



City of Santa Fe, New Mexico

Memorandum



DATE: August 12, 2023

TO: John Blair, City Manager

VIA: Regina Wheeler, Public Works Director *Regina Wheeler*
Regina Wheeler (Aug 12, 2024 12:04 MDT)

Steve Kaspan, Parking Division Director *Steve kaspan*
Steve kaspan (Aug 12, 2024 12:00 MDT)

FROM: Andrew Cordero, Contracts Administrator AC

ACTION:

Request for approval of the General Services Contract with Parker Technology LLC for a Not to Exceed Total Amount of \$60,000 for a One Year Term.

BACKGROUND AND SUMMARY:

The purpose of this General Services Contract is for the continuation of call center services for the Sandoval, Railyard, and Convention Center Parking Garages. Customers entering or exiting garages access these services for assistance using a button on the ticket dispenser machines. The cost per call for Fiscal Year 24/25 is \$3.12/call. Included in this cost are call data & recordings, platform software upgrades, reporting, business rule updates, and monthly support.

A four-year contract will be procured prior to the expiration of this agreement.

CONTRACT NUMBER:

Munis Contract #3250106

FUNDING SOURCE:

Org/Obj Number – 5350457/510310

ATTACHMENTS:

Contract with Parker Technology LLC
Procurement Checklist
Summary of Contracts
Certificate of Insurance
Written Determination
Horizons Declination
Quotes

**CITY OF SANTA FE
GENERAL SERVICES CONTRACT**

Call Center Services for Sandoval, Railyard, and Convention Center Parking Garages

THIS CONTRACT is made and entered into by and between the City of Santa Fe, herein after referred to as the "City," and **Parker Technology, LLC** herein after referred to as the "Contractor."

IT IS MUTUALLY AGREED BETWEEN THE PARTIES:

1. **Definitions**

A. "Products and Services Schedule" refers to the complete list of products and services offered under this Contract and the price for each. Product and service descriptions may be amended with the prior approval of the Contract Administrator. New products and services shall not be added to the Products and Services Schedule.

B. "Business Hours" means 8:00 a.m. to 5:00 p.m. Mountain Time.

2. **Scope of Work**

A. The Contractor shall perform the following work:

1. Parker Call Center Service: The cost per call for Fiscal Year 24/25 is \$3.12/call. Included in this cost is a SaaS fee. Fee includes Customer Portal Access (call data & recordings), platform software upgrades, reporting, business rule updates, and monthly support.

2. TIBA X30 SmartConnect Control Integration API: Monthly Per Facility Charge

3. TIBA X30 SmartConnect Control Integration API: Monthly Per Device Charge

The rates are based on current monthly call bucket (1100 calls), the number of current facilities (3) and the number of current devices on the platform (30). If any of these items increases or decreases, the respective total per line item would go up or down accordingly as well. Parker Serviced Overage Calls are \$3.99 each call and are billed the following month.

3. **Compensation**

The City shall pay to the Contractor based upon fixed prices for each Deliverable item as listed here.

<u>Deliverable item:</u>	<u>U/I (unit of issue)</u>	<u>Price</u>
01 Call Center Service Price (\$3.12/call)	1,100	\$3,432.00
02 Monthly Per Facility Charge (\$40ea)	3	\$120.00
03 Monthly Per Device Charge (\$15ea)	30	\$450.00

The total compensation under this Contract shall not exceed sixty thousand dollars (\$60,000.00) excluding New Mexico gross receipts tax. In no case shall contract extensions cause the total compensation to exceed sixty thousand dollars (\$60,000.00).

4. **Payment Provisions**

All payments under this Contract are subject to the following provisions.

- A. Acceptance - In accordance with NMSA 1978, Section 13-1-158 the City shall determine if the product or services provided meet specifications. Until the products or services have been accepted in writing by the City, the City shall not pay for any products or services. Unless otherwise agreed upon between the City and the Contractor, within thirty (30) days from the date the City receives written notice from the Contractor that payment is requested for services or within thirty (30) days from the receipt of products, the City shall issue a written certification (by letter or email) of complete or partial acceptance or rejection of the products or services. Unless the City gives notice of rejection within the specified period, the products or services will be deemed to have been accepted.

- B. Payment of Invoice - Upon acceptance that the products or services have been received and accepted, payment shall be tendered to the Contractor within thirty (30) days after the date of certification. After the thirtieth day from the date that written certification of acceptance is issued, late payment charges shall be paid on the unpaid balance due on the contract to the Contractor at the rate of 1.5 % per month. Contractor may submit invoices for payment no more frequently than monthly. Payment will be made to the Contractor's designated mailing address. Payment on each invoice shall be due within 30 days from the date of the acceptance of the invoice. The City agrees to pay in full the balance shown on each account's statement, by the due date shown on said statement.

5. **Term**

THIS CONTRACT SHALL NOT BECOME EFFECTIVE UNTIL APPROVED IN WRITING BY THE CITY. This contract shall terminate **1 year from date of final signature.**

6. **Default and Force Majeure**

The City reserves the right to cancel all, or any part of any orders placed under this contract without cost to the City, if the Contractor fails to meet the provisions of this contract and, except as otherwise provided herein, to hold the Contractor liable for any excess cost occasioned by the City due to the Contractor's default. The Contractor shall not be liable for any excess costs if failure to perform the order arises out of causes beyond the control and without the fault or negligence of the Contractor; such causes include, but are not restricted to, acts of God or the public enemy, acts of the State or Federal Government, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, unusually severe weather and defaults of sub-contractors due to any of the above, unless the City shall determine that the supplies or services to be furnished by the sub-contractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required delivery scheduled. The rights and remedies of the City provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this contract.

7. **Termination**

A. **Grounds.** The City may terminate this Contract for convenience or cause. For contracts within their authority, the City Manager or their designee is authorized to provide the notice of termination, otherwise such notice of termination shall be provided by the Mayor, or their designee as authorized by the Governing Body. The Contractor may only terminate this Contract based upon the City's uncured, material breach of this Contract.

B. **Notice: City Opportunity to Cure.**

1) Except as otherwise provided in Paragraphs 7.A and 17, the City shall give the Contractor written notice of termination at least thirty (30) days prior to the intended date of termination.

2) Contractor shall give City written notice of termination at least thirty (30) days prior to the intended date of termination, which notice shall (i) identify all the City's material breaches of this Contract upon which the termination is based and (ii) state what the City must do to cure such material breaches. Contractor's notice of termination shall only be effective (i) if the City does not cure all material breaches within the thirty (30) day notice period or (ii) in the case of material breaches that cannot be cured within thirty (30) days, the City does not, within the thirty (30) day notice period, notify the Contractor of its intent to cure and begin with due diligence to cure the material breach.

3) Notwithstanding the foregoing, this Contract may be terminated immediately upon written notice to the Contractor (i) if the Contractor becomes unable to perform the services contracted for, as determined by the City; (ii) if, during the term of this Contract, the Contractor is suspended or debarred by the City; or (iii) the Contract is terminated pursuant to Paragraph 17, "Appropriations", of this Contract.

C. **Liability.** Except as otherwise expressly allowed or provided under this Contract, the City's sole liability upon termination shall be to pay for acceptable work performed prior to the Contractor's receipt or issuance of a notice of termination; provided, however, that a notice of termination shall not nullify or otherwise affect either party's liability for pre-termination defaults under or breaches of this Contract. The Contractor shall submit an invoice for such work within thirty (30) days of receiving or sending the notice of termination. *THIS PROVISION IS NOT EXCLUSIVE AND DOES NOT WAIVE THE CITY'S OTHER LEGAL RIGHTS AND REMEDIES CAUSED BY THE CONTRACTOR'S DEFAULT/BREACH OF THIS CONTRACT.*

8. **Amendment**

A. This Contract shall not be altered, changed, or amended except by instrument in writing executed by the parties hereto and all other required signatories.

B. If the City proposes an amendment to the Contract to unilaterally reduce funding due to budget or other considerations, the Contractor shall, within thirty (30) days of receipt of the proposed Amendment, have the option to terminate the Contract, pursuant to the termination provisions as set forth in Paragraph 7 herein, or to agree to the reduced funding.

9. **Status of Contractor**

The Contractor, and Contractor's agents and employees, are independent Contractors for the City and are not employees of the City. The Contractor, and Contractor's agents and employees, shall not accrue leave, retirement, insurance, bonding, use of City vehicles, or any other benefits afforded to employees of the City because of this Contract. The Contractor acknowledges that all sums received hereunder are personally reportable by the Contractor for income tax purposes, including without limitation, self-employment tax and business income tax. The Contractor agrees not to purport to bind the City unless the Contractor has written authority to do so, and then only within the strict limits of that authority.

10. **Assignment**

The Contractor shall not assign or transfer any interest in this Contract or assign any claims for money due or to become due under this Contract without the prior written approval of the City.

11. **Subcontracting**

The Contractor shall not subcontract any portion of the services to be performed under this Contract without the prior written approval of the City. No such subcontract shall relieve the primary Contractor from its obligations and liabilities under this Contract, nor shall any subcontract obligate direct payment from the City.

12. **Non-Collusion**

In signing this Contract, the Contractor certifies the Contractor has not, either directly or indirectly, entered into action in restraint of free competitive bidding in connection with this offer submitted to the City.

13. **Inspection of Plant**

The City may inspect, at any reasonable time during Contractor's regular business hours and upon prior written notice, the Contractor's plant or place of business, or any subcontractor's plant or place of business, which is related to the performance of this contract.

14. **Commercial Warranty**

The Contractor agrees that the tangible personal property or services furnished under this Contract shall be covered by the most favorable commercial warranties the Contractor gives to any customer for such tangible personal property or services, and that the rights and remedies provided herein shall extend to the City and are in addition to and do not limit any rights afforded to the City by any other clause of this order. The contractor agrees not to disclaim warranties of fitness for a particular purpose or merchantability.

15. **Condition of Proposed Items**

Where tangible personal property is a part of this Contract, all proposed items are to be NEW and of most current production, unless otherwise specified.

16. **Records and Audit**

During the term of this Contract and for three years thereafter, the Contractor shall maintain detailed records pertaining to the services rendered and products delivered. These records shall be subject to inspection by the City, the State Auditor and other appropriate state and federal authorities. The City shall have the right to audit billings both before and after payment. Payment under this Contract shall not foreclose the right of the City to recover excessive or illegal payments.

17. **Appropriations**

The terms of this Contract, and any orders placed under it, are contingent upon sufficient appropriations and authorization being made by the Governing Body for the performance of this Contract. If sufficient

appropriations and authorization are not made by the legislature, this Contract, and any orders placed under it, shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final. If the City proposes an amendment to the Contract to unilaterally reduce funding, the Contractor shall have the option to terminate the Contract or to agree to the reduced funding, within thirty (30) days of receipt of the proposed amendment.

