monthly Hosting & Maintenance					
Monthly web hosting	Includes website hosting and administration	$250.00	12	$	3,000.00
Permit module and website maintenance	Includes ongoing website support, maintenance, and configuration changes	$400.00	12	$	4,800.00
Sub -Total				**$**	**7,800.00**
3. Transactional Fees					
Permit purchase online payment processing fee	credit card processing fee charged to permit purchaser for each permit transaction--this is not charged to the City.			$	3.50
Permit renewal reminder letters	Includes setup, generation, printing and mailing (postage) for any permit renewal reminders the City wishes to send via USPS.			$	0.70
4. Additional Charges					
N/A				$	-
Sub -Total				**$**	**-**
Freight charges				$	
Grand -Total (year 1)				**$**	**62,600.00**
Year 2+				**$**	**7,800.00**

Management Application Change Order

Duncan Solutions
PAM Professional Account Management

Quote ID:	COJ000100	Date Prepared:	5/4/2021
Prepared By:	Brian Dunn	Expire Date:	8/3/2021
Prepared for:	City of Jacksonville	Ship-to Region:	N/A

Description	Comments	Rate	Hours	Extended Cost
5. Comments				

Sales Tax will be added to the Invoice if applicable.

Payment - Due Net 30.

Please Submit Purchase Order To:

Please sign - scan - and email back to bdunn@duncansolutions.com for faster turnover. If mailing, completed purchased orders can be sent to:

Professional Account Management, Inc.
ATTN: Brian Dunn
633 West Wisconsin Avenue, suite 1600
Milwaukee, WI 53203
Ph: (414)-847-3792

Management Application Change Order

Duncan Solutions
PAM Professional Account Management

Quote ID:	COJ000100	Date Prepared:	5/4/2021
Prepared By:	Brian Dunn	Expire Date:	8/3/2021
Prepared for:	City of Jacksonville	Ship-to Region:	N/A

Description	Comments	Rate	Hours	Extended Cost

I hereby certify that the products and services referenced above have been requested and that by signing below I am confirming the order and agree to the terms and conditions presented in this proposal

Authorized Signature

Date

Print or Type Name

Ship to Address:
Jacksonville Office of Public Parking
Russell Wilbert
231 E. Forsyth Street, Suite 424
Jacksonville, FL 32202

Bill to Address:
Jacksonville Office of Public Parking
Russell Wilbert
231 E. Forsyth Street, Suite 424
Jacksonville, FL 32202