



CITY OF ORLANDO

April 6, 2016

TO: David Billingsley, Chief Purchasing Officer ^{DB}
Procurement and Contracts Division

FROM: Scott Zollars, Division Manager *S. Zollars*
Parking Division

RE: Armed & Unarmed Security w/ SecurAmerica (RFP11-0035)

The Parking Division is requesting that Contract RFP11-0035, Armed and Unarmed Security with SecurAmerica be extended beyond its expiration date of April 30, 2016. We are asking for an extension up to one year. Our justification is based on the following:

- Quality of Service – The Parking Division prides itself on customer service. In order to ensure that we meet our customer service levels, we require the opportunity for a full bid of the contract and properly train the staff on our customer service levels and demands.
- There may be changes in the requirements with the new Parking Access and Revenue Control System (PARCS) that may impact the security contract.
- The current extension maintains the same monthly rates as currently being billed; therefore, there will not be a negative impact to the budget or the operation.

The solicitation was not submitted earlier due to the Parking Operations Program Manager being out on Family Medical Leave and planning for any changes associated with the new PARCS.

Please direct any questions or concerns to Pamela Corbin, Parking Administration and Planning Manager at (407)246-3766.