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Sewickley Parking Authority



REQUEST FOR PROPOSAL (RFP)
RFP#001

SEWICKLEY PARKING AUTHORITY

**INTEGRATED E-CITATION MANAGEMENT & PROCESSING
SYSTEM (CMPS)**

DATE ISSUED: May 1, 2020

INTRODUCTION

The Sewickley Parking Authority vision is to have a more efficient Integrated E-Citation Management & Processing System (CMPS) which in turn provides better compliancy and better revenues. With better compliancy, the Authority aims to increase turnover and the satisfaction of citizens and merchants. The Sewickley Parking Authority is looking to improve the public relationship with parking services.

The goal of this Request for Proposal (RFP) is to choose a proposal exhibiting the necessary experience and knowledge to provide the best Integrated E-Citation Management & Processing System (CMPS) possible. The proposer must have parking enforcement as its core competency. The proposer must support the enforcement of on street and off street for all types of parking, pay and display, pay by space and pay by plate. The proposer must show all these capabilities but more importantly must show why they are the best at pay by plate enforcement. The enforcement product used must not only answer to today's requirements but also needs to show future type innovation. The enforcement company should not be in other lines of business like pay by phone or parking kiosk to avoid conflicts between best of breed companies.

The Sewickley Parking Authority is not interested in developing a solution but is instead requesting proposals for an "off-the-shelf" hosted solution that can be configured to meet the current and future needs of the Borough of Sewickley.

Responses should be based on features that exist in the current product version and have been sold to other municipalities and has been in production for at least (365) days prior to the proposal due date.

Proposed systems should have a substantial history of adoption and use by municipal government entities. Proposals should demonstrate successful expertise and experience implementing; installing and maintaining Integrated E-Citation Management & Processing System (CMPS), including hardware and software.

ABOUT THIS DOCUMENT

This document is a Request for Proposals for Professional Services. It differs from an invitation for bid in that the Sewickley Parking Authority is seeking a solution, not a quotation meeting specification for the lowest price. As such, the lowest price proposal does not guarantee an award recommendation. Instead, proposals will be evaluated based upon the criteria set forth herein and factors such as quality, experience in the field, availability and/or capability may figure into the evaluation.

The request for proposal process allows the Sewickley Parking Authority to negotiate with select respondents prior to awarding a contract. The Sewickley Parking Authority will thoroughly review all proposals received in a timely fashion and will utilize its best judgment when determining which respondents, if any, to schedule meetings with after receipt of all proposals. Subject to the other terms and conditions of this RFP, only those respondents that are qualified and responsible, as determined by the Sewickley Parking Authority, in its sole and absolute discretion, will be considered for an award of a contract hereunder.

The Sewickley Parking Authority reserves the right to accept or reject any or all proposals in whole or in part; or to waive any defects, informalities and minor irregularities in the proposal received; to accept exceptions to these specifications; and to act otherwise as the Sewickley Parking Authority deems in its best interest.

Request for Proposal (RFP) packets will be available on the SPA's website at <https://www.sewickleyborough.org/189/Sewickley-Parking-Authority> and available for download only.

SCOPE OF WORK / PROJECT TIMELINE

Scope of Work: The Scope of Work for this RFP is set forth on Exhibit "A", attached hereto and made a part hereof (the "Scope of Work").

Project Timeline: The contract for these retained professional services will be for work performed on the project initiated during the Sewickley Parking Authority's (2020) fiscal year.

SUBMISSION OF PROPOSALS

It is intended that this be a "turn-key" document, i.e., that each proposer furnish all information requested by this RFP on the forms provided herewith. Unless otherwise specifically requested, manuals, promotional literature, and other documents will not be considered as meeting any of the requirements of this RFP unless used as specific explanations of system specifications.

Each proposal shall include a letter of transmittal, not to exceed two (2) pages in length, which bears the signature of an authorized representative for your company. Also designate by name not more than two (2) individuals authorized to negotiate and sign a contract with the Sewickley Parking Authority. Reference Exhibit "B"

This letter of transmittal must also briefly set forth any information the proposer wishes to bring to the Sewickley Parking Authority's attention. This should include, for example, any alternatives for which the proposer is making proposals.

The proposer shall submit electronically in the form of an email with attached bid (PDF or Word) or an email with a file link to download proposer's submitted bid no later than 5:00pm E.S.T. on June 10, 2020 to: philiptruesavino@gmail.com

Any proposal received after 5:00pm E.S.T, on the proposal due date or any day thereafter, will be rejected.

PRE-BID CONFERENCE

A mandatory virtual pre-bid conference meeting will be held on 12:00pm E.S.T., May 20 via a link sent out to all interested participants email. This virtual conference is to make any needed clarifications to the specifications and/or answer any questions bidders may have. Please send contact information in an email to: philiptruesavino@gmail.com no later than 5:00pm E.S.T. on May 15, 2020.

SCHEDULE AND DEADLINES FOR RFP

EVENT	TIME AND/OR DATE
RFP issued	May 1, 2020
Electronic contact information for virtual pre-bid conference meeting.	May 15, 2020
Virtual pre-bid conference meeting	May 20, 2020 12:00pm
Deadline for respondents to submit questions and requests for clarification/interpretation/modification ("Request for Clarification Due Date")	June 3, 2020 5:00pm
Deadline for submission of proposals ("Proposal Due Date")	June 10, 2020 5:00pm
Anticipated board action	July 1, 2020

PROPOSAL FORMAT AND REQUIREMENTS

Generally, your proposal should describe in detail how you will provide an Integrated E-Citation Management & Processing System (CMPS) and demonstrates how the approach fulfills the Scope of Work. While the Scope of Work represents what Sewickley Parking Authority believes to be the best approach, proposers are encouraged to offer additional program elements that they believe will best achieve Sewickley Parking Authority's goals.

Each proposal should be in the format set forth below and not exceed forty-five (65) pages and will be rated on a 100-point scale. Rating will be according to the degree to which a respondent demonstrates its capacity to satisfy the requirements set forth herein. Please organize your proposal so that it addresses each of the following items. Each proposal should include the following parts, which will be assigned the indicated point values:

**A. COVER PAGE AND LETTER OF TRANSMITTAL AND CONTACT FORM
(Pass/Fail):**

Please prepare a cover page like the one shown at the beginning of this RFP. Followed by your letter of transmittal and then your contact form. Reference Exhibit "B"

B. PRIOR EXPERIENCE (Total Possible Score: 10 points):

Prior work experience of designing, implementing and managing a turnkey Integrated E-Citation Management & Processing System (CMPS) for other organizations of comparable size and scope of business as outline in this RFP; included but not limited to:

- i. Number of years of experience in this field.
- ii. Contact information of your clients or municipal agencies, owners or managers overseeing this service.

C. PROJECT IMPLEMENTATION (Total Possible Score: 5 Points):

Describe your company's project management approach to implementing an Integrated E-Citation Management & Processing System (CMPS). This RFP outlines Sewickley Parking Authority's general information, current rate logic, current enforcement logic and future permitting logic. Reference Exhibit "C". Included in the section how the proposer's solution will handle the parking and enforcement requirements set forth.

D. SYSTEM OPERATION AND MANAGEMENT (Total Possible Score: 5 Points):

Describe system operation and management of your proposed Integrated E-Citation Management & Processing System (CMPS). Describe how your solution operates. At a minimum, please describe the following:

- i. Licensing, if any
- ii. Day to day administration and setup requirements.
- iii. System Security
- iv. Process of adding LPR cameras and Handhelds
- v. Process of running reports
- vi. Process to administrating citations
- vii. Technical and policy support for potential problems experienced by SPA staff
- viii. Annual system maintenance and auditing
- ix. Process for system bug fixes or updates

**E. CUSTOMER/USER INTERFACE AND EXPERIENCE (UI AND UX)
(Total Possible Score: 10 Points):**

Describe how the Integrated E-Citation Management & Processing System (CMPS) will offer existing and potential users new features to improve security and parking operations. Please describe in detail (features, ease of administration, etc.) the following

experience elements. Provide screenshots of the actual process whenever possible for example:

- i. user setup
- ii. user account management
- iii. alerting capabilities
- iv. system functionality and automation setup processes
- v. web browser compatibility
- vi. mobile device compatibility

**F. HOSTING INFRASTRUCTURE CONFIGURATION
(Total Possible Score: 20 Points):**

Describe the proposer’s hosting infrastructure. At a minimum, please describe the following:

- i. Disaster recovery and contingency of the infrastructure that will be hosting the Integrated E-Citation Management & Processing System (CMPS).
- ii. The hosting company example: AWS, AZURE, Google or self-hosted.
- iii. Scalability and redundancy.
- iv. PCI-DSS
- v. SSL Cert Management

G. PRICING MODEL (Total Possible Score: 5 Points):

Describe the pricing model for your Integrated E-Citation Management & Processing System (CMPS)s. Reference Exhibit “D” (Pricing Model).

**H. PROVIDER’S HISTORY AND SOLUTION CAPABILITIES
(Total Possible Score: 30 Points):**

The following is the section that must show the solution provider’s history and the proposed solution capabilities. The proposer must submit in their proposal a completed solution provider questionnaire. Reference Exhibit “E” (Solution Provider Questionnaire).

I. REFERENCES (Pass/Fail):

Respondent shall provide three (3) references for customers to whom the respondent has provided the goods or services requested in this RFP. Include contact name, address, phone number and years of service for each referral.

J. VALUE ADDED ITEMS (Total Possible Score: 5 points):

Provide a detailed list of value-added items that the respondent can offer (at no additional cost) that would enhance the goods or services, provided by the SPA, requested in this RFP.

K. SERVICE LEVEL AGREEMENT (Pass/Fail):

Respondent shall provide a detailed service agreement outlining levels of severity and the perspective response time.

L. PRESENTATION PERFORMANCE (Total Possible Score: 10 points):

If selected for presentation a possible ten points can be awarded based on your performance. Respondents shall provide samples of their proposed product(s) for demonstration purposes for the review committee.

