



REQUEST FOR PROPOSALS (RFP)

17-131: Unified Parking Citation and Permit Management Systems

ADDENDUM 1:

Pre-bid Attendee List and RFP Vendor Questions and Village Responses

Issued December 5, 2017

Due December 15, 2017

- I. The following is a complete list of companies that attended the required pre-bid meeting. Please note that attendance at the pre-bid call was mandatory in order to respond the above-referenced RFP.

Cardinal Tracking
CivicSmart
Complus Data Innovations
DataTicket
Duncan Solutions
EDC/AIMS
Eyepax
gtechna
iParq
IPS Group
Municipal Citation Solutions
NuPark
Parkmobile
Passport
PCS Mobile
T2 Systems
Tyler Technologies
Ventek International

II. RFP Vendor Questions and Village Responses

Below are the questions received about the RFP and Village responses:

1. Who is the current vendor for parking citation management?
The Village is currently utilizing an in house proprietary software system for parking citation and permit management.
2. How many sworn officers are with the police department?
There are currently 112 sworn officers.
3. Are you looking for one vendor (sp) for all of the solutions in the bid? I have a solution for case management for the citations and e-Citations to write the tickets. I don't have a solution to manage the parking permits.
The Village prefers a comprehensive software solution that incorporates parking citation and permit management. The Village will consider solutions that utilize a subcontractor to provide certain aspects of the overall solution under the direction of one primary vendor. However, the ability to access information about permits and citations for the same customers within the same software system is required and would necessitate an integration between citation and permit software systems in order to satisfy this requirement.

4. Would the Village of Oak Park consider waving: "At least one reference should be an Illinois municipality that has been a client for a minimum of two (2) years."
Yes, the Village will consider waiving this requirement if the respondent has experience with similar size U.S. municipalities, outside of the state of Illinois, for a minimum of two years. However, the level of experience within the state of Illinois may be a factor in the decision-making process.
5. Will the new vendor need to provide payment kiosks? If so, how many kiosks are needed, and what are the required technical specifications for these devices?
Vendors may provide pricing for one kiosk/PC that is fully web-based, as an option available to the Village.
6. The RFP states that the Village issues a variety of permits. Can you please supply a list of all permits, the current form factor of the permits (sticker, hangtag, virtual, etc.), the cost of the permit for the public, the time duration of the permit (daily, weekly, monthly, etc.) and the issuance of each permit type for each of the last three years?
*Additional details about the permit program may be found at: <http://www.oak-park.us/village-services/parking/parking-permits>
Permit types and costs are subject to change. The Village would like to move from physical to virtual permits in the near future.
Examples include but are not limited to:
Quarterly Permits – Sticker
Garage Permits – Sticker + Bar code entry card
Vehicle Stickers – Sticker
Overnight Pass – Paperless
Extended Pass – Paperless
Construction Pass – Cardboard Paper*
7. Can you provide a description of the permit zones and how they are determined?
Current permit lot and zone guidelines may be found at: <http://www.oak-park.us/village-services/parking/parking-lot-zone-guidelines> Permit lot and zone guidelines are subject to change.
8. Regarding the pilot program to upgrade existing parking meters and pay stations, who are the vendors participating in the meter pilot program?
The following vendors participated in the pay station trial: Cale, T2 Systems, Parkeon and IPS Group.
9. Requirement 6.1.10 requires an interface between TIBA and the PMS. Can you please provide a list of fields that are exchanged? Can you please provide the desired data exchange frequency of this interface?
The Village currently exchanges data with TIBA every 15 minutes for pre-processing but TIBA is set to receive data at any frequency interval. The basic fields shared include: garage number, last name, first name, begin date, end date, plate number, plate state, permit type, permit/card number and status. The "middle-ware" API resides and runs on a Village server but should be

relocated to the vendor system as part of this project. Because of complexity of the API service, the Village will also consider a simple flat file data exchange with TIBA.

