



Agenda Item Summary

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Submitted By

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Reviewed By

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Agenda Item Title

A Resolution to Approve a Contractual Services Agreement and Software License and Support Agreement between Passport Labs, Inc., a Division of Passport Parking, and the Village of Oak Park to provide a New Software Solution for a Unified Parking Citation and Permit Management System and Processing Technology for all Village Parking Permitting, Parking Passes, Vehicle Sticker Licensing, Mobile Parking Payment, Enforcement, and Adjudication Services

Overview

On November 8, 2017, the Village issued a Request for Proposals for Unified Parking Citation and Permit Management Systems and Processing Technology solution. Nine vendors including Passport Labs responded to the Request for Proposals. After reviewing the proposals and having on-site demonstrations, staff recommends contracting with Passport Labs for the software solution.

Staff Recommendation

Approve the Resolution

Fiscal Impact

Start-up and ongoing costs of this project are split across several accounts. The Parking budget includes the annual cost of the software license and support. Handhelds and Mobile License Plate Recognition (LPR) readers are included in the annual equipment costs in the Police Department budget.

In the FY2018 Budget there is \$360,000 for start-up costs of this project:

Parking Software:	5060-41300-907-570711	Available \$75,000, to use \$30,000 (Licensing fee)
Handhelds:	3029-41300-906-570710	Available \$35,000, to use \$7,000 (Devices)
Mobile LPR:	3029-41300-906-570710	Available \$87,500, to use \$87,500 (deposit for configuration start)

The FY2019 Budget will request \$222,000 for additional costs of this project:

Parking Software:	5060-41300-907-570711	Request \$30,000 (Annual Licensing Fee)
Handhelds:	3029-41300-906-570710	Request \$7,000 (Additional Devices)
Mobile LPR:	3029-41300-906-570710	Request \$185,000 (Completion of configuration of all four(4) units.)

In addition, there are ongoing fees associated to each transaction made and each collection made due to the

fact that Passport Labs operates with software as a service (SaaS) platform.

Staff recommends that the per transaction fees associated with the new service be offset by a small \$3-\$5 increase in the permit and citation fees. The Parking Division updates permit fees regularly and such an increase would be inline with previous increases.

Background

In November 21, 2016, the Village retained Dixon Resources Unlimited to assist the Village in planning for the replacement of the Village's existing systems. Dixon Resources Unlimited has extensive experience working with local government organizations like the Village in assessing their software needs.

During the preliminary stages of the project, Dixon Resources Unlimited requested existing documentation and held a number of on-site visits in order to become more knowledgeable of the current environment at the Village. Dixon Resources unlimited then conducted a group kick-off meeting.

Also while onsite, Dixon Resources Unlimited conducted fact-finding meetings with departments and Village staff that are users of the current systems. The purpose of these meetings was to review, evaluate, and document the Village's existing systems functionality and understand processes that are critical or unique to the Village.

The information gathered during these meetings was used to develop a list of functional and technical requirements for a replacement system. We also found the information helpful in understanding how processes could be streamlined and more customer friendly. Staff requests Vendor Demonstrations to understand the capabilities of various systems and ultimately create a detailed Request for Proposals with all the features staff deemed necessary from various providers.

On November 8, 2017, a Request for Proposals was issued which listed all of the functional and technical requirements. The Village received nine responses. The Evaluation Committee reviewed the responses and memos that were prepared by Dixon Resources Unlimited. Based on the scores, the Village then decided to have the top two vendors provide additional details and clarifications on the RFP submissions. This was followed by a Request for Best and Final Offers (BAFO). Staff identified Passport Labs as the top vendor during this process due to Passport Labs' ability to provide a private "white" label app. The white-label app is an unbranded version of an app, which will be developed by Passport Labs, to which Oak Park naming and branding will be applied to give the app a customized look and feel. In addition, Passport Labs has experience in Oak Park as the current provider for mobile meter payment and overnight parking passes, and has recently raised \$43 million in Series C funding indicating confidence in the company's direction. Staff also took an opportunity to visit a neighboring town utilizing the top vendor to understand challenges and service levels. At this point, staff is recommending Passport Labs as a preferred vendor.

Alternatives

The Village Board could direct staff to continue looking at other vendors.

Previous Board Action

On November 21, 2016, the Village Board authorized the Consultant Services Agreement with Dixon Resources Unlimited.

On July 16, 2018, staff presented an update to the Village Board regarding intentions to proceed with a vendor for the technology.

Citizen Advisory Commission Action

On August 15, 2018, staff presented an overview of the project to the Civic Information Services Commission. The commission approved a motion to recommend the technology and vendor.

As part of the Village-Wide parking study, both staff and the consultant Dixon Resources Unlimited have provided information regarding the need for and capabilities of technology.

Anticipated Future Actions/Commitments

Staff will bring forth a series of Ordinances to increase permit and citation fees, to off-set the per transaction fees. The increase fees will be inline with previous increases.

Intergovernmental Cooperation Opportunities

N/A.

Performance Management (MAP) Alignment

Parking and Mobility Services Division of Development Customer Services is scheduled to start MAP in the final phase.