




DATE: December 18, 2018

TO: WILMA QUAN-SCHECTER, City Manager
City Manager's Office

FROM: KEVIN MEIKLE, Director 
Airports Department

SUBJECT: Award a uniquely qualified service agreement for parking control care with Sentry Control Systems, LLC, at Fresno Yosemite International Airport (FAT)

The purpose of this memorandum is to request the City Manager make a uniquely qualified finding for Sentry Control Systems, LLC, as set forth in the Administrative Order (AO) 6-19, so that the Airports Department ("Airport") may seek Council award of a parking control care services agreement to Sentry Control Systems, LLC, ("Sentry"), to provide maintenance and care services to the Parking Revenue Control System (PARCS) owned and operated by the Airport.

Sentry is a Delaware limited liability company that provides parking solutions and technology with a specialty in system integrations. Sentry has been installing and supporting SKIDATA products since 2000. In January 2015, SKIDATA acquired a majority interest in Sentry. This made Sentry the only provider of SKIDATA equipment and products in the country.

The Airport parking lots process hundreds of transactions each day. The lots serve members of the public who are dropping off or picking up travelers, passengers wishing to leave their vehicles at the Airport during their trip, and visitors attending special events at the Airport. The PARCS provides travelers and guests a simple ingress and egress experience at the parking lots, and it allows the Airport to manage one of its most important lines of business. The Airport, as a self-sustaining enterprise for the City of Fresno and Central Valley, wishes to continue sound management of its parking lots.

The final bid for the PARCS included seven (7) years of maintenance and service to the PARCS equipment. The Airport's parking lot manager, SP+, contracted with Sentry for the installation of equipment. The installation costs included two of the seven years of maintenance and service to the PARCS paid for by SP+ and later reimbursed for these costs by the Airport.

The Airport and Sentry have developed an extended warranty and services agreement that allows for maintenance and service to equipment of the Airport PARCS in the following areas:

- Basic Care: quarterly preventative hardware maintenance; applicable biannual SKIDATA software updates and hotfixes; manage and regularly verify that antivirus is active running, and that the latest updates are applied
- Extended Care: supply an extended warranty for all equipment components, software, and hardware listed in the agreement; unlimited customized training at Sentry's onsite Training Center in Van Nuys, CA;

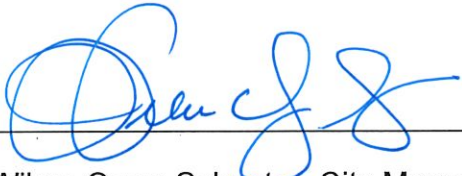
- Service, PCI-Security, Operations, and Response Care: labor to respond to unscheduled service calls; scheduling and assisting with credit card data key encryption changes and operating system password changes; assist with rate changes, validation setup, and software setup changes and ad hoc reporting; provide expedited response to service calls

As a subsidiary company of SKIDATA, Sentry is uniquely qualified to perform these services because they are the only provider of maintenance and care services for SKIDATA equipment in the country. The requested services agreement is a price per care level based contract, and the annual compensation is one installment of five total installments. The annual rates for the next five (5) years are: FY19: \$30,811; FY20: \$37,380; FY21: \$41,896; FY22: \$46,438; and FY23: \$48,711 for an agreement total of \$205,236.

If you have any additional questions, or require additional information and data, please do not hesitate to contact me at 559-621-4600.

City Manager's Uniquely Qualified Determination:

Approved ☒ Denied ☐



Wilma Quan-Schechter, City Manager


Date