SUBJECT: **PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)**

BID # ESC-0406-13 OPEN DATE: **02/20/2013**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: **PUBLIC PARKING**

BASIS OF AWARD: **BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA**

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: **6** OTHER: **2**

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to ratify award from September 3, 2017 through date of award.

Recommend approval to utilize the second (2) of three (3) renewal options with Professional Account Management, LLC., for the period of service from date of award through September 2, 2018. Total annual expenditure not-to-exceed $120,000.00, for a revised contract expenditure not-to-exceed $626,551.10.

Funding for this award to be encumbered by the following accounts and executed by formal contract amendment through the Office of General Counsel (Contract #9904): DIPP412ENF-04662 - $30,000.00 & DIPP412AD-04662 - $90,000.00

ATTACHMENTS: Recommendation Memo, Vendor Letter, Contract Amendment, Previous Awards

BUYER _____
CHELSEY FLEMING

RESPECTFULLY SUBMITTED _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: Robert Carle, Public Parking Officer, Office of Public Parking

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(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING_____ MEMBERS DISAPPROVING_____ DATE:_____

_____ _____ OTHER_____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED_____ DISAPPROVED: _____

OTHER: _____

SIGNATURE OF AUTHENTICATION _____

Jacksonville
Where Florida Begins.

October 11, 2017

Memorandum

To: Gregory Pease, Chief, Procurement Division

From: Robert Carle, Public Parking Officer, Office of Public Parking

Through: Aundra Wallace, CEO, Downtown Investment Authority

Reference: ESC-0406-13 / Contract # 9904

Subject: Request to Enter Into Second Year Renewal Option - City of Jacksonville Contract # 9904, Parking Citation Management System

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The Office of Public Parking recommends entering into the second (2nd) one year renewal option with Professional Account Management, LLC. The period of service will be effective September 3, 2017 – September 2, 2018.

In conjunction with this extension, all contract enhancements offered during the previous contract extension period, effective September 3, 2016 – September 2, 2017, remain in place and unchanged. All other terms and conditions of COJ contract # 9904 shall remain unchanged.

The estimated annual expenditure for this renewal period is $120,000.00 provided via the following funding sources:

DIPP412ENF-04662 - $30,000.00
DIPP412AD -04662 - $90,000.00

Total estimated expenditure not to exceed $626,551.10.

Please find the vendor's request to extend the contract and honor existing terms attached.

duncan solutions

633 W. Wisconsin Avenue Ste 1600 | Milwaukee WI 53203
Phone: 888.99DUNCAN | Fax: 414.847.6779 | www.duncansolutions.com

September 29, 2017

Mr. Robert Carle
Parking Manager
The City of Jacksonville
231 E. Forsyth Street
Jacksonville, FL 32202

Re: Parking Citation Management Contract Extension

Dear Mr. Carle,

Since the fall of 2013, Professional Account Management, LLC, a Duncan Solutions company (Duncan), has been honored to serve the City of Jacksonville as its partner providing services and technology in support of the City's parking citation issuance and processing program. We are pleased to report that this collaboration has been exceptionally successful, producing program efficiencies that have allowed the program to produce increased revenues for the City.

With relation to the existing parking citation management contract held with the City of Jacksonville signed September 3, 2013; Professional Account Management, LLC requests execution and extension of the existing agreement for a period of one (I) year as allowed by the contract.

Provision 6 of the contract states," The period of service for this Contract shall be three years from the date of full execution hereof, with three (3), one (I) year renewal options exercisable in the discretion of the City".

Incorporated by reference are the Request for Proposals issued by the City in January of 2013 and any addenda subsequently provided thereafter. The proposal response submitted by the Contractor dated March 6, 2013. In the furtherance of this purpose, the parties hereby do agree to the following terms and conditions.

Extension of above agreement for a period of one (I) year effective as of the signing of this document. The period of performance to be covered under this document will be September 3, 2017 - September 2, 2018. In conjunction with this extension, all contract enhancements offered during the previous contract extension period, effective September 3, 2016 – September 2, 2017, remain in place and unchanged. All other terms and conditions of COJ contract # 9904 shall remain unchanged.

