

**HIGH PROFILE CONTRACT  
COUNCIL COMMITTEE  
MEETING MINUTES**

**TUESDAY, NOVEMBER 12, 2013  
10:00 A.M.  
MEDIA BRIEFING ROOM**

**Members Present:** Councilmember Diego Bernal, Chair, *District 1*  
Councilmember Ivy R. Taylor, *District 2*  
Councilmember Rebecca Viagran, *District 3*  
Councilmember Rey A. Saldaña, *District 4*

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**Members Absent:** Councilmember Ray Lopez, *District 6*

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**Staff Present:** Robert Nordhaus, *Assistant City Attorney*; Nancy Reyes, *Assistant City Attorney*; Ben Gorzell, *Chief Financial Officer*; Troy Elliott, *Director, Finance Department*; Kevin Barthold, *City Auditor*; Martha Sepeda, *First Assistant City Attorney*; Frank Miller, *Director, Aviation Department*; Ellen Erenbaum, *Assistant Director, Aviation Department*; Alex Lopez, *Assistant Director, Economic Development Department*; Loyce Clark, *Assistant Director, Aviation Department*; Denice Trevino, *Office of the City Clerk*

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**Also Present:** Bill Gold, *Vice President/General Manager,EHI*

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**Call to order**

Chairman Bernal called the meeting to order.

**I. Approval of Minutes from the October 30, 2013 High Profile Contract Council Committee Meeting**

Councilmember Taylor moved to approve the Minutes from the October 30, 2013 High Profile Contract Council Committee Meeting. Councilmember Saldaña seconded the motion. Motion carried unanimously by those present.

**II. Consent High Profile Contract Initiatives for Consideration:**

**A. None for Consideration**

Ben Gorzell stated that there were no Consent High Profile Contract Initiatives for consideration but this item was included to establish the format for future meetings.

**III. Individual High Profile Contract Initiatives for Consideration:**

**A. Pre-solicitation Briefing: Enterprise Point of Sale/Reservation-Registration Project [Troy Elliott, CPA, Finance Director]**

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Troy Elliott stated that the Enterprise Point of Sale/Reservation/Registration Project was initiated by the Finance Department and the solicitation type was a Request for Competitive Sealed Proposals (RFCSP). He reported that the value of the Contract was in excess of \$1 million with an estimated value of \$5.59 million, of which approximately one half would be designated for maintenance costs distributed over eight years. He noted that said Contract was for a proposed multi-year term. He stated that the Contract was also known as Customer First San Antonio (C1SA) and was requested by City Departments and citizens. He indicated that the project was to implement a City of San Antonio (COSA)-Wide System for handling a wide variety of sales transactions, reservations, and registrations. He mentioned that it would include E-Commerce elements as well as cashier and walk-up service points and may extend to self-service kiosks and Smart Phone-Style Applications. He stated that the Contract was initiated on March 1, 2013 with blueprinting, gathering of requirements, and RFCSP Development. He indicated that the gathering of requirements was completed by assessment of current systems and interviews with 30 stakeholder departments. He stated that 940 business, technical, conversion and interface requirements from Subject Matter Experts (SMEs) were gathered and validated. He explained that due to the potential size and complexity of the project, it was anticipated that the selected solution would be phased in over a multi-year period.

Mr. Elliott reported that the Project's Scope included the Enterprise Point of Sale (POS) which would support comprehensive uniform payment checkout, including Retail (walk-up, Internet, kiosks, and applications) and the Reservation/Registration System (RRS) which would support City-Wide Facility Reservations, Event/Program Management, Sports League Management, and the Volunteer Management System. He reported that evaluation criteria were created for the solicitation requirements and assigned the following points: 1) Experience, Background, Qualifications: 20 points; 2) Proposed Plan: 45 points; 3) Pricing: 15 points; and 4) Small Business Economic Development Advocacy (SBEDA) Program: 20 points (Small Business Enterprise) (SBE) Prime Contract Program) for a total of 100 points. He noted that there was a Minority/Women-Owned Business Enterprise (M/WBE) Subcontracting Rate of 3%. He stated that it would be important that the company selected was stable and would allow for the auditing of financial statements. He indicated that the Local Preference for the RFCSP was not applicable. He reported that the Evaluation Committee was made up of Executives, Personnel from the Finance Department, and Business Partners, and would be chaired by Ben Gorzell. He stated that the RFCSP would be released on November 15, 2013 or shortly thereafter. He noted that a post-solicitation briefing would be presented to the Committee in May or June and the Contract would be brought before the full City Council on June 19, 2014 for consideration. He noted that the timeline template utilized for said Contract would be used as a template for all High Profile Contract Initiatives.