18. **Release**

The Contractor, upon final payment of the amount due under this Contract, releases the City, its officers, and employees, from all liabilities, claims and obligations whatsoever arising from or under this Contract. The Contractor agrees not to purport to bind the City, unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

19. **Confidentiality**

Any confidential information provided to or developed by the Contractor in the performance of this Contract shall be kept confidential and shall not be made available to any individual or organization by the Contractor without prior written approval by the City.

20. **Conflict of Interest**

A. The Contractor represents and warrants that it presently has no interest and, during the term of this Contract, shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance or services required under the Contract. The Contractor shall comply with any applicable provisions of the New Mexico Governmental Conduct Act and the New Mexico Financial Disclosures Act.

B. The Contractor further represents and warrants that it has complied with, and, during the term of this Contract, will continue to comply with, and that this Contract complies with all applicable provisions of the Governmental Conduct Act, Chapter 10, Article 16 NMSA 1978.

C. Contractor's representations and warranties in Paragraphs A and B of this Paragraph are material representations of fact upon which the City relied when this Contract was entered into by the parties. Contractor shall provide immediate written notice to the City if, at any time during the term of this Contract, Contractor learns that Contractor's representations and warranties in Paragraphs A and B of this Paragraph 20 were erroneous on the effective date of this Contract or have become erroneous by reason of new or changed circumstances. If it is later determined that Contractor's representations and warranties in Paragraphs A and B of this Paragraph 20 were erroneous on the effective date of this Contract or have become erroneous by reason of new or changed circumstances, in addition to other remedies available to the City and notwithstanding anything in the Contract to the contrary, the City may immediately terminate the Contract.

D. All terms defined in the Governmental Conduct Act have the same meaning in this section.

21. **Approval of Contractor Representative(s)**

The City reserves the right to require a change in Contractor representative(s) if the assigned representative(s) are not, in the opinion of the City, adequately serving the needs of the City.

22. **Scope of Contract; Merger**

This Contract incorporates all the Agreements, covenants and understandings between the parties hereto concerning the subject matter hereof, and all such covenants, agreements, and understandings have been merged into this written contract.

23. **Notice**

The Procurement Code, NMSA 1978, Sections 13-1-28 through 13-1-199, imposes civil and criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities, and kickbacks.

24. **Equal Opportunity Compliance**

The Contractor agrees to abide by all federal and state laws, and local Ordinances, pertaining to equal employment opportunity. In accordance with all such laws, rules, and regulations, the Contractor agrees to assure that no person in the United States shall on the grounds of race, religion, color, national origin, ancestry, sex, age, physical or mental handicap, or serious medical condition, spousal affiliation, sexual orientation or gender identity, be excluded from employment with or participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed under this Contract. If Contractor is found not to be in compliance with these requirements during the life of this Contract, Contractor agrees to take appropriate steps to correct these deficiencies.

25. **Indemnification**

The Contractor shall hold the City and its employees harmless and shall indemnify the City and its employees against any and all claims, suits, actions, liabilities and costs of any kind, including attorney's fees for personal injury or damage to property arising from the acts or omissions of the Contractor, its agents, officers, employees or subcontractors. The Contractor shall not be liable for any injury or damage as a result of any negligent act or omission committed by the City, its officers or employees.

26. **New Mexico Tort Claims Act**

Any liability incurred by the City of Santa Fe in connection with this Contract is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The City and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Contract modifies or waives any provision of the New Mexico Tort Claims Act.

27. **Applicable Law**

The laws of the State of New Mexico shall govern this Contract, without giving effect to its choice of law provisions. Venue shall be proper only in a New Mexico court of competent jurisdiction in accordance with NMSA 1978, Section 38-3-2. By execution of this Contract, Contractor acknowledges and agrees to the jurisdiction of the courts of the State of New Mexico over any and all lawsuits arising under or out of any term of this Contract.

28. **Limitation of Liability**

The Contractor's liability to the City, for any cause whatsoever shall be limited to the purchase price paid to the Contractor for the products and services that are the subject of the City's, claim. The foregoing limitation does not apply to paragraph 25 of this Contract or to damages resulting from personal injury caused by the Contractor's negligence.

29. **Incorporation by Reference and Precedence**

If this Contract has been procured pursuant to a request for proposals, this Contract is derived from (1) the request for proposal, (including any written clarifications to the request for proposals and any City response to questions); (2) the Contractor's best and final offer; and (3) the Contractor's response to the request for proposals.

In the event of a dispute under this Contract, applicable documents will be referred to for the purpose of clarification or for additional detail in the following order of precedence: (1) amendments to the Contract in reverse chronological order; (2) the Contract, including the scope of work and all terms and conditions thereof; (3) the request for proposals, including attachments thereto and written responses to questions and written clarifications; (4) the Contractor's best and final offer if such has been made and accepted by the City; and (5) the Contractor's response to the request for proposals.

30. **Workers' Compensation**

The Contractor agrees to comply with state laws and rules applicable to workers' compensation benefits for its employees. If the Contractor fails to comply with the Workers' Compensation Act and applicable rules when required to do so, this Contract may be terminated by the City.

31. **Inspection**

If this contract is for the purchase of tangible personal property (goods), final inspection and acceptance shall be made at Destination. Tangible personal property rejected at Destination for non-conformance to specifications shall be removed at Contractor's risk and expense promptly after notice of rejection and shall not be allowable as billable items for payment.

32. **Inspection of Services**

If this contract is for the purchase of services, the following terms shall apply.

A. Services, as used in this Article, include services performed, workmanship, and material furnished or utilized in the performance of services.

B. The Contractor shall provide and maintain an inspection system acceptable to the City covering the services under this Contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the City and for as long thereafter as the Contract requires. The City has the right to inspect and test all services contemplated under this Contract to the extent practicable at all times and places during the term of the Contract. The City shall perform inspections and tests in a manner that will not unduly delay or interfere with Contractor's performance.

C. If the City performs inspections or tests on the premises of the Contractor or a subcontractor, the Contractor shall furnish, and shall require subcontractors to furnish, at no increase in contract price, all reasonable facilities and assistance for the safe and convenient performance of such inspections or tests.

D. If any part of the services do not conform with the requirements of this Contract, the City may require the Contractor to re-perform the services in conformity with the requirements of this Contract at no increase in contract amount. When the defects in services cannot be corrected by re-performance, the City may:

- (1) require the Contractor to take necessary action(s) to ensure that future performance conforms to the requirements of this Contract; and
- (2) reduce the contract price to reflect the reduced value of the services performed.

E. If the Contractor fails to promptly re-perform the services or to take the necessary action(s) to ensure future performance in conformity with the requirements of this Contract, the City may:

- (1) by contract or otherwise, perform the services and charge to the Contractor any cost incurred by the City that is directly related to the performance of such service; or
- (2) terminate the contract for default.

33. **Insurance**

If the services contemplated under this Contract will be performed on or in City facilities or property, Contractor shall maintain in force during the entire term of this Contract, the following insurance coverage(s), naming the City as additional insured.

A. Commercial General Liability insurance shall be written on an occurrence basis and be as broad as ISO Form CG 00 01 with limits not less than \$2,000,000 per occurrence and \$2,000,000 in the aggregate for claims against bodily injury, personal and advertising injury, and property damage. Said policy shall include broad form Contractual Liability coverage and be endorsed to name the City of Santa Fe their officials, officers, employees, and agents as additional insureds.

B. Broader Coverage and Limits. The insurance requirements under this Contract shall be the greater of (1) the minimum coverage and limits specified in this Contract, or (2) the broader coverage and maximum limits of coverage of any insurance policy or proceeds available to the Named Insured. It is agreed that these insurance requirements shall not in any way act to reduce coverage that is broader or that includes higher limits than the minimums required herein. No representation is made that the minimum insurance requirements of this Contract are sufficient to cover the obligations of Contractor hereunder.

C. Contractor shall maintain the above insurance for the term of this Contract and name the City as an additional insured and provide for 30 days cancellation notice on any Certificate of Insurance form furnished by Contractor. Such certificate shall also specifically state the coverage provided under the policy is primary over any other valid and collectible insurance and provide a waiver of subrogation.

34. **Impracticality of Performance**

A party shall be excused from performance under this Contract for any period that the party is prevented from performing as a result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party has prudently and promptly acted to take any and all steps that are within the party's control to

ensure performance. Subject to this provision, such non-performance shall not be deemed a default or a ground for termination.

35. **Invalid Term or Condition**

If any term or condition of this Contract shall be held invalid or unenforceable, the remainder of this Contract shall not be affected and shall be valid and enforceable.

36. **Enforcement of Contract**

A party's failure to require strict performance of any provision of this Contract shall not waive or diminish that party's right thereafter to demand strict compliance with that or any other provision. No waiver by a party of any of its rights under this Contract shall be effective unless express and in writing, and no effective waiver by a party of any of its rights shall be effective to waive any other rights.

37. **Patent, Copyright and Trade Secret Indemnification**

A. The Contractor shall defend, at its own expense, the City against any claim that any product or service provided under this Contract infringes any patent, copyright to trademark in the United States or Puerto Rico, and shall pay all costs, damages and attorneys' fees that a court finally awards as a result of any such claim. In addition, if any third party obtains a judgment against the City based upon Contractor's trade secret infringement relating to any product or services provided under this Contract, the Contractor agrees to reimburse the City for all costs, attorneys' fees and amount of the judgment. To qualify for such defense and or payment, the City shall:

- 1) give the Contractor prompt written notice within 48 hours of any claim;
- 2) allow the Contractor to control the defense of settlement of the claim; and
- 3) cooperate with the Contractor in a reasonable way to facilitate the defense or settlement of the claim.

B. If any product or service becomes, or in the Contractor's opinion is likely to become the subject of a claim of infringement, the Contractor shall at its option and expense:

- 1) provide the City the right to continue using the product or service and fully indemnify the City against all claims that may arise out of the City's use of the product or service;
- 2) replace or modify the product or service so that it becomes non-infringing; or,
- 3) accept the return of the product or service and refund an amount equal to the value of the returned product or service, less the unpaid portion of the purchase price and any other amounts, which are due to the Contractor. The Contractor's obligation will be void as to any product or service modified by the City to the extent such modification is the cause of the claim.

38. **Survival**

The Contract paragraphs titled "Patent, Copyright, Trademark, and Trade Secret Indemnification; Indemnification; and Limit of Liability" shall survive the expiration of this Contract. Software licenses, leases, maintenance and any other unexpired Agreements that were entered into under the terms and conditions of this Contract shall survive this Contract.

39. **Disclosure Regarding Responsibility**

- A. Any prospective Contractor and any of its Principals who enter into a contract greater than sixty

thousand dollars (\$60,000.00) with any City for professional services, tangible personal property, services or construction agrees to disclose whether the Contractor, or any principal of the Contractor's company is presently debarred, suspended, proposed for debarment, or declared ineligible for award of contract by any federal entity, state agency or local public body.

B. Principal, for the purpose of this disclosure, means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity or related entities.

C. The Contractor shall provide immediate written notice to the City if, at any time during the term of this Contract, the Contractor learns that the Contractor's disclosure was at any time erroneous or became erroneous by reason of changed circumstances.