EVALUATION AND SELECTION

- A. The Sewickley Parking Authority will form a selection committee (the “Selection Committee”) to review and recommend proposals. The Board members of the Sewickley Parking Authority have the final authority in its sole and absolute discretion, for authorizing a contract with the Sewickley Parking Authority.
- B. A shortlist of respondents may be scheduled for a structured oral presentation or interview and for discussions regarding best and final offers. Any such presentations shall be at no cost to the Sewickley Parking Authority. The Sewickley Parking Authority also reserves the right to visit the respondent's facilities. The oral interview may be recorded or videotaped by the Sewickley Parking Authority. At the end of the oral presentation/interview process, if any, any shortlisted respondents may be required to submit revised proposals to be reviewed. Subject to the other terms and conditions of this RFP, the successful respondent will be recommended for contract negotiation.
- C. The Sewickley Parking Authority anticipates executing a contract with the successful respondent within (30) days following award of bid.

GENERAL CONDITIONS

This section of the RFP contains the general conditions and restrictions covering the preparation, submission and content of proposals. It is essential that these conditions be strictly observed.

REGULAR PROPOSALS

Each proposer must comply with all requirements as directed by this notice. Proposals which are defective, or irregular may be rejected immediately.

CLARIFICATION OF REQUIREMENTS, ADDENDUM & MODIFICATIONS

Any respondent in doubt as to the true meaning of any part of this RFP may request a clarification, interpretation and/or modification thereof from the Contact Person (as hereinafter defined). At the request of the respondent, or in the event the Sewickley Parking Authority deems the response to the request to be substantive, the clarification, interpretation and/or modification shall be made by an addendum. Requests for clarification, interpretation and/or modification must be submitted via email to the Contact Person by 5:00pm E.S.T. June 3, 2020; any request received after this deadline will not be considered.

Inquiries regarding the RFP and all requests for clarification, interpretation or modification of the RFP must be directed in writing via e-mail, to Philip Savino at philiptruesavino@gmail.com (the "Contact Person").

If any alleged errors are noted in the RFP, a respondent should immediately notify the Contact Person and, if confirmed, an addendum shall be issued.

The Sewickley Parking Authority will not accept telephone calls or any other forms of communication pertaining to this RFP.

This RFP may be updated, supplemented or amended at any time by the Sewickley Parking Authority. Any changes, additions, deletions, or clarifications to the RFP will be made by addendum issued by the Sewickley Parking Authority.

Any addendum issued by the Sewickley Parking Authority shall be considered part of the RFP.

All addendums will be sent via e-mail to the last known business email address of each person/entity listed with the Sewickley Parking Authority as having received a copy of the RFP for proposal purposes. The Sewickley Parking Authority will make reasonable efforts to notify respondents in a timely manner of modifications to the RFP. Notwithstanding the foregoing, each respondent shall be responsible for ensuring that its proposal reflects all addendums issued by the Sewickley Parking Authority prior to the proposal due date.

PROPOSER'S EXAMINATION OF THE RFP

Proposers shall examine all information and materials contained in and with this RFP. This shall include, but not be limited to, all relevant laws and regulations of the State of Pennsylvania and the United States Government. Failure to do so shall be at the proposer's risk.

PROPOSALS CONSIDERED "FIRM"

All proposals in response to this RFP will be considered "firm" and may not be withdrawn until the award of a contract to a proposer. No bid will be accepted from, or contract awarded to, any proposer who is in poor standing to the Sewickley Parking Authority, upon debt or contract, nor who is in default, as surety or otherwise, upon any obligation to the Sewickley Parking Authority.

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn by written notice via email received by the Sewickley Parking Authority any time prior to the time specified for receipt and subsequent opening of proposals.

INCURRING COSTS

1. The Sewickley Parking Authority shall not be liable for any costs incurred by proposers in preparing, submitting or presenting proposals, or in satisfying any demonstration or other requirements.
2. The Sewickley Parking Authority shall not reimburse any costs incurred by proposers in anticipation of being awarded the contract under this RFP.
3. Only the Sewickley Parking Authority can legally obligate itself for the expenditure of public funds for this purpose.
4. The Sewickley Parking Authority shall not accept billings for additional costs not stated in this RFP (including but not limited to travel, subsistence and related expenses of the proposer's personnel).
5. The process stated shall include insurance, transportation to the Sewickley Parking Authority, complete installation, maintenance, and all other costs as specified in the RFP or the Agreement pursuant heretofore.

RESPONSIBILITIES OF PRIME CONTRACTOR

The successful proposer shall be considered as the prime contractor and shall be required to assume total responsibility for the delivery, installation, training and maintenance of all hardware, software, hosting services, warranties and support services offered in their proposal, whether or not they are the manufacturer, producer, author, or supplier of them.

The Sewickley Parking Authority shall consider the successful proposer to be the sole point of contact with regard to all contractual matters, including the performance, service of and payment for the Integrated E-Citation Management & Processing System (CMPS), and all other services performed. Failure to meet these obligations shall result in the cancellation of any contracts/agreements and forfeiture of the prime contractor's performance bond as liquidated damages.

Prior to final selection, proposers may be required to submit any additional information which the Sewickley Parking Authority may deem necessary to determine the proposer's qualification to respond to this RFP.

FIRM PRICE

Prices offered by the proposer shall be firm and not subject to increase during the term of any contractual agreement arising between the Sewickley Parking Authority and the successful proposer as a result of this RFP.

OPEN PROCUREMENT

1. The Sewickley Parking Authority reserves the right to accept any item or group of items proposed in any response, unless the proposer qualifies his/her offer by specific limitation.

2. The Sewickley Parking Authority reserves the right to accept or reject any or all proposals in whole or in part.

TERMINOLOGY

Terms used in this RFP are not intended to imply or denote a particular proposer and are not to be construed as restrictive in any way.

AVAILABILITY OF FUNDS

If the Sewickley Parking Authority should not, for any reason at any time, appropriate or otherwise, make available funds sufficient to purchase, lease, operate, or maintain the Integrated E-Citation Management & Processing System (CMPS) procured pursuant to this RFP, the Sewickley Parking Authority may unilaterally terminate upon (30) days' notice to the successful proposer any and all contractual or other obligations without penalty.

SOLUTION DELIVERY DATE

Proposers must complete the respective delivery of their solution, including all testing and other pre-acceptance procedures within (120) days from Board award date.

EXECUTION OF CONTRACT

1. Upon the acceptance of a proposal, the Sewickley Parking Authority shall prepare and submit a contract to the successful proposer. In the event the successful proposer fails, neglects or refuses to execute said contract within (14) days after the mailing of said contract, in an envelope addressed to said proposer at proposer's address as given upon submitted proposal, with the postage prepaid thereon, the Sewickley Parking Authority may at its option terminate and cancel its action in awarding said contract and the contract shall become null and void and of no effect, and the Sewickley Parking Authority may reconsider other proposals or solicit new proposals.

2. Incorporated by reference into the contract, which is to be entered into by the Sewickley Parking Authority and the successful proposer is the RFP and the proposer's response thereto; and all written communications and negotiations between the Sewickley Parking Authority, its agents and the successful proposer prior to the award of contract and (60) days after the award of contract.

3. The contract between the Sewickley Parking Authority and the successful proposer whose proposal is accepted shall exist until the written contract shall have been executed by proposer and the Sewickley Parking Authority. The Sewickley Parking Authority will not execute the contract until insurance certificates and bonds required by the contract have been delivered to the Sewickley Parking Authority in acceptable form.

NO ASSIGNMENT

Assignment by the successful proposer to any third party of any contract based on this RFP or any monies due shall be absolutely prohibited and will not be recognized by the Sewickley Parking Authority unless approved by the Sewickley Parking Authority in writing.

TRANSPORTATION, INSURANCE AND INSTALLATION

The proposer shall make all arrangements for transportation, insurance, installation and training of any software and/or hardware as needed for complete solution implementation. Packing, unpacking, placement, setup or installation of the system shall be the responsibility of the proposer for all hardware and software proposed.

SOFTWARE AND HARDWARE RESPONSIBILITY

Notwithstanding the details presented in this RFP it is the responsibility of the proposer to verify the completeness of the material lists and suitability of the Integrated E-Citation Management & Processing System (CMPS) to meet the intent of the specifications. Any additional hardware or software required after installation, even if not specifically mentioned herein, shall be provided by the proposer without claim for additional payment, it being understood that a complete, operating Integrated E-Citation Management & Processing System (CMPS) is required. The successful proposer shall be obligated to provide hardware and software which meets all guarantees in their proposal and works seamlessly with the Sewickley Parking Authority 's current operation processes for the price contained therein.

SOFTWARE AND HARDWARE ACCEPTANCE

The Sewickley Parking Authority shall require acceptance tests by the Sewickley Parking Authority's technology consultant to ensure that the hardware and software functions as specified. The proposer shall assume full financial responsibility until hardware and software acceptance testing has been completed successfully. Hardware and software acceptance shall be based on uptime effectiveness level of 99 % percent for a period of (90) production days.

PROPOSER COMMITMENT

The proposer shall maintain and upgrade the Integrated E-Citation Management & Processing System (CMPS) hardware and software at its current public-released level for the term of the contract with the Sewickley Parking Authority pursuant to this RFP. There shall be no requirement on the Sewickley Parking Authority 's part to incorporate any new features or new release of hardware or software. Proposer will assume responsibility for ensuring that its solution will run efficiently along with the current Sewickley Parking Authority 's enforcement rule and procedures. Any additional business requirements must be specified by the Sewickley Parking Authority.

MAINTENANCE

The proposer shall state its commitment to support, warranty and update all areas of the proposed Integrated E-Citation Management & Processing System (CMPS) included in its proposals.

CONFIDENTIALITY

Under the Pennsylvania General Laws, the Sewickley Parking Authority cannot assure the confidentiality of any material of information which may be submitted by a proposer in response to this RFP. Thus, proposers who choose to submit confidential material or information do so at their own risk.

RESPONSIBILITY FOR LOSS OR DAMAGE

Proposer will be responsible for the protection of his/her materials, equipment and work. They shall immediately and at their own expense make good any loss or damage due to loss, theft, vandalism or any other cause.

