

Addendum No. 2 to RFP 15-89



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding RFP 15-89
Ticket Processing Services

From: Alex Nosnik, Assistant Director, Purchasing

Date: April 9, 2015

Re: Answers to Questions

Addendum No. 2 to RFP 15-89

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

X

Name of Authorized Signatory
Title of Authorized Signatory

1. Reminder of Due Date of RFP: Proposals are due on 4/29/15 at 11 am.

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2. Answers to Questions:

Q: The front cover conveys a contract award will be given by 8/15/2015 with the estimated contract commencement date as 09/01/15. Based on these dates contract negotiations and data conversion would be allotted 15 days unless the current vendor was extended month to month. Are these dates correct? Would the City consider making the award earlier to allow more time for conversion and implementation?

A: *The City plans to award prior to 8/15/15. Vendor will have at least 30 days for implementation and conversion.*

Q: What was the number of Lockbox payments in each of the last 3 fiscal years?

A: *FY12 43,783, FY13 39,362, FY14 29,475*

Q: What was the number of on-line cashiering payments per year for each of the last 3 fiscal years?

A: *The City does not understand this question.*

Q: What was the number of automated phone payments per year for each of the last 3 fiscal years?

A: *FY12 3,576, FY13 3,564, FY14 2,351*

Q: What was the number of internet payments per year for each of the last 3 fiscal years?

A: *FY12 73,735, FY13 84,701, FY14 67,235*

Q: How much was paid to your current vendor in each of the last 3 fiscal years?

A: *These amounts are approximate: FY12 -- \$366K, FY13 - \$288K, FY14 -- \$352K*

Q: For a competitive bid, can the City confirm that all bidders must bid new handheld equipment on the 'go live' date?

A: *All bidders must bid new handheld equipment.*

Q: Page 9 -- What is the City's 'closure rate' for March FY2015 as well as March FY2014. The 'closure rate' would be calculated as 'Fines plus Penalties minus Amount Paid minus Total Disposition Reduction to equal a \$0.00 balance' for the tickets issued in those 2 months.

A: *The City does not understand this question.*

Q: Handheld Device option C.2 subsection B pg 13 -- The RFP refers to an Android device. Will the City accept alternate mobile operating systems?

A: *Yes.*

Q: Pg 15 Websites -- Is the website the City's intellectual property? For continuity of look and feel, would the City desire the vendor to maintain the current site or prefer a new website?

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A: *We are neutral as to the look and feel of the website.*

Q: Resident Permit Parking RFP Page #18 -- Item n refers to « fuzzy word » searches. Can you describe your definition of a « fuzzy word » search?

A: *A google-like search functionality, one that is broad in scope and lacks specificity. Searches can be 1-3 letters or numbers deviated from the correct source but will still come up in search results.*

Q: Resident Permit Parking RFP Page #18 -- Item o refers to a data base update “to clean duplicate account records’. What is the City expecting to be accomplished here.

A: *City expects vendor to be able to identify and merge accounts with duplicate identity information (eg, person has two accounts. Each account has same name and license plate number. However, one account contains an address WITH an apartment number and other account contains an address WITHOUT. Vendor would periodically review these types of accounts and combine into one account.)*

Q: **Section 5, page 42 of PDF -- The Proposers’ Checklist refers to a Reference form but none was provided.**

A: *The reference form is attached to this Addendum.*

Q: Section 6.2, page 55 of PDF -- The RFP requires Bidders to respond using 12-point font. May Bidders use a smaller, still readable font for the following: headers and footers, requirement text, exhibits, and tables?

A: *Smaller font is acceptable for footnotes, table notes, exhibit notes, etc.*

Q: Section 6.2, page 55 of PDF -- Several requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.

A: **CONFIRMED.**

Q: Section 6.2, page 55 of PDF -- “All pages of each response shall be appropriately numbered, and identified with the solicitation number.” Please confirm that pre-existing document can be left unaltered and not include requested information on every page.

A: **CONFIRMED** (FYI: [footers can be entered onto PDFs using Adobe](#)).

Q: Section 6.2, page 55 of PDF -- Can Bidders number the pages by major tabbed section (i.e., A-1, B-1)?

A: *OK. Please provide a table of contents.*

Q: Pricing page-- For each of the price sheet items below please supply the associated volumes for the last 3 fiscal years?