D. A disclosure that any of the items in this requirement exist will not necessarily result in termination of this Contract. However, the disclosure will be considered in the determination of the Contractor's responsibility and ability to perform under this Contract. Failure of the Contractor to furnish a disclosure or provide additional information as requested will be grounds for immediate termination of this Contract pursuant to the conditions set forth in Paragraph 7 of this Contract.

E. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the disclosure required by this document. The knowledge and information of a Contractor is not required to exceed that which is the normally possessed by a prudent person in the ordinary course of business dealings.

F. The disclosure requirement provided is a material representation of fact upon which reliance was placed when making an award and is a continuing material representation of the facts during the term of this Contract. If during the performance of the contract, the Contractor is indicted for or otherwise criminally or civilly charged by any government entity (federal, state or local) with commission of any offenses named in this document the Contractor must provide immediate written notice to the City. If it is later determined that the Contractor knowingly rendered an erroneous disclosure, in addition to other remedies available to the Government, the City may terminate the involved contract for cause. Still further the City may suspend or debar the Contractor from eligibility for future solicitations until such time as the matter is resolved to the satisfaction of the City.

40. **Suspension, Delay or Interruption of Work**

The City may, without cause, order the Contractor, in writing, to suspend, delay or interrupt the work in whole or in part for such period of time as the City may determine. The contract sum and contract time shall be adjusted for increases in cost and/or time associated with Contractor's compliance therewith. Upon receipt of such notice, Contractor shall leave the jobsite and any equipment in a safe condition prior to departing. Contractor must assert rights to additional compensation within thirty (30) days after suspension of work is lifted and return to work is authorized. Any compensation requested for which entitlement is granted and the contract sum adjusted, shall have profit included (for work completed) and for cost only (not profit) for Contractor costs incurred directly tied to the suspension itself and not otherwise covered by Contract remedy. Any change in Total Compensation must be reflected in an Amendment executed pursuant to Section 8 of this Contract.

41. **Notification**

Either party may give written notice to the other party in accordance with the terms of this Paragraph. Any written notice required or permitted to be given hereunder shall be deemed to have been given on the date of delivery if delivered by personal service or hand delivery or three (3) business days after being mailed.

To the City: City of Santa Fe Parking Division
 Attn: Contracts Analyst
 PO Box 909
 737 Agua Fria St.
 Santa Fe, NM 87501

To the Contractor:
Brian Wolff Parker Technology LLC
1630 N. Meridian St, Suite 125, Indianapolis, IN 46202

Either party may change its representative or address above by written notice to the other in accordance with the terms of this Paragraph. The carrier for mail delivery and notices shall be the agent of the sender.

To the Contractor:

 Brian Wolff
 Parker Technology LLC
 1630 N. Meridian St, Suite 125,,
 Indianapolis, IN 46202.

42. **Succession**

This Contract shall extend to and be binding upon the successors and assigns of the parties.

IN WITNESS WHEREOF, the Parties have executed this Contract as of the date of the signature by the required approval authorities below.

CITY OF SANTA FE:

CONTRACTOR:
Parker Technology, LLC

Layla Archuletta-Maestas for

Brian E. Wolff

Layla Archuletta-Maestas for (Aug 26, 2024 16:32 MDT)

Brian E. Wolff (Aug 10, 2024 08:57 EDT)

JOHN BLAIR, CITY MANAGER

BRIAN WOLFF, CEO

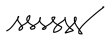
DATE: Aug 26, 2024

DATE: Aug 10, 2024

CRS# _____

Registration # _____

ATTEST:



GERALYN CARDENAS, INTERIM CITY CLERK

clw
xv

CITY ATTORNEY'S OFFICE:

Marcos Martinez

Marcos Martinez (Aug 12, 2024 08:02 MDT)

SENIOR ASSISTANT CITY ATTORNEY

APPROVED FOR FINANCES:

CLK

ALEXIS LOTERO (Aug 23, 2024 10:31 MDT)

FINANCE DIRECTOR

CITY OF SANTA FE PROCUREMENT CHECKLIST



Contractor Name: Parker Technology LLC

Procurement/contract Title: General Services Contract

Procurement Method/Vehicle: Sole Source State Price Agreement/Existing Cooperative Request For Proposals(RFP) Invitation To Bid (ITB) Exempt: 13-1-98
 Small Purchase (Contract Under \$60,000) Other: _____

Requesting Department: Public Works-Parking Division **Staff Name:** Andrew Cordero

Procurement Requirements:

Procurement files shall be maintained for all purchases and contracts, regardless of the method of procurement. The procurement files shall contain the basis on which the awards are made, all submitted bids/proposals, all evaluation materials (bid tabs or Evaluation Committee Reports), scoresheets, quotations, and all other documentation related to or prepared in conjunction with evaluations, negotiations, and the award processes. The procurements shall contain written determinations from the Requesting Departments, signed by the Chief Procurement Officers (this document), setting forth the reasoning for the contract award decisions before submitting them to the Committees.

REQUIRED DOCUMENTS FOR APPROVAL BY PURCHASING (CPD)

YES	N/A		YES	N/A	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Written Determination (srvs)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Quote(s) (3 Valid & Current for Over 20k)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	RFP - Confidential info to be provided to GB by CPD Buyer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	BAR
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ITB (include bid tab)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	FIR
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Other: _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Certificate of Insurance (srvs)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cooperative Agreements and GSAs and Statewide Price Agreements (include the cover page to show valid date, s page, and items to be purchased)			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Horizon Declination or Screenshot of horizonsofnewmexico.org/services.html (srvs)			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Summary of Contract (only on contracts)			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Current Santa Fe Business Registration (or Exemption if no tax)			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Executed Contract or Price Agreement (legal and contractor must sign before purchasing approves)			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Chief Procurement Officer (or designee) Approval for Exempt from Procurement (use memo on our site)			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Evaluation Committee Report (RFPs only)			
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Signed Sole Source Determination, Vendor Written Quote, SS Letter from Contractors, and 30 Days Email			
<input checked="" type="checkbox"/>	<input type="checkbox"/>	>20k = Memo addressed to City Manager (Under 150K) Committees/City Council (Over 150K)			

Andrew Cordero, Parking Contracts Admin AC
 Department Point of Contact

Aug 12, 2024
 Date

Steve Kaspan Steve kaspan
 Department Director Steve kaspan (Aug 12, 2024 12:00 MDT)

Aug 12, 2024
 Date

Travis Dutton-Leyda
 Chief Procurement Officer

Aug 20, 2024
 Date

 ITT Representative

 Title

 Date



City of Santa Fe

Summary of Contract, Agreement, Amendment & Lease

All applicable fields to be completed by department (complete 1.b only if you are processing an amendment):

1.a Munis Contract: 3250106 Procurement # (RFP/ITB# If any):

Contractor: Parker Technology LLC

Procurement Method/Vehicle: Small Purchase RFP ITB Sole Source GSA Cooperative Exempt SWPA/Existing

Description/Title: One year contract for Call Center Services for the Sandoval, Railyard, and Convention Center Parking Garages

Contract: Agreement: Lease/Rent: Amendment:

Term Start Date: TBD Term End Date: 1 year from signature Total Contract Amount: \$60,000

Approved by Council (If over the City Manager's approval threshold, you must go through GB) _____

Contract / Lease: _____

1.b Amendment #: _____ to the Original Contract/Lease # _____

Increase/(Decrease) Amount \$: _____

Extend Expiration Date to: _____

Approved by Council (If the original went through GB, all amendments must go through GB regardless of the amendment reason) Date: _____

Amendment is for: _____

2. HISTORY of Contract, Amendments & Lease / Rent - Please Elaborate (option: attach spreadsheet if multiple amendments)

3. Procurement History: Small Purchase (Contract not to exceed \$60,000, 3 quotes received)

Jan 1st

Purchasing Officer Review: _____

Aug 20, 2024

Date: _____

Comment & Exceptions: Vendor in the process of getting business license, we will not finalize in Munis until that is obtained.

4. Funding Source: Parking Operations

Org / Object: 5350457/510310

Andy Hopkins

Budget Officer Approval: _____

Date: _____

Comment & Exceptions: _____

5. Grant History (if applicable): _____

Grants Administrator Approval: _____ Date _____

Staff Contact who Completed This Form: Andrew Cordero

Phone #: 505-955-6714

To be recorded by City Clerk: _____

Clerk # _____ Email: accordero@santafenm.gov

Date of Execution: _____

ITT Representative (attesting that all information is reviewed)

Title

Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/9/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Gregory & Appel Insurance 433 N Capitol Ave Suite 400 Indianapolis, IN 46204	CONTACT NAME: Sherry Johnson, CISR PHONE (A/C, No, Ext): (317) 686-6488 FAX (A/C, No): E-MAIL ADDRESS: sjohnson@gregoryappel.com	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED	INSURER A : The Phoenix Insurance Company INSURER B : Travelers Indemnity Co America INSURER C : Travelers PC Co of America INSURER D : The Phoenix INSURER E : INSURER F :	25623 25666 25674

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/>			6307829C213	12/1/2023	12/1/2024	EACH OCCURRENCE	\$ 1,000,000	
	<input checked="" type="checkbox"/> EBL- \$1M/\$2M (Claims)						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 500,000	
	GEN'L AGGREGATE LIMIT APPLIES PER:							MED EXP (Any one person)	\$ 10,000
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PERSONAL & ADV INJURY	\$ 1,000,000	
	OTHER:						GENERAL AGGREGATE	\$ 10,000,000	
							PRODUCTS - COMP/OP AGG	\$ 2,000,000	
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			8107829C213	12/1/2023	12/1/2024	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP0K468091	12/1/2023	12/1/2024	EACH OCCURRENCE	\$ 1,000,000	
D	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N <input type="checkbox"/> N / A If yes, describe under DESCRIPTION OF OPERATIONS below			UB8N309626	12/1/2023	12/1/2024	PER STATUTE OTH-ER	\$ 500,000	
							E.L. EACH ACCIDENT	\$ 500,000	
							E.L. DISEASE - EA EMPLOYEE	\$ 500,000	
							E.L. DISEASE - POLICY LIMIT	\$ 500,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER City of Santa Fe 500 Market St. #200 Santa Fe, NM 87501	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	--

CORDERO, ANDREW C.

From: DUTTON-LEYDA, TRAVIS K.
Sent: Thursday, April 11, 2024 12:21 PM
To: CORDERO, ANDREW C.
Cc: KASPAN, STEVE P.; SANCHEZ, KATHY S.
Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Andrew, I'm sorry. I never provided an official service determination. Here you go.

The scope of work as written would be General Services. This determination relates only to that question and is no comment on whether the scope of work or procurement method meet all legal standards. I reserve the right to change this determination if the scope of work differs from the scope of work submitted for the original determination. This procurement must be conducted using the processes and procedures set forth by the City of Santa Fe, Central Purchasing, the Procurement Manual, and state statutes.