ASSUMPTION OF LIABILITY/INDEMNIFICATION/INSURANCE

(a) Except for the gross negligence or willful misconduct of the Sewickley Parking Authority , Proposer shall indemnify and hold harmless the Sewickley Parking Authority, its successors and assigns, from and against any and all loss, damage and liability and for any and all claims for damages including those on account of or by reason of bodily injury, including death, which may be sustained or claimed to be sustained by any person, including employees of proposer, and from and against any and all damages to property, including the property of the Sewickley Parking Authority , its successors and assigns, caused by or arising out of or claimed to have been caused by or to have arisen out of any act or omission in connection with the Contract or the performance of the Integrated E-Citation Management & Processing System (CMPS), whether or not occasioned by the negligence of the Sewickley Parking Authority , proposer, or either party’s agents, servants or employees. For purposes of enforcing this provision, proposer hereby waives any or all immunities it may have under the Pennsylvania Workers’ Compensation Act or otherwise.

(b) Proposer shall maintain at all times until the termination of the Contract, the following insurance:

TYPE	AMOUNT
Workers Compensation	Statutory (in conformance with Pennsylvania's Worker's Compensation Act)
Contractor's Public Liability including Bodily Injury and Property Damage	Per Occurrence \$1,000,000.00
Automotive Property Damage and Bodily Injury	Per Occurrence \$1,000,000.00
Professional Errors & Omissions	Per Occurrence \$1,000,000.00
Umbrella Liability	Annual Aggregate \$1,000,000.00

(c) Respondent waives all right of subrogation against the Sewickley Parking Authority, its subsidiaries, agents, officers, directors and employees for recovery of damages to the extent covered by any insurance applicable to the project and will secure appropriate waivers from the insurers providing coverage applicable to the project.

- (d) Insurance will be written through financially responsible companies with an A.M. Best rating of A-VII or better.
- (e) By specifying the above minimum insurance requirements, the Sewickley Parking Authority does not represent that coverage and limits will necessarily be adequate to protect respondent, and such coverage limits will not be deemed as a limitation of respondent's obligations hereunder.
- (f) Proposer shall at all times, until the termination of the Contract, include the Sewickley Parking Authority as an "Additional Insured" on the insurance listed in Sections (b)

SEWICKLEY PARKING AUTHORITY 'S RIGHT TO TERMINATE CONTRACT

- (a) The Sewickley Parking Authority may terminate this contract if proposer (i) persistently or repeatedly refuses or fails to supply enough properly skilled workers or proper materials; (ii) fails to make prompt payment to subcontractors for materials or labor in accordance with the respective agreements; (iii) persistently disregard laws, ordinances, or the instructions of the Sewickley Parking Authority ; (iv) is adjudged bankrupt; (v) makes a general assignment of the benefit of his creditors; (vi) becomes insolvent and a receiver should be appointed on account of proposer's insolvency; or (vii) is otherwise guilty of a substantial breach of any provision of the contract. Upon the determination of the Sewickley Parking Authority that any one of the above reasons for termination exists, the Sewickley Parking Authority may without prejudice to any other right or remedy and after giving proposer, and his surety, if any, seven day's written notice, terminate the contract and take possession of the premises and of all materials, tools and appliances thereon and finish any Projects by whatever method the Sewickley Parking Authority may deem expedient.
- (b) If the unpaid balance of monies due proposer exceeds the expense to the Sewickley Parking Authority of finishing the projects, including, without limitation, damages incurred by the Sewickley Parking Authority, including compensation for additional, IT or professional consultants, such excess shall be paid to proposer. If the expense and the amount of any damages incurred through proposer's default shall exceed the unpaid balance of monies due the proposer, proposer shall pay the difference to the Sewickley Parking Authority within thirty days after notice is given by the Sewickley Parking Authority that such amounts are due. The obligation to make payment under this section shall survive termination of the contract.

RIGHTS TO SUBMITTED MATERIAL

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by proposers shall become the property of the Sewickley Parking Authority when received.

Supporting technical manuals will be returned at the request of the proposer. The Sewickley Parking Authority retains the right to use any or all system ideas presented in any proposal in

response to the RFP, whether amended or not. Selection or rejection of any proposal does not affect this right.

PROPOSALS NOT SELECTED

Non-selection of any proposal will mean that another proposal was deemed to be more advantageous to the Sewickley Parking Authority or that no proposal was accepted. Proposers whose proposals are not accepted will be so notified. Such notification will be devoid of any criticism of the proposal and of the implication that the proposed solutions was deficient.

EXHIBIT “A”

SCOPE OF WORK

Project Name: Integrated E-Citation Management & Processing System (CMPS)

Project Scope Statement: The objective of this project is to have a complete Integrated E-Citation Management & Processing System (CMPS). This system should record transactions received by “pay by phone” and “multi-space meters” to allow enforcement officers to issue citations when compliancy is absent. This Integrated E-Citation Management & Processing System (CMPS) should manage processes from issuance of citations to adjudication of citations (complete citation life cycle). This enforcement parking right system must provide the ability to manage all points in the citation life cycle.

Introduction / Background to Project: The Sewickley Parking Authority (SPA) is not interested in developing a solution but is requesting proposals for an “off-the-shelf” hosted solution that can be configured to meet the current and future needs of the Borough of Sewickley. This requested Integrated E-Citation Management & Processing System (CMPS)s will need to be installed in concurrent with the Sewickley Parking Authority’s existing parking system. This enforcement parking right system is not required to integrate with existing meters or pay by phone applications. Instead, it is meant to be implemented, tested and ready to be connected to new affiliated parking payment systems that SPA will be procuring. Once new components of the Sewickley Parking Authority’s parking system are brought online, example: new multi-space meters and new pay-by-phone app, this system must be ready to receive transactions and begin to enforce those new parking payment systems.

Business Case: The Sewickley Parking Authority's vision is to have a more efficient Integrated E-Citation Management & Processing System (CMPS) which in turn provides better compliancy and better revenues. With better compliancy, the Authority's aim is to increase turnover and the satisfaction of citizens and merchants. The Sewickley Parking Authority is looking to improve the public relationship with parking services.

Deliverables:

- A fully implemented and tested Integrated E-Citation Management & Processing System (CMPS) ready to be connected to new affiliated parking payment systems that SPA will be procuring.
- Fully hosted by the solution provider.
- A system that provides end to end system management by solution provider.
- A solution that can fully integrate with any parking payment provider app or meter.
- A solution the that meets all PCI-DSS level requirements.
- A solution that provides the ability to manage all points in the citation life cycle. From issuance to payment.
- A solution that can enforce current SPA parking rules and logic.
- Two Panasonic FZ-N1 Handheld devices with two Zebra ZQ510 printers for citation issuance on foot.
- One Vehicle LPR (two cameras) Retrofitted for vehicle of SPA choosing complete with one Panasonic Toughbook tablet.
- A solution that fully meets the future permitting logic set forth in this RFP. See Exhibit "C".

EXHIBIT "B"

CONTACT INFORMATION FORM

PROJECT TITLE:

DUE DATE: _____ **ISSUE DATE:** _____

DESCRIPTION: Proposal to provide _____ to the Sewickley Parking Authority.

The undersigned hereby offers to finish and deliver the articles or services as specified in strict accordance with the RFP and scope of proposal, all of which are made a part of this request. All correspondence will be issued to the undersigned listed as the contact representative.

NOTE: THIS PAGE MUST BE SUBMITTED WITH YOUR PROPOSAL. ALL PAGES

FULL LEGAL COMPANY NAME: _____

STREET ADDRESS: _____

CITY, STATE AND ZIP CODE: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME: _____

TITLE OF AUTHORIZED SIGNER: _____

TELEPHONE #: _____

FAX #: _____

E-MAIL ADDRESS: _____

(OF CONTACT REPRESENTATIVE)

REQUIRE A LIVE SIGNATURE SIGNED IN BLUE INK.

EXHIBIT “C”

The following information is meant to inform the proposer about the current parking system used by the Borough of Sewickley. This Information is meant only to be used for the development in comparison of the enforcement parking right system being requested. The below information could change or stay the same, but the system proposed must be able to current day rules and logic.

GENERAL INFORMATION

Number of Zones (3)

- ZONE 1 (Business short Term Parking)
- ZONE 2 (Long term Parking)
- ZONE 3 (On street Lease Parking)

Number of transaction payments yearly:

189811 transactions in 2019 Multi-space Meters
100570 transactions in 2019 App

Annual Revenue made on citations:

\$155,000

Annual revenue on transactions

\$ 263,684 in 2019 multi-space meters
\$ 145,000 in 2019 phone app

Enforcement Area Map (ZONE 1 **YELLOW**) (ZONE 2 **BLUE**) (ZONE 3 **GREEN**)

Please visit: <https://www.google.com/maps/d/edit?mid=1aiEpumw355ZzE2lwd5j3TaA7-q11VCps&usp=sharing>

CURRENT RATE LOGIC

RATE TO BE PAID FOR ON-STREET PARKING IN ZONE 1.

The rate to be paid for on-street parking in Zone 1 is hereby set as follows:

HOURLY INCREMENT	RATE	TOTAL
1 st *	\$1.00	\$1.00
2 nd	\$1.25	\$2.25
3 rd	\$1.50	\$3.75
4 th	\$1.75	\$5.50
5 th	\$2.00	\$7.50
6 th	\$2.25	\$9.75
7 th	\$2.50	\$12.25

8 th	\$2.75	\$15.00
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*There is a required minimum payment of \$1.00 (i.e., payment for one hour). There is no maximum time limit.

RATE TO BE PAID FOR ON-STREET PARKING IN ZONE 2.

The rate to be paid for on-street parking in Zone 2 is hereby set as follows:

HOURLY INCREMENT	RATE	TOTAL
1 st *	\$0.50	\$0.50
2 nd	\$0.50	\$1.00
3 rd	\$0.50	\$1.50
4 th	\$0.50	\$2.00
5 th	\$0.50	\$2.50
6 th	\$0.50	\$3.00
7 th	\$0.50	\$3.50
8 th	\$0.50	\$4.00

*There is a required minimum payment of \$0.50 (i.e., payment for one hour). Thereafter, parking may be paid for in thirty (30) minute increments, at a rate of \$0.25/per thirty minutes. There is no maximum time limit.

CURRENT ENFORCEMENT LOGIC

REGULATIONS.

ENFORCED TIMES FOR ON-STREET PARKING.