- Number of Tickets issued
- Number of Demand Notices
- Number of Non-Mass Ticket Demand Notices
- Number of Residential Parking Permits

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- Number of Payment Processing items
- Number of Voided Ticket items

A: Please find these amount, below:

- **Number of Tickets issued:** FY12 – 307,277 (148,576 with Guest Pass Violations and Warning Removed), FY13 – 220,667 (149,844), FY14 – 237,212 (122,824)
- **Number of Demand Notices:** FY12 – 6883, FY13 – 7365, FY14 – 5977
- *(This represents notices mailed to violators with Massachusetts plates)*
- **Number of Non-Mass Ticket Demand Notices:** FY12 – 1176, FY13 – 1289, FY14 – 1152
- **Number of Residential Parking Permits:** FY12 – Data N/A, FY13 – 33,386, FY14 – 34,914
- **Number of Payment Processing items:** “Payment processing” represents lockbox payments. See question 2 for volumes.
- **Number of Voided Ticket items:** FY12 – 4260, FY13 – 4497, FY14 – 4113

Q: Who is the current contractor?

A: Professional Account Management, Inc.

Q: Would the City please provide a copy of the current contract?

A: The City needs to have this record request vetted by the Legal Dept. In the interest of time, this contract will be issued via a subsequent Addendum once it has been released.

Q: Could the City provide that budget for this project?

A: The City does not understand this question.

Q: What is the estimated annual income from the program?

A: \$7.1 - \$8 Million from parking citations, permits, and moving signs.

Q: Does the City currently utilize all the services included within the bid specifications?

A: Fleet Management, GIS tracking, and Dashboard capabilities are not currently being utilized.

Q: Could the City provide the number of citations issued and number and amount collected for the last three years listed by year?

A: See above.

Q: Does the City utilize handheld ticket writers today? If so, please provide the product and models of the equipment.

A: Yes. Motorola AutoCite. It is a one-unit model with printer and camera.

Q: In the request on page 24, the letter descriptions identify the letter for out of state as a ‘Collection Warning’ letter; would the City provide what is requested or expected for collection services?

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A: This contract does not cover collection services. The request on page 24 refers to a warning for collection only. The current notice is attached.

Q: It would be helpful if we are able to know the outstanding debt per year. Could the City provide the amount of outstanding debt for the last three years listed by year and include the number of citations and balance?

A: Aging citation report attached.

Q: What is the estimated cost per paid citation or fine amount?

A: \$0.99 for citation issuance. Payment processing cost ranges from \$0.10 (for over-the-counter transactions) to \$0.50 (for Lockbox transactions) to \$2.00 (for payments via the web or IVR).

Q: Is the City/vendor currently charging a convenience fee for credit card payments? If so, could you provide how much is charged per citation for this service?

A: No convenience fee is charged.

Q: Page 15, Vendor must provide certified receipts to be given to violators who pay in full. Would the City provide what constitutes a certified receipt?

A: Either a printed receipt from POS cash machine in office, or an e-mail or web-based confirmation that includes a unique transaction or account number that can be verified by a City staff member.

Q: How many hearings are conducted annually?

A: 7,000 – 9,000 hearings.

Q: Could you please provide a sample of each type of correspondence?

A: Attached.

Q: Page 18 of the RFP identifies two types of permits, residential and business permits.

a. Are there specific permit types that are required, (such as ‘overnight’, annual)?

A: Residential permits are issued annually on a rolling basis, split up by geographical zone. Business permits are split up by shift and issued on a quarterly basis.

b. A Does the City provide these permits and fulfill the request?

A: Yes.

Q: Page 20 of the RFP identifies penalties for outages and other service issues, is this type of penalty structure currently in place today?

A: No it is not. This structure has been proposed due to a history of past outages without warning or cause. This leads our office without the ability to conduct business.

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Attachments

Reference Form

Aging Citation Report

Hearing Correspondence

REFERENCE FORM

Bidder: _____

IFB Title: RFP 15-89, Ticket Processing _____

Bidder must provide references for: Three other similar sized Municipalities provided the same services

Reference:_____ Contact:_____

Address:_____ Phone:_____

_____ Email:_____

Description and date(s) of supplies or services provided:_____

Reference:_____ Contact:_____

Address:_____ Phone:_____

_____ Email:_____

Description and date(s) of supplies or services provided:_____

Reference:_____ Contact:_____

Address:_____ Phone:_____

_____ Email:_____

Description and date(s) of supplies or services provided:_____

Citation Aging Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **4/8/2015 9:37:44 AM**