Please note:

- Save this email as a PDF and upload it into the corresponding Munis records.
- Check with WorkQuest dba Horizons of New Mexico (vendor # 8673) (mloehman@horizonsofnewmexico.org) if this service appears on their approved list.
- If your request includes anything that needs to be reviewed and preapproved by another city Department/Division, please send your SOW to the corresponding email address, and provide their response to this office when you submit your procurement request for processing.
 - IT components - ereview@santafenm.gov
 - Vehicles – dmjaramillo@santafenm.gov
 - Grants - mtbonifer@santafenm.gov; cmthompson@santafenm.gov
 - Facilities, Furniture, Fixture, Equipment - jsburnett@santafenm.gov
- Ensure that the appropriate templates and forms are used https://intranet.santafenm.gov/finance_1 and documented [procedures/laws/rules](#) are followed.
- > \$20k per year, when processing this procurement, please ensure the procurement number issued by Munis and the procurement name are used in the appropriate documents and the subject of emails.
- If you are processing a procurement where the forecasted amount is => \$60k, per NMSA 1978, Section 13-1-102, the procurement method must be ITB (if you choose not to use a cooperative or an existing contract). If you feel you need to process an RFP, you must get an Authorization and Plan approved before you process.
- < \$20k per year, one quote is acceptable.
- From \$20k to \$60k per year, if you aren't using a cooperative or existing contract, you'll need to provide 3 quotes in your req. Must use the Munis Bid Module after 12/21/2023.
- Please keep this as part of the procurement file for future reference.
- Figure out your funding source and **inform Purchasing**. To ensure that the proper documents and language are used, it is important to identify the funding source for the subsequent contract. For instance, if federal funds are involved, the procurement request and subsequent contract must include the necessary federal language. Therefore, it is crucial to determine the funding source beforehand.
- Please review the pages linked below to determine whether any of the existing contracts/price agreements or cooperative agreements are applicable to this request. You might be able to use an existing price agreement to save time and money.

- <https://www.generalservices.state.nm.us/state-purchasing/statewide-price-agreements/> (if you choose to use a Statewide, you do not need to ask Horizons if they can do the work. State Purchasing must offer the SOW to Horizons prior to placing the award on their website.)
 - <https://naspo.valuepoint.org/categories/>
 - <https://www.omniapartners.com/publicsector/contracts>
 - <https://www.buyboard.com/home.aspx>
 - <https://www.h-gac.com/Home>
 - <https://www.gsa.library.gsa.gov/>
 - <https://www.sourcewell-mn.gov/contract-search>
- Submit or send your request to the appropriate MS Teams channel or email address:
 - RFPs requests to <https://teams.microsoft.com/l/channel/19%3ad63b9c8b586d424fa5eed34177146ac5%40thread.tacv2/RFP%2520Requests?groupId=a367d8c2-992f-4c74-8e7d-0ccb6950c9a1&tenantId=77b69f5a-55ed-4363-8616-4867b0bc707f>
 - ITBs requests to <https://teams.microsoft.com/l/channel/19%3a48e1e4588c0440a09cfbd9b907ed42d4%40thread.tacv2/ITB%2520Requests?groupId=a367d8c2-992f-4c74-8e7d-0ccb6950c9a1&tenantId=77b69f5a-55ed-4363-8616-4867b0bc707f>
 - Determination requests to purchasing_det@santafenm.gov
 - And all other requests to purchasing@santafenm.gov

Thank you for submitting this scope of work for my review.

Regards,

Travis Dutton-Leyda
 Chief Procurement Officer
 City of Santa Fe
 200 Lincoln Avenue
 Santa Fe, NM 87501
 505-629-8351
tkduttonleyda@santafenm.gov

<https://santafenm.gov/finance-2/purchasing-1>

Internal Link: https://intranet.santafenm.gov/finance_1

Vision without action is merely a dream.
 Action without vision passes the time.
 Vision with action can change the world. ~ Joel A. Barker

From: DUTTON-LEYDA, TRAVIS K.
Sent: Thursday, March 14, 2024 5:51 PM
To: CORDERO, ANDREW C. <accordero@santafenm.gov>
Cc: KASPAN, STEVE P. <spkaskan@santafenm.gov>
Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Andrew, thank you for reaching back out.

I'd say at this point it would be best to move forward with a contract established via the Sole Source. Typical advantages of using OMNIA are nationwide pricing power, flexibility (if things change you can update the just the contract instead of having to repost a sole source and amend the contract), sometime Purchasing gets rebates or admin fees from the vendor or OMNIA to help support my team's administrative needs, and finally Sole Sources are typically frowned upon.

Thank you.

Regards,

Travis Dutton-Leyda
Chief Procurement Officer
City of Santa Fe
200 Lincoln Avenue
Santa Fe, NM 87501
505-629-8351
tkduttonleyda@santafenm.gov

<https://santafenm.gov/finance-2/purchasing-1>

Internal Link: https://intranet.santafenm.gov/finance_1



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From: CORDERO, ANDREW C. <accordero@santafenm.gov>
Sent: Thursday, March 14, 2024 3:52 PM
To: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>
Cc: KASPAN, STEVE P. <spkaskan@santafenm.gov>
Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Hi Travis, just wanted to follow-up on this email. Are there any advantages to going the OMNIA route or would it be better to do the direct Sole Source contract with ParkMobile? Thanks.

From: CORDERO, ANDREW C.
Sent: Friday, March 8, 2024 3:54 PM
To: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>
Cc: KASPAN, STEVE P. <spkaskan@santafenm.gov>
Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Thank you for sending this, very helpful. Also, Steve and I were discussing the options and were wondering if there were advantages to going the OMNIA route or if it would be better to do the direct Sole Source contract with ParkMobile. Do you have any insight on this? Thanks and have a great weekend!

Andrew

From: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>
Sent: Friday, March 8, 2024 12:29 PM
To: CORDERO, ANDREW C. <accordero@santafenm.gov>
Cc: KASPAN, STEVE P. <spkaspan@santafenm.gov>
Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Of course!

If you want to use the OMNIA agreement, you will need to contact the person previously mentioned and discuss their process. As for the city, you should write up a contract, etc. Please see attached example of one I'm working on.

Thank you.

Regards,

Travis Dutton-Leyda
Chief Procurement Officer
City of Santa Fe
200 Lincoln Avenue
Santa Fe, NM 87501
505-629-8351
tkduttonleyda@santafenm.gov

<https://santafenm.gov/finance-2/purchasing-1>



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From: CORDERO, ANDREW C. <accordero@santafenm.gov>
Sent: Friday, March 8, 2024 10:55 AM
To: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>
Cc: KASPAN, STEVE P. <spkaspan@santafenm.gov>
Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Hi Travis, if we wanted to utilize the NCPA agreement ParkMobile has on the OMNIA website, what would we need to do? We received confirmation that Sole Source #40-M0087-24-CP026 notice of intent to award has been posted for 30 days without protest. Thanks.

https://www.omniapartners.com/suppliers-files/O-S/ParkMobile/Contract_Documents/05-50/Parkmobile_Response.pdf

From: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>
Sent: Friday, March 8, 2024 9:16 AM
To: Izaak Banowetz <izaak.banowetz@omniapartners.com>

Cc: CORDERO, ANDREW C. <accordero@santafenm.gov>; KASPAN, STEVE P. <spkaspan@santafenm.gov>

Subject: RE: Parking Attendant Call Center Contract - Remote Operators

Izaak, thank you for the feedback!!

Steve/Andrew, we can use the cooperative for ParkMobile if you need more services/products or after the contract from the Sole Source expires.

Thank you.

Regards,

Travis Dutton-Leyda
Chief Procurement Officer
City of Santa Fe
200 Lincoln Avenue
Santa Fe, NM 87501
505-629-8351
tkduttonleyda@santafenm.gov

<https://santafenm.gov/finance-2/purchasing-1>



Vision without action is merely a dream.
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From: Izaak Banowetz <izaak.banowetz@omniapartners.com>

Sent: Thursday, March 7, 2024 9:24 AM

To: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>

Cc: CORDERO, ANDREW C. <accordero@santafenm.gov>; KASPAN, STEVE P. <spkaspan@santafenm.gov>

Subject: RE: Parking Attendant Call Center Contract - Remote Operators

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hey Team,

Park Mobile doesn't offer these services. I know the rep very well (she used to work for OMNIA Partners). She said there is really only one company for this type of service and they do not have a coop. I am putting a link to that company below, but it is not something we have in our contract offering. Thank you for thinking of us!

[Our Solution - Parker Technology](#)

Thank you,

Izaak J. Banowetz
Regional Manager, Southwest
OMNIA Partners, Public Sector

Cell: 256-996-6654



[Your ally in the purchasing process. A better way to buy.](#)

From: DUTTON-LEYDA, TRAVIS K. <tkduttonleyda@santafenm.gov>
Sent: Wednesday, March 6, 2024 4:03 PM
To: Izaak Banowetz <izaak.banowetz@omniapartners.com>
Cc: CORDERO, ANDREW C. <accordero@santafenm.gov>; KASPAN, STEVE P. <spkaskan@santafenm.gov>
Subject: Parking Attendant Call Center Contract - Remote Operators

Hi Izaak,

Does OMNIA have a portfolio for a call center for parking garages or something similar?

Thank you.

Regards,

Travis Dutton-Leyda
Chief Procurement Officer
City of Santa Fe
200 Lincoln Avenue
Santa Fe, NM 87501
505-629-8351
tkduttonleyda@santafenm.gov

<https://santafenm.gov/finance-2/purchasing-1>



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This email may contain privileged and confidential information and is meant only for the use of the specific intended addressee(s). Your receipt is not intended to waive any applicable privilege. If you believe you have received this email in error, please delete it and immediately notify the sender by separate email.

CORDERO, ANDREW C.

From: Matt Loehman <mloehman@horizonsofnewmexico.org>
Sent: Friday, March 1, 2024 3:39 PM
To: CORDERO, ANDREW C.
Cc: Purchasing DET; Brian L. Ammerman; Michael T. Davenport; Joseph Perez; KASPAN, STEVE P.
Subject: Re: Follow up questions - Horizons/Determination Requested - Call Center Services for Three Parking Garages

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you, Andrew.

We'll respectfully decline this opportunity.

Matt

Matt Loehman
Executive Director

Horizons of New Mexico
6121 Indian School Rd. NE, Suite 102
Albuquerque, NM 87110

office phone: (505) 345-1540
email: mloehman@horizonsofnewmexico.org
web: www.horizonsofnewmexico.org

The State Use Act helps people with disabilities become gainfully employed, and it saves you valuable time and resources otherwise used during the procurement process.

On Fri, Mar 1, 2024 at 2:17 PM CORDERO, ANDREW C. <accordero@santafenm.gov> wrote:

Hi Matt,

Please see our responses below in **RED** and let us know if you need additional information.

Thanks,

Andrew

From: Matt Loehman <mloehman@horizonsofnewmexico.org>

Sent: Friday, March 1, 2024 11:38 AM

To: CORDERO, ANDREW C. <accordero@santafenm.gov>

Cc: Purchasing DET <purchasing_det@santafenm.gov>; Brian L. Ammerman <blammerman@goadelante.org>; Michael T. Davenport <mtdavenport@goadelante.org>; Joseph Perez <jperez@horizonsofnewmexico.org>

Subject: Follow up questions - Horizons/Determination Requested - Call Center Services for Three Parking Garages

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Mr. Cordero,

What are the required service hours/days? How many days per week? How many hours per day?

