



## ADMINISTRATIVE REPORT

Report Date: September 12, 2017  
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Meeting Date: September 20, 2017

TO: Standing Committee on City Finance and Services

FROM: General Manager of Engineering Services, Chief Financial Officer, and Chief Purchasing Official

SUBJECT: Contract Award for Provision of Mobile Parking Payment System: Mobile Application and Interactive Voice Response

### *RECOMMENDATION*

THAT Council receive this report for information.

### *REPORT SUMMARY*

The City issued a Request for Proposals PS20160599 ("RFP") in May 2016 for the provision of Mobile Parking Payment System: Mobile Application and Interactive Voice Response. The RFP was advertised on the City of Vancouver website and BC Bid and the work was called in accordance with the terms and condition of the City's Procurement Policy AF-015-01. City staff on the RFP evaluation committee, and subsequently, the Bid Committee, have considered the responses received, and on that basis recommend that the City negotiate, and if such negotiations are successful, enter into a contract as described above with PayByPhone Technologies Incorporated.

The current contract expires on October 25, 2017. In order to allow for a timely execution and implementation of the new contract, Bid Committee's authority to approve the entry into a contract is extended during the summer recess of Council.

### *COUNCIL AUTHORITY/PREVIOUS DECISIONS*

Under Section 12.6 of the City's Procurement Policy (AF-015-01), the Bid Committee's authority to approve the entry into a contract is extended during the summer recess of Council. The services under this contract are continuously required, and awaiting approval at the first Council date after the summer recess would not have allowed

sufficient time to negotiate and enter into a contract before the expiry of the existing contract, risking an interruption in the provision of a mobile parking payment system: mobile application and interactive voice response. Therefore, the Bid Committee exercised its right to award this contract.

## *REPORT*

### *Background/Context*

The City's current mobile parking payment ("MPP") service provider is PayByPhone Technologies Incorporated. MPP software enables payments by mobile app and phone. Currently, 53% of all meter revenue collected is attributed to the service provided by PayByPhone Technologies Incorporated. MPP service providers serve a wide range of clients/municipalities, and the solutions are highly-configurable and adaptable to different system designs.

The City's Engineering Services Department has conducted a thorough review of operational needs and opportunities for improvement, with the objective of incorporating into detailed requirements under a new contract with the successful proponent, PayByPhone Technologies Incorporated.

### *Strategic Analysis*

The RFP was issued in the accordance with the City's Procurement Policy AF-015-01. The City received responses from:

- PayByPhone Technologies Incorporated
- PassportParking, Incorporated
- Parkmobile, LLC
- Precise ParkLink Inc.

The responses were evaluated through the work of an evaluation team comprised of representatives from Parking Operations & Enforcement Branch, Parking Management, Information Technology, and Financial Planning and Analysis, under the stewardship of Supply Chain Management to ascertain if the responses offered good overall value to the City. Both quantitative and qualitative factors were evaluated.

Some of the Criteria considered in the overall evaluation process included:

- Proponent's Experience and Expertise;
- Functional Capability of the proposed Solution; and
- Technical Capability of the proposed Solution.

Based on the overall evaluation, the team concluded that the proposal submitted by PayByPhone Technologies Incorporated best met the City's requirements and provided best overall value to the City.

*Financial Implications*

Finance has reviewed and confirmed that funding will be available from the annual engineering operating budgets. The estimated contract value of \$5,444,000 over five years is based on projected volumes of transactions including estimates for growth. The actual amount will vary depending on transaction volumes. As a result of the RFP, the City is able to achieve cost certainty per transaction for the proposed five (5) year contract term.

*CONCLUSION*

In summary, the City will enter into a five (5) year contract, with the option to extend the contract for an additional five (5) one (1) year terms, with PayByPhone Technologies Incorporated, for the Provision of Mobile Parking Payment System: Mobile Application and Interactive Voice Response.

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