10. Requirement 7.1.1. states that the Vendor provide the "Ability to process payment for subsidized permits." Can you please provide a description of how eligibility for the subsidized permits is determined and what the subsidy amounts are?

Subsidized permit will be available based on verification of annual income. The discounted permit amount is to be determined.

11. Requirement 7.1.5. states that the Vendor must provide the "Ability to charge for waitlist position and later apply to permit sale." Can you please provide the amount of the current wait list fee?

This is not an existing feature or an immediate requirement upon implementation. The wait list fee is yet to be determined.

12. Requirement 12.18 states that the Vendor must "Restrict the number of passes sold to each license plate, by month." What is the definition of a pass versus a permit?

Passes are available in limited quantities in areas where residential parking permits are not available.

Additional information about parking permits can be found at: <http://www.oak-park.us/village-services/parking/parking-permits>

Additional information about parking passes can be found at: <http://www.oak-park.us/village-services/parking/parking-passes>

13. Requirement 13.4 states that the Vendor system must integrate with the "PACER (Public Access Court Electronic Records) for bankruptcy claims." Can you please provide the communication type (file transfer, web services, etc.) that would be used to create the integration, the types of information that are exchanged, and the frequency of the information exchange?

The information requested can be found at the Electronic Bankruptcy Noticing Website using preferably the XML feature:

<http://ebn.uscourts.gov/> A monthly transfer is required, at minimum.

14. Can the Village make a distinction between "passes", "permits", and "stickers"?

Passes are available in limited quantities in areas where residential parking permits are not available.

Vehicle stickers are required to be purchased and displayed on vehicles registered in the Village of Oak Park.

Additional information about vehicle stickers can be found at: <http://www.oak-park.us/village-services/parking/vehicle-stickers/vehicle-sticker-faq>

Additional information about parking permits can be found at: <http://www.oak-park.us/village-services/parking/parking-permits>

Additional information about parking passes can be found at: <http://www.oak-park.us/village-services/parking/parking-passes>

Please also refer to question 12.

15. Can the Village provide the number of citations issued for the previous 5 years?

| Issued Year | Active | NS/NL* | Partial Payment | Paid In Full | Amt Paid | Citations Issued |
|-------------|--------|--------|-----------------|--------------|-------------|------------------|
| 2013 | 13,355 | 4,613 | 529 | 55,891 | \$2,308,496 | 74,388 |
| 2014 | 13,203 | 5,977 | 508 | 51,168 | \$2,077,608 | 70,856 |
| 2015 | 11,582 | 6,412 | 438 | 43,833 | \$1,986,729 | 62,265 |
| 2016 | 11,263 | 4,139 | 367 | 37,364 | \$1,814,244 | 53,133 |
| 2017 | 16,417 | 4,876 | 365 | 34,714 | \$2,143,210 | 56,372 |

*NS/NL: non-suit/non-liable.

16. What percentage of citations go uncollected each year?

| Issued Year | No Payments | Citation Count |
|-------------|-------------|----------------|
| 2013 | 19.14% | 13,355 |
| 2014 | 20.35% | 13,203 |
| 2015 | 20.74% | 11,582 |
| 2016 | 22.99% | 11,263 |
| 2017 | 31.88% | 16,417 |

17. What is the escalation schedule for citations?

Citations that are not paid in full or contested within 14 days of issuance have a late penalty applied on the 15th day. Most violations increase by \$30 on the 15th day, however, certain violations carry different penalties.

Once a DMV match is made, a first notice (Default Notice) is mailed and citations are assigned a hearing date and the initial and late penalty amounts are listed. Notices are mailed once per week.

If the citation is not paid or if the customer fails to attend a hearing or file a motion on or before the date listed in the first notice. The following day, a second notice (Final Determination Notice) is issued in batch.

The second notice identifies the initial fine and the late penalty. The second notice gives the respondent 14 days to pay the initial fine and late penalty in full or to schedule a hearing to contest the citation.

