



Date: January 22, 2019

To: Thomas J. Bonfield, City Manager
Through: Keith Chadwell, Deputy City Manager
From: Bill Judge, Acting Transportation Director
Subject: Cloud-Based, Vendor-Hosted Integrated Parking Management Software

Executive Summary

The City of Durham is required to operate, manage, and provide maintenance for its off-street parking program as well as provide parking enforcement, citation processing, and adjudication services for its on-street parking program. The Department of Transportation is specifically tasked with the day-to-day oversight of off-street and on-street parking in the Downtown and Ninth Street areas. The Transportation Department's Office of Parking Management seeks to utilize technology and data analytics to better provide customer service, improve utilization of City parking assets, and develop innovative solutions based on the data collected.

To this end, the Transportation Department sought proposals from qualified and experienced firms with experience in providing leading edge technologies that operates on an open architecture platforms to replace the existing Municipal Citation Solutions Parking Enforcement Software and the IntegraPark's PARIS Permit Management System that was utilized by Republic Parking System, the former parking management contractor.

Recommendation

The Department recommends that the City Council authorize the City Manager to execute a contract with Passport Labs, Inc., for the provision of its Cloud-Based, Vendor-Hosted Integrated Parking Management Software System, for a period of seven years, for an amount not to exceed \$1,315,143.74.

Background

The Transportation Department's Office of Parking Management is the primary sponsor of the System. The City owns and operates five (5) garages and 12 surface lots, providing over 2,878 off-street spaces and over 3,100 on-street spaces, including 1,000 parking meter spaces; 1,200+ residential permits in a controlled residential parking permit program; special event parking for 65,000+ vehicles per year; issuance of Contractor parking permits, etc. The City is currently building a new parking garage that will have 665 parking spaces.

Parking enforcement technology has evolved significantly in recent years, providing customers with greater flexibility and efficiency in their enforcement practices. One technology that the City of Durham is adopting features a completely cloud-based solution that is fully integrated into a Smart Parking product platform and features a common backend to manage the entire portfolio. This eliminates the need for third-party integrations and allows customers to deal with a single vendor for their Smart Parking meters, citations processing, permit management and code enforcement. Convenient payment options increase payment follow-through by allowing motorists to easily resolve their citation. This consolidation of data leads to greater operational insight, better decisions, more flexibility when deploying new features, and the ability to have complete transparency.

The City desires to incorporate all of their parking decks, surface lots and public parking spaces into a new parking management system that will improve the parking experience. The proposed solution will streamline the online purchase of the parking permit and delivery functions, citation issuance and revenue capture, reports and any other processes and functions that may be of use by the City that will be part of a unified, comprehensive and cost effective user-oriented system.

The system shall be built using service-oriented architecture, be highly modular and scalable, and non-proprietary. The Proposer shall develop and maintain a system that will maintain critical ticketing, parking permit management and access control files and related transactional data, images, video and other ancillary files in an environment that allows real-time inputs and outputs with City staff that rely on the accuracy and timeliness of this information.

On July 23, 2018, the City of Durham issued a Request for Proposals (RFP) for a Cloud-Based, Vendor-Hosted Integrated Parking Management System. Seven firms, NuPark, Passport, T2 Systems, Cambridge Transportation Labs, Municipal Citation Solutions, EDC Corporation, and the IPS Group, Inc., submitted proposals.

On September 21, 2018, the Parking RFP Review Team, consisting of representatives from Downtown Durham, Inc., EOEA, Finance, Technology Solutions, and the Transportation Department, reviewed each proposal and interviewed six of the seven firms to ensure that the proposed solution would meet internal and external customer needs and emerging technological innovations.

Further, the project was approved through the Technology Solutions' IT Governance process.

Issues and Analysis

The Transportation Department expects the software will increase overall parking efficiency, system productivity; improve customer service while ensuring data security and system reliability. The desired solution will work via web browser, function on all mobile platforms, possess intuitive user management, accommodate location-based and on-line sales, have interactive reporting, and provide multiple media access, such as barcode, HID, AVI, Smart Phone, NFC Access, LPR, Online reservations, etc. Also, the proposed solution should be a secure, database encrypted, vendor-hosted, and web-based system that improves staff efficiency, enhances customer convenience, increases revenues, and creates better parker compliance. The unified system should allow for the use of modern coding platforms, architectures, and data exchange methods.

