



August 20, 2015

**The Honorable Members of the Board of Supervisors
City and County of San Francisco
1 Dr. Carlton Goodlett place, Room 244
San Francisco, CA 94102**

Subject: Extension of Citation Processing Agreement with PRWT Services, Inc.

Honorable Members of the Board of Supervisors:

The San Francisco Municipal Transportation Agency (SFMTA) requests your approval to enter into a one-year extension of the current citation processing agreement from Nov. 1, 2015 to Oct. 31, 2016 and to request additional funding up to \$9.3 million for a total amount not to exceed \$62,725,935.

Background:

The citation processing agreement with PRWT Services, Inc. was awarded in Nov. 2008. The original term of the agreement was for five years, with the option to extend for up to five additional years.

In Nov. 2013, the agreement was extended for two of the five additional years without an increase to the not-to-exceed amount to provide additional time for the agency to determine what best practices existed currently to better provide citation processing services to the public and to conduct a competitive bidding process.

The SFMTA has completed a comprehensive industry standards review which took longer than expected but the agency felt it was extremely important to do a thorough evaluation of current and future systems available. The findings from this research will inform the Request for Proposal (RFP) drafting process, and the SFMTA plans to release the RFP by early Nov. 2015.

The extension and additional funding are being requested because the RFP evaluation, contract negotiations, and possible transition of citation data to a new system will take approximately one year from the RFP release date.

The extension will continue our current contract provisions and includes the following customer service improvements:

- A residential parking permit processing system that integrates to an automated printing system to transmit permit renewals on-line, faster and more efficiently; and
- The development of web-based services which will provide the public the ability to: (1) check for citation overpayments and request a refund; (2) view the status of citations and related payments as well as check the status of a protest; and (3) request a residential parking permit and submit payment.

On July 7, 2015 the SFMTA Board of Directors approved Resolution No. 15-105 which authorized the extension of the Fourth Amendment to the Citation Processing contract with a not-to-exceed amount of approximately \$64.9 million. However, further analysis after the SFMTA Board approval has reduced the funding needs for the extension by approximately \$2.1 million, for a revised requested increase of \$9,250,494 and a total not-to-exceed amount of \$62,725,935. A memo was sent to the SFMTA Board on July 31 alerting them this modification.

Recommendation

The SFMTA recommends that the Board of Supervisors authorize the SFMTA to extend the agreement for citation processing and support systems with PRWT, Services, Inc. for one year, to Oct. 31, 2016 for an increase of \$9,250,494 and a total not-to-exceed amount of \$62,725,935.

Thank you for your consideration of the proposed extension and for your ongoing support of transportation.

Sincerely,



Edward D. Reiskin
Director of Transportation