If the citation is not paid in full within 14 days and no hearing is scheduled, the second notice indicates that a double fine will be imposed. The double fine is a doubling of the initial fine.

Note that most but not all citations carry a double fine.

Either 35 days after the issuance of the second notice, or 35 days after the issuance of a final order by an adjudicator following a citation contest, the citation is final and collectable.

Note that within the 35-day period the customer or the Village may appeal the citation with the Circuit Court. The Circuit Court will affirm, reverse, or modify the judgment which may include ordering a new contest hearing.

18. Does the Village have a preference of a single unit issuance device to smart phone and Bluetooth printer combination?

The Village has no preference for either option.

19. Section 2 – 4.3: When is the new vendor for Pay Stations to be selected and when will the new pay stations be installed?

The dates are to be determined.

20. Section 2 – 7.1.1 - How are customers identified who qualify for subsidized permit fees? Are they required to submit some documentation and does this require approval? What is the process?

Customers would qualify for subsidized permits based on income verification. The Village would prefer that customers have the ability to submit proof of income online through the vendor's solution for Village staff to confirm eligibility.

21. Section 2 - 7.1.13 – Does the Village currently have a printer that will accept four season weather resistant thermal material sticker 'stock'?

The Village currently uses a Zebra S4M thermal printer for permit material. However, the goal is to transition to virtual/stickerless permits.

22. Section 2 – 9: Is Exhibit A – The Adjudication Process document available? If so, where can we locate it?

Provided as a separate document (Appendix A).

23. Section 2 – 17.9 – This section refers to the Sample Agreement as Exhibit B; however it appears the Agreement is attached as Attachment VI. Can you clarify is there is also an Exhibit B?

There is no separate Exhibit B. The Sample Agreement was included as Attachment VI

24. Attachment IV Compliant Affidavit – This document refers to Exhibit A being the Organization of Proposing Firm document but that document is called the Organization of Bidding Firm and is listed as Attachment III. Can you clarify?

There is no separate document. Both items refer to the same document.

25. What's the average value or amount of the citation issued?

| Issued Year | Citations | Payments | Average |
|-------------|-----------|-------------|---------|
| 2013 | 74,388 | \$2,205,616 | \$29.65 |
| 2014 | 70,856 | \$2,087,208 | \$29.46 |
| 2015 | 62,265 | \$1,825,334 | \$29.32 |
| 2016 | 53,133 | \$1,747,206 | \$32.88 |
| 2017 | 56,372 | \$1,792,111 | \$31.79 |

26. Are there any escalation fees added after 14 days if so at what day and how much?

Please refer to question 17.

27. How do you currently obtain registered owner information in & out of the state of Illinois?

The Village obtains names and addresses for state of Illinois vehicle owners for violations) via FTP (File Transfer Protocol) with the IL SOS (Illinois Secretary of State). The Village receives out of state vehicle owner information from state DMV, with methods varying by state. However, the Village is seeking an integrated solution with a vendor that has experience obtaining DMV information from the State of Illinois and out-of-state.

28. Do you currently participate in registration holds in the state of Illinois? If so, is the hold designated in your current parking system? If so, how is it identified?

The Village currently processes Illinois license suspensions. A report identifies eligible individuals (those with 10 or more unpaid parking citations) and the Adjudication Office then issues a first Driver's License notice to the individual (providing the individual 45 days to pay all citations) and a second Driver's License Notice to the Secretary of State (SOS) requesting the Hold if any of the citations remain unpaid.

29. Please list total number of outstanding citations and the dollar amount past due for the following years.

Please refer to questions 15, 16 and 25.