Councilmember Taylor asked of other cities that have successfully implemented a Point-of-Sale/Reservation-Registration System. Mr. Elliott replied that the Cities of Denver and Chicago had implemented same. Councilmember Taylor asked if staff had considered appointing an individual from outside of the City in the Evaluation Committee. Mr. Elliott stated that possibility would be explored.

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Councilmember Saldaña asked if the current systems would be phased out. Mr. Elliott replied that Legacy Systems might be replaced with the new C1SA or would serve as a bridge to the C1SA. Mr. Gorzell noted that certain Legacy Systems collected more data than the C1SA and those would be integrated with the C1SA. Councilmember Saldaña expressed concern that end users may have some difficulty with the C1SA. Mr. Elliott stated that they have strived to reduce complications for end users and noted that the C1SA would be phased in over time.

Chairman Bernal asked if there were companies that offered a complete overhaul of the City's systems or would companies be selected individually according to their expertise. Mr. Elliott stated that the RFCSP would allow either manner to be used, though a one-stop company would be preferred. Chairman Bernal suggested that someone with a background in Information Technology (IT) outside the City be placed on the Evaluation Committee.

Councilmember Taylor asked of the role of the Committee. Mr. Elliott replied that the Committee would have to approve each Contract.

No action was required for Item IIIA.

**B. Post-solicitation Briefing: Industry Technical Representatives During the Design, Construction and Project Close-out of the Consolidated Rental Car Facility [Frank Miller, Aviation Director]**

Frank Miller stated that on October 3, 2013 an item that called for the reimbursement of funds up to \$1 million for funding the Rental Car Agencies (RAC) involved in the design and construction of the Consolidated Rental Car Facility (CONRAC) Project was brought before the full City Council. He noted that said funding would be used for the costs expended for the services of an Industry Technical Representative. He stated that the Industry Technical Representative would: 1) Provide effective value engineering; 2) Understand the operating requirements for the RAC Industry; 3) Recognize the life cycle cost implications of such a facility as the CONRAC; 4) Coordinate tenant improvements; and 5) Handle conflicts among the RACs. He reported that the cost for the reimbursement would be funded from the Customer Facility Charge Fund which is collected by the airport-area rental car companies. He stated that the Customer Facility Charge was \$4.50 per transaction day per customer. He mentioned that the City Council requested that this item be brought forward to the High Profile Contract Committee. He noted that the RACs issued an Informal Request for Qualifications (RFQ) on May 29, 2013 to five pre-qualified firms. He stated that the RAC Evaluation Team was staffed by a representative from the San Antonio, Texas (SAT) RACs. He reported that there were four responses to the Solicitation which were Abacus, JDA, PGAL, and Unison-CRS. He stated that two respondents were selected to provide additional information and JDA was selected.

Councilmember Viagran asked of the members of the RAC Evaluation Team. Mr. Miller replied that the RAC Evaluation Team was made up of industry representatives from Enterprise, Budget, Avis and Hertz. Councilmember Viagran asked of the members of a City of San Antonio (COSA) Evaluation Team. Mr. Miller stated that a COSA Evaluation Team would be made up of Aviation Staff, an Airport RAC, and Airport Advisory Commission Members. He reported that required experience areas of the RAC Solicitation included: 1) Project Management and

Project Administration Services; 2) Operations Planning and Coordination Services; 3) Site Planning, Programming and Business Deal Documentation Services; 4) Design Phase Services; 5) Construction Phase Services; and 6) Project Close-Out Services. Councilmember Viagran asked of the estimated number of members on the RAC Evaluation and COSA Evaluation Teams. Mr. Miller stated that the SAT RACs Evaluation Team was comprised of approximately 4-6 members and the COSA Evaluation Team was comprised of 5-7 members.