Includes All Dates

Somerville

Agency: **All**

Category	Current	31 - 90	91 - 1YR	1YR - 2YR	2YR - 3YR	Over 3YR	Total
<u>Massachusetts</u>							
On DMV Hold							
Number:	0	0	0	0	439	59,795	60,234
Dollar Amount:	\$0.00	\$0.00	\$0.00	\$0.00	\$44,580.00	\$3,129,632.00	\$3,174,212.00
Not On DMV Hold							
<i>With R/O</i>							
Number:	3,590	2,571	10,677	8,461	6,552	67,739	99,590
Dollar Amount:	\$151,020.00	\$158,750.00	\$623,674.00	\$500,777.00	\$384,249.00	\$2,445,921.33	\$4,264,391.33
<i>Without R/O</i>							
Number:	1,717	500	2,258	1,896	1,330	25,582	33,283
Dollar Amount:	\$71,490.00	\$29,335.00	\$115,340.00	\$90,252.25	\$62,680.00	\$867,389.25	\$1,236,486.50
<u>Out of State</u>							
<i>With R/O</i>							
Number:	163	447	1,844	1,996	1,913	56,202	62,565
Dollar Amount:	\$7,855.00	\$27,035.00	\$106,325.00	\$111,105.00	\$108,752.00	\$1,896,904.05	\$2,257,976.05
<i>Without R/O</i>							
Number:	825	148	1,184	1,288	1,533	42,591	47,569
Dollar Amount:	\$35,765.00	\$8,215.00	\$55,525.00	\$60,925.00	\$73,615.00	\$1,273,789.00	\$1,507,834.00
<u>Totals:</u>							
Number:	6,295	3,666	15,963	13,641	11,767	251,909	303,241
Dollar Amount:	\$266,130.00	\$223,335.00	\$900,864.00	\$763,059.25	\$673,876.00	\$9,613,635.63	\$12,440,899.88
<u>Summary</u>							
Active in Process:		Number		Dollar Amount			
		303,241		\$12,440,899.88			
Suspended Processing:		735		\$13,915.00			
All Others (Paid, Void, etc):		2,171,865		\$50.00			
		<hr/>		<hr/>			
		2,475,841		\$12,454,864.88			



«Insert150»

Notice of Delinquent Parking Ticket and Hearing Notice

VEHICLE REGISTRATION: «INSERT3»/«INSERT4»

VIN No: «INSERT5»

Payment of the below listed violation(s) has not been received within 21 days of issuance, therefore the fine has been increased as provided by law Chapter 90, Section 20A 1/2. Payment of the total amount due is required upon receipt of this notice. If you wish to contest the ticket(s), you must appear before the Parking Clerk personally on the date shown below. The \$5.00 late penalty will be waived for tickets contested in person. Payment received before this date will eliminate the need for you to appear. Payment instructions are listed below.

APPEAL PROCEDURE: On «Insert145» at «Insert146», please bring this notice and all pertinent documentation to support your claim to:

OFFICE OF THE PARKING CLERK
133 HOLLAND STREET
SOMERVILLE, MA 02144
TEL 311 (617-666-3311 from outside the city)

Ticket Number	Date/Time	Violations/Location	Fine	Penalty	Payment Received	Amount Due
«INSERT7»	«INSERT8» «INSERT9»	«INSERT10» «INSERT11»	«Insert12» »	«Insert13»	«Insert14»	«Insert15»
«INSERT16»	«INSERT17» «INSERT18»	«Insert19» «Insert20»	«Insert21» »	«Insert22»	«Insert23»	«Insert24»
«INSERT25»	«INSERT26» «INSERT27»	«INSERT28» «INSERT29»	«Insert30» »	«Insert31»	«Insert32»	«Insert33»
Total Due Now						«Insert6»

There are four convenient ways to pay any outstanding violation

- ONLINE www.parksomerville.com
- BY PHONE (888) 266-1348
- BY MAIL Mail this coupon and check or money order payable to the City of Somerville, PO BOX 9102, Somerville, MA 02143-9102. Write all parking ticket number(s) on the memo line. Please do not mail cash
- IN PERSON 133 Holland Street, Somerville, MA. Hours: Mondays-Wednesdays 9AM-4PM. Thursdays 9AM-7PM. Fridays 9AM-12 Noon

***Keep Upper Portion for Your Records

Detach Lower Portion and Return with Payment***

190CSPROF10374P001

allBarcode

CSPROF10
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Notice of Delinquent Parking Ticket and Hearing Notice

Mail Date: «Insert150»

Parking Ticket Issue No: «INSERT7»

VIN No: «INSERT5»

Total Due Now: «Insert6»

Vehicle Registration: «INSERT3»/«INSERT4»

«Insert150»

«IMBSerialNumber»

«IMB»

«FullName»

«AttnLine»

«Address1»

«Address2»

«City» «State» «ZipCode»-«ZipPlus4»

MAIL ALL PAYMENTS TO:

City of Somerville
Office of the Parking Clerk
P.O. Box 9102
Somerville, MA 02143-9102
=021439102026:

«INSERT149»



«Insert150»

Notice of Impending Driver's License and Registration Non-Renewal

VEHICLE REGISTRATION: «INSERT3»/«INSERT4»

VIN No: «INSERT5»

Payment of the below listed parking violations was not received within 21 days of the prior notice. WARNING: If this vehicle is registered in Massachusetts, the Registrar of Motor Vehicles will be notified not to renew your driver's license or vehicle registrations until all fines and penalties have been paid in full. Non-Renewal action of a registered owner's driver's license and motor vehicle registration is requested after at least 60 days from the date of ticket issuance have elapsed. Upon the taking of non-renewal action, each violation will be assessed a \$40.00 Registry Fee.