This service would need to be provided 24/7. Currently, our garage hours are from 7am – 1am for the Railyard Garage, 7am – 11pm for Sandoval, 7am – 10pm for SF Community Convention Center but we are considering not closing the garages.

Is service during/on holidays required?

Yes

Are there any off hours service requirements for things like scheduled events at night or weekends?

There are special events that may require additional resources

What is the call center representative actually doing on these calls? What type of calls are they?

Representatives need to assist customers with any issues they are experiencing with the parking equipment or payment. Quick response and excellent knowledge of the parking equipment is required to prevent delays on exiting or entering the garages.

Could you clarify the extent to which the contractor is providing the Application Programming Interface (API)?

Unknown.

How many FTEs are currently required/estimated for this service, If known?

Estimate is 6 FTE's

We can have a Zoom call to discuss this, if you'd prefer.

Kind regards,

Matt

Matt Loehman

Executive Director

Horizons of New Mexico

6121 Indian School Rd. NE, Suite 102

Albuquerque, NM 87110

office phone: (505) 345-1540

email: mloehman@horizonsofnewmexico.org

web: www.horizonsofnewmexico.org

The State Use Act helps people with disabilities become gainfully employed, and it saves you valuable time and resources otherwise used during the procurement process.

On Thu, Feb 29, 2024 at 4:40 PM CORDERO, ANDREW C. <accordero@santafenm.gov> wrote:

The City of Santa Fe, Parking Division, is seeking bids for Call Center Services for three parking garages - Sandoval, Railyard, and Convention Center. The City shall award a four (4) year contract with a total value of \$200,000.00. A total of \$50,000.00 will be allocated for each fiscal year of the contract beginning in FY 2024-2025. This contract will be utilized by the Parking Department. A total of one award shall be given to the lowest qualified bidder.

Scope of Work:

A. The contractor will provide professional and licensed call center services for three parking garages. Below is a breakdown of call volume from one year:

Facility Total Calls Sept '22 – Sept '23	
Facility Name	Calls
City of Santa Fe - Sandoval Garage	6269
City of Santa Fe - Railyard Garage	5097
City of Santa Fe - Convention Center Garage	2417

B. Call services will be needed for the following amount of lanes with voice-only intercoms:

- a. Sandoval – 5 lanes
- b. Railyard – 3 lanes
- c. Convention center – 3 lanes

C. Contractor will need to be able to provide API functionality with TIBA PARCS equipment.

D. Gross Revenues for each facility from time period Sept '22 – Sept '23:

- a. Sandoval – \$629,447.50
- b. Railyard - \$300,363.75
- c. SFCCC – \$190,502

Please let us know if more information is required.

Thank you,

Andrew Cordero

Contracts Admin – City of Santa Fe Parking Division

P: 505-955-6714



SALES PROPOSAL

1630 N Meridian St. Ste. 125
Indianapolis, IN 46202
800.923.2704
sales@parkertechnology.com
www.parkertechnology.com

Proposal Number: # Q-0519
Date: 8/6/2024

BILL TO:

City of Santa Fe
P.O. Box 909, 120 South Federal Place Suite 312
Santa Fe, NM, 87504

SHIP TO:

City of Santa Fe
500 Market St # 200, , NM
Santa Fe, NM, 87501

Location : Railyard Municipal Garage Q-0519

503 Camino de la Familia Santa Fe, NM, 87501

Item Description	Price	Qty	Subtotal
Parker 24/7			
Parker Software Platform SaaS Monthly fee for software maintenance and updates and support based on number of endpoint connections.		9	\$135.00
TIBA API	\$40.00	1	\$40.00
Location Totals:	One Time Charge \$0.00	Monthly Recurring	\$175.00

Location : Convention Center Garage Q-0519

119 South Federal Place Santa Fe, NM, 87501

Item Description	Price	Qty	Subtotal
Parker 24/7			
Parker Software Platform SaaS Monthly fee for software maintenance and updates and support based on number of endpoint connections.		10	\$150.00
TIBA API	\$40.00	1	\$40.00
Location Totals:	One Time Charge \$0.00	Monthly Recurring	\$190.00

Location : Sandoval Municipal Garage Q-0519

216 West San Francisco Street Santa Fe, NM, 87501

Item Description	Price	Qty	Subtotal
Parker 24/7			
Parker Software Platform SaaS Monthly fee for software maintenance and updates and support based on number of endpoint connections.		11	\$165.00
TIBA API	\$40.00	1	\$40.00
Location Totals:	One Time Charge \$0.00	Monthly Recurring	\$205.00

Location : Shared Services - City of Santa Fe Q-0519

737 Agua Fria St Santa Fe, NS, 87501

Item Description	Price	Qty	Subtotal
Parker 24/7			
Parker Serviced Calls Number of calls answered by Parker Technology's customer service team.	\$3.12	1100	\$3,432.00
Parker Serviced Overage Calls Overage Calls are billed the following month.	\$3.99		
Location Totals:	One Time Charge \$0.00	Monthly Recurring	\$3,432.00

Proposal Totals:	One Time Charge \$0.00	Monthly Recurring	\$4,002.00
-------------------------	-------------------------------	--------------------------	-------------------

Proposals are valid for 30 days. Please sign and return to initiate the sales process. Note: sales tax is not included on this proposal but may be added once invoicing occurs.

All call center services and software licenses are subject to Parker Technology's Subscription Service Terms & Conditions, which are available at www.parkertechnology.com/legal. Your signature below confirms your acceptance of these terms.

If applicable, all hardware purchases are subject to the Parker Technology Master Dealer Agreement on file.

Accepted By: _____

Accepted Date:

Sales Rep: _____

Signed Date:

ADDITIONAL INFO:

- **Parker Technology - Invoicing Best Practices** - <https://www.parkertechnology.com/parker-technology-invoicing-best-practices/>
- **Parker Technology - Main Brochure** - <https://www.parkertechnology.com/parker-technology-who-we-are-2/>
- **Parker Technology - Our SaaS Solution** - <https://www.parkertechnology.com/parker-technology-saas-solution-pdf/>
- **Parker Technology - Power of the Platform** - <https://www.parkertechnology.com/power-of-the-platform-pdf-4/>
- **Parker Technology - Solution Benefits** - <https://www.parkertechnology.com/overview-why-parker-1/>
- **Parker Technology - Why They Say "Yes"** - <https://www.parkertechnology.com/parker-technology-why-they-say-yes/>
- **Parker Technology - Installation Checklist** - <https://www.parkertechnology.com/parker-technology-installation-checklist-2/>
- **Parker Technology - Municipalities Cut Sheet** - <https://www.parkertechnology.com/vertical-specific-cut-sheets-muni/>
- **Parker Technology - TIBA API** - <https://www.parkertechnology.com/parker-tiba-api-integration-4/>



THE MOBILITY REVOLUTION STARTS HERE™



ACE ASSIST Call Center Services
Prepared Exclusively for The City of Sante Fe
December 2023



December 8, 2023

Andrew Cordero
City of Santa Fe Parking Division



Dear Mr. Cordero,

ACE is pleased to present a proposal for our ACE ASSIST 24-Hour Call Center Services to the City of Santa Fe. Our proposal will outline a partnership approach and our commitment to providing residents and visitors with quick, personalized customer service. We believe that our 73-year history of fulfilling our clients' parking needs provides us with a unique ability to deliver unparalleled call center services.

Municipal Experience

Our partnership with government agencies started with the City of San Diego which has continued uninterrupted for over 60 years. Our commitment to providing city residents and businesses with unparalleled efficiency, safety, and value has been one of our greatest points of pride throughout our decades-long history. Over the years our municipal experience has included partnerships with dozens of cities and government agencies who have relied on ACE to contribute to their thriving communities.

Long-Term Partnerships = Proven Results



ACE ASSIST Call Center

Our 24-hour call center services have evolved over 10 years to elevate the caller experience with fast, efficient service with friendly, personable engagement. The call center is *trusted by over 200+ sites, managing over 2,000,000 calls per year.*



Customer Service

ACE ASSIST call center representatives are not simply there to give the customer instructions. Like the service you would expect from a premium hotel, all customers are greeted by a hospitality driven individual, trained to make each parker feel calm and confident that our representative can provide prompt assistance to get them on their way. Once they understand the visitor's needs, our representatives will begin to ask a series of questions and refer to system notes which are customized for your properties to provide a solution.

Commitment

Your ACE team will bring a forward-thinking mindset to our partnership with The City of Santa Fe by taking a proactive approach to achieving your goals. We are excited about the opportunity to develop a relationship with the City and help you drive positive experiences and increase visitors' satisfaction. We thank you for this opportunity to present our ACE ASSIST Call Center service and look forward to meeting with you to discuss our proposal.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bill Keep'.

Bill Keep

Executive Vice President, Strategic Partnerships

bkepp@aceparking.com | (619) 230-7276



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FEE PROPOSAL

VALUE- ADDED CONSULTING SERVICES



ABOUT ACE

- ▶ 73-Year Family-Owned History
- ▶ 500,000 Parking Stalls
- ▶ 10+ Year Call Center
- ▶ Based in Southern California
- ▶ 5,000 Team Members
- ▶ 200+ Call Center Sites
- ▶ 1,000 Locations Coast to Coast
- ▶ \$1B Annual Revenue
- ▶ 2M Calls Per Year

INNOVATIVE HISTORY

Since 1950, ACE has grown to be one of the nation's largest parking and mobility service providers in the country, serving nearly half a million customers per day. Headquartered in San Diego and family owned, ACE offers direct access to our top executives and experts while maintaining transparency and a true partnership with our clients.

We provide innovative services like our ACE ASSIST Call Center to government agencies, commercial property management firms, major hotel brands, property owners, developers, special event companies and entertainment venues.



Services & Expertise



Municipality

From airports to civic institutions, ACE has the experience to balance the regulatory requirements with customer satisfaction.



Call Center

ACE's trusted customer center operates 24 hours a day, seven days a week providing fast and friendly service for over a decade.



Hospitality

We take the time and make the effort to provide your guests with a flawless experience worthy of your brand.



Consulting

In 73 years of business, we've seen just about everything. If sound advice is what you seek, we're here to talk anytime.



Commercial

ACE is more than a parking manager for some of the largest corporations in America. We're a revenue growth advisor and partner.



Healthcare

When lives and health are on the line, a flawless and efficient operation is critical. Our commitment is to help patients and families when they need it most.



Event & Major Attractions

ACE has developed proprietary technology solutions and service-centric procedures based on a history managing event venues and major attractions.



Enforcement

Proper enforcement isn't just a revenue issue, it's also a safety issue. ACE employs the latest technologies and techniques to ensure and enhance both.





