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TO:	CHAIR AND MEMBERS CIVIC WORKS COMMITTEE JANUARY 6, 2015
FROM:	GEORGE KOTSIFAS MANAGING DIRECTOR, DEVELOPMENT & COMPLIANCE SERVICES AND CHIEF BUILDING OFFICIAL
SUBJECT:	RFP13-08 PARKING APPLICATION RENEWAL

RECOMMENDATION

That, on the recommendation of the Managing Director, Development & Compliance Service and Chief Building Official, the following actions **BE TAKEN**, with respect to the acquisition for an integrated parking ticket management system:

- a) The submission from Gtechna, 8550 Cote De Liesse, Montreal Quebec, H4T 1H2 for implementing a Parking Ticket Management System for the City of London and their submitted total cost of Software, Hardware and Support Services of \$ 244,250.00 (excluding HST), **BE ACCEPTED**; and
- b) The financing for this project **BE APPROVED** as set out in the Source of Financing Report attached as Appendix 'A'.
- c) That the Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with this contract; and
- d) Approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or issuing a purchase order relating to the subject matter of this approval.

BACKGROUND

Introduction

It is the Parking Divisions intent to implement a new parking infraction management system. The current system is using an unsupported version of an Oracle database and does not run on Windows 7 which is our corporate standard. The vendor of the current system has offered inadequate support in the past causing ITS and Parking to discontinue our support agreement and to maintain the system internally until a replacement can be implemented. There are many processes that are not covered the current system which are being completed manually by ITS and the Parking staff. These manual processes are very time consuming and because of their manual nature they are sometimes missed causing production issues. The current system has many reports that do not work for the users or are incorrect. The current system does not account for statutory holidays therefore ITS must intervene to maintain the system which requires approximately two (2) days of ITS effort.

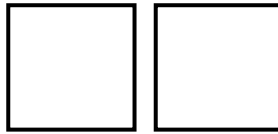
The Parking Division requires a new system that uses infrastructure that is supported by our vendors (IE: SQL database version, OS). The reduction of manual labour intensive process of administration and an increase to security and audit controls would add value to both ITS and the Parking Division. The need for statistical and reporting requirements is great and would add value to the Corporation.

Project

The overall goal of this project is to obtain Gtechna to provide professional service to implement the entire business solution.

The project is expected to encompass planning, conversion of all data, technical and business training, security setup, business support and key functional users, software promotion and integration, pilot site implementation and full rollout of the file system implementation.

The primary purpose of the new parking ticket management system is to enhance the overall performance of the Division and improve service delivery. The solution will address key operation issues, including but not limited to achieving the following objectives:



Project...cont'd

- Provision of an efficient and effective solution for tracking defined aspect of parking enforcement.
- Provision of an integrated Parking Ticket Management System
- Provision of both pre-configured and customizable reports for all aspects of parking infraction analysis
- Integration with other internal operations and systems.

Gtechna has provided for various add-on products which can be implemented as the City's requirements dictate.

The following are some of the products including optional add-on and interface modules:

- Gtechna Officer Command Centre (this is a main servicer platform that provide user and device administration, captures ticket issuance date and provide reporting features)
- Gtechna Officer Back Office Module (this add-on module manages the POA process for ticket ageing, legal notice letters, court packages and data transfers to MTO)
- Gtechna Online Payment Module (this add-on module provides a PCI compliant Internet payment portal that allows the public pay fines using a credit card)
- Gtechna Permit Management Module (this add-On provide a web portal and back office management of paid permits with user accounts, wait-lists etc.)
- Gtechna Officer Parking (this is the Android/Windows mobile software for issuing tickets, photo/not evidence, check pay-by-plate and permit parking rights)
- Gtechna Interface Module for MTO (this is included with the Officer Back Office Module and provide secure data transfer to MTO ARIS system for plate denial)
- Gtechna Interface Module for CLASS POS (this provide a web services interface with Active Network's CLASS Point of Sale system for over the counter payments)
- Gtechna Officer Administrative Monetary Penalty (AMP) Module this add-on provide back office ticket management for AMP process and rules versus POA
- Gtechna Visitor Pass Module (this add-on provides a web portal and management with business rules for unpaid/temporary parking considerations)
- Various Hardware products, ie. Printers, accessories, chargers
- Consumables – Ticket papers, design and set up
- Project Management, Training and Data Conversion and Transfer
- Parking Lot and Meter collection management
- Maintenance included in first year

Purchasing Process

On May 2, 2013 Purchasing & Supply together with Licensing and Municipal Law Enforcement – Parking Office issued a Request for Proposal, RFP13-08, for Parking Application Renewal, a project to acquire and implement an integrated parking ticket management system for the management and issuance of parking infractions that would have the flexibility to adapt to new initiatives as the operation developed efficiencies.

The submissions were required to address the following operational and business requirements:

- Parking Infraction Lifecycle Management
- Account Management
- Reporting and Auditing
- Handheld Ticket Issuance Equipment
- Associate Software for Handheld Equipment

Two (2) submissions were received on May 30, 2013: Aparc Systems and Gtechna Inc.

Both companies were evaluated based on the predetermined evaluation criteria outlined in the RFP. Aparc Systems did not fully meet the evaluation criteria, and therefore would not meet the City's expectations of the project.

Gtechna Inc. fully met the evaluation requirement and is a compliant bid.

A site visit was conducted by the Parking Replacement Project Team with the City of Hamilton Parking administration staff on March 6, 2014 as they recently awarded a similar project to Gtechna. The purpose of the meeting was to discuss their overall experience with the Gtechna, software and obtain firsthand opinion and experience with the software, product and service.

The City of Hamilton is quite satisfied with the product and the vendor support for problem resolution. Very positive feedback was received pertaining to the reporting capabilities of the software.

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Financial Impact

Funding for this acquisition is provided in the Capital Works Budget TS4209.

There will be an incremental \$9,000.00 per year for operating cost for this project. This cost will be absorbed in the Division’s operating budget.

Conclusion

It is recommended that Gtechna Inc. be awarded the contract for the integrated parking ticket management system.

Gtechna Inc. was the only contractor identified with the necessary experience, support, software and hardware and meets all of the City’s requirement to complete the project to the City’s expectations.

Acknowledgements

This report was prepared with the help of Terri Sue Wyatt CPPB, Procurement Officer and Annette Drost, Manager, Municipal Law Enforcement Services - Parking and Licensing.

SUBMITTED BY:	SUBMITTED & RECOMMENDED BY:
ANNETTE DROST MANAGER MUNICIPAL LAW ENFORCEMENT SERVICES	GEORGE KOTSIFAS MANAGING DIRECTOR DEVELOPMENT AND COMPLIANCE SERVICES
REVIEWED AND CONCURRED BY:	REVIEWED AND CONCURRED BY:
MARTIN HAYWARD MANAGING DIRECTOR CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER	OREST KATOLYK CHIEF MUNICIPAL LAW ENFORCEMENT OFFICER
REVIEWED AND CONCURRED BY:	
JOHN FREEMAN MANAGER PURCHASING & SUPPLY	

cc: John Freeman, Manager of Purchasing and Supply;
 Terri Sue Wyatt, Procurement Officer.