



PROFESSIONAL SERVICES AGREEMENT-PARKING CITATION PROCESSING SERVICES

City Council Meeting
June 19, 2018

Alan Alton
Acting Chief Financial Officer, Finance Department

CURRENT

- In 2013, it was determined that it was in the City's best interest to outsource parking citation processing services to a third party.
- RFP 13-12 process was completed and a contract was awarded to Turbo Data Systems, Inc. as the best value for the City.
- The current contract expires on June 30, 2018.

CURRENT

- The contract provides a fully integrated software, equipment and, customer service solution for citation processing services
- Services include citation processing, on-line appeals, telephone customer service, parking citation collection services, and handheld ticket writing equipment.

PROPOSED

- On February 20, 2018, Request for Proposals (RFP) 18-25 parking citation processing services was opened.
- Seven proposals were received and evaluated by a panel consisting of four members from the Parking Division and a member of the Council, in advisory capacity.
- Turbo Data Systems, Inc. was selected as they offered the best value for the City.

BENEFITS

- Turbo Data Systems, Inc. was selected for:
 1. The newest and most innovative technology and equipment that includes GPS, WiFi, General Packet Radio Source (GPRS), 4G technology, Bluetooth and is compact and lightweight.
 2. Handheld equipment has license plate recognition feature that auto-populates fields, reducing errors, and allows officers to share “chalk” information.

BENEFITS (continued)

3. Demonstrated knowledge and past experience providing parking citation processing services to public agencies similar to the City of Santa Rosa.
4. Highly knowledgeable and experienced staff dedicated to improving services.
5. Access to National Law Enforcement Telecommunications System (NLETS), a high security database helpful in obtaining out-of-state information and provides more information on registered owners.

BENEFITS (continued)

6. System is already integrated with City's license plate recognition vendor and mobile payment application vendor.
7. A reduction in the per unit cost for citation processing, and a 30% reduction in the monthly handheld fee - a savings of approximately \$6,000 per year.

RECOMMENDATION

- It is recommended by the Finance Department that the City Council, by resolution, approve a five-year Professional Services Agreement (PSA), F001697, with one (1) five-year renewal option for parking citation processing services to Turbo Data Systems, Inc., Tustin, CA in the amount of \$425,000.

QUESTIONS?