Mr. Miller stated that the required experience areas for the CONRACs were: Project Management and Project Administration Services, Operations Planning and Coordination Services, Site Planning, Programming and Business Deal Documentation Services, Design Phase Services, Construction Phase Services, and Project Close-Out Services. He mentioned that the requirements in a COSA Solicitation were: 1) At least 10 years of experience managing complex construction projects; and 2) At least five years experience working in or with the rental car industry on technical and operational issues related to CONRACs. He noted that a COSA Solicitation's preferred requirements would include: 1) Knowledge of unique requirements of the Rental Car Industry including operational issues; 2) Specific experience working on CONRAC Projects from design through opening; and; 3) Prior experience working as a consultant to owners and the Rental Car Industry.

Mr. Miller stated that the Committee could: 1) Accept the selection as made by the RAC and as recommended to the City; 2) Amend the City's contract with TranSystems, the design firm for the CONRAC, to accept the selected company as a subcontractor; 3) Issue a City Request for Qualifications (RFQ) to select a company to provide the industry representative services; or 4) Do not use an industry representative. He stated that staff recommends that an RFP be issued and fast tracked.

Councilmember Viagran asked why it was recommended that a new RFP be issued. Mr. Miller replied that the need to move forward and the fact that there was concern by the City Council regarding the process utilized prompted the recommendation. Councilmember Viagran asked how the original recommendation was made and what City staff met with the RAC Evaluation Team. Mr. Miller stated that the Assistant Director of the Aviation Department, who worked closely with all parties, and the Assistant Director of Planning and Community Development met with the RAC who recommended a certain Rental Car Company for selection. He noted that a background check was performed on said Rental Car Company. Councilmember Viagran asked how the Project Scope was agreed upon. Mr. Miller replied that the Project Scope was agreed upon during discussions between City Staff and the Rental Car Companies.

Councilmember Saldaña noted that the need to move forward was stated as the reason for the second recommendation when in fact going forward with the original recommendation would have accomplished that. Mr. Miller stated that a second recommendation was made to address the concerns of the City Council.

Councilmember Viagran asked if City staff participated in the selection. Mr. Miller replied that they had.

Councilmember Bernal mentioned that it appeared that the City was paying someone who they did not have a role in selecting and this would potentially compromise the Public's Trust. Mr. Miller acknowledged that the company selected would be a part of a team managed by COSA.

Councilmember Taylor asked if language could be incorporated in the agreement noting that the Rental Car Company would be supervised by COSA. Mr. Miller confirmed that said language could be incorporated into the agreement.

Councilmember Saldaña moved to bring the original recommendation forward and to include language in the agreement noting that the company would operate under the supervision of COSA to the full City Council for consideration. Councilmember Viagran seconded the motion. Motion approved unanimously by those present.

**IV. Executive Session**

The Executive Session was not held.

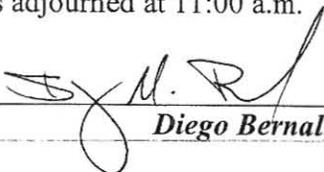
**V. Consideration of Items for Future Meetings:**

**A. Next Meeting Date: December 10, 2013**

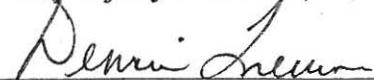
Chairman Bernal noted that the next meeting of the High Profile Contract Council Committee would be held on December 10, 2013.

**VI. Adjourn**

There being no further discussion, the meeting was adjourned at 11:00 a.m.

  
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*Diego Bernal, Chair*

*Respectfully Submitted,*

  
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*Denice Trevino*  
*Office of the City Clerk*