30. What's the current collection rate for citations older than 90 days old?

| Issued Year | 0 - 14 Days (Issued) | 15 - 28 Days (Default Notice) | 29 - 42 Days (Final Notice) | 43 - 84 Days (Boot / Suspension) | 85 - 182 Days | 183 Plus Days (Collections)* | N/A |
|-------------|----------------------|-------------------------------|-----------------------------|----------------------------------|---------------|------------------------------|--------|
| 2013 | 45.27% | 10.47% | 5.83% | 6.46% | 3.54% | 4.28% | 24.15% |
| 2014 | 42.39% | 9.95% | 5.64% | 7.22% | 3.57% | 4.16% | 27.07% |
| 2015 | 40.79% | 9.96% | 5.70% | 6.64% | 3.89% | 4.12% | 28.90% |
| 2016 | 41.35% | 9.70% | 5.82% | 6.70% | 4.13% | 3.31% | 28.99% |
| 2017 | 39.25% | 9.17% | 5.43% | 5.46% | 2.30% | 0.62% | 37.77% |

**Citations that remain unpaid after 182 days are currently being sent to Data Ticket for collection.*

31. Does the Village currently participate in the SOS DL hold program and/or the Debt set off program today? If so, is a record currently identified as being 'on hold' or at Debt set off in your current parking program?

The Village does not currently participate in the Debt set off program.

The Village does participate in the SOS (Secretary of State) Driver's License suspension program and the applicable citations are identified in the system as second DL Notices to the SOS.

32. Please explain the process of the IL SOS Driver License suspensions in accordance (sp) with the state statute?

Once a violator has ten or more citations that are in default, the violator is eligible for a driver's license suspension. Such violators are sent to the IL SOS directly for processing of the suspension.

33. What kind of monthly file do you send now for citations that have been marked as reversed for a refund and where do you transfer that to currently?

This file exchange does not currently exist. This would be a new process that would enable a file exchange between the vendor's software and the Village's Finance Department that lists citations that have received a refund subsequent to an overpayment or as a result of a citation dismissal. The file would need to identify citations with a prior overpayment that have been reversed, and the file would include the citation number and refund amount, at minimum.

34. Do you currently send notifications via phone call and email that to a list of residents for emergencies?

Yes, by email. However, the current citation and permit management software is not being used for this purpose.

35. Please provide information on the Debt Recovery Offset Portal. Is this a file/ftp integration or real-time web-services integration?

This process enables is not currently in place. However, the Debt Recovery Offset Portal enables eligible citation records to be sent via FTP file transfer through the web portal.

36. Is the Illinois Licenses suspension process a part of the DMV interface or a separate integration?

The license suspension process is separate from the DMV inquiry program.

37. Please provide information on the BS&A software. Is this for employee information? Is this a file/ftp batch process (sp) or real-time web services integration?

BS&A is the Village's financial management software and it will be necessary for BS&A software to have access to all parking citation and permit payment information. The Village will consider either a real-time web service integration or a flat file exchange.

38. Please provide further information on the DMV mailer that must be used. Is this a physical envelope/mailed or a specified format?
This requirement is not a reference to a DMV mail piece. The purpose of this requirement is to ensure that, while there may be multiple names and addresses associated with a single parking account, the DMV name and address of record must always be used for citation notice mailings rather than, for example, sending to the most recent address added to the database.
39. Please clarify - is it expecting that the system make phone calls to customer related to weather or a text message in addition to email? What is the criteria to determine who to send this information to?
The Village is open to solutions that include email and text or email and phone call. The Village will supply a list of phone numbers and emails. Business rules will be established to determine when notifications are distributed.
40. Please explain subsidized permits. Is this a specific permit type with a reduced value or are the fees transferred (sp) to another account to reduce the permit cost?
There would be designated permit types and quantities available for customers that meet the eligibility requirements. Customers would need the ability to submit proof of income or other form of verification through the system's website and verification would be performed by Village staff.
41. What is (sp) is the file layout/form of the village supplied (sp) address database? Is this a flat file or database? how often (sp) is the database imported (sp) and does it overwrite the full address database or are edits, updates, and deletes performed?
The Village addresses are stored in MS-SQL database with street number, street direction, street name, street type and unit number columns. Depending on business rules of certain processes, we also heavily use additional database information, such as, full street name's beginning & ending street numbers and side (odd, even or both). A simple flat file may be supplied to the Vendor and the data may be updated on a regularly scheduled basis with frequency determined by the Village.
42. For the GPS tracking of officer activity, do you need just a pin-drop location or an expanded functionality? Please explain.
GPS tracking of officer activity to include, at minimum, tire marking, citation issuance and warning issuance. A pin-drop location is needed at minimum along with the ability to review activity in real-time and within specified timeframe through a reporting utility.
43. Please explain your current procedure for tracking first time offenders to issue a warning. Do you issue a citation and change to warning once the first offender status has been established?
The Village's current software has no capability of issuing warnings. However, this is a preferred system feature. One method could be based on configuration setting for the officer to see the vehicle's history information citation dates, previous citation/warning, violations code & locations) so the officer can determine whether to issue a warning or citation.
44. Please explain your expectations of an integrated GPS module.