MUNICIPAL EXPERIENCE

ACE has built a reputation over the last 60 years of providing efficient operations and innovative consulting services for dozens of municipalities across the country. Our municipal experience started with the City of San Diego, a relationship which has continued without interruption for the past 60 years. ACE's portfolio of municipal clients has grown to include over 50 operations throughout the country and includes extensive experience managing portfolios and providing call center services.



Long-term Relationships = Proven Results

Below are some of our longstanding government agency partnerships that have endured decades. ACE prides itself in listening to our partners to develop and maintain mutually beneficial, win-win relationships.

60
YEARS



20
YEARS



20
YEARS



15
YEARS



15
YEARS





TIBA EXPERIENCE

The City of Santa Fe will benefit from ACE’s extensive experience with TIBA revenue control systems. Our team, from call center managers, to frontline team members, supervisors and managers, is well trained to handle any problems that may arise. This includes everything from basic ticket jams to complete system outages that require us to operate in manual mode.



Your ACE team will be available to provide the City with unparalleled guidance and assistance to maximize equipment “Up-Time” and ensure that your community receives the best possible value from your investment in TIBA equipment.

Distributor-Level PARCS Expertise

Your ACE ASSIST team will have direct support from our SAS Access Systems management which ACE has owned and operated for over 30 years. With authorization to sell and service TIBA equipment, they will be valuable resource to the City. They can help ensure you receive competitive pricing, quality service, and guidance on implementing industry best practices for equipment preventative maintenance.



- ▶ 30-Year History Owning SAS
- ▶ TIBA-Specific Expertise
- ▶ 24/7 Trouble-Shooting Assistance
- ▶ Competitive Pricing Advantage

PROMINENT ACE OPERATIONS WITH TIBA EQUIPMENT

San Diego Convention Center	Caesars’ Portfolio, Las Vegas	Dallas Convention Center
Petco Parkade, San Diego	Harrah’s & Harvey’s, Lake Tahoe	Phoenix Convention Center
Smart Corner, San Diego	CityScape, Phoenix	Bank of America Plaza, Dallas
Ariel Luxury Apartments, San Diego	Renaissance Square, Phoenix	Burnett Plaza, Fort Worth
Allegro Garage, San Diego	Adams Street Garage, Phoenix	Grand Hyatt, San Antonio
MTS Garage, San Diego	Public Works Facility, Phoenix	City Place I & II, Houston
Hilton Bayfront, San Diego	City of Phoenix Public Garages	Wilshire La Brea, Los Angeles



ACE ASSIST CALL CENTER

24-HOUR SERVICE

Our 24/7 ACE ASSIST Call Center Service provides live customer support for parking transactions with friendly and experienced operators at our headquarters. Bilingual representatives offer quick assistance in under 30 seconds, and all calls are recorded for client review and agent training.



Your ACE team has extensive experience supporting 24-hour operations seven days a week. Our services range from local telephone support to our national ACE ASSIST Call Center & Dispatch Service. We have provided the following summary of our ACE ASSIST service as an example of the sophisticated level of support you will receive from your ACE team.



- ▶ Fast, Friendly & Knowledgeable Service
- ▶ Consistent Customer Experience
- ▶ Bilingual Representatives & Assistance
- ▶ Low 30-Second Call Average
- ▶ Ability to Vend Gates
- ▶ Call Recording for Service Training
- ▶ 95% of Calls Confirm Revenue Collection
- ▶ Comprehensive Reports and Data Analytics

Customer Satisfaction

Our ACE ASSIST call center representatives are not simply there to give the customer instructions. Like the service you would expect from a premium hotel, your customers will be greeted by a hospitality driven individual, trained to make each parker feel calm and confident that our representative can provide prompt assistance to get them on their way.

Once they understand the visitor's needs, our representatives will begin to ask a series of questions around the visitor's issue and refer to system notes customized by your ACE team to resolve the issue.





SERVICE TRAINING

Award-Winning ACE Training Programs

The following is the onboarding plan for ACE team members. The onboarding and training processes cover the essentials of call center parking services, as well as focusing on how to create one of a kind memorable experiences for our guests. It is our commitment to create a positive, comfortable, and efficient experience that makes guests feel like they are taken care of every step of the way.



Award-Winning Ace Training Programs

- ▶ *Every Thank You Earned™* Service Philosophy
- ▶ *We See the People, Not The Cars* Training Program
- ▶ DEEP BLUE Training Statistics and Monitoring
- ▶ Based on 5-star Hotel Service Training



Site Specific Certification & Orientation

- ▶ Customized site instructions based on your priorities
- ▶ Instructions include neighborhood and site-specific knowledge
- ▶ Inform staff on proper and safe equipment operation
- ▶ Address specific property hazards that customers may encounter
- ▶ Reduce risk of injury or damage to property
- ▶ Details on all site specifics including validation, tenants, etc.



WE SEE THE PEOPLE. NOT THE CARS.



The Mobility Revolution Starts Here™



BUSINESS INTELLIGENCE

ACE DEEP BLUE



Our proprietary DEEP BLUE Technology Suite delivers integrated cloud-based systems specifically designed to elevate parking services through intelligent access, payment, and performance solutions. With a live TIBA integration, it will enable your team to go beyond active data analytics & business intelligence to elevate every aspect of the parking customer experience while delivering optimal financial results.



Individual Facility Statistics

When a call is initiated, your ACE ASSIST call center representatives are instantly connected to customized instructions for each facility with site-specific details appearing on their monitor as soon as they engage a caller. When we establish service for a new facility, we work with the client and local managers to document a thorough list of location details (including pictures of the on-site equipment) so that our operators will have the necessary information at their fingertips when they are assisting our customers.



- ▶ Location & Lane Configuration
- ▶ Hardware Integration
- ▶ General Instructions
- ▶ RatesContact Lists
- ▶ Gate Vend Instructions
- ▶ Rules/Issues
- ▶ Notifications
- ▶ Equipment Specification

Duration	Days?	Price	Push not enabled
0 - 25 minutes	24/7	\$0.00	<input type="checkbox"/>
25 - 60 minutes	24/7	\$8.00	<input type="checkbox"/>
1 - 2 hours	24/7	\$16.00	<input type="checkbox"/>
2 - 3 Hours	24/7	\$24.00	<input type="checkbox"/>
3 - 4 Hours	24/7	\$32.00	<input type="checkbox"/>
4 - 24 Hours	24/7	\$35.00	<input type="checkbox"/>
Daily Max/Lost ticket	24/7	\$35.00	<input type="checkbox"/>

Location Rates

Ticket Issue

1. **Issue Period Issue**

There are no changes compared with the globally defined

Global **Issue** **Issue** **Issue** **Issue** **Issue** **Issue**

2. **Lost Ticket**

1. Issue Parker park and go to the lobby pay station and pay for a lost ticket, 2. The fee is the maximum daily rate.

Global **Issue** **Issue** **Issue** **Issue** **Issue** **Issue**

3. **Ticket Unreadable**

There are no changes compared with the globally defined

Global **Issue** **Issue** **Issue** **Issue** **Issue** **Issue**

4. **Ticket Paid**

There are no changes compared with the globally defined

Global **Issue** **Issue** **Issue** **Issue** **Issue** **Issue**

Location Rules



Location Equipment



ACE ASSIST Reporting

Your ACE ASSIST call center manager and team of customer service representatives utilize a wide variety of reports to monitor and track call center performance. Utilizing these reports, we have been successful in maintaining an industry leading average of *99% uptime, with average call times of 30 seconds.*

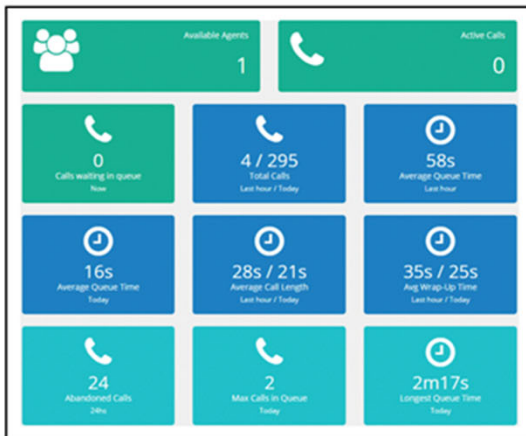


Customer support calls are an exceptional indicator of whether the parking operation and equipment provide a convenient and seamless parking experience. A heavy call volume may indicate that there are equipment issues or that customers are struggling to understand how the parking program works. Your ACE team will look for repeating patterns in the call logs and work with you to improve operational performance and customer satisfaction. We maintain daily call logs which provide business intelligences regarding frequently asked questions and recurring challenges.

On a monthly basis, our ACE ASSIST Call Center Manager will provide a detailed report which will include the following statistics, designed to identify trends and opportunities to enhance the service. Additional reporting options are available upon request.

- ▶ Daily Activity
- ▶ Monthly Call Volume
- ▶ Call Duration
- ▶ Problem Categories