- (a) The enforced on-street parking times in Zone 1 are hereby established as 9:00 a.m. to 5:00 p.m., Monday-Saturday. Parking shall remain free on Sundays.
- (b) The enforced on-street parking times in Zone 2 are hereby established as 9:00 a.m. to 5:00 p.m., Monday-Friday. Parking shall be free on Saturdays and Sundays.
- (c) The enforced on-street parking times in Zones 1 and 2 shall be suspended on the following holidays:
 - 1.New Year’s Day
 - 2.Good Friday
 - 3.Memorial Day
 - 4.Independence Day
 - 5.Labor Day
 - 6.Thanksgiving
 - 7.Christmas Eve
 - 8.Christmas
 - 9.New Year’s Eve
- (d) The Authority may suspend enforcement of on-street parking in Zone 2 for the purpose of conducting events and activities.

1. An individual may make a written request to the Authority for the suspension of on-street parking enforcement in Zone 2 as provided herein.
 - A. A written request must contain the following information:
 - i. The date(s) and times for which suspension of enforcement is being requested.
 - ii. A description of the event or activity causing the applicant to submit the request.
 - iii. The name of the applicant and the applicant's telephone number, e-mail address, and mailing address.
 - B. The request must be submitted:
 - i. At least twenty (20) days prior to the next regularly scheduled meeting of the Authority; and
 - ii. At least thirty (30) days prior to the date for which suspension of enforcement is being sought.
2. The Authority will consider the request at its next regularly scheduled meeting following the submission of the request, provided that timely submission of the request was made.
3. The Authority may grant, conditionally grant, or deny a request for suspension of on-street parking enforcement, or any portion thereof.

FINES FOR FAILURE TO PAY FOR ON-STREET PARKING IN ZONES 1 AND 2.

(A) Failure to timely pay for metered parking in Zones 1 and 2 during enforced parking times shall be punishable by a fine of TWENTY DOLLARS (\$20.00), notice of which shall be given by a ticket issued in accordance with the Authority's ordinary ticketing procedures and any applicable ordinances. The payment of all fines imposed hereunder must be made within three (3) business days of receipt of the ticket. Failure to pay the fine within three (3) business days as set forth herein shall cause said fine to be increased to FIFTY DOLLARS (\$50.00). If the fine is not paid within thirty (30) calendar days from the date of the ticket, the Authority may institute proceedings against the individual before the Magisterial District Judge, with costs of suit applied.

(B) Except for persons parking vehicles lawfully bearing a handicapped or severely disabled veteran registration plate or displaying a handicapped or severely disabled veteran parking placard, when such vehicles are being operated by or for the transportation of a handicapped person or a severely disabled veteran, any person parking in a designated parking space reserved for handicapped persons or severely disabled veterans will be punished by a fine of TWO HUNDRED DOLLARS (\$200.00), notice of which shall be given by a ticket issued in accordance with the Authority's ordinary ticketing procedures and any applicable ordinances. If the fine is not paid within thirty (30) calendar days from the date of the ticket, the Authority may

institute proceedings against the individual before the Magisterial District Judge, with the potential for additional fines imposed under Section 318-44(B) of the Code, and with costs of suit applied.

Scofflaws (*Parkers who have outstanding tickets*), policy and procedures (boot or tow or both)

Currently, SPA doesn't have scofflaw boot and tow operations. However, SPA is interested in having the parking right system handled late notices as first step in collecting delinquent citations. SPA will need to have a system that will create a scofflaw list based on parking enforcement logic rules. However, at this moment SPA is unwilling to execute the scofflaw list to boot and tow parkers with delinquent citations. It is important to have that module running in the background and ready to execute if they change the ordinances. SPA is heavily considering scofflaw boot and tow, and it is important that the software has the capability to do it when that change comes.

Ticket by Mail

Not at this time but SPA is looking into have an ordinance changed to do this in the near future.

Outsourcing mailings and late notices

SPA wishes to outsource this, but they would consider a system that generates a late notice to be printed and have SPA mail internally if cost on outsourcing is too high per notice.

Delinquent collection.

SPA would like to outsource this as well.

FUTURE PERMITTING PROGRAM LOGIC

The following information serves as SPA's future digital permit system requirements to help the solution provider in submitting a sufficient enforcement parking right system.

- SPA provides parking permits for On street, construction, guest and special events
- SPA has 3 Permitted Lots: Walnut (45 spaces), Hospital (30 Spaces), Washington (9 Spaces)
- There is no data to how many parking permits issued in the past.
- SPA will not require decals. Plate based permitting only.
- SPA does have parking zone names printed on signage board on city streets.
- SPA would like to offer the following permits: Residential, Visitor, Construction, other
- SPA would like to restrict the number of residential permits per home.

- The duration of the permits will vary.
- There will be no waiting list for permits.
- The permits will be purchased online.
- There's no specific preference for bank or processors to be used with online permit payments.
- Have online permit payments should be able to accept credit card and debit card (Visa MasterCard and American Express)
- There should be requirement for proof of residency
- There should be a requirement for proof of vehicle registration
- There needs to be a separate back office processing portal where SPA employees can approve proof of residency and vehicle registration documents uploaded from the customer.
- SPA would like the permitting software to have the ability to charge either a flat fee for every vehicle registered or an incremental fee depending on the number of vehicles being registered. This has yet to be determined.
- Vehicles should be categorized by type for example: car, motorcycle, and trailer and will be charged differently.
- Residentials will renew parking permits yearly.
- If a resident buys a new vehicle, they must pay another registration fee for the new vehicle and get a new permit.
- No matter what month the resident applies during the year that is the yearly start date of the permit. There will be no pro rating.
- SPA would like to offer free visitor passes with per year and per vehicle limitations
- SPA does offer group permit to businesses for their Walnut, Hospital and Washington lot locations
- No residential permits will be offered to business owners.

EXHIBIT “D”

PRICING MODEL

Complete and return with proposal following the same format as seen below.

Table 1: Software Purchase Option -Please provide the purchase price, per unit, for each component of your solution. Table must include all components required for installation of solution.

Item No.	Description-Purchase	Est. Qty	Unit	Purchase Price	Extended Price

Table 2: Software Lease Option -Pricing based on 5-year lease option-Please provide the monthly lease price, per unit, for your solution. Table must include all components required for installation of solution.

Item No.	Description-Lease Option	Est. Qty	Unit	Monthly Lease Price Per Unit	Extended Price

Table 3: Installation/integration of solution.

Item No.	Installation Description	Est. Qty	Unit	Installation Per Unit	Extended Price

Table 4: Service, Support and Hosting Fee.

Item No.	Fee Description	Est. Qty	Unit	Service Fee	Extended Price

EXHIBIT “E”

SOLUTION PROVIDER QUESTIONNAIRE

The following must be submitted in your proposal in the below format:

For each item below, choose one of the following four (4) possible answers (Y/N/F/C) by placing the appropriate letter in the "Vendor Offers" column. Provide a brief narrative of the chosen answer in Column F, "DESCRIPTION" column, or type N/A if no narrative is necessary to further describe the answer to the question. Indicate whether this item is included in the software package or is an additional cost in column F, "Included/Add'l." This information will be incorporated into the contract.

Y=YES, this feature is included in the proposed solution.

N=NO, this feature is not included in the proposed solution. Note: you will NOT be disqualified if your answer is "NO" for any of the features.

F=FUTURE, this feature is planned for a future release. Include the release date in the description section.

C=CUSTOM, your company will develop this specific feature. Include the proposed cost of development of this feature, identified as "Custom Development."

Functional Requirements: Priority Definitions

H=This is a feature the software must be able to perform

M=This is a feature that would be desirable

L=This is a feature that is of interest but is not a requirement

Item #	Solution General Requirement	Priority	Vendor Offers Y, N, F, C		
			Included/Add'l	Description	
1	The solution's core competency must be parking enforcement, permitting and citation management	H			
2	The solution must offer integrated applications to support fixed, mobile and handheld ALPR, parking and moving violation and by-law enforcement.	H			
3	Must be hardware agnostic. Please list all supported hardware and the most favorable devices based on testing and customer feedback. Hardware support must not be exclusive to any one hardware provider.	H			
4	The solution must centralize data into a single parking rights database. It must receive data from pay by phone applications, parking kiosk and permitting system. It must also communicate with fixed, handheld and vehicle. All ALPR systems enforce from the same database.	H			
5	All data must remain in the United States of America	H			

Item #	Company Specifications	Priority	Vendor Offers Y, N, F, C	Included/Add'l	Description
1	Must have had a minimum of three (3) customers using pay by plate technology for no less than (four) 4 consecutive years.	H			
2	Must have 2 customers with over 1000 mobile users	H			
3	Must support the issuance of 25,000,000 tickets yearly	H			
4	Must have deployed handheld technology using LPR with a minimum of three (3) customers for no less than two (2) years.				
5	The city may want to expand LPR in the future, therefore the vendor must offer proven LPR installations with at least one (1) customer using the following: vehicle LPR, handheld LPR and fixed LPR	H			
Established Company					
6	Must not have any contracts cancelled within the last five years	H			
7	Must disclose any contracts terminated within the last five years and clearly state the reason for termination.	H			
8	Must have over 20 years' experience in the parking enforcement field	H			
9	Must have over 120 customers	H			
10	Must be financially stable. Please document financial health for the last 3 years	H			
Depth of Integration with parking meters					
11	The system must know and communicate alerts when parking meters are down. It must also have business rules that prevent the issue of contestable parking citations.	H			
12	The system must establish a geo fence around broken meter so tickets are not given in error	H			
System Monitoring					
13	The system must not allow citations to be issued in the geo fence zone to prevent citations to be issued in error.	H			
14	The solution must monitor virtual machines, OS, Java applications and databases. It must immediately alert customer service of any issues	H			

15	The monitoring system must display the following dashboards: Server uptime in weeks, free space, processor load, server performance over time, traffic (in and out), parking rights server uptime and transactions,	H			
Insourcing Advantage					
16	The proposed technology must allow the city to recover parking revenue presently given to the current parking concession holder.	H			
17	The proposed integrated technology must provide efficient easy to use enforcement. It must demonstrate better compliancy and prove that it generates better revenues.	H			
18	The proposed solution must prove that it can provide better Turnover and happier citizens and merchants. Present proof with metrics.	H			

