

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 5/2/2022

Please mark one: **Bill Request** or **Resolution Request**

1. Type of Request:

- Contract/Grant Agreement** **Intergovernmental Agreement (IGA)** **Rezoning/Text Amendment**
 Dedication/Vacation **Appropriation/Supplemental** **DRMC Change**
 Other:

2. Title: (Start with *approves, amends, dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Approves a contract with Passport Labs, Inc. for \$25,000,000 and for five years for the purchase, implementation, licensing and ongoing support of the Parking Management Information System supporting Department of Transportation and Infrastructure

3. Requesting Agency: Technology Services

4. Contact Person:

| | |
|---|---|
| Contact person with knowledge of proposed ordinance/resolution | Contact person to present item at Mayor-Council and Council |
| Name: Sean Greer | Name: Joe Saporito |
| Email: sean.greer@denvergov.org | Email: joseph.saporito@denvergov.org |

5. General description or background of proposed request. Attach executive summary if more space needed:

The City provides on-street paid parking with approximately 6,200 single space meters with payment options ranging from cash to credit cards and Pay by App. Additionally, the City provides virtual and physical Parking and Occupancy Permits for Residential Parking, Official City Business, Emergency Trucks, Truck Loading, Food Trucks, and other specialty permits. City customers can also apply for Meter permits which block meter(s) for valid reasons such as construction or events.

Parking enforcement is managed by the Department of Transportation and Infrastructure (DOTI) Right of Way Enforcement Division. There are up to 80 Enforcement Agents and Boot Investigators that are responsible for enforcing parking codes by issuing notices, warnings and citations for parking violations and explain codes and regulations regarding parking violations to the public. The Agents also enforce ordinances, rules, and regulations relating to taxi hailing, vehicle towing and immobilization, expired/missing license plates, abandoned vehicles, street sweeping and valet operations. The City's Boot and Tow program, is executed by dispatchers and Boot crews who issue notifications, immobilize, tow or release vehicles. Parking enforcement is managed by using a Parking Management Information System (PMIS) software solution.

DOTI strives to meet and exceed City customer expectations for mobility offerings including Parking Programs that are smart, novel and modern. Customers expect to be able to interact with City parking assets and programs with ease. Improving on the reliability of these systems translates directly into increased efficiencies, increased customer satisfaction and a lowered cost of operations.

The City's current PMIS and the infrastructure that supports the current solution is reaching its end of life and needs to be replaced with a more current solution. Technology Services and DOTI worked with the General Services Purchasing Division to conduct a solicitation to replace the current solution.

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

Passport Inc. was selected through this solicitation process to provide a comprehensive technology solution to support DOTI's business processes including parking enforcement, citation processing, citation adjudication, citation administration, and permit administration. The intention of the solicitation was to purchase a future proof, adaptable and scalable, user friendly system with improved stability and state of the art analytics consolidated into a single solution that will create efficiencies through improved workflows and an improved customer experience through modern web interfaces.

Passport's PMIS software solution has a more mature and stable architecture, a more sophisticated feature set and will simplify the number of integrations required to support operations.

Passport's PMIS software solution will provide the City with a comprehensive solution for:

- Handheld and Handwritten Citation Enforcement,
 - Citation Issuance and Management,
 - Dispatch,
 - License Plate Recognition Enforcement,
 - Booting,
- Permit processing for multiple permit types (virtual and physical),
- Payment Processing,
- Appeal/Adjudication,
- Customer Online Self Servicing (ParkSmart Denver interfaces),
- Call Center and other professional services.

The internal system users will be several divisions within DOTI (Right of Way Enforcement, Parking Policy and Permitting, Meter Bagging) the Denver County Courts (Parking Magistrates), the Denver Sheriff's Department (Impound Lot), Denver Police Department and Parking Enforcement at the Airport.

The City will incur a one-time fee for implementation of \$105,000 and is estimating annual costs for the Enforcement and Permitting of approximately \$3,000,000 based on the citation issuance numbers of 2018 (pre-pandemic numbers). The overall contract amount is calculated to allow for the annual costs for the Enforcement and Permitting as well as yearly equipment maintenance, equipment upgrades and refreshes, ad-hoc professional services and possible future increases in the number of citation issuances.

- 6. **City Attorney assigned to this request (if applicable):** Steve Hahn
- 7. **City Council District:** N/A - Citywide
- 8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Standard Expenditure contract exceeding \$500,000

Vendor/Contractor Name: Passport Labs, Inc.

Contract control number: TECHS-202262615

Location: Citywide

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?**

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

5/1/2022 - 5/1/2027 Duration: 5 years

Contract Amount (indicate existing amount, amended amount and new contract total):

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

| <i>Current Contract Amount</i> <i>(A)</i> | <i>Additional Funds</i> <i>(B)</i> | <i>Total Contract Amount</i> <i>(A+B)</i> |
|--|---------------------------------------|--|
| \$25,000,000 | N/A | \$25,000,000 |

| <i>Current Contract Term</i> | <i>Added Time</i> | <i>New Ending Date</i> |
|------------------------------|-------------------|------------------------|
| 5/1/2022 - 5/1/2027 | N/A | N/A |

Scope of work:

Vendor will partner with the City to implement and support the Parking Management Information System

Was this contractor selected by competitive process? Yes If not, why not?

Has this contractor provided these services to the City before? Yes No

Source of funds: Department of Transportation and Infrastructure Operational Funds

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____