ACE Assist Reporting Examples



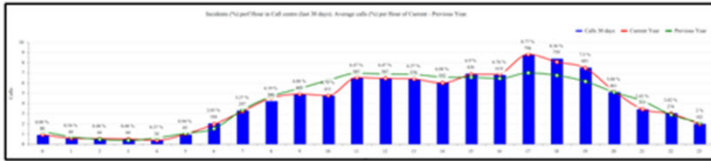
Live Call Center Activity Monitoring



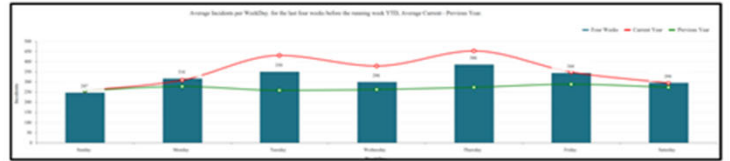
Call Volume Heat Mapping



Additional ACE ASSIST Reporting Examples



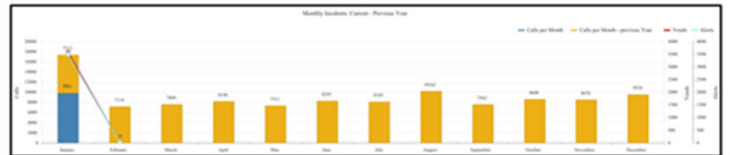
Calls Per Hour



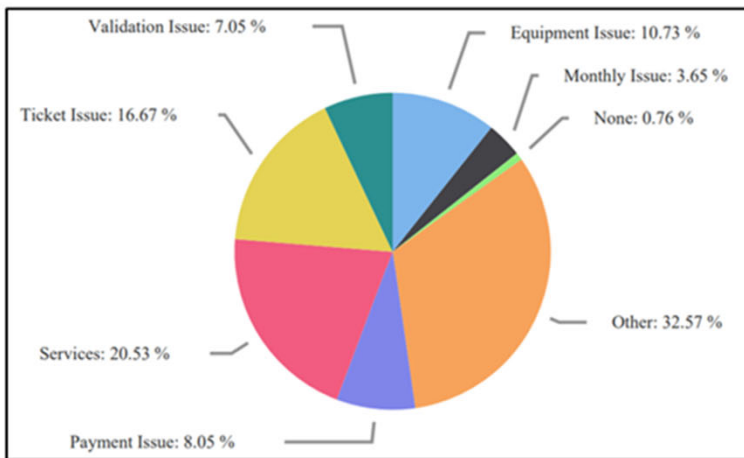
Calls Per Day of the Week



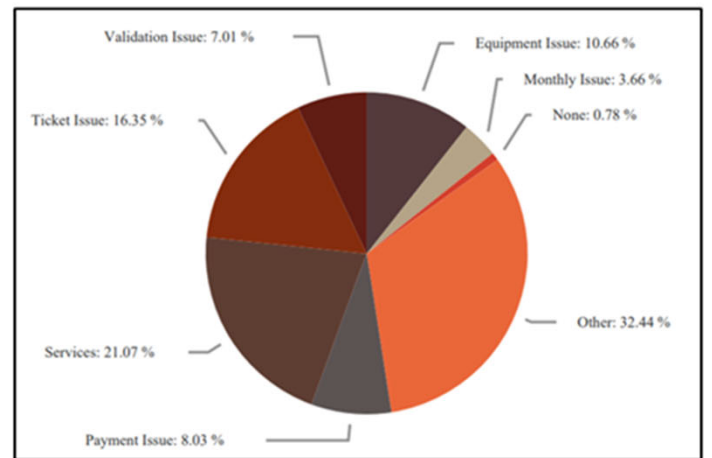
Weekly Call Volume



Monthly Call Volume



Weekly Individual Issues



Monthly Individual Issues

Proactive Deployment Of Resources

When the call center sees multiple calls coming through with the same equipment or operational issues, they send an alert to the manager or supervisor assigned to the location to notify them of the issue. They can also initiate service calls to the local TIBA service provider. This will enable your managers to quickly resolve equipment malfunctions without the need to rely on onsite staff.





CASE STUDIES

Our ACE ASSIST call center reports are designed to help managers and administrators identify trends, refine policies, and deploy resources to ensure that the entire parking program is operating as effectively as possible. Utilizing our comprehensive reporting, our managers customize operational enhancements for each facility or group of facilities.



Improved Policies

The ACE ASSIST reports showed that most calls were about validations. Based on this reporting, we were able to determine that overnight guests who had received All-Day validations were being charged for a second day since the validation was set to expire at midnight. Our team worked with property management to create a 24-Hour validation that allowed overnight guests to exit without any issues.



AVALON LITTLE TOKYO

▶ **20%** REDUCTION IN CALL VOLUME

Enhanced Customer Service

Our ACE ASSIST manager for a fully automated parking operation that supports a busy Trader Joe's store noticed a spike in call volume in the early evening. Based on this data, he was able to work with our client to add an onsite Customer Service Ambassador between the hours of 5pm and 8pm, when there is a rush of people visiting the grocery store that need help at the exit.

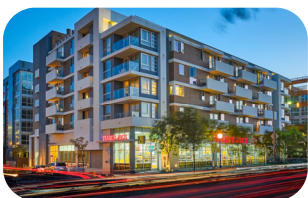


TRADER JOE'S

▶ **+25%** GUEST SATISFACTION

Controlled Expenses

Utilizing ACE ASSIST call volume and call type data, we established an efficient team that supports multiple facilities, thereby reducing the operating costs at each facility while providing prompt and effective response to specific operational needs. With payroll distributed among the properties, we were able to reduce the average payroll per location, as well as downtime, with multiple location visits via a consolidated team.



AVALON W. HOLLYWOOD,
2000 MAIN & 512 ROSE

▶ **-33%** COST REDUCTION





ACE ASSIST FEE PROPOSAL

Partnerships are the key to helping your parking asset reach its full revenue and community support potential. We are confident that once you partner with ACE, you will never look at parking management and call center services the same.

CALL CENTER SETUP

\$250 Per Facility

Our ACE ASSIST Call Center service can be set up for a low \$250 setup fee per facility plus any configuration costs from your local TIBA service technicians who will complete the onsite work. It should be noted that ACE ASSIST supports most intercom systems sold by TIBA. Should intercom upgrades be required, new fully compatible intercoms can be provided for approximately \$600 per device.

ACE ASSIST CALL CENTER RATES

Call Center operating costs are directly related to the volume of calls received from each property. Therefore, we have developed the following pricing scale for our services. Based on the size of your facilities and the anticipation that your onsite team will work with our ACE ASSIST management to refine your operations based on call data, we anticipate that the call volume at each of your facilities may be under 200 calls per month. With this volume of calls, your total monthly cost for our ACE ASSIST service at your 3 facilities would be \$3,450.

COST ESTIMATE

\$1,150 Per Facility

\$3,450 Monthly Total

Monthly Call Volume	Connectivity Fee	Call Center Fee	Total Monthly Fee
Less than 200 calls	\$210	\$940	\$1,150
201 to 500 calls	\$210	\$1,205	\$1,415
501 to 1,000 calls	\$210	\$1,465	\$1,675
1,001 to 1,500 calls	\$210	\$1,885	\$2,095
1,501+ calls	\$210	Negotiated	Negotiated



VALUE-ADDED CONSULTING SERVICES



CONSULTING EXPERIENCE

The City of Santa Fe may also benefit from ACE's Consulting Services. ACE has helped in the planning and development of hundreds of parking structures over the last 50 years. Our consulting expertise includes garage layout, traffic flow, ingress/egress, sign packages, equipment specifications, as well as various types of operating plans that include rate recommendations and space utilization for a diverse range of parking applications.

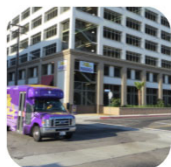


Bill Kepp
EVP, Strategic Partnerships

- ▶ Utilization Management & Trend Analysis
- ▶ Live Dashboard Reporting
- ▶ Real-Time Occupancy Reporting
- ▶ Parking Guidance & Inventory Systems
- ▶ Wayfinding & Traffic Flow
- ▶ Video Intelligence Solutions
- ▶ Website Development & Hosting
- ▶ Website & Application Integrations
- ▶ Online Customer Engagement Solutions
- ▶ Online Reservations & Sales
- ▶ Curb Management
- ▶ EV Charging & Solar Trees
- ▶ Rideshare & Taxi Control Solutions
- ▶ Stakeholder Outreach & Engagement
- ▶ Acquisition Underwriting & Due Diligence
- ▶ Architectural Design Review
- ▶ Revenue Growth Strategies
- ▶ Revenue & Expense Projections
- ▶ Program Branding & Marketing
- ▶ Signage Program Development
- ▶ PARCS RFP Process Management
- ▶ Gateless Revenue Control Solutions
- ▶ Smart City Integrations
- ▶ Robotic Parking & Lift Systems

CONSULTING HIGHLIGHTS

QuikPark



- ▶ Revitalize parking operations and financials services
- ▶ Advised on management approach and marketing tactics
- ▶ Enhanced equipment and technology

Seaport Village



- ▶ Developed revenue projections for dynamic, mixed-use project
- ▶ Architectural design for multiple above/below grade parking options
- ▶ Robotic parking & lift systems

Manchester Pacific Gateway



- ▶ \$1.3 Billion redevelopment of 12.07-acre navy Broadway complex
- ▶ Revenue and expense projections
- ▶ 3,100 parking spaces

The Bellevue Collection



- ▶ Over 3,500 parking stalls
- ▶ Reorganized the valet assist Garage parking operation
- ▶ Decreased labor expenses by 12.5%

Columbia Metropolitan Convention Center



- ▶ Designed a phased mixed-use parking operation in collaboration with the City and State University
- ▶ Revenue and expensive projections
- ▶ 3-year construction consulting management contract

Caesars Las Vegas



- ▶ Coordinated new state of the art PARCS to control 28,000 spaces with 80 access lanes
- ▶ Installed 124 LPR cameras
- ▶ Designed parking guidance signage and individual space availability indicators



The Mobility Revolution Starts Here™



CLLOUDPARK REMOTE MANAGEMENT

"MORE THAN JUST VENDING A GATE"



DEAL TERMS



Description	Detail
Railyard Garage	Gold Plan \$1434 per month Up to 180 calls per month free, \$2.49 per call after Start up cost of \$2,300: <ul style="list-style-type: none">• TIBA API set up \$1500• Cloudpark set up fee \$500• Signs \$300
SFCCC Garage	Gold Plan \$1434 per month Up to 180 calls per month free, \$2.49 per call after Start up cost of \$2,300: <ul style="list-style-type: none">• TIBA API set up \$1500• Cloudpark set up fee \$500• Signs \$300
Sandoval Garage	Gold Plan \$1445 per month Up to 180 calls per month free, \$2.49 per call after Start up cost of \$2,500: <ul style="list-style-type: none">• TIBA API set up \$1500• Cloudpark set up fee \$500• Signs \$500



The city will have a cost to open TiBA for integration

Like comparing a payphone to a smartphone

CALL CENTER VS. COMMAND CENTER

Feature	Call Center	Command Center
Customer Service Reps	✓	✓
24/7 Service	✓	✓
Payroll Reduction	✓	✓
Custom Scripting	✓	✓
Operational Decision Trees		✓
Emotional Analysis (Detect Customer Sentiment)		✓
PARCS Anomaly Detection		✓
Real-Time Alerts		✓
Vertical Specific Reporting Package		✓
Integration with Major PARCS		✓
Complete Transactional Documentation / Auditing		✓
Pay in Lane Technology		✓



MORE THAN JUST VENDING A GATE

Cloudpark is a complete remote management system that will be an extension of your brand while growing your bottom line

KEY DIFFERENTIATORS



Customer Service

Allow us to be an extension of your brand through custom scripting and conversational decision trees



Revenue Optimization

Optimize your revenue through customer rate integrity and revenue control



Operational Expense Reduction

Enhance service levels while reducing payroll expenses



Pay in Lane Technology

Capture all revenue with contactless payments made from your mobile device



Seamless Integration

Our in-house network of engineers will walk you through implementation in as quick as one-day



Reporting & Analytics

Utilize our parking analytics to determine customer emotional trends and detect entry/exit anomalies

Virtual customer service ambassadors available 24/7

CUSTOMER SERVICE

AVG CALL ANSWERED IN

<10
SECONDS



A.I. - Emotional Analysis

Instantly quantify in seconds the emotions of your customers. Powered by Google Cloud's machine learning



Live Customer Ambassadors

Our customer ambassadors are employed by Propark Mobility and are not outsourced to a 3rd party



Customer Communication / Decision Trees

Based on your needs, custom script every customer interaction to remove the variability in responses



Real-Time Alerts

Receive real-time alerts on dwell time, equipment malfunctions, and any outlying trigger in order to proactively perform immediate service recovery



Enhance Customer Satisfaction Scores

Allow us to advance your guests' experience by being their first and last interaction with your facility



Proactive Service Recovery

Based on our emotional analysis tool, we can foresee any potential service issue and provide an immediate solution

Grow your revenue by controlling your parking equipment and charging the right rate to the right customer

REVENUE OPTIMIZATION



24/7 Controlled Parking

Improve security and take control of your facility by keeping your gate closed at all times



Complete Accounting of All Parking Transactions

Have computer generated documentation and audio files for all transactions and be prepared for any audit



Customer Rate Integrity

Ensure your customers are being charged the right rates. Do not leave it up to a cashier to determine what a customer is being charged



Access Based on Credentials

Giving the right access to the right customer based on time of day, garage floor, customer type, etc.