-Signature Page Follows-

duncan solutions

633 W. Wisconsin Avenue Ste 1600 | Milwaukee WI 53203
Phone: 888.99DUNCAN | Fax: 414.847.6779 | www.duncansolutions.com

Name – Professional Account Management, LLC	Name – City of Jacksonville
Name – Printed	Name – Printed
Title	Title
Date	Date

9904-
Amd 1

AMENDMENT NUMBER ONE TO
CONTRACT
BETWEEN
THE CITY OF JACKSONVILLE
AND
PROFESSIONAL ACCOUNT MANAGEMENT, LLC,
A DUNCAN SOLUTIONS, INC. COMPANY
FOR
Parking Citation Management System

THIS FIRST AMENDMENT to Agreement (the "First Amendment") is made and entered into in duplicate this 3 day of ~~November, 2016~~ Jan 2017, but made effective the 3rd day of September, 2016 (hereinafter the "Effective Date"), by and between the CITY OF JACKSONVILLE, FLORIDA ("City"), a municipal corporation in Duval County, Florida, and PROFESSIONAL ACCOUNT MANAGEMENT, LLC, a Duncan Solutions, Inc. company (the "Contractor"), a Wisconsin corporation with offices at 633 W. Wisconsin Avenue, Suite 1600, Milwaukee, Wisconsin 53203.

RECITALS:

WHEREAS, effective September 3, 2013, City and Contractor made and entered into City of Jacksonville Contract No. 9904 (hereinafter, the "Agreement"); and

WHEREAS, said Agreement has not been amended previously; and

WHEREAS, said Agreement should be amended to: (i) exercise the first of three (3), one year renewal options, to extend the term of the Agreement to September 2, 2017, with two, one year renewal options remaining; (ii) increase the maximum indebtedness amount by $120,000 for a new, maximum not-to-exceed amount of $506,551.10; and to incorporate Exhibit A-1 (summary of work) attached hereto into the Agreement, with all other provisions, terms and conditions of said Agreement remaining unchanged; now therefore

IN CONSIDERATION of the Agreement and of the mutual covenants and promises hereinafter contained, the parties agree as follows:

1. The above-stated recitals are accurate, true and correct and are incorporated herein and made a part hereof by this reference.

2. Paragraph 2 of the Agreement is amended, in part, by increasing the City's maximum indebtedness by an amount of $120,000.00 for the period from September 3, 2016 through September

2, 2017, to a new, cumulative not-to-exceed amount of $506,551.10 and, as amended, shall read as follows:

"2. The Contractor will, at its own cost and expense, do the work required to be done and furnish the materials required to be furnished on said work in accordance with plans and specifications prepared by the City of Jacksonville Procurement Division, bid numbered ESC-0406-13, bid date March 6, 2013, designated as BID SPECIFICATIONS FOR PARKING CITATION MANAGEMENT SYSTEM, and strictly in accordance with the advertisement calling for bids, plans, specifications, blueprints, addenda, requirements of the City of Jacksonville, proposal of the said Contractor, and award therefor (hereinafter collectively called the "Contract Documents") now on file in the Office of the Division Chief of the Procurement Division of the City of Jacksonville, all of which are, by this reference, hereby specifically made a part hereof to the same extent as if fully set out herein for an amount not-to-exceed FIVE HUNDRED SIX THOUSAND FIVE HUNDRED FIFTY-ONE AND 10/100 DOLLARS ($506,551.10), at and for the prices and on the terms contained in the Contract Documents. A partial summary of work to be completed under the Contract Documents is attached hereto as Exhibit "A"."

3. Paragraph 6 of the Agreement is amended, in part, by exercising the first of three (3), one (1) year renewal options, with two, one-year renewal options remaining and, as amended, shall read as follows:

"6. The period of service for this Contract shall be four years from the date of full execution hereof, with two (2), one (1) year renewal options exercisable in the discretion of the City."

