File #: 22-0529, **Version:** 1

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 5-2-22

Requesting Agency: Technology Services
Division:

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Item Title & Description:
(Do not delete the following instructions)
*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

A resolution approving a proposed Grant Agreement between the City and County of Denver and Passport Labs, Inc. for the purchase, implementation, licensing and ongoing support of the Parking Management Information System, supporting the Department of Transportation and Infrastructure operations.

Approves a contract with Passport Labs, Inc. for $25 million and for five (5) years for the purchase, implementation, licensing and ongoing support of the Parking Management Information System, supporting the Department of Transportation and Infrastructure operations, citywide (TECHS-202262615). The last regularly scheduled Council meeting within the 30-day review period is on 6-13-22. The Committee approved filing this item at its meeting on 5-10-22.

Affected Council District(s) or citywide? Citywide

Contract Control Number: TECHS-202262615

Vendor/Contractor Name (including any "DBA"): Passport Labs, Inc.

Type and Scope of services to be performed:

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.

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.

Location (if applicable):

WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):

Are WBE/MBE/DBE goals met (if applicable)?

Is the contract new/a renewal/extension or amendment? New

Was this contractor selected by competitive process or sole source? Competitive

For New contracts
Term of initial contract: 5 years 5/1/2022 - 5/1/2027

Options for Renewal:
> **How many renewals (i.e. up to 2 renewals)?**
> **Term of any renewals (i.e. 1 year each):**

Cost of initial contract term: $25,000,000

Cost of any renewals:

Total contract value council is approving if all renewals exercised:

For Amendments/Renewals Extensions:
Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?

If length changing
What was the length of the term of the original contract?

What is the length of the extension/renewal?

What is the revised total term of the contract?

If cost changing
What was the original value of the entire contract prior to this proposed change?

What is the value of the proposed change?

What is the new/revised total value including change?

If terms changing
Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)