This is a requirement for the LPR hardware to include GPS capability for multiple functions including: capturing coordinates for enforcement of timed parking zones (such as 2-hour parking on a given block); use of GPS to automatically determine permit zone, timed zone, etc. (geo-fencing); tracking of officer activity.

45. Please provide more information concerning a claim form with text search capability for batch and individual printing.

Village staff would like the ability to generate a claim form (a correspondence letter to a citizen or citizens) for certain citations and or license plates that will be selected, printed and mailed by Village staff. Preferably, staff could select multiple citations to receive claim forms and choose to print each form upon selection or print all claim forms once daily. A copy of each claim form must be attached to the corresponding citation record. When a copy of the saved claim form is opened, staff should be able to search within the document for specific words or phrases.

46. How many open citations does the Village anticipate transferring to the new Citation Processing Management System?

The Village has detailed history for approximately 1,300,000 citations that should be transferred.

47. Will the Village please provide additional specifications on the interface with TIBA?

Please refer to question 9.

48. What is the make/model/year of the vehicle that is being used for the LPR systems?

The new LPR system will likely be installed in a 2016 Ford Escape.

49. Does the Village already have the computer for the LPR vehicles or do you need a computer quoted with this RFP?

The Village would like to see this cost supplied as an option available to the Village. The system must be compatible with the Getac F110 computer and Windows 10.

50. Is the Village going to house their own server to hold the license plate data (LPR)? If so, does the Village have their own servers?

Proposers should explain security and storage requirements for both vendor-managed storage and Village-managed storage. The Village would like to see pricing for both scenarios.

51. Is the Village going to house their own data (LPR)? If so, how long will they be holding the reads and images?

Please refer to question 50.

52. Would they like their data held by the LPR vendor in a cloud based server?

Please refer to question 50.

- 53.

What type/length of warranty would the village like to have included with the LPR system?

The Village would like to see all warranty options available.

54. Regarding section 8.4.5 Capability to provide electronic tire chalking that is shared with all LPR units, Police in-car system and handheld enforcement devices. Please provide clarification on what is meant here and please provide information on what police in-car system is currently being used.
When a vehicle is marked in support of timed parking enforcement, information about the license plate and its marked location should be available in real-time to the LPR software, handheld enforcement software and in-vehicle laptop software, all software to be supplied by the vendor.
55. Section 3.7 - Clarify use of test environment during interview phase.
In order to validate the capabilities of the proposed vendor software, the Village would like access to the software in advance of vendor selection via a test/demo account. This testing phase will enable Village staff to identify and address with the vendor any issues regarding the functionality of the vendor software.
56. Section 7.1.1 – Elaborate the permit fee subsidizing process.
Please refer to questions 10, 20 and 40.
57. Section 7.1.1.14 – Can you provide current business rules at the village?
Documentation regarding existing business rules for parking permits can be found at: <http://www.oak-park.us/village-services/parking/parking-permits>