Item #	Core System and Security	Priority	Vendor Offers Y, N, F, C	Included/Add'l	Description
Software Functionality:					
Core System					
1	The application is web based with no client installation required and compatible with modern browsers	H			
2	The City typically requires use of non-production environments and / or instances for activities including training; development and testing of configuration and integration or other development activities. Outline the recommended number and uses of non-production instances, their purposes and how they will be maintained during: <ul style="list-style-type: none"> • Project mode • Operational mode 	H			
3	Provide a detailed description of the solution architecture including a list of all environments required and the associated server infrastructure for each environment	H			
4	The solution contains two major components: Back Office ticket processing Parking Rights management	H			

5	The back-office component manages: Users, Devices, Data Reference tables such as (infractions, streets, zones, vehicle make, vehicle model, vehicle color...)	H			
6	The solution provides Ticket Lifecycle processing	H			
7	The solution provides an optional integrated parking permit management that uses the parking rights server.	H			
8	The solution has the ability to modify forms (screens) to show / hide fields and customize screens	H			
9	The solution has the ability to customize system to add additional fields	H			
10	The solution must include audit tools to track record changes including details such as date, time & modified by	H			
11	The solution must offer hosted archive services	H			
12	The solution must have the ability to search by defendant, offence location, penalty notice, license plate, VIN or infringement date	H			
13	Ability for the system to store attachments including scanned documents, digital images, voice memos and/or other electronic items to the citation	H			
14	Attachments must have metadata including date and user who uploaded the attachment	H			
15	A visual indicator must display on records with attachments, hearing schedules or warning codes	H			
16	Direct access to customer, vehicle, appeal, and payment information must be provided from the citation screen	H			
17	Ability to place citations on hold (no further accumulation of late fees or notices) while appeal is in process	H			
18	The system must include a task scheduler for automation of all system processes. Describe.	H			
19	The solution must provide for fine escalations processes. Describe.	H			

20	The solution must include permit expiration/status change processes. Describe.	H			
21	The solution must have the option of automatic invoice generation based on ALPR infraction events. Describe.	H			
22	The solution must provide automatic file transfers. Describe.	H			
23	The system must populate a listing of vehicles that have purchased parking via pay-by-phone systems. The enforcement officer must be able to initiate the ticket issuance process directly from this list	H			
24	The solution must have workflow management leveraging device GPS to allow review of patrol patterns and deployment	H			
Payment					
25	The solution must have the ability to accept payment without having the penalty notice entered on the backend system (i.e. If penalty notice upload hasn't happened yet and taxpayer wants to pay)	H			
26	Receipt (payment) information must be displayed directly on the citation screen	H			
27	An e-commerce module must redirect customers to a secure payment gateway for PCI compliant credit card payments	H			
28	An e-commerce module must be fully brand able to match the institution's branding rule	H			
29	Ability for the e-commerce module to accept/reverse payments/cancellations	H			
30	Allow a web based inquiry component to allow taxpayers to inquire upon the status of their outstanding parking tickets.	H			
31	Payments must be able to be posted directly on the citation screen, without the need to open a separate cashiering module or add items to a shopping cart	H			
Court					

32	The solution must allow to define Screening and Hearing officer schedules (including available dates, times, locations, number of hearings, etc. Describe.	H			
33	Ability to email Screening and Hearing decisions to offenders	H			
34	Provide built-in court screening & hearing schedule report	H			
Letters and Notices					
35	Ability to retain letter history with a copy of all letters sent	H			
36	The system must include the ability for notification letters to be generated, printed and/or emailed and update citation record with details of sent correspondence. Letter history must be maintained and letter must be stored as an attachment with the citation	H			
ALPR advantage					
37	The solution must offer vehicle timing share in order to maximize vehicle LPR value by not stopping. The solution must not cause traffic congestion by blocking the street with LPR car. It must maximize enforcement officer's efficiency by providing timed vehicle hits close to the PEO.	H			
Optional Features					
38	The solution must offer the option of mailing tickets. It must have an automatic ALPR process to create lists of infractions. It must have a review process at the end of the shift to validate infractions. Once validated the system must proceed to automatic ticket generation. Letters and tickets can then be automatically mailed. This option improves the efficiency of the Efficient enforcement method. Will reduces staff requirements while increasing revenue and compliancy? The offeror must have at least one customer issuing tickets by mail.	L			

39	The system must have the option of capturing hits from parking payments, fixed LPR, vehicle LPR, handheld LPR and sending alerts to the Police department. This optimize city resources for a smarter city, facilitates pro-active responsive policing with real time communications. It will leverage technology to make the city safer. The system provides automatic triggers to alert police without human intervention	H			
40	The solution must offer vehicle timing share in order to maximize vehicle LPR value by not stopping. The solution must not cause traffic congestion by blocking the street with LPR car. It must maximize enforcement officer's efficiency by providing timed vehicle hits close to the PEO.	H			
41	The solution must offer the option of mailing tickets. It must have an automatic ALPR process to create lists of infractions. It must have a review process at the end of the shift to validate infractions. Once validated the system must proceed to automatic ticket generation. Letters and tickets can then be automatically mailed. This option improves the efficiency of the Efficient enforcement method. Will reduces staff requirements while increasing revenue and compliancy?	H			

Item #	Enforcement	Priority	Vendor Offers Y, N, F, C	Included/Add'l	Description
1	This proposal must include an Enforcement App, able to operate on generic smartphone / tablet of the City's choice, with ability to connect to Bluetooth / Wi-Fi portable printers for all enforcement activities	H			
2	The mobile ticket software must provide authentication to the officer with a unique username and password access control	H			
3	The handheld application software must incorporate a user login screen that uses authentication to grant access to application features	H			
4	Each individual officer will have his/her own user-defined username and password (unique)	H			

5	The defined username and password are the same to access either the host software or the HHC software.				
6	The Enforcement App must be able to access and search information in real-time	H			
7	Ability to review ticket details prior to issuance	H			
8	The Enforcement app must include the following functionalities	H			
9	Citation issuance, describe field process with screenshot. Include standard process, shared timing, valve stem location timing.	H			
10	Ability to capture unlimited, high resolution color pictures with a single ticket;	H			
11	Permit searching;	H			
12	Vehicle Searching;	H			
13	Print bar code on Penalty Notice;	H			
14	Generate a warning ticket;	H			
15	Add private comments before/after ticket is printed;	H			
16	Reprint tickets.	H			
17	Ability to validate data to pre-determined/uploaded tables (i.e. Street names, bylaw #, fine amounts, etc.)	H			
18	Application Software will provide alphanumeric search thru drop-down. E.g. Entering the 1st character of the "Street name" will position the cursor on the first street beginning with that character. "F" – Forest/Farthington/Fitzgerald/etc... The same would apply to all drop-down lists	H			
19	Provide the officer with a list of all issued tickets including courtesy/warning/issued tickets and voided tickets	H			
20	The Enforcement App must support both public and private comment codes and free-form comments. Public comments are to be printed on the citation; private comments are to be stored within the parking system for Department viewing	H			
21	The Enforcement App must support both public and private comment codes and free-form comments. Public comments are to be printed on the citation; private comments are to be stored within the parking system for Department viewing	H			

22	The Enforcement app must send citations to the backend system upon print, including evidence such as pictures	H			
23	The Enforcement App must be able to mark all Penalty Notice with GPS	H			
24	The Enforcement App must have the ability to track the enforcement officer's path by GPS	H			
25	Upon entry of vehicle plate number, Unit will alert the officer if special conditions exist and provide special instructions if applied. Examples of special conditions include: Scofflaw – unpaid tickets, Permit holder, Stolen vehicles, Tolerances – undercover vehicles or V.I.P.'s, Special event Tolerance	H			
26	Upon entry of vehicle plate number, HHC will alert the officer if special conditions exist & provide special instructions if applied. Examples of special conditions include: Scofflaw, unpaid tickets, Permit holder, Stolen vehicles, Tolerances, undercover vehicles or V.I.P.'s, Towing alert, Booting alert, Stealth alert (option)	H			
27	The solution must read, match and alert the officers for scofflaws	H			
28	The solution must offer a vehicle of interest –Stealth alert sever module as an option. Describe	H			
29	HHC application scans the NYS DMV registration sticker on vehicle windshield to accept: license plate state and number VIN Registration expiry date Vehicle make Vehicle model Vehicle color registration class	H			
30	The HHC application must be capable of manual entry for out-of-state vehicles or an unsuccessful scan of DMV decal barcode	H			
31	The officer must have a function to print an End of Shift report that includes, total number of tickets, total number of voids, start ticket no, end ticket no	H			
32	At the end of shift generate and compile a Daily Activity Report of all enforcement activities and print the result on a mobile printer (to be submitted to supervisor). These totals include: Number of printed tickets Number of printed tickets unserved Number of Courtesy Tickets Number of Tows Number of timed vehicles. Number of timing tickets Number of broken meters	H			

33	The Enforcement App must allow the officer to display a list of all issued Penalty Notices based on a period of time	H			
34	The solution must include escalating fine amounts on existing infractions based on: <ul style="list-style-type: none"> • Repeat offender status • Special Zones Calendar events 	H			
35	Software will automatically store captured GPS coordinate on all transactions including issued ticket record	H			
36	Ticketing software will use GPS coordinate to cross-reference GIS data to auto-populate location fields on the handheld screen. This is performed automatically with no user-intervention. Dependent on a subscription service for GPS functionality	H			
37	After the officer inputs a plate and state, the system must verify in real-time with the server if it's on the hotlist list	H			
38	The vehicle module must provide Hotlist based informant capabilities	H			
39	Internal notes may be input and associated to the ticket record after being selected from a list of issued tickets	H			
40	Ability to void an already issued/printed ticket from a list of issued tickets	H			
41	Provide the officer with a list of all issued tickets including courtesy/warning tickets and voided tickets	H			
42	Ability to reprint any ticket or Courtesy Tickets from the issued ticket list	H			
43	Ability to add/remove captured images to/from any previously issued ticket in the Issued Tickets list	H			
44	A ticket status such as "W" for warning ticket or "V" for voided tickets should be indicated in the Issued Tickets list	H			
45	A warning or courtesy ticket should still be recorded with the original unique ticket number and passed to the server with all other issued tickets	H			
46	After the officer inputs a plate and state, the system must verify in real-time with the server if it's on the tolerance list	H			
47	Ability to record that a Parking Ticket was printed but not served; Ex: The vehicle owner/driver shows up and drives away before ticket is printed and placed on the vehicle	H			

