

Legislation Text

File #: 15-21137, Version: 1

Parking Citation Management System and Related Services

Action:

- A. Authorize the City Manager to renew the existing contract with Passport Labs, Inc. for parking citation management and related services with possible price adjustments and to amend the contract consistent with the purpose for which the contract was approved, and**
- B. Authorize the City Manager to purchase such additional software licenses, services, hardware, maintenance, and support as required to maintain the system for as long as the city uses the system.**

Staff Resource(s):

Debbie Smith, Transportation
Allison Naftel, Transportation
Haley Gentry, Aviation
Jerome Woodard, Aviation

Explanation

- On June 11, 2018, City Council approved a contract with Passport Labs, Inc. for the purchase of software, managed services, and equipment for a parking citation Management System.
- The requested authorization for annual contract renewal will allow software maintenance and continuation of advanced customization and enhancements to further support the service needs and customer experience.
- Passport Labs, Inc. is a mobility management software and payment company that provides customizable parking and permit technology solutions for various city parking operations.
- Passport Labs, Inc.'s digital solution provides real-time data, reporting, and a straightforward customer-facing portal. Use of this software system has improved the issuance and collection of parking citations and permits for the city.
- Waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city's best interest. A waiver has been approved for these services based on continuity of service and the need for ongoing support and maintenance of the existing software.
- Price adjustments may be considered based on legitimate and justified increases in the cost of doing business.
- Total annual expenditures are estimated to be \$250,000.

Charlotte Business INclusion

Contract goals were not established on this Contract as there were no viable subcontracting opportunities.

Fiscal Note

Funding: Transportation and Aviation Operating Budgets