Chapter 90, Section 20A 1/2

If any person fails to pay any parking violation notice within twenty-one days or fails to appear in accordance with said hearing notice the parking clerk shall notify the registrar of motor vehicles who shall place the matter on record and upon receipt of two or more such notices, shall not renew the license to operate a motor vehicle of the registered owner of the vehicle or the registration of said vehicle until after notice from the parking clerk that all such matters have been disposed of in accordance with law.

Please note, if your vehicle is registered in Massachusetts, upon payment of all your citations, please contact 311 (617-666-3311 from outside of Somerville) to assist in the removal of your RMV hold.

Ticket Number	Date/Time	Violations/Location	Fine	Penalty	Payment Received	Amount Due
«INSERT7»	«INSERT8» «INSERT9»	«INSERT10» «INSERT11»	«Insert12» »	«Insert13»	«Insert14»	«Insert15»
«INSERT16»	«INSERT17» «INSERT18»	«Insert19» «Insert20»	«Insert21» »	«Insert22»	«Insert23»	«Insert24»
«INSERT25»	«INSERT26» «INSERT27»	«INSERT28» «INSERT29»	«Insert30» »	«Insert31»	«Insert32»	«Insert33»
Total Due Now						«Insert6»

There are four convenient ways to pay any outstanding violation

- ONLINE www.parksomerville.com
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- BY MAIL Mail this coupon and check or money order payable to the City of Somerville, PO BOX 9102, Somerville, MA 02143-9102. Write all parking ticket number(s) on the memo line. Please do not mail cash
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***Keep Upper Portion for Your Records

Detach Lower Portion and Return with Payment***

29CSPROF10374P002

«IMBSerialNumber»

CSPROF10
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Notice of Impending Driver's License and Registration
Non-Renewal

Mail Date: «Insert150»

Parking Ticket Issue No: «INSERT7»

VIN No: «INSERT5»

Total Due Now: «Insert6»

Vehicle Registration: «INSERT3»/«INSERT4»

«Insert150»

«IMBSerialNumber»

«IMB»

«FullName»

«AttnLine»

«Address1»

«Address2»

«City» «State» «ZipCode»-«ZipPlus4»

MAIL ALL PAYMENTS TO:

City of Somerville
Office of the Parking Clerk
P.O. Box 9102
Somerville, MA 02143-9102
=021439102026:

«INSERT149»



«Insert150»

Notice of Registry Action

If your vehicle is registered in Massachusetts, under Chapter 90, Section 20A 1/2 the Office of the Parking Clerk has notified the Massachusetts Registry of Motor Vehicles to place this matter on record for the purpose of withholding renewal of your driver's license and/or registration. Notice that each violation has been assessed a \$40.00 Registry Fee in accordance with law. Non-renewal action has already taken place. Pay immediately.

Chapter 90, Section 20A 1/2

If any person fails to pay any parking violation notice within twenty-one days or fails to appear in accordance with said hearing notice the parking clerk shall notify the registrar of motor vehicles who shall place the matter on record and upon receipt of two or more such notices, shall not renew the license to operate a motor vehicle of the registered owner of the vehicle or the registration of said vehicle until after notice from the parking clerk that all such matters have been disposed of in accordance with law.

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Ticket Number	Date/Time	Violations/Location	Fine	Penalty	Payment Received	Amount Due
«INSERT7»	«INSERT8» «INSERT9»	«INSERT10» «INSERT11»	«Insert12»	«Insert13»	«Insert14»	«Insert15»
Total Due Now						«Insert15»

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190CSPROF10374P003

«IMBSerialNumber»

CSPROF10
PO Box 1022
Wixom MI 48393-1022
ADDRESS SERVICE REQUESTED

Notice of Registry Action

Notice Date: «Insert150»
Vehicle Tag: «INSERT2»
Total Due Now: «Insert6»

Amount Enclosed: _____

«Insert150»

«IMBSerialNumber»

«IMB»

«FullName»

«AttnLine»

«Address1»

«Address2»

«City» «State» «ZipCode»-«ZipPlus4»

MAIL ALL PAYMENTS TO:

City of Somerville
Office of the Parking Clerk
P.O. Box 9102
Somerville, MA 02143-9102
=021439102026:

«INSERT149»