

**DRAFT****RESOLUTION 20xx-xxx**

**RESOLUTION SELECTING AND AUTHORIZING AN AGREEMENT WITH DATA TICKET, INC. FOR PARKING CITATION PROCESSING SERVICES AND ENFORCEMENT EQUIPMENT FOR AN AMOUNT NOT TO EXCEED \$500,000 FOR A PERIOD OF FIVE (5) YEARS FROM OCTOBER 1, 2022, THROUGH SEPTEMBER 30, 2027, WITH FIVE (5) ONE-YEAR OPTIONS TO EXTEND, WHICH MAY BE EXERCISED BY THE DISTRICT AT ITS SOLE DISCRETION FOR AN AMOUNT NOT TO EXCEED \$90,000 PER YEAR, FOR A TOTAL NOT-TO-EXCEED AMOUNT, INCLUDING OPTIONS, OF \$950,000. FUNDS FOR FISCAL YEAR (FY23) ARE BUDGETED, ALL FUNDS REQUIRED FOR FUTURE FISCAL YEARS WILL BE BUDGETED IN THE APPROPRIATE FISCAL YEAR, SUBJECT TO BOARD APPROVAL UPON ADOPTION OF EACH FISCAL YEAR'S BUDGET**

**WHEREAS**, the San Diego Unified Port District (District) is a public corporation created by the Legislature in 1962 pursuant to Harbors and Navigation Code Appendix I; and

**WHEREAS**, the Board of Port Commissioners (BPC) adopted BPC Policy No. 110 to establish a policy governing the processing and administration of public projects, consulting and service agreements, the purchasing of supplies, materials and equipment, and grants; and

**WHEREAS**, the Guest Experiences – Parking department currently uses the services of a professional firm, Data Ticket, Inc. (Data Ticket), for the processing of parking citations, citation collections and associated citation enforcement equipment; and

**WHEREAS**, Data Ticket provides the following services which assist and support the Harbor Police Department with their parking citation enforcement efforts, to promote compliance and safety:

- **Citation Processing** - Receiving and processing of all handwritten and electronic parking citations issued by the District's Harbor Police Department staff, which includes all data entry services;
- **Custom Interface Citation Payment Website** – Online access for citation recipients to view their citation, appeal/contest citations, citation payments

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and the ability to apply for an Indigent Payment Plan (per California Vehicle Code Section (CVC) 40220);

- **Customer Service** – Full service, bi-lingual customer service center and 24/7 bilingual interactive voice response (IVR) system that allows customers to get general information regarding the citation process, specific information on a particular citation, and allow the citation recipient to pay a citation;
- **Adjudication Services** – Full-service adjudication department that handles, on behalf of the District, all three parking citation appeals: 1<sup>st</sup> Level Administrative Review, 2<sup>nd</sup> Level Administrative Hearing, and 3<sup>rd</sup> Level Superior Court Hearing. This includes coordination with independent hearing officers to perform hearings;
- **Noticing Services** – Customer notices/letter reminders that are sent daily, when each citation is ready to have a notice sent dependent on the District's requirements and needs;
- **Real-Time DMV Lookup, Holds & Releases** – Real-time ability for officers to obtain and return accurate registered owner information nationwide.
- **Handheld Citation Equipment** – Lease to own equipment that includes proprietary software to aid in the accuracy and speed at which parking citations are processed;
- **Banking and Merchant of Record** – Handling of all credit card processing fees and as a Merchant of Record issuing all refunds on behalf of the District. Processing and payment of all accounting surcharge fees paid to the County and State on behalf of the District; and

**WHEREAS**, the District's current five (5) year agreement with Data Ticket is expiring on October 12, 2022; and

**WHEREAS**, pursuant to BPC Policy No. 110, the District Issued a Request for Proposals (RFP) for Parking Citation Services on March 8, 2022 through Planet Bids using five categories related to a variety of parking services and were received by 631 companies of which 26 companies downloaded the files; and

**WHEREAS**, the advertisement period was open for a total of 42 days and proposals were due by April 19, 2022; and

**WHEREAS**, DEI information for each company was also required to be included as part of their proposal submittal package; and

**WHEREAS**, an RFP information exchange meeting was held on March 15, 2022, and on April 25, 2022, two proposals by Data Ticket and T2 Systems, Inc.

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were received and deemed responsive; and

**WHEREAS**, the District's DEI and Procurement departments also participated and supported the RFP advertisement and selection process by reviewing their respective sections and providing administrative support for the RFP; and

**WHEREAS**, staff determined to forego interviews, since both companies had submitted sufficient information within their written proposals to make a final and best value determination; and

**WHEREAS**, proposals were evaluated by a six-person panel comprised of staff from the Guest Experiences – Parking department, Harbor Police Department, Information Technology department and Development Services department; and

**WHEREAS**, a decision analysis was completed by the selection panel where both companies were evaluated based on the information gathered through the responsive RFP written submittals and ranked based on the evaluation criteria and weighted scoring system established in the RFP; and

**WHEREAS**, DEI bonus points were also included as part of the evaluation; and

**WHEREAS**, based on the evaluation process, staff recommends selecting and authorizing a new agreement with Data Ticket, which was determined to be the highest qualified Service Provider for the services solicited; and

**WHEREAS**, Data Ticket has 33 years of experience in the field and experienced staff; a large number of California customers and relevant experience with California agencies; they offer all of the required services and the listed requirements of the District; and the overall cost for their lease to own equipment and services is lower than T2 Systems, Inc.; and

**WHEREAS**, due to the software and services integration with other District parking technology, including IPS smart meters, Cale pay stations, Passport parking mobile apps, Vigilant License Plate Recognition (LPR) and the District's website, the effort and cost to switch service providers could be substantial; and

**WHEREAS**, District staff recommends the BPC select and authorize to enter into an agreement with the recommended service provider, Data Ticket, Inc., for parking citation processing services and enforcement equipment for an amount not to exceed \$500,000 for a period of five (5) years from October 1, 2022, through September 30, 2027, with five (5) one-year options to extend, which may be exercised by the District at its sole discretion for an amount not to exceed \$90,000 per year, for a total not-to-exceed amount, including options, of \$950,000.

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**NOW THEREFORE, BE IT RESOLVED** by the Board of Port Commissioners (BPC) of the San Diego Unified Port District, as follows:

That the Executive Director or his designated representative is hereby authorized on behalf of the San Diego Unified Port District to select and enter into a five (5) year agreement with Data Ticket, Inc., for parking citation processing services and enforcement equipment for an amount not to exceed \$500,000 for a period of five (5) years from October 1, 2022, through September 30, 2027, with five (5) one-year options to extend, which may be exercised by the District at its sole discretion for an amount not to exceed \$90,000 per year, for a total not-to-exceed amount, including options, of \$950,000.

APPROVED AS TO FORM AND LEGALITY:  
GENERAL COUNSEL

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By: Assistant/Deputy

PASSED AND ADOPTED by the Board of Port Commissioners of the San Diego Unified Port District, this 9th day of August 2022, by the following vote: