


# City of Santa Fe New Mexico

## memo

**DATE:** October 20,2022

**TO:** JoAnn Lovato, Interim Procurement Officer

**VIA:**   
Regina Wheeler, Public Works Director

**FROM:** Angelica M. Serrano, Parking Administrative Manager

**SUBJECT:** Sole Source Request and Determination for Conduent

### **ACTION**

Request Approval of Sole Source Request and Determination for Conduent State and Local Solutions Inc.

### **BACKGROUND AND SUMMARY:**

On August 9, 2017, Governing Body approved a three-year contract with Conduent State and Local Solutions, Inc. to provide the Parking Division with software and implementation services for a Parking Citation Administration and Revenue Reconciliation System. This is an integrated system that supports all aspects of parking citations including appeals, past due collections, issuance, payment and documentation. Amendment 1 extended the term of the original agreement to August 31, 2022.

Due to the essential nature of the equipment, software and business processes surrounding this vendors services, Parking Division is requesting procure/maintain the services of Conduent State and Local Solutions Inc. through Sole Source for the following reasons:

This contractor was selected by RFP and their hardware, software and business workflow has been implemented to manage parking violation citations including citations issuance, payment tracking, processing appeals, conducting investigations for appeals, recording appeal decisions, revenue accountability, detailed audit processes and records, tracking Hearing decisions, etc. The City requires continuation of all of these features to serve the parking public. The City's Parking has implemented major equipment, software and business processes around this vendor's products and services. Conversion would require at least one year to complete and additional budget.

The term of Professional Services Agreement with Conduent State and Local Solutions, Inc. will be for one year with a compensation not to exceed \$158,508.00 including NMGRT.

**BUDGET INFORMATION: FUND: PW PARKING ORG: 5350452 OBJ: 510310**

### **ATTACHMENTS:**

**Exhibit A -Sole Source Request and Determination Form**  
**Exhibit B- Contract**

# Memo

**To:** Regina Wheeler  
**From:** Phillip Prince  
**cc:** Jerimiah Swank, Angelica Serrano  
**Date:** September 23, 2022  
**Re:** Conduent Parking Business Processes

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## Scope of Services City of Santa Fe Parking:

Implement and manage a customized parking violation issuance and processing application, inclusive of: (1) Parking citation issuance based on Santa Fe's unique violation codes and citation field requirements and design; (2) Citation software (CitySight) integration with parking meter apps (ParkMobile) and permits, including an initial and "last chance" verification of compliance prior to citation issuance, and real-time database integration (eTIMS); (3) Manage violation processing through a web-based, hosted platform, including complex rules concerning the retrieval of name and address information through departments of motor vehicles, customized noticing (notice of violation, reminder notices, delinquency notices, referral notices) based on prescribed intervals, including penalty assessments and referrals; and citation aging and closure (payment, not liable decisions, etc.) (4) Permit processing configuration, including residential and guest permits, including special business rules; (5) Hearing processing, including walk-in and online disputes, correspondence and records retention, customized hearing queues and decision codes, and tailored hearing decisions; (6) Payment portals, cashiering integration, and payment tracking, including reconciliation; (7) Payment plans and forgiveness programs, including the financial hardship program and rules concerning fine reductions and accessibility; (8) Creation and provision of key reports; (9) IVR hosting and integration; (10) ongoing consultation concerning data science and beset practices.

## Unique and Special Services:

Contractor provides unique citation issuance and violation processing services, including agnostic payment platform integration, systems integration and support, proprietary workflow processing, and data science expertise. The contractor is the only provider with the

understanding, skill, and experience to continue manage the City's complex business processes, including the processing of financial hardship payments. Contractor designed, built, and implemented a financial hardship forgiveness program tailored to City's specific requirements, including a 50% rolling license plate-based fine/penalty reduction assuming payment within 30 days, the reassessment of the full balance for failure to pay, modifications to eligibility requirements, and the opportunity to re-enroll for a 25% reduction in amounts due. Further, contractor provides matchless capabilities programming interactive voice response systems, designing notices and hearing decisions, managing collections firms and referrals, and seamlessly integrating with city applications.