ALPR Enforcement

48	Ability for license plates to be manually assigned to a warning list (e.g. VIP, Scofflaw). Warnings must be sent to the handheld devices	H			
49	In vehicle application must provide a context camera image and be touch screen capable	H			
50	The field unit must include integrated LPR (license plate recognition) capabilities wherever the license plate can be entered	H			
51	License Plate Reader (LPR) capability on the handheld	H			
Timing					
52	Electronic Tire Chalking shared across all enforcement devices in real-time	H			
53	The timing module should be able to add plates for timing enforcement and save the event date/time, plate, location	H			
54	The timing types supported must include meter type, RPP and Long-term timing	H			
55	If a timing is found, the system should prompt the officer to update the time and/or location	H			
56	The timings from all officers should be shared in real-time	H			
57	The shared timings must be filtered by street or zone or GPS radius	H			
58	The timing module must have an optional LPR engine to scan plates in live video mode	H			
59	A timing function for "electronic chalking" is required and should be accessible from the main menu of the ticketing application	H			
60	Once a vehicle is recorded as timed, the officer can view the timed vehicle in a dynamic list	H			
61	The timed vehicles will be listed according to the street/location they were timed on. The list of streets will only include streets where the officer recorded timings. Furthermore, timings can also be filtered by closest proximity via GPS location with an adjustable range.	H			
62	Entry of an already timed vehicle will automatically display the plate#, location, & time stamp of the original timed entry. This popup window will offer the officer choices to (issue a citation, re-time the vehicle with a new time stamp and/or new location)	H			

63	The HHC software should highlight those timed vehicles on which time has expired. Ex: The entry on the timing pickup list would have bolded text clearly emphasizing the timed vehicles in violation	H			
64	The HHC software should block the officer from issuing a Timing Ticket if the vehicle timing has not yet expired	H			
65	The HHC software should be capable of sharing their timing data between multiple handheld devices in real time (also shared independent of shift changes). One officer should be able to time the vehicle, any another officer on any other handheld should be able to verify timing status to issue the ticket. Identify 1 reference that uses data sharing for Timing Enforcement.	H			
66	The ALPR software must offer time limited parking (e-chalking)	H			
67	In vehicle application must provide LPR time limit (e-chalk) software	H			
68	Supports time limit marking with a drop-down menu to select the time duration	H			
69	Supports for ordinance to re-park away from the initially parked block face	H			
70	Ability to capture time violations and electronically document the valve stem locations and GPS location of a vehicle and be available to other officers	H			
Boot / Towing					
71	Boot/Tow recording and tracking;	H			
72	The Enforcement App must be able to record tow information including pictorial evidence prior to towing and update back-end system in real time	H			
73	Ability to record complete Tow process including location from, location to, vehicle damage before and after, respective tow fees	H			
74	The system must transfer the relevant captured ticket data directly to the tow form (ex: vehicle, location)	H			
75	The solution must have a tow module available as an option.	H			
76	The back-office towing module must provide auto processing of available vehicles for tow, based on ticket triggers in real-time	H			

77	The field tow module must include: Search, scan, input tow event details for pick-up and drop-off with images, supports for (relocation, impound and rotational tow types), Tow ticket generated by ticketing module	H			
78	HHC software should allow any violation to be towable: Each infraction can be configured by the end user to be a towable violation, User-defined tow fees automatically appear on screen. Furthermore, the user-defined tow fees are printed on a tow related ticket.	H			
79	Includes tow locator portal if tow module purchased	H			
80	Record information for abandoned vehicle investigations	H			
Ticket Field Requirements					
81	The solution must include a ticket layout built in the web application that allows back office users to view a ticket copy (facsimile) exactly as printed in the field	H			
82	The entire ticket issuance form will be on a single scrollable screen	H			
83	The ticket data fields must be configurable where it can be optional, mandatory or dropdown type	H			
84	Each ticket uses the same ticket number range whether it is a Normal parking ticket or a Voided ticket	H			
85	All ticket numbers must be unique <ul style="list-style-type: none"> • The solution must manage blocks of ticket numbers per hand held device • It must recycle all unused ticket numbers during the sync process therefore removing gaps in ticket ranges • A database of ticket number that is sequential and without any “holes” generates a unique ticket number for each issued citation • The solution must also include functionality for “check sum” digit that assures this 	H			
86	All relevant system data will be available on user-defined drop-down lists with a few exceptions (ex: Plate #, VIN #, Meter #, Block#) that utilize other types of user input controls (ex: text boxes).	H			
87	All drop-down lists will be defined and easily managed by the user on the back-office module	H			

88	<p>Software will provide alphanumeric search through drop-down.</p> <p>Ex: Entering the 1st character of the "Street name" will position the cursor on the first street beginning with that character. The same would apply to all drop-down lists. This is helpful where lists are large.</p>	H			
89	<p>The ticket issuance process should automatically store the following information on the respective HHC ticket record without user intervention: (unique ticket number, issue date, issue time, issuing officer's username, issuing officer's digital signature, full violation information, full location information, tow details (if applicable), Up to 8 digital images, Digital drawing)</p>	H			
90	<p>Allow additional descriptive information to be entered for qualifying the Location field Ex: A second street name, situation ("Corner of"), district, sector</p>	H			
91	<p>Infractions should be organized by category to reduce the size of the infraction drop down list. This implies that when an infraction category is selected only those infraction will be available in the dropdown.</p>	H			
92	<p>The software must retain values for the next vehicle being ticketed</p>	H			
93	<p>The software must retain values for additional violations to the same vehicle</p>	H			
94	<p>When the plate number is not available, the officer enters the VIN number in dedicated VIN number field</p>	H			
95	<p>The field application must offer data retention from previous tickets in order to minimize PEO data entry</p>	H			
96	<p>The parking citation and courtesy notice forms must contain the following: Identification of type of Notice: Parking Infraction or Courtesy Notice</p>	H			
97	<p>The parking citation and courtesy notice forms must contain the following: Infraction or Notice Number (at least 8 digits plus a check digit)</p>	H			
98	<p>The parking citation and courtesy notice forms must contain the following: Bar Code of Infraction or Notice Number</p>	H			
99	<p>The parking citation and courtesy notice forms must contain the following: Infraction or Notice Issuance Date</p>	H			

100	The parking citation and courtesy notice forms must contain the following: Issuance Time	H			
101	The parking citation and courtesy notice forms must contain the following: Violation Title or Description	H			
102	The parking citation and courtesy notice forms must contain the following: Violation Municipal Code Number	H			
103	The parking citation and courtesy notice forms must contain the following: Fine Amount (Parking Infraction only)	H			
104	The parking citation and courtesy notice forms must contain the following: A Statement that the fine amount will increase after 15 days (Parking Infraction only)	H			
105	The parking citation and courtesy notice forms must contain the following: Public Comments (at least three)	H			
106	The parking citation and courtesy notice forms must contain the following: Location Information (hundred block, street name, street type)	H			
107	The system must store LPR events, pictures and interception information that will be associated to the ticket	H			
108	All tickets shall display:	H			
109	Tag number (all tickets)	H			
110	Officer number (all tickets)	H			
111	Officer name (all tickets)	H			
112	Infraction date/time (all tickets)	H			
113	Plate number (for parking violations)	H			
114	Plate state - province (for parking violations)	H			
115	Plate Expiry Date (for parking violations)	H			
116	Vehicle make (for parking violations)	H			
117	Vehicle style parking (for parking violations)	H			
118	Vehicle color (for parking violations)	H			
119	VIN number (for parking violations, as needed)	H			
120	Offender's First Name (for non-parking violations)	H			
121	Offender's Last Name (for non-parking violations)	H			
122	Offender's DOB (for non-parking violations)	H			
123	Offending Company (for non-parking violations, as needed)	H			
124	Offender's Unit No. (for non-parking violations)	H			

125	Street No. (for non-parking violations)	H			
126	Street Name (for non-parking violations)	H			
127	Street Type (for non-parking violations)	H			
128	Street Direction (for non-parking violations)	H			
129	City /town (for non-parking violations)	H			
130	state - Province (for non-parking violations)	H			
131	ZIP - Postal Code (for non-parking violations)	H			
132	Parking Meter (for parking violations)	H			
133	Type of Infraction (all tickets)	H			
134	Set fine amount/ penalty amount (all tickets)	H			
135	Comments (all tickets)	H			
136	Private notes (all tickets)	H			
137	Printed Warning (all tickets)	H			
Notes					
138	Provide multiple fields for recording officer notes	H			
139	Must provide a private note field to capture officer observations such as abusive behavior. This info will not be printed on the citation.	H			
140	A drop-down list of templates of commonly used comments is required to minimize keystrokes	H			
141	The officer may add private notes to any previously issued ticket.	H			
142	The Comment field supports up to 4000 characters (typically configured to use about 60 characters).	H			
143	The comment template selected from the drop-down list must be editable using the virtual keyboard	H			
144	Internal notes such as verbal abuse is captured and stored directly on ticket record after ticket has been printed and served	H			
145	Images are embedded in the ticket record and not stored as a separate file and not in common data formats such as .JPG, BMP, TIF, GIF, etc. This eliminates tampering of captured images.	H			
Manual tickets					
146	The system must accept the entry of manual tickets. In order to manage the life cycle for: <ul style="list-style-type: none"> • Ageing • Send late notices • Apply late fees • Capture payment information • Appeal the ticket (court process) • Apply court dispositions: Fees, reductions, due dates, collection 	H			

147	The solution must support multiple types of tickets (electronic & manual). Each type of ticket type will have a dedicated view for: <ul style="list-style-type: none"> • validation • ticket life cycle • ageing triggers • late notices • court process / options • ticket number range 	H			
148	Manual tickets numbers must be captured when the ticket is added to the system	H			
149	The solution must have a "Verify/Check" button to determine if the manual ticket number is: valid and not already in use	H			
150	The solution must simplify the entry of multiple manual tickets. The entry screen must utilize any reusable data input from the previous ticket, so the operator only must adjust a few fields for the next ticket	H			
151	The solution must show an error message if no license plate and/or VIN number was entered	H			
152	The application must have GIS filtering functionality to enable the location dropdowns to be filtered accordingly. Ex: selecting a municipality will only allow for streets that belong to that municipality	H			
153	The solution must have validation messages when missing information such as timing ticket end or start time and void reason related information	H			
154	The solution must offer a web portal to the parker in order to pay parking tickets. The service must be PCI certified.	H			
Pictures					
155	The officer may add captured images to any previously issued ticket. Each ticket will accommodate up to 8 digital images	H			
156	Images are captured and associated to the ticket record after the ticket has been printed and served	H			
157	Images may be captured and associated to the ticket record after being selected from a list of issued tickets	H			

