



DEPARTMENT OF
**PUBLIC
WORKS**

MEMORANDUM

Date: 08/26/2024
To: Finance Committee
From: Pete Neuberger, Deputy Director of Public Works
Subject: Approve sole source contract with Traffic and Parking Control Co., Inc. (TAPCO) for TIBA ramp access software cloud migration, upgrade of ramp access credit card readers, and added Pay-On-Foot equipment, in an amount not to exceed \$221,209.00.

The Department of Public Works (DPW) is requesting approval of a single-source contract with Traffic and Parking Control Co., Inc. (TAPCO) for TIBA ramp access software cloud migration, upgrade of ramp access credit card readers, and added Pay-On-Foot equipment, in an amount not to exceed \$221,209.00.

To maintain continuity with DPW's current equipment, software, ramp user databases, and staff training, DPW wishes to continue using the TIBA product line, as distributed in our region solely by TAPCO. A copy of the Sole Source Authorization form issued by the Finance Purchasing Manager is attached for reference.

The system elements being replaced are marginally functional for now but is nearing obsolescence. The desktop PC-based software represents older technology that is difficult to troubleshoot and support, and staff have already experienced significant functionality issues when staff desktop computers have been replaced in the past. The proposed cloud-based software platform complies with IT Department's strategy to employ cloud-based software solutions where such alternatives to on-premise operations exist.

The ramp card readers being replaced are functional for now but will be obsolete at the end of 2025, per credit card industry protocols. Additionally, the magnetic stripe technology is challenging for users in a line of exiting vehicles because it is slow and can be difficult for some users to properly swipe from a vehicle. The proposed "chip and tap" readers are much faster and will support a far more positive customer experience, especially when exiting ramps during periods of high use.

The 2024 Parking Utility operations budget includes funding sufficient for this request.