Conduent's citation issuance and violation processing software is based on proprietary business rules for court, noticing, aging, and referrals, integration points (City cashiering, IVR, ParkMobile, etc.), screen designs and formats, ownership, and data science. The CitySight application alone offers unique reporting, GIS tracking, verification, guidance features, and agnostic integration. Conduent as is fully integrated with the City to fulfill virtual residential permits, guest permits and renewal applications. As currently designed for the City, no other software provider can meet the intended purpose of the contract



# City of Santa Fe, New Mexico

## SOLE SOURCE REQUEST AND DETERMINATION FORM

This sole source request form **must** be submitted to the City of Santa, Purchasing Division for authorization, determination and processing by the Chief Procurement Officer (CPO).

*Please ensure to complete this form in its entirety - (\*) must be completed.*

\*Date: 10/20/2022

\*Prepared By: Angelica M. Serrano

\*Title: Administrative Manager

\*Vendor Name: Conduent State and Local Solutions, Inc.

\*Address: 518 17<sup>th</sup> St Suite 300

\*City: Denver

\*State: CO

\*Zip Code: 80202

\*Description of Goods/Service to be procured:

\*Estimated Cost:

\$158,508.00

Term of Contract:

One (1) to Four (4) year from award

1

\*Sole Source Request Justification Questions 1-3.

1. Explain the purpose/need of purchase. Ensure to include a thorough scope of work for the services, construction or items of tangible personal property (if this is an amendment request to an existing contract, attach current contract).

To manage parking violation citations which includes citation issuance, payment tracking, processing appeals, conducting investigations for appeals, recording appeal decisions, revenue acceptability, detailed audit processes and records, setting up hearings with independent hearing officer, and tracking hearing decisions.

### Scope of Work

**Program Database**-Shall establish, maintain, and make available to the City an internet database of violations recorded by the system

**Violation Processing**-Shall retrieve violation images from the system and process such violations according to business rules and a noticing cycle established and approved by the City and agreed to by vendor.

**Online Payment Processing**-Shall maintain a credit card pay-by web system for the program

**Virtual Permit Fulfillment**-Shall maintains a parking permit portal for virtual permitting fulfillment.

**Delinquent Citations**-Delinquent Collections

2. Provide a detailed explanation of the criteria developed and specified by the department as necessary to perform and/or fulfill the contract.

The contractor has affirmed sole source for the services, construction or items of tangible personal property (*Attach memo from vendor*). Provide documentation of due diligence for other possible vendors/contractors to provide the requested services/goods proved unsuccessful; or

**Other:** explanation of the reasons, qualifications, proprietary rights or unique capabilities (*unique and how this uniqueness is substantially related to the intended purpose of the contract*) of the prospective contractor that makes the prospective contractor *the one source* capable of providing the required professional service, service, construction or item(s) of tangible personal property. (Please do not state the source is the “best” source or the “least costly” source. Those factors do not justify a “sole source.”) *Unique and how this uniqueness is substantially related to the intended purpose of the contract.*

This contractor was selected by RFP and their ETIMS hardware and CitySight software and business workflow has been implemented to manage parking violation citations including citations issuance, payment tracking, processing appeals, conducting investigations for appeals, recording appeal decisions, revenue accountability, detailed audit processes and records, tracking Hearing decisions, etc. The City requires continuation of all of these features to serve the parking public.

3. Explain why other similar professional services, services, construction or item(s) of tangible personal property *cannot* meet the intended purpose of the contract.

The City’s Parking has implemented major equipment, software and business processes around this vendor’s products and services. Conversion would require at least one year to complete and additional budget. Conduent’s citation issuance and violation processing software is based on proprietary business rules for court, noticing, aging, and referrals, integration points (City cashiering, IVR, ParkMobile, etc.), screen designs and formats, ownership, and data science. The CitySight application alone offers unique reporting, GIS tracking, verification, guidance features, and agnostic integration. Conduent as is fully integrated with the City to fulfill virtual residential permits, guest permits and renewal applications. As currently designed for the City, no other software provider can meet the intended purpose of the contract in the specified time frame without additional expense.

**\*Approvals:**

Based on the above facts, the City of Santa Fe Purchasing Officer has made the determination that the justification for a Sole Source procurement is in accordance with the State Procurement Code, Section 13-1-126 Sole source procurement., NMSA 1978 and shall be posted for a 30-day period prior to award.