Direct Interface with Monthly Parking Program

Cloudpark can be fully integrated with your location's means of credentialed access (i.e. proxy cards, license plate recognition, etc.)



Slippage Monitoring and Reporting

Monitor and detect any suspicious usage of exits without payment



Reduce your facilities biggest expense

STAFFING



Payroll Reduction

Reduce your largest operational expense by allowing our command center to fully service your facility



Optimize Staffing Levels

Know when and where to staff your facility based on historical trends



Replace Overnight & Weekend Staffing

Allow Cloudpark to fully run your overnight & weekend shifts and not miss a step in customer service



24/7 Customer Service

Even with a reduction in staffing, continue to offer 24/7 service to your customers

REPORTING & ANALYTICS

Real-Time Visibility to Call Performance Data

Have complete visibility in who is parked at your facility and how things are running operationally

Scheduled Performance Reports

Performance reports automatically sent right to your email at your desired frequency (daily, weekly, monthly)

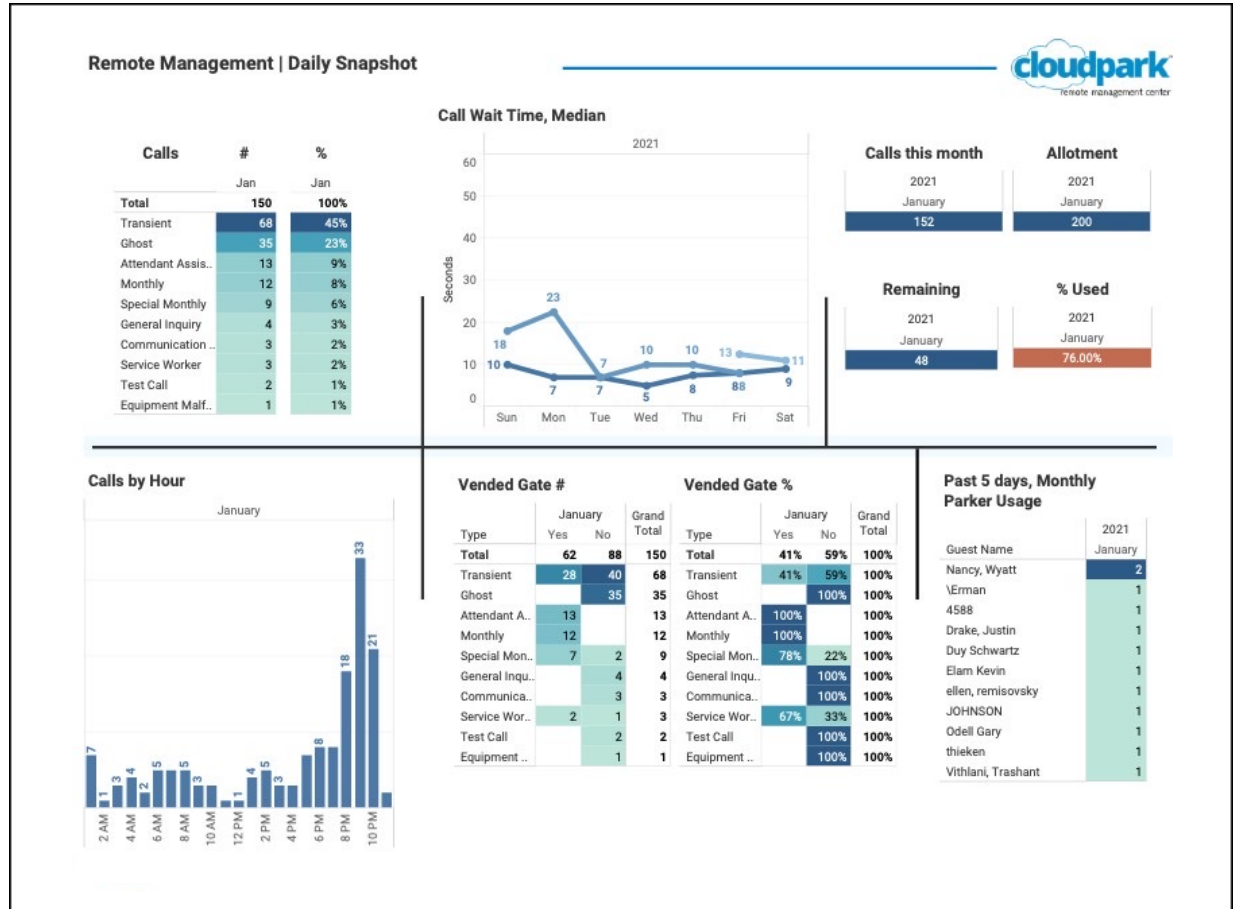
Identification of Malfunctioning Equipment

Identify in real-time when a piece of equipment is malfunctioning through change in frequency of intercom usage, dwell time, etc.

Anomaly Detection

Get notified within seconds when customers start behaving differently. Compare incoming activity with historical data to determine potential

Daily, Weekly or Monthly Dashboard



Capture all revenue with payments made from your mobile device

PAY IN LANE



Capture All Revenue

Cloudpark captures all revenue by having the parker pay on their phone using a fast and tightly integrated process



Touchless Payment Process

Customers can scan a unique QR code or visit cloudpark.app to make a payment on their phone



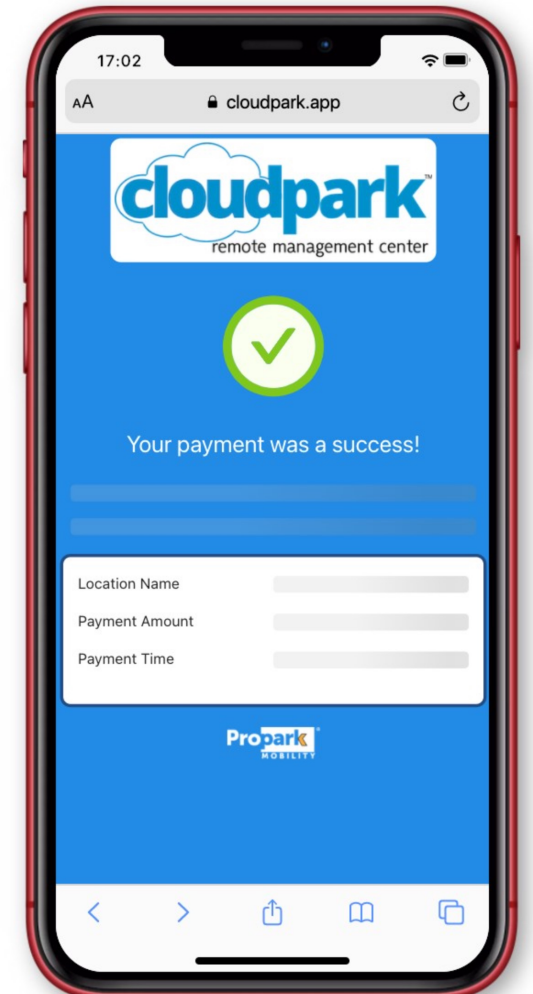
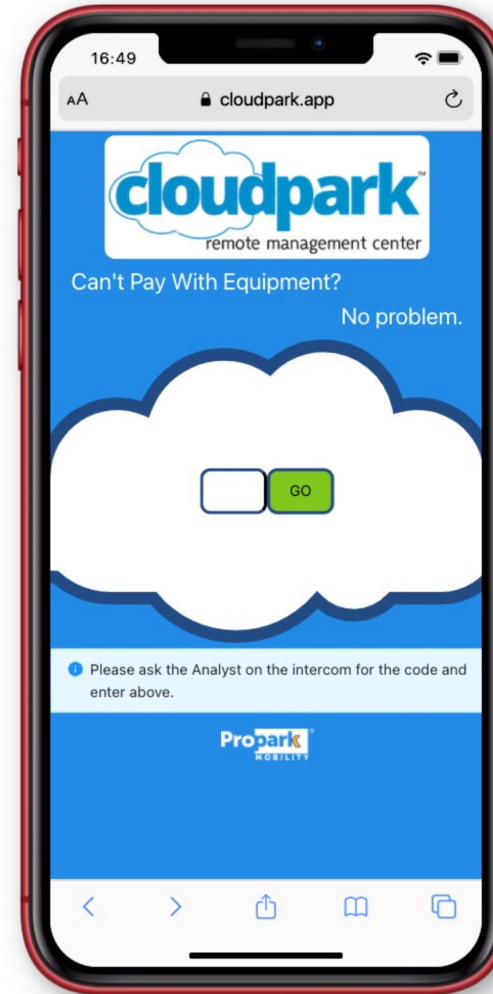
Proprietary Rate Engine

Cloudpark's proprietary rate engine will calculate the proper fee due in the event of hardware failures, or lost ticket



Direct Integration with Gate Arms

Via a direct integration to the mechanical gate arm, Cloudpark will vend any gate allowing a customer to exit



Get set-up in as quick as one-day. All you need is an internet connection or phone line on exit to start

SEAMLESS INTEGRATION



Compatible with all major PARCS providers such as Flash, TIBA, Skidata, netPark and more



Never wait - our ambassadors are fully integrated with your equipment so there is never a waiting period to gain access



All you need is a **phone line or internet connection** to get started



Our **in-house network of engineers** are dedicated solely for our clients and no one else



Cutting Edge Technology

- 4K waterproof cameras
- Noise canceling intercoms
- Video event recording available
- Personal mobile device compatibility to ensure touchless experience

WHO WE WORK WITH

COMMERCIAL



JPMORGAN CHASE & CO.

Toll Brothers

Houstonfirst.

CBRE

T TRANSWESTERN®



RETAIL / MIXED-USE

GREYSTAR®

 Equity Residential

KIRKLAND

U R B A N.

Hines RFR

CAMPUS / MOBILITY



HOSPITALITY

WESTIN®
HOTELS & RESORTS

OMNI HOTELS
& RESORTS



Le MERIDIEN

HEALTHCARE

UCLA Health

MEMORIAL
HERMANN

FOR MORE INFORMATION PLEASE CONTACT:

Chris Rockwell

Senior Vice President
(210) 687-5609

Chris.rockwell@propark.com



Signature: *Andy Hopkins*

Email: ajhopkins@santafenm.gov

Signature: 
XAVIER VIGIL (Aug 26, 2024 16:31 MDT)

Email: xivigil@santafenm.gov












24-0523 Parker Technology LLC

Final Audit Report

2024-08-29

Created:	2024-08-26
By:	XAVIER VIGIL (xivigil@santafenm.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAA8Peq4pNHE-xZTYLf03w-8IQPM5FYWJHH

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