

AMENDMENT NO. 5CONTRACT NO. 36734

FOR

## PARKING PAY STATIONS

Pursuant to Ordinance No. TBD after Council Action

This Contract was made and entered by and between Cale Parking Systems USA, Inc., hereinafter called Contractor, and the City of Portland, a municipal corporation of the State of Oregon, by and through its duly authorized representatives, hereinafter called City.

1. Additional work is necessary as described in the Scope of Work as follows: Add to the contract language permitting CALE's Parking Help Desk Services which include the following:
  - 24/7 live phone support:
  - English- and Spanish-speaking help desk agents
  - Technical support and troubleshooting
  - Customized scripts and call-handling instructions
  - Online call tracking and logging of specific issues, which are provided in real time
  - Dispatch PBOT field technicians by email, phone or SMS text
  - Call trend analysis and statistical reporting
  - Email notifications to PBOT staff
  - Custom local or toll-free number for PBOT parking operation, or routing from PBOT existing number
  - Customer service decals with phone number provided for all of City's parking equipment
2. Compensation is \$5,000 per month; however, for the first year, Contractor has offered this service for \$2,000 per month.
3. Additional compensation is necessary and shall not exceed \$264,000 over the remaining years of the contract's life.
4. Total compensation for this contract shall not exceed \$18,730,485.

All other terms and conditions shall remain unchanged and in full force and effect.

## CONTRACTOR SIGNATURE:

This contract amendment may be signed in two (2) or more counterparts, each of which shall be deemed an original, and which, when taken together, shall constitute one and the same contract amendment.

The parties agree the City and Contractor may conduct this transaction by electronic means, including the use of electronic signatures.

Cale Parking Systems USA, Inc.

By: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Contract No. C36734 Amendment/Change Order No. 5

Contract Title: Parking Pay Stations

## CITY OF PORTLAND SIGNATURES:

By: \_\_\_\_\_  
Chief Procurement Officer

Date: \_\_\_\_\_

Approved as to Form:

By: \_\_\_\_\_  
Office of City Attorney

Date: 6/2/10

*Amela Mergon*  
CITY ATTORNEY