158	Photographs taken during the citation issuance process should be associated with the current citation. Each citation must accept up to eight color photographs. The photographs will be accessible only through the server-side application, although the citation should note that photographic evidence was collected.	H			
Print					
159	When logging in, the officer will be prompted to print a test ticket. The test ticket will display: Current date & time, The username (employee / badge number), the user's digital signature. This function will allow the officer to verify the ticket alignment and data printed	H			
160	The HHC software will capture the officer signature, store it digitally on the user profile, and print on each issued ticket	H			
161	The officer should be prompted to confirm they are ready to print prior to printing	H			
162	Ability to print a barcode the printed ticket (barcode contains the ticket number)	H			
163	Must be able to generate, assign, track and audit citation and courtesy notice numbers to all citation issuance devices. This number must be printed on the citation.	H			
164	Generate parking citations on three-inch (can also do two and four inches) pre-printed citation paper roll stock. The pre-printed text is typically on the reverse side of the citation and contains Municipal Court information concerning payment and the appeals process	H			
165	Generate courtesy notices on pre-printed citation paper roll stock. The courtesy notice requires a different numbering series from the parking citation. The courtesy notice format must clearly differentiate itself from the parking citation. This number must be printed on the citation.	H			
Scofflaw					
166	Send wireless notification (ex: location, plate number) to Boot/Tow Team when a scofflaw vehicle is identified (optional)	H			
167	Record action taken with respect to identified scofflaw vehicles	H			
API interfaces			Vendor Offers Y, N, F, C		
Item #		Priority	Included/Add'l	Description	
1	The system must support an open API framework to allow integration with 3rd party	H			

	systems for data exchange for both real-time and batch processes				
2	Interfaces for owner / vehicle information and/or plate registration	H			
3	System must have ability to integrate with multiple parking and metering vendors. Provide a list of certified integrations.	H			
4	Ability for the system to integrate with 3rd party payment and processing systems	H			
5	The system must have an API that facilitates real-time communication between the Enforcement App in the field and Pay-by-Plate, Pay-by Space, Meter and Automatic License Plate Recognition Systems	H			
6	Parking rights interfaces include Pay by plate kiosk, pay by phone by plate, permits by plate, Pay by space	H			
7	All suppliers must use Gtechna push API when sending pay-by-plate payment info	H			
8	The application must support batch interfaces	H			
9	The application must support real-time interfaces	H			
10	The solution must support DMV searches	H			
Synch					
11	The back-office software must be able to control all data communication with mobile devices used by the enforcement officers	H			
12	The back-office software must be able update one or all selected devices or all devices with a new application version via the sync function	H			
13	System creates detailed logs of all communication activity with each log entry being time-stamped	H			
14	The sync option must display all steps of the communication process	H			
15	The sync option will send all data captured by a device (ex: Tickets, images, logs, timings, broken assets) to the server	H			
16	During the Sync operation, the server will verify if software updates are required (if the device is flagged) and perform the software update if required	H			
17	Must have WWAN connectivity capabilities. Must be able to connect with common local wireless carriers.	H			

18	Must be capable of communicating issued ticket data to HOST within 1 minutes of ticket issuance (usually only takes longer if there are data connection issues).	H			
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Item #	Parking Rights	Priority	Vendor Offers Y, N, F, C	Included/ Add'l	Description
1	The system must be capable of enforcing multiple integrated on-street paid parking systems within the same application program. Describe how this is achieved.	H			
2	Must offer a common (API) Application Program Interface to accept parking privilege data from on-street or off-street paid parking systems including: (Pay by Phone – by plate #, Pay by Phone – by space #, Multi-space meter – by plate #, Multi-space meter – by plate # Vehicle detection system)	H			
3	The user must be able to look up the payment status info from the paid parking systems without leaving the ticket issuance screen (ex: not having to toggle out of ticket issuance program to use a web portal for payment status)	H			
4	The parking officer should not have to use a web browser or web portal to view parking payment status	H			
5	The parking officer will see the status of all paid parking within a specified zone on a single screen	H			
6	The handheld will allow an officer to enter a zone (ex: block number), then execute the payment status query to the pay by phone vendor's back office.	H			
7	The citation application will need to incorporate a request for license plate payment status within the application, providing quick and easy access	H			
8	The payment status inquiry and data response must be completed within 10 seconds after initiating the request	H			
9	The enforcement application must use the vehicle license plate as the main vehicle identifier	H			

10	The application must be capable of integrating all the following technologies: Intelligent pay stations Pay by phone application, Vehicle based ALPR systems, Handheld ALPR systems, High performance bar code scanners, Back office databases, Scofflaw lists, Stealth alerts (optional), Tow alerts, ticketing Boot alerts, ticketing Permit system, Visitor pass system, Residential permit system	H			
11	The solution must support multiple business rules such as various types of enforcement (ex: pay by space, pay by plate, permits, timing, hotlist)	H			
12	All gathered information must be associated to the ticket record and stored server side (centralized)	H			
13	The application must include built in error proofing algorithms in order to reduce license plate number entry errors	H			
14	The handheld will allow an officer to enter a zone (ex: block number), then execute a payment status query in real-time directly from the application	H			
15	In vehicle module must provide simultaneous Pay by plate and Pay by Phone alerts	H			
16	The solution must be able to automatically cancel tickets if a payment parking right from the meter or pay by phone application had a latency issue.	H			
17	The system must allow back office users to view parking right transactions with the following information: Creation Date time, Plate, Zone, State, Start Time, End Time, Terminal, Transaction ID	H			
19	Provide Daily pre-scheduled batch transfer of valid residential parking permit license plate number by residential parking zone number	H			
20	The solution must have 2 parking rights cloud servers: <ul style="list-style-type: none"> • These must be accessed for a plate or space verification performed by mobile devices • If the mobile device fails with the primary connection, it will switch automatically to the secondary connection 	H			

21	Parking rights must be stored on 2 cloud servers and must be load balanced. At least one of them must be in the USA.	H			
22	The solution must ensure that parking rights operations can always be done in real time	H			

Item #	ALPR	Priority	Vendor Offers Y, N, F, C	Included/ Add'l	Description
1	The solution must support fixed, handheld and mobile ALPR hardware solutions. It must also compare ALPR reads to alert lists and against a parking rights server in real-time. Describe your process.	H			
2	The solution must offer vehicle digital timing/chalking data sharing in order to maximize vehicle LPR value (vehicle does not stop). The solution must not cause traffic congestion by blocking the street with the LPR vehicle. It must maximize enforcement officer's efficiency by sharing timed vehicle hits close to a PEO (based on GPS location).	H			
3	The enforcement solution allows shared timing between vehicles and handhelds as well as between handhelds.				
4	The vendor must provide warranty and support services for Automatic License Plate Recognition equipment	H			
5	Automatic License Plate Recognition must support enforcement of virtual permits. Describe your process.	H			
6	The system must store and display reads from the Automatic License Plate Recognition units in a list, on a map and in standard reports. Automatic License Plate Recognition reads must be searchable	H			
7	Automatic License Plate Recognition hits to have option to be enforceable from the vehicle and/or displayed to the field for enforcement	H			
8	Automatic License Plate Recognition hit information, including GPS coordinates, context image and plate image must display with the ticket record in the parking system	H			
9	Describe your tickets by mail process	H			

10	The Solution must be compatible with Windows 10+	H			
11	Fully integrated with electronic enforcement solution (within same graphical user interface as the vehicle LPR solution)	H			
12	The LPR Vehicle has the ability to dispatch alerts to the handheld units for enforcement related activities (ex: issue citation)	H			
13	Ability to capture and manually correct plates	H			
14	The system must be capable of utilizing software intelligence algorithms to capture a plate that is entered incorrectly by the parker by 1 digit for example.	H			
15	Ability to read and capture stacked letters on license plates	H			
16	The LPR solution must enforce and comply to the city ordinance when it comes to timing enforcement. This implies that at a minimum the bylaw states to move the vehicle at least to another zone/block face	H			
17	The vehicle has the ability to ignore an alert and provide an ignore reason.	H			
18	The LPR system can run in hybrid mode to enforce multiple parking rules in parallel (ex: hotlist, parking rights, timing). An example could be if the parker did not pay for parking then the system would electronically chalk the plate of that vehicle.	H			
19	No longer need valve stem cameras due to technological innovation which utilizes HD wide view cameras along with GPS technology and license plate recognition.	H			
20	The system must be able to capture and record first and second observations during electronic chalking enforcement	H			

Vendor Offers Y, N, F, C					
Item #	Permitting System	Priority	C	Included/Add'l	Description
	Permit solution must be web based and users (back office or residence) will be able to interact with the webapp from there browser without any installation	H			
	Residents will be able to login to the portal and request for permits				
	Portal will should able to optimize the list of permits offered to the user based on his location and profile type				

	Back office should have a control over the number of permits offers to the residents				
	As a part of the permit definition (yearly, monthly, daily) back office should be able to set the requirement to upload one or multiple documents				
	Permit system should be able to offer yearly, monthly, daily, weekly and semester parking permits				
	Permit system should be able to offer hourly permit (such as 9:00 to 5:00) and 24 hr permit (such as 00:00 to 11:59 or flexible hour permit (request time + 24 hours)				
	Permit system should be able to offer weekday, weekend and overnight permit with the combination of yearly, monthly, weekly, daily etc. Example: Yearly permit from Jan 1 to Dec 31 for Monday to Friday from 9:00 AM to 5:00				
1	The solution must integrate parking permit management into the enforcement solution.	H			
2	Describe the solutions ability to setup, issue, track inventoried, incremental and other permits	H			
3	The solution must allow more than one vehicle to be registered to a permit	H			
4	System must allow the selling of a permit to a customer and charge the transaction to an approved 3rd party	H			
5	The system must include a customer self-service/e-commerce module for online vehicle registrations, permit purchase, ticket payments/appeals, account viewing, waiting list management and secure online payments	H			
6	User should be able to submit the Vehicle Registration and proof of residency as part of his parking permit request.				
8	User should be able to submit the type of the vehicle such as Make, model and color with his permit request.				
10	User should get a descriptive confirmation of their request by email.				
12	All request should be available to the back-office users with relevant details for review and approval in one cartelize and convenient page.				