4. Exhibit A-1 attached hereto and incorporated herein by this reference is hereby attached to the Agreement as Exhibit A-1, and incorporated into the Agreement.

SAVE AND EXCEPT as expressly amended in this instrument, the provisions, terms and conditions of said Agreement shall remain unchanged and shall continue in full force and effect.

IN WITNESS WHEREOF, the parties hereto have duly executed this First Amendment, in duplicate, the day and year first above written.

OWNER

ATTEST:

CITY OF JACKSONVILLE, FLORIDA

By _____
James R. McCain, Jr.
Corporation Secretary

By _____
Lenny Curry, Mayor

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of
Executive Order No. 2015-05

In accordance with Section 24.103 of the *Ordinance Code* of the City of Jacksonville, I do hereby certify that there is an unexpended, unencumbered and unimpounded balance in the appropriation sufficient to cover the foregoing agreement; and that provision has been made for the payment of monies provided therein to be paid.

_____
Director of Finance
City Contract Number: 9904 Am. #1, Ex. 1st renewal option, incr. max indebtedness by $120,000.00

Form Approved:

_____
Office of General Counsel

CONTRACTOR

ATTEST:

PROFESSIONAL ACCOUNT MANAGEMENT, LLC,
a Wisconsin limited liability company

_____
Signature
JAMES KENNEDY
Type/Print Name
COO
Title

_____
Signature
TIM WENSLOW
Type/Print Name
CEO
Title

G:\Gov't Operations\JSawyer\OED_Parking\Contracts\Professional Account Management\Amendment 1s\City - Professional Account Management #9904 Am #1 v1.doc

Exhibit A-1
Additional Partial Summary of Work

1. An extended warranty on all handheld ticket issuance devices. This extended warranty will to eliminate this cost for the City and Contractor will cover all expenses associated with the RMA process for hardware.

2. An On-line Adjudication website. Contractor will create an online portal for customers to submit a request and supporting documentation for adjudication, reconsideration, file a Motion to Vacate, or appeal to the parking citation to the Public Parking Appeals Board (when implemented). The website will be integrated with AutoPROCESS to allow the City to review, approve and schedule hearings quickly and easily from within AutoPROCESS.

3. A Multilingual Website Upgrade. This has already been implemented as part of a companywide effort to improve the customer facing payment website. Our IVR (Telephone voice payment system) was recently upgraded as well and English and Spanish will remain as the two options.

4. A Docupeak Correspondence Imaging System. Contractor will create an instance of our Docupeak correspondence management system for the City of Jacksonville. This system allows the City to quickly scan and index any correspondence that comes in from citizens. Once scanned, images of the correspondence can be sorted into specific work queues for correspondence agents to review and complete. Once complete, all information related to a piece of correspondence can be automatically imported into AutoPROCESS so the City can retain records of all correspondence with customers.

5. Redesign of the City's Ticket Stock and Delinquent Notices. Contractor will allow the City of Jacksonville to make up to 3 changes to their current Delinquent Notices and Ticket Stock which will be provided by Duncan solutions at no cost to the City of Jacksonville. This redesign would allow the Office of Public Parking to change the look and feel of the current notices and citations to keep up with potential changes to state and city ordinances, logo changes, etc.

Note: AutoPROCESS is the City of Jacksonville's Citation Management System.

SUBJECT: **PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)**

BID # ESC-0406-13 OPEN DATE: **02/20/2013**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: **PUBLIC PARKING**

BASIS OF AWARD: **BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA**

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval to utilize the first of three (3) renewal options with Professional Account Management, LLC for the period of September 3, 2016 through September 2, 2017. Total revised estimated annual expenditure in the amount of $120,000.00, for a not to exceed expenditure amount of $506,551.10.

Funding for this award to be encumbered by the following accounts and executed by formal contract amendment #1 through the Office of General Counsel (Contract #9904): DIPP411ENF-04662 - $30,000.00 & DIPP411PPAD-04662 $90,000.00

ATTACHMENTS: Recommendation Memo, Vendor Letter and Previous Award

This award is subject to appropriation by the City in the fiscal year beginning October 1, 2016. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for the work herein. A written notification will be provided in the event that funds are appropriated.