JoAnn Lovato  
JoAnn Lovato (Nov 22, 2022 10:49 MST)

Nov 22, 2022

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CPO  
Purchasing Officer for  
the City of Santa Fe

Date

**Pursuant to the State Procurement Code, Section 13-1-126 Sole source procurement., NMSA 1978, the 30-day posting period of the Notice of Intent to Award this Sole Source request was met and no obligation to the award to the above referenced contractor were received. *This Sole Source determination will be valid for a period of one (1) year from the date of the award.***

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CPO  
Purchasing Officer for the  
City of Santa Fe

Date

**\*Required Attachments:**

- \*Letter from Contractor acknowledging they are the only source (on their business letterhead and signed by the head of business or financial operations),*
- \*Quote from sole source Contractor*
- \*Agenda Item to be presented to City Council if over \$60,000 for Professional Services and \$60,000 for Goods and Non-Professional Services*

November 3, 2022

Angelica Serrana  
 City Of Santa Fe – Parking Division  
 Po Box 909  
 Santa Fe, NM 87504-0909

**RE: Parking Enforcement Pricing**

Dear Ms. Serrano,

In response to our recent conversations, we are pleased to submit a Rough Order of Magnitude budgetary estimate (ROM) for the Parking enforcement program. Conduent will continue with the scope of work currently being provided to the City of Santa Fe under the terms and conditions of contract #17-0858. Conduent is proposing that we continue with our existing pricing model. The interface with the garage systems will need to be priced as a change order as we need some more details from the equipment vendor.

**Scope Overview**

Program Database – Conduent shall establish, maintain, and make available to the City an internet-based database of violations recorded by the Systems

Violation Processing - Conduent shall retrieve violation images from the Systems and process such violations according to business rules and a noticing cycle established and approved by the City and agreed to by Conduent.

Online Payment Processing – Conduent will maintain a credit card pay-by-web System for the program.

Virtual Permit Fulfillment – Conduent will maintain a parking permit portal for virtual permitting fulfillment.

**Rough Order of Magnitude Pricing**

Service – Paid By City	Pricing
Monthly Management Fee	\$13,473.18
Per Citation issued	\$0.29/citation
Noticing	\$0.10/ postcard notice

Correspondence (per Correspondence mailed)	\$0.14/coorespondence letter
Postage - Reimbursable	Reimbursed at actiul cost
Credit Card Processing Fee	\$1.50/per transaction
Delinquent Collection fee (paid on contingency basis)	\$35.50/collected citation

## Assumptions

1. Annual Management Fee will be subject to an annual adjustment equal to the lesser of the ConsumerPrice Index for All Urban Consumers (CPI-U) - All items category referenced in the website <https://www.bls.gov/news.release/cpi.t02.htm> not to exceed 2%.
2. Term : 1-year base term.

## Implementation

There will be no implementation period for the services currently being provided to the City of Santa Fe.

The interface with the garage systems will need to be priced as a change order. Further details are required from the equipment vendor inoder to to determain project scope.

This Rough Order of Magnitude quote is expressly conditioned upon Conduent and the City of Santa Fe reaching a mutual agreement on the terms and conditions of any applicable contract. This estimate is not a binding offer and must be memorialized in a mutually acceptable contract subject to the aforementioned terms and conditions.

Our principal contact for questions or clarifications pertaining to this proposal submission is:

Phillip Prince  
 phillip.prince@conduent.com  
 480-628-9117

We look forward to furthering our discussions, and I assure you the Conduent team is fully dedicated to partnering with the City of Santa Fe to maintain the current enforcement programs.

Sincerely,

Phillip Prince  
 Director, Account Management  
 Conduent Transportation



CONDUENT  
2% INCREASE EACH YEAR

	MONTHLY AMOUNT	ANNUAL AMOUNT
Year One	\$ 13,209.00	\$ 158,508.00
Year Two	\$ 13,473.18	\$ 161,678.16
Year Three	\$ 13,742.64	\$ 164,911.72
Year Four	\$ 14,017.50	\$ 168,209.96
Year Five	\$ 14,297.85	\$ 171,574.16
	TOTAL	\$ 824,882.00