14	Once the permit is approved, amount should automatically get deducted from user's credit card and user should receive an email with the confirmation of this parking permit.				
16	User should be able to submit a change vehicle request from his account on user portal.				
18	User should be able to submit a change address request along with the new proof of residency from his account on user portal.				
20	At the time of permit approval, back office should be able to see if there are any parking tickets pending for that plate so back office user can take a batter call in the approval process.				
22	Back office should have the full control to cancel any permits or suspend accounts at all times.				

Vendor Offers Y, N, F, C					
Item #	Pay Station Integration	Priority	C	Included/Add'l	Description
1	The system must allow for the setup and creation of GeoFences, which are tied to permit business rules (i.e. where a vehicle may park)	H			
2	The system must know when parking meters are down	H			
3	The system must establish a geo fence around broken meter. The solution must indicate to any officer in the pre-determined area that the parking location stalls are paid.	H			
4	The system must not allow citations to be issued in the geo fence zone to prevent citations to be issued in error.	H			
5	please describe your process to eliminate tickets in error	H			
6	After the officer inputs a plate and a state, the system must verify in real-time with the server if it's on the mobile payment list which includes permits, meters and pay by phone applications	H			
7	The solution must be able to verify plate or space payments made by multiple meter and pay by phone vendors where the result will be displayed as paid, unpaid, expired or paid in another zone	H			

Vendor Offers Y, N, F, C					
Item #	Ticket Lifecycle	Priority	C	Included/Add'l	Description
1	The solution should provide Ticket Lifecycle processing. Describe	H			
2	The back-office module must support: Ticket payment information, Ticket transaction history, Ticket status history, Letter and notices, support Court scheduling and disposition. Describe				
3	Review of complete history of offenders, including previous tickets and warnings issued. Describe.	H			
4	Provide the officer with a list of all issued tickets including courtesy/warning/issued tickets and voided tickets. Describe the process.	H			
5	The system shall provide the following information:	H			
6	Status of ticket. Please list the available statuses.	H			
7	Plate Alert parking. Describe the various alerts.	H			
8	Plate denial (for parking violations)	H			
9	Describe the screening process.	H			
10	Describe the proposed hearing and collections services.	H			
11	Describe the cancellation and voiding process.	H			
12	The solution must include escalating fine amounts on existing infractions based on: <ul style="list-style-type: none"> Repeat offender status Special Zones Calendar events. Describe 	H			
Towing Lifecycle					
13	Describe the towing back office process.	H			
14	Describe the field towing process.	H			
Aging					
15	Must be capable to print late notices with the ability to increase fine amount based on the original ticket fine issued.	H			
16	Can predefined late fees can be printed on ticket.	H			

Vendor Offers Y, N, F, C					
Item #	Reporting	Priority	C	Included/Add'l	Description
1	The system should have the ability to create customized reports and be selectable by fields such as date, date range, officer, offence type, etc	H			

2	Reports must be exportable to common formats such as csv, xls, and pdf	H			
3	The system must be able to automatically schedule reports and send to designated staff by email as an attachment (ie PDF	H			
4	System must display a graphical dashboard to the end user of key performance indicators such as citations issued, permit capacities, waiting list requests, online permit requests, tickets in appeals, etc	H			
5	The system must be able to provide metrics on Enforcement productivity	H			
6	A native dynamic reporting tool allows users to query enforcement data. Query results are returned immediately	H			
7	The native dynamic reporting tool must be able to export results in several formats (excel or pdf or csv)	H			
8	The native dynamic reporting tool must have the option to be scheduled at a certain frequency and send the results via email.	H			
9	System shall provide operational reports related to all Parking Enforcement officers activities	H			
10	Ability to query single and multiple data fields (including but not limited to PEO name/ID number, citation/courtesy notice no., date, time, address (block/street), violation type, fine amount, plate, state, notes and daily activity data parameters)	H			
11	Ability to save frequently used queries	H			
12	Ability to export data and reports in at least Excel, CSV and pdf file formats	H			
13	Ability to create and save both standard and ad hoc reports	H			
14	Ability to schedule routine reports to run and auto send to specified recipients via email	H			
15	The solution must be able to export to business intelligence tools. It must also offer as an option an integrated BI dashboard with full parking and enforcement dashboard capabilities. Describe.	H			

		Vendor Offers Y, N, F, C			
Item #	User Interface	Priority	C	Included/Add'l	Description
1	The solution must provide pre-populated content for drop down menus (streets, violations, vehicle types, etc.)	H			

2	The solution must provide pre-populated comments with option to write adhoc to streamline data entry	H			
3	The solution must have the ability to automatically populate fields depending on certain criteria	H			

Vendor Offers Y, N, F, C					
Item #	Enforcement Officer Productivity	Priority	C	Included/Add'l	Description
1	The solution must have a screen to display the location of all officers in real-time on a map	H			
2	The live map officers screen must have the ability to display the following information: ticket count, officer name, location, and the last time the device sync'd with the server	H			
3	As an option, the application must be capable of the following: <ul style="list-style-type: none"> displaying officer activity on a map include Cookie Crumb trail gaps in the activity 	H			
4	Facilitate tracking officers' daily activities, work output with associated hours per task or activity	H			
5	Facilitate tracking officers' daily activities, work output with associated hours per task or activity	H			
6	Does the vendor's application contain a time sheet/activity reporting function?	H			
7	The PEO should be able to edit the Daily Activity Report (DAR) on the device.	H			
8	The PEO should be able to indicate the start of their work period when they check out the device	H			
9	The PEO should be able to indicate the end of their work shift when the check in the device.	H			
10	The application should support multiple Daily Activity Report (DAR) in a day.	H			

Vendor Offers Y, N, F, C					
Item #	Hosting/ IaaS	Priority	C	Included/Add'l	Description
1	SSL security certificates PCI Compliance & vulnerability scans System Administration Support 24/7 monitoring & DB nightly backup Includes database & OS Static IP address & domain name management	H			

2	Would prefer the new citation data storage and reporting application to be located on a vendor-hosted, web-access server, accessible through the City's standard web browser (hosted in the cloud)	H			
3	Vendor assumes full responsibility for the computing environment supporting all their hosted applications. A description of this environment will be provided as part of this RFP response.	H			
4	The hosted applications will be supported by a 24 x 7 automated and alert monitoring system. The vendor is responsible for confirming the integrity and receipt of each data transmission. Response times are based on an SLA agreement.	H			
5	The vendor will own and manage the hosted application(s), related databases, supporting computer hardware and necessary operating systems	H			
6	Data generated by the Enforcement citation issuance application is the property of the City for its sole usage.	H			
7	The vendor will provide and describe the following Recovery services: Hosting infrastructure and environment recovery process	H			
8	The vendor will manage the hosted-application(s) and City data at or above accepted industry standards for security minimum requirements				

Vendor Offers					
Item #	Asset Management	Priority	Y, N, F, C	Included/Add'l	Description
1	The system must be able to input a broken asset and have the capability to send the information in real time to the back-office server.	H			
2	The broken asset module should allow images to be added to reported asset	H			
3	Record broken assets in real-time (ex: report broken signage along with pictures)	H			
4	HHC software allows the officer to report a broken or damaged parking meter	H			
5	The broken meter info is safely stored in a database on the HHC and can be automatically sent and integrated with a meter maintenance DB	H			

		Vendor Offers Y, N, F, C			
Item #	Payment Portal	Priority	C	Included/Add'l	Description
1	Describe your PCI integrated eTicket payment Portal.	H			

		Vendor Offers Y, N, F, C			
Item #	Professional Services	Priority	C	Included/Add'l	Description
1	Describe how your company manages the transition to a system that can consolidate multi-vendor technologies to repurpose and readapt technologies over time.				
2	Describe how you envision your team working with the agency's staff to ensure that any tasks required to successfully deliver the Solution are completed based on the project plan. Confirm your staff are available to be onsite. Confirm that the proposed resources will be committed to the project for the entirety for their proposed roles. Provide list of team members and their roles on the project and highlight past relevant experience.	H			
3	Describe your approach to quickly learning the business and technical details relevant to the agency as well as the approach to determining organizational project readiness. Also describe relevant examples of work done for other organizations of a similar scope and nature.	H			
4	Provide details on your approach to project management and risk management on enterprise projects including a risk management plan, risk assessment, risk log (to track and communicate risks) and issue log (to record and track progress/status of all project issues).	H			
5	Describe your approach to quality control and quality assurance as it relates to project deliverables and your method for gathering feedback and measuring client satisfaction. Describe some examples where your approach was implemented and what the outcomes were.	H			

6	Provide details on the standard course materials that shall be available for training the agency's users, customized training (if applicable), what type of training is offered (administrator, end-user, etc.,) how is training delivered (in-class, webinar, train-the-trainer). Include some examples of what types of training was provided for customers.	H			
7	Describe the roles, FTE numbers and duties that will be required from the City to support this system post go-live, to administer the system security and technical areas.	H			
8	Describe the authentication mechanism of the solution. Does the solution support single sign on utilizing Active Directory so as not to require a separate login	H			
9	Describe the solutions security relating to audit trails of activity and the ability to report by user; location; and date and time.	H			
10	The system shall provide data encryption for both in transit and at rest	H			
11	Describe the level of effort by the City during the implementation	H			
12	Provide your approach to accommodating any scope changes requested by the City	H			
13	Provide a training strategy detailing: tasks, timeline, resources	H			
14	Provide a training plan defining training requirements and role specific training	H			
15	Are there dedicated resources for training of City Staff during rollout?	H			
16	Describe the training material and accessibility to City Staff	H			
17	Define the Support Service Plan with SLAs and penalties	H			
18	Is there an escalation process within the Support Service Plan including response time by severity level	H			
19	Provide the regular business hours of operation and the time zone	H			
20	Describe the process for escalating emergency support issues during normal business hours and after hour	H			
21	Detail how the software is licensed including any licensing restrictions	H			