

City of Culver City, California
City Council Agenda Item Report

Meeting Date: 06/09/2008		Item Number: <u>C-7</u>	
AGENDA ITEM: Approval of a Five-Year Contract for Parking Citation and Payment Services to Turbo Data Systems, Inc.			
Contact Person/Dept.: Dianne Gifford		Phone Number: (310) 253-6252	
Fiscal Impact: Yes ☒ No ☐		General Fund: Yes ☒ No ☐	
Public Hearing: ☐		Action Item: ☒	Attachments: ☐
Public Notification: Master E-Mail Notification List (06/04/08)			
Department Approval: Don Pedersen (05/29/08)		City Attorney Approval: Carol Schwab (by H. Baker) (06/02/08)	
Fiscal Impact Review: Jeff Muir (by M. Noller) (06/03/08)		City Manager Approval: Jerry B. Fulwood (06/04/08)	
<u>RECOMMENDATION:</u> Staff recommends the City Council approve a five-year contract, with two options, each to extend an additional two years, with Turbo Data Systems, Inc. (TDS), for parking citation processing, payment and collection services for the Police Department. The contract will be effective from July 1, 2008 through June 30, 2013. <u>BACKGROUND:</u> The Culver City Police Department is at the end of a five-year contract with TDS, for parking citation processing and payment services which expires June 30, 2008. Services include citation processing and collection by mail, phone or web site, multiple reminder notices, placement of DMV holds, credit holds, customer service, and administrative adjudication scheduling. The Culver City Police Department solicited proposals in March 2008 from qualified companies interested in providing parking citation processing and payment services. In addition, the RFP was posted on the California Public Parking Association website. Proposals were due by April 2, 2008, at the Culver City Police Department. Of the four vendors that expressed interest, only three responded to the RFP. Those vendors were: City of Inglewood Citation Management Services, Turbo Data Systems, Inc., and Phoenix Group Information Systems. Staff evaluated the proposals according to the RFP Response, Price, Reference Checks, and Implementation Plan. One of those firms, City of Inglewood Citation Management Services (ICMS) was eliminated from the selection process because of overall cost, lengthy implementation time, and response to proposal content.			

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Phoenix Group Information Systems and Turbo Data Systems, Inc. were scheduled for a half-hour panel presentation and interview on May 9, 2008 in the Culver City Police Department. The purpose of the interviews was to further validate each company's understanding of the City's requirements and understand their perspective on past and further industry trends. The evaluation committee consisted of six sworn and non-sworn police department personnel.

DISCUSSION:

During the RFP process, the City's citation information for year 2007 was provided to the vendors. The data contained citation volume (handheld and manual), contested rates, special collections and payment types. The panel reviewed the pricing proposals submitted by each company after the presentations.

Staff recommends contracting with TDS, as the overall price was lower, factoring in the recently purchased integrated handheld ticket writers with Ticketpro software from TDS with maintenance and support. In addition, there were no implementation associated costs or disruption in services, and their company better fits our current processing needs.

The final evaluation criterion that was considered was the past service and performance record of the incumbent supplier Turbo Data Systems. TDS performance during the past contracts has been exemplary. They have consistently worked with the Police Department to increase collection rates and have offered personalized service without additional cost.

In conclusion, the evaluation panel agreed that both suppliers are excellent and either would be able to meet the City's citation processing requirements. The decisive factor in recommending TDS was their track record with the City, lower special collections rates, integrated technology of the recently purchased handheld ticket writer software, and implementation costs.

FISCAL ANALYSIS:

Fees are calculated upon the ever changing number of citations written, adjudicated and collected. Currently the City pays \$1.14 for an electronically issued citation and \$1.24 for a handwritten citation for average monthly fees of approximately \$5,500. Under the proposed contract, there will be no increase in this rate.

Telecommunication fees have been eliminated for a savings of \$1,200 per year and TDS reduced the out-of-state processing fees by 5%. Special collection fees rose 7%.

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Below is a comparison of monies paid under the current contract vs. terms of the new contract for FY 2006/2007 and 2007/2008.

COST			
<u>Fiscal Year</u>	<u>Current</u>	<u>New Contract</u>	<u>Change</u>
2006/2007	\$62,236.59	\$59,990.59	-4%
2007/2008*	\$55,293.43	\$53,100.63	-4%

*projected

Funds are requested in the Other Contractual Services account in the Police Department's Fiscal 2008-2009 budget for this service. Funds will be requested in subsequent years to cover future year contract costs.

In addition, TDS has been paid the following for tickets going to collections.

<u>Fiscal Year</u>	<u>Current 23%</u>	<u>New Contract 30%</u>
2006/2007	\$14,807.08	\$19,313.91
2007/2008*	\$ 9,727.39	\$12,687.90

*projected

MOTION:

That the City Council:

1. Approve a five-year contract with Turbo Data Systems, Inc. for the parking citation processing and payment services for the period of July 1, 2008 through June 30, 2013 with two two-year options; and
2. Authorize the City Attorney to review/prepare the necessary documents and
3. Authorize the City Manager to execute such documents on behalf of the City.