The following features are included in the proposed solution:

- The License plate recognition technology supports both physical and virtual permitting, as well as a hybrid of the two, and includes the ability to use e-citations.
- Parking privileges that can be issued, modified, and removed in real-time.
- The proposed solution has modular flexibility with features that can be enabled as the client's parking management needs evolve.
- Real-time communication between the parking management system server, Pay on Foot solution and kiosk terminals, enforcement handhelds and laptops, and customer web portal.
- Mobile Enforcement module features real-time syncing and connectivity, high-resolution color photos, e-chalking and heat mapping, and provides scofflaw and customized notifications.

- The Parking Citation and Enforcement Management module is an end-to-end cross compatible web-based citation management system that manages the entire lifecycle of parking citations including issuance, adjudication, payment, DMV communications, and collections. The system will provide advanced search and manual citation entry capability, adjudication and disposition management, personalized report libraries, payment and refund processing, and notice and letter processing.
- The Parking Permit management module will be integrated with the hand-held ticket writers and the Enforcement Management System (EMS) and should be fully customizable to offer the City the flexibility and convenience to manage the entire parking permit lifecycle from initial design through fulfillment via a web-based system available anytime, anywhere.
- The Parking Citation module will be an online public portal that gives citizens real-time access to pay for and/or review their citation status and transaction history from an easy-to-use website.

The Selection Committee's recommendation to enter into contractual negotiations with NuPark is based on the quality and qualifications of the firm and a cost analysis. NuPark presented the most comprehensive technical proposal and the lowest cost for the Parking Management Software solution. The Technical proposal provided each firm the opportunity to present the level of service the City would receive through its PARCS. Within the level of service presented, each firm was evaluated according to the following areas:

Rating Criteria:

- Firm's Experience and Qualifications (including references)
- Firm's Ability to Meet Objectives
- Technical Requirements
- Services to be Provided
- Finalist Presentations
- Cost Proposal

Based upon the evaluation criteria and the technical specifications, NuPark presented the TIBA PARCS solution that best met the City's overall objectives and has a particularly strong track record in municipal parking environments.

Since the initial RFP was evaluated, Passport Labs acquired all of the shares of NuPark. To this end, NuPark has been merged with Passport Labs and subsequently NuPark no longer exists as a corporation as of December 31, 2019. Passport Labs, Inc., is a registered foreign corporation in the State of North Carolina. Passport Labs, Inc., will provide the proposed NuPark solution, in its entirety, as originally proposed in response to the initial RFP.

Alternatives

1. The City Council may authorize the City Manager to execute a contract with NuPark. Recommended.
2. The City Council may elect not to authorize the City Manager to execute a contract with NuPark and to begin a new RFP selection process. Not recommended.

Financial Impact

Funding has been appropriated within the FY2018-19 Parking Operations Budgets (58004200-728600 and 58004300-728600).

Subsequent year funding will be appropriated in the Parking Operations annual budget.

Equal Business Opportunity Summary

The Equal Opportunity/Equity Assurance Department reviewed the proposal submitted by Passport Labs Inc. of Charlotte, NC and determined that they are in compliance with the Ordinances to Promote Equal Business and Small Local Business Enterprise Opportunities in City of Durham Contracting. The goals for this project are MUBE 0% and WUBE 0%.

UBE REQUIREMENTS

There were no goals for this project. This is a specialized software project in which no subcontracting opportunities were identified by the Transportation Services Department.

Passport Labs Inc. will not be utilizing any subcontractors.

WORKFORCE STATISTICS

Total Workforce.

Employment Category	Total Employees	Total Males	Total Females
Project Manager	0	0	0
Professional	186	122	64
Technical	0	0	0
Clerical	1	0	1
Sales Workers	14	10	4
Total	201	132	69

Male:

Employment Category	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	Two or More Races
Project Manager	0	0	0	0	0	0
Professional	94	10	10	8	0	0
Technical	0	0	0	0	0	0
Clerical	0	0	0	0	0	0
Sales Worker	6	3	0	1	0	0
Total	100	13	10	9	0	0

Female:

Employment Category	White	Black	Hispanic	Asian or Pacific Islander	Indian or Alaskan Native	Two or More Races
Project Manager	0	0	0	0	0	0
Professional	56	2	1	4	0	1
Technical	0	0	0	0	0	0
Clerical	0	0	1	0	0	0
Sales Worker	3	0	0	0	0	1
Total	59	2	2	4	0	2

**** Total Employees is 220. The firm has 19 employees whom do not wish to specify their race or nationality.

Attachments

- Exhibit A: Contract
- Exhibit B: Cost Summary Table
- Exhibit C: EOE Compliance Report