THE CITY OF ASHEVILLE

STAFF REPORT

City Council Meeting Date: November 9, 2021

Subject: Amend the Parking Garage Call Center Services with Parker Technology, LLC to increase contract amount by $49,250 (making the total contract value $115,000) to reflect the increase in cost to continue to provide parking garage call center services.

Staff Resource(s): Ken Putnam, Transportation Department Director
Garrett Male, Parking Services Division Manager

Action Requested: Adopt a resolution authorizing the City Manager to amend the existing Parking Garage Call Center Services Contract between the City of Asheville and Parker Technology, LLC (RATPDev USA) and to increase the contract amount by $49,250 (making the total contract value $115,000) to reflect the increase in cost to continue to provide parking garage call center services.

Background:

- Parker Technology, LLC was selected by the City of Asheville in February 2017 to provide parking garage call center services at five exit lanes of City of Asheville -operated parking garages.
- Parker Technology, LLC is both the manufacturer and technical support provider for the parking garage equipment which has been in place since February 2017.
- The existing contract has three one-year renewal options; the second renewal period will expire on January 31, 2022.
- When new parking garage equipment is operationalized, the number of payment kiosks within all four City-operated parking garages will increase from five to twenty-two which will provide a significant increase in the number of locations in which parking garage patrons can request assistance, but which will also increase the monthly cost to utilize Parker Technology's services.
- Parker Technologies has agreed to implement a cost increase at the time of contract renewal, February 1, 2022, even if new parking garage equipment is operationalized prior to that date.

Vendor Outreach Efforts:

- None.
- This is a current contract.
- Parker Technology, LLC is both the manufacturer and technical support provider for the parking garage equipment which has been in place since February 2017.

Council Goal(s):

- Transportation and Accessibility

Committee(s):

- None.

Pro(s):

- This action will support the continuation of current/existing parking garage call center service levels.

Con(s):

- None.

Fiscal Impact:

- The proposed contract amendment to increase the contract value by $49,250.00 (making the total contract value $115,000.00) allows services to continue for the life of the contract, including all three renewal periods.
- Each renewal period is one year.
- The funding source for this contract is included in the Parking Services Annual Operating Budget.

Suggested Motion:

- Motion to adopt a resolution authorizing the City Manager to amend the existing Parking Garage Call Center Services Contract between the City of Asheville and Parker Technology, LLC and to increase the contract amount by $49,250.00, for a contract total of $115,000.00, to reflect the increase in cost to continue to provide parking garage call center services.

Attachment(s)

- Resolution

RESOLUTION NO. 21-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO AMEND THE EXISTING PARKING GARAGE CALL CENTER SERVICES CONTRACT BETWEEN THE CITY OF ASHEVILLE AND PARKER TECHNOLOGY, LLC AND TO INCREASE THE CONTRACT AMOUNT TO REFLECT THE INCREASE IN COST TO CONTINUE TO PROVIDE THE CURRENT SERVICE LEVEL FOR THE REMAINING LIFE OF THE CONTRACT

WHEREAS, the City of Asheville has authority pursuant to N.C.G.S. §143 -129 for letting of public contracts; and

WHEREAS, the City of Asheville and Parker Technology are in first year of three potential annual renewal period of the existing contract for parking garage call center services; and

WHEREAS, the number of payment kiosks at which services provided by Parker Technology will be increasing from five to twenty two; and

WHEREAS, the City and Asheville and Parker Technology negotiated in good faith to make revisions to the contract, as described the proposed Amendment 1, in order to reflect the increase cost in providing the existing level of parking garage call center services; and

WHEREAS, the changes provided in Amendment 1 are intended to improve parking garage call center service access and convenience for parking garage patrons;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

City Council hereby authorizes the City Manager to amend the existing Parking Garage Call Center Services Contract between the City of Asheville and Parker Technology, LLC and to increase the contract amount by $49,250.00, for a contract total of $115,000.00, to reflect the increase in cost to continue to provide parking garage call center services for the remaining life of the contract.

Read, approved and adopted this the 9th day of November, 2021.

_____ _____

City Clerk Mayor

Approved as to form:

_____

City Attorney