




**CITY OF HAMILTON**  
**PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**Transportation Planning and Parking Division**

<b>TO:</b>	Chair and Members Planning Committee
<b>COMMITTEE DATE:</b>	September 19, 2023
<b>SUBJECT/REPORT NO:</b>	Administrative Penalty System Database (PED23186) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	James Buffett (905) 546-2424 Ext. 3177
<b>SUBMITTED BY:</b>	Brian Hollingworth Director, Transportation Planning and Parking Planning and Economic Development Department
<b>SIGNATURE:</b>	

### RECOMMENDATION

That staff be authorized to negotiate a single source contract, in a form satisfactory to the City Solicitor, with ACCEO Solutions Incorporated to continue to supply and service the enforcement system currently used to issue and manage penalty notices in the City of Hamilton for Parking Enforcement, and Licensing and By-law Services.

### EXECUTIVE SUMMARY

ACCEO Solutions Incorporated has provided software and service for penalty issuance and management since 2012. Since that time, there has been substantial additional investments into the continued use including the expansion of Administrative Penalty System issuance within Licensing and By-law Services, implementation of a “Live” penalty issuance, and the integration of pay-by-plate technology to support the City’s mobile parking application, Passport, and over 100 plus Cale (Precise ParkLink) pay and display machines city-wide.

Staff recommends a single source contract and continued software and services from ACCEO Solutions Incorporated as it is the most cost effective and efficient method to continue operations of penalty notice issuance and management.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**Alternatives for Consideration – Not Applicable**

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: Current services are approximately \$140 K per annum, so it is expected that this would be a baseline with normal annual increases. Over a five-year contract term, it would be expected to have a total operating cost of \$750 K. It is, of note, that this software and services allow the issuance and management of approximately \$8 M in Administrative Penalties annually.

Staffing: N/A

Legal: N/A

**HISTORICAL BACKGROUND**

Following a Request for Proposal for a new issuance and management system that began in 2009, the first iteration of management software to issue penalty notices, now known as Municipal Enforcement Services Officer, from ACCEO launched on February 1, 2011. On November 23, 2016, staff was directed by Council to negotiate a single source contract with ACCEO Solutions Incorporated to upgrade the existing system.

Following the execution of implementation of needed upgrades in 2016, there was subsequent amending agreements in 2017 and 2020 to expand the use of the software management system without extending the length of term of the original contract.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

Procurement Policy – Policy #11, Non-Competitive Procurements

**RELEVANT CONSULTATION**

Procurement, Finance, and Licencing and By-law Services have been consulted.

**ANALYSIS AND RATIONALE FOR RECOMMENDATION**

The City of Hamilton has made significant investments (transition to live database, payment module, expansion with additional by-laws) in Municipal Enforcement Services Officer from its initial implementation in 2011, inclusive of the upgrades in 2016, 2017, and 2020, and presently still relies on software and services from ACCEO Solutions Incorporated for the issuance and management of approximately \$8 M in Administrative Penalties annually.

Although there are other providers of issuance and management databases, the service interruption and migration challenges exceed any possible benefit of replacing the existing system. A present annual service cost of approximately \$140 K as opposed to a new system which will exceed \$1 M to procure and implement, including an annual service cost, clearly outlines the inherent benefit in executing and continuing a sole source contract extension.

The annual service costs are already accounted for within existing operating budgets, for both Parking Enforcement and Licencing and By-law Services, so there is no new funding ask being presented.

Staff within each existing section utilizing ACCEO Solutions Incorporated software and service are already well versed in the daily operations that include issuance, customer service, the penalty notice dispute process, financial reporting, and paid parking integration. Additional existing integration with PASSPORT paid parking application and CALE (Precise ParkLink) paid parking operations has already been executed and a new system would require this work to be redone which may carry a risk of service interruption of paid parking operations.

#### **ALTERNATIVES FOR CONSIDERATION**

Council could direct staff to initiate a new procurement process. This is not recommended as, at this time, would result in a disruption to enforcement activities and a potential loss of revenue.

#### **APPENDICES AND SCHEDULES ATTACHED**

N/A