However, this requirement is for Village staff to request changes, additions or deletions to permit types and permit prices as needed to adjust to changes in existing business rules.
58. Section 8.2.4 – Can you elaborate on the required PARCS integration?
Please refer to question 9.
59. Section 8.4.7 – Can you clarify the requirement for “Support for Police Department Hotlist”?
The Police Department will supply a file that includes license plates of vehicles that are of interest to the Police, such as a stolen vehicle list. This list must be uploaded to parking enforcement LPR equipment. If a Police Department Hotlist hit is received, the vendor shall describe the notification process available without alerting the Parking Enforcement Officer operating the LPR about this notification.
60. Section 9.1.8 – Can you elaborate the “Claim Form”, the purpose of this form and expected process?
Please refer to question 45.
61. Section 9.1.12 – Can you clarify the process of applying and removing of special village status codes?
Status codes are assigned to identify a citation’s current status (i.e. default, in collection, on hold, in bankruptcy) as well as, in some cases, to prevent additional collection activity on the

citation. For example, citations identified as in bankruptcy should not receive additional notices. While in some cases, status codes should be assigned automatically by the vendor software (such as default status once a default notice has been sent) in other cases, Village staff require the ability to adjust status (such as in receipt of bankruptcy filing).

62. Section 12.16 – What is referred to as vehicle sticker? Is it an existing permit of DMV Tag? *Vehicle stickers are required to be purchased and displayed on vehicles registered in the Village of Oak Park. Additional information about vehicle stickers can be found at: <http://www.oak-park.us/village-services/parking/vehicle-stickers/vehicle-sticker-faq>*

63. Section 12.19 – Clarify what is “Citation related requests” to vendor as opposed to village staff. *This is a requirement for basic customer service via email, for frequently asked questions, such as how to dispute a citation, how many days before a fine escalates, etc.*

64. Section 13.2 – Clarify how this information is to be delivered to village staff? By automated process or other reporting mechanism.
*Item 13.2 from the RFP is as follows:
13.2. Identification of the registered owner’s phone number and outbound phone calls from the collection agency to the owner of record.*

A collection agency should be able to obtain phone numbers of violators and make outbound calls for the purpose of collection, as an option available to the Village.

65. What are the villages current method(s)/process(es) for the following citation management requirements:

- a. Inquiries for violator/owner information via IL SOS and out-of-state DMV records
Please refer to question 27.
- b. Unpaid citation transfers to the State via the Illinois Debt Recovery Offset Portal (IDROP)
Please refer to question 35.
- c. Processing of IL SOS Driver License suspensions
Please refer to question 32.

66. Please identify the form, located on pages #35-36 of the RFP, which is required for completion with submission of the vendor response (no title currently).
The notary form located on pages 35-36 is required to be submitted with proposal responses. The form represents an acknowledgement that statements made in the proposal are true and correct, and that the Village is authorized to verify the proposer’s references and credit.

67. For “Attachment VI” (Agreement), located on pages 50-60 of the RFP, please advise if this contract is provided for review – AND/OR – required to be completed with signature with bid submission.

Attachment VI is the sample agreement, erroneously referred to as Exhibit B. This sample agreement is an example provided in order for proposers to identify exceptions and requested changes to the contract.

68. For the "Contract Bond", item #17 of "Attachment VI" (Agreement, page #57), please advise if this will be required for the scope of work included in this RFP.

Yes, this bond will be required by the selected vendor.

69. Whether companies from Outside USA can apply for this?

(like, from India or Canada)

See Question 4. Proposals must provide the required Project Reference. We understand that companies may have components of or from other countries, however, the companies should have a U.S. office either as a satellite office or via a servicer.

70. Whether we need to come over there for meetings?

At minimum, in-person system implementation and training are preferred.

71. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

We understand that companies may have components of or from other countries, however, the companies should have a U.S. office either as a satellite office or via a servicer.

72. Can we submit the proposals via email?

*No. Please refer to, **Section I. General Requirements; A. Introduction and Mandatory Terms** within the RFP for proposal submission requirements.*