BUYER ANNETTE L. BURNEY

RESPECTFULLY SUBMITTED GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Robert Carle, Public Parking Officer, Office of Public Parking

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 7-28-16

OTHER

ACTION OF AWARDING AUTHORITY DATE 7/28/16

APPROVED ✓ DISAPPROVED:

OTHER:

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of
Executive Order No. 2015-05

SIGNATURE OF AUTHENTICATION

SUBJECT: PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)

BID # ESC-0406-13 OPEN DATE: 02/20/2013

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: **PUBLIC PARKING**

BASIS OF AWARD: **BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA**

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
RECOMMEND APPROVAL OF AWARD TO THE HIGHEST RANKED FIRM, PROFESSIONAL ACCOUNT MANAGEMENT, LLC, AS A RESULT OF THE NEGOTIATIONS FOR PARKING CITATION MANAGEMENT SYSTEM, INCLUDING A ONE-TIME SWEEP NOTICE FEE FOR THE PERIOD OF THREE (3) YEARS FROM EXECUTION OF CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS IN THE NOT TO EXCEED AMOUNT OF $386,551.10.

STARTUP COST & ONE-TIME SWEEP NOTICE FEE IN THE AMOUNT OF $89,551.10, FUNDED FROM FY13 BUDGET.

FUNDING SOURCE: JEJE411PPAD-04662 (UP TO $140,000.00)
JEJE411ENF-04662 (UP TO $35,000.00)

ATTACHMENTS: RECOMMENDATION MEMO, EVALUATION MATRIX, SCORING SHEET, PREVIOUS AWARD

BUYER ANNETTE L. BURNEY

RESPECTFULLY SUBMITTED GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: JACK SHAD, PUBLIC PARKING OFFICER

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING _____ DATE: 06/20/13

OTHER _____

ACTION OF AWARDING AUTHORITY DATE 6/24/13

APPROVED ✓ DISAPPROVED: _____

OTHER: _____

SIGNATURE OF AUTHENTICATION Karen Bowling

Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 2013-04

SUBJECT: PARKING CITATION MANAGEMENT SYSTEM - (CSPEC)

BID # ESC-0406-13 OPEN DATE: 02/20/2013

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT:
SERVICE CONTRACT- THREE (3) YEARS FROM EXECUTED CONTRACT WITH THREE (3) ONE (1) YEAR RENEWAL OPTIONS

FOR: PUBLIC PARKING

BASIS OF AWARD: BIDDERS RECEIVING THE HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: 47 NUMBER RECEIVED: 6 OTHER: 2

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
RECOMMEND APPROVAL TO ENTER INTO NEGOTIATIONS WITH PROFESSIONAL ACCOUNT MANAGEMENT, LLC, THE HIGHEST RANKED FIRM. THE RESULTS OF THE NEGOTIATIONS WILL BE DOCUMENTED AND BROUGHT BEFORE THE CSPEC COMMITTEE FOR APPROVAL.

ATTACHMENTS: RECOMMENDATION MEMO, EVALUATION MATRIX, SCORING SHEET, PREVIOUS AWARD

BUYER Deidra Baines
DEIDRA BAINES

RESPECTFULLY SUBMITTED
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: JACK SHAD, PUBLIC PARKING OFFICER

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 4 MEMBERS DISAPPROVING 1 DATE: 05/23/13

FOR JACK SHAD

OTHER

ACTION OF AWARDING AUTHORITY DATE 5/28/13

APPROVED ✓ DISAPPROVED:

OTHER:

SIGNATURE OF AUTHENTICATION
Karen Bowling
Chief Administrative Officer
For: Mayor Alvin Brown
Under Authority of:
Executive Order No. 2008-04
2013-04

ESC-0406-13	Professional Account Management, LLC.	
5/28/2013	$0.00	Negotiations
6/24/2013	$386,551.10	Award
7/28/2016	$120,000.00	1st Renewal Option
Pending	$120,000.00	2nd Renewal Option
	$626,551.10	**Total Award**