

ADDENDUM No. 2
RFP 849, Municipal Parking Citation Processing and Collection Services
City of Ann Arbor
Due: Thursday, May 30, 2013 by 10:00 a.m.

The following changes, additions, and/or deletions shall be made to the Request for Proposal for Municipal Parking Citation Processing and Collection Services, RFP No. 849, on which proposals will be received on or before 10:00 A.M. Thursday, May 30, 2013 by 10:00 a.m.

The information contained herein is being provided in advance of the Pre-Proposal Meeting to assist potential respondents in the review of the RFP. This Addendum includes 4 pages.

Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

Questions and Answers

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Additional Q&A may be issued after the scheduled Pre-Proposal meeting.

Please provide the City's current late notice and late fee schedule indicating the timing and fine amounts of each action?

The notice schedule is detailed out on page 12 of the RFP. The next page contains the parking fine schedule:

CITY

C O D E	V I O L A T I O N	I F P A Y M T R E C 'D B Y E N D N E X T B U S. D A Y	F I N E	A F T E R 1 4 D A Y S	A F T E R 3 0 D A Y S
1	EXPIRED METER	10.00	20.00	40.00	60.00
2	PARKED OVER LEGAL LIMIT	25.00	35.00	55.00	75.00
4	NO PARKING ANY TIME	25.00	35.00	55.00	75.00
6	NO PARKING M TO M	25.00	35.00	55.00	75.00
7	NO STOPPING OR STANDING	25.00	35.00	55.00	75.00
8	LOADING ZONE	35.00	45.00	65.00	85.00
9	BUS STOP	25.00	35.00	55.00	75.00
10	TAXI STAND	25.00	35.00	55.00	75.00
11	NO PARKING FOOTBALL DAYS 8 A.M. TO 8 P.M.	25.00	35.00	55.00	75.00
12	LAWN EXTENSION	25.00	35.00	55.00	75.00
13	AHEAD OF SET BACK LINE	25.00	35.00	55.00	75.00
14	DOUBLE PARKING	40.00	50.00	70.00	90.00
15	WITHIN 15 FT. OF FIRE HYDRANT	40.00	50.00	70.00	90.00
16	PARKED ON WALK	40.00	50.00	70.00	90.00
17	LEFT TO CURB	40.00	50.00	70.00	90.00
19	NO PERMIT CITY LOTS	25.00	35.00	55.00	75.00
20	BLOCKING DRIVEWAY	25.00	35.00	55.00	75.00
21	BLOCKING CROSSWALK	25.00	35.00	55.00	75.00
22	BLOCKING ALLEY	25.00	35.00	55.00	75.00
23	BLOCKING TRAFFIC	40.00	50.00	70.00	90.00
24	BACKED INTO STALL	25.00	35.00	55.00	75.00
25	ABANDONED VEHICLE	40.00	50.00	70.00	90.00
26	NO PARKING STREET MAINT. 7:00 A.M. TO 3:30 P.M.	40.00	50.00	70.00	90.00
27	HANDICAPPED	115.00	125.00	145.00	165.00
28	OVER 12 INCHES FROM CURB	25.00	35.00	55.00	75.00
29	OTHER	25.00	35.00	55.00	75.00
31	IMPROPER PARKING	25.00	35.00	55.00	75.00
32	MOTORCYCLES ONLY	25.00	35.00	55.00	75.00
34	PARKING UPON OR ACROSS LINE	25.00	35.00	55.00	75.00
37	NO PARKING FIRE LANE	40.00	50.00	70.00	90.00
41	PRIVATE PROPERTY PARKING	25.00	35.00	55.00	75.00
42	NO PARKING IN DRIVEWAY	25.00	35.00	55.00	75.00
43	SNOW REMOVAL	115.00	125.00	145.00	165.00
44	ODD/EVEN PARKING	115.00	125.00	145.00	165.00

How many named end-users from the City's staff will require access to the vendor's backend system for parking citation processing?

30-35 individual users although I would expect not concurrently.

How many locations and how many workstations at each location will require access?

All numbers are approximations reflecting the current environment plus any anticipated needs:

- 16 workstations spread across 3 floors of City Hall.
- 3 workstations in our Court/Municipal Center building.
- 5-6 workstations in our City/County police dispatch offices.
- 1 workstation in our Community Standards Offices.
- 1-2 workstations at the University of Michigan
- 1 workstation at our Downtown Development Authority offices.

At how many physical locations will mobile citation writing devices be kept and how many mobile citation writing devices at each location are required by the City?

As stated on page 19 of the RFP, a minimum of 23 functioning units must be onsite for use at all times. 13 units should be available for Community Standards officers at their location and 10 units should be available for University Staff at their location.

How many manual citations have the City and University issued in total in 2010, 2011 and 2012?

We don't have specific information reporting on manual citations. The only staff who may issue handwritten or manual citations are City Police officers who would not have access to a mobile device to issue the citation.

Does the City require the vendor to supply ticket books for manual citations? If so, please clarify the number of copies required for each manually written ticket.

Yes. 2 copies.

How many appeal received notices has the City and all other issuing entities sent each year in 2010, 2011 and 2012?

This question seems a bit unclear. We have worked nearly 14,000 appeals of parking citations since January, 2012 when we began tracking our appeals in detail.

RFP Page 22-"Reduce outstanding fines until a pre-determined date."

Please describe this process and what the City's goals are in taking this action. Is this process/action taken on each citation as a review is requested?

Depending on the circumstances of an appeal, we may decide to reduce the outstanding fines on a citation(s) if the customer pays within a specific period of time. If the customer does not pay within the time specified, the citation(s) should return to the normal fine schedule. The City's goals in taking this action are to allow the referees some flexibility in their decision making process.

How many partial payment notices has the City and all other issuing entities sent each year in 2010, 2011 and 2012?

We do not track this information.

Is the City seeking a new over-the-counter cashiering solution, including cashiering workstations? If so, how many and at what location(s)? If the City wishes to retain its current cashiering system, please describe that system or other form of over the counter payment acceptance it may be using, including any equipment and software that may be involved.

The City currently accepts over-the-counter parking citation payments. Our current parking citation software allows us to accept these payments directly into the system and prints a receipt from a provided receipt printer. These receipts are entered into our financial system at the close of each day in summary for balancing purposes. The City is not seeking a new over-the-counter cashiering solution. The City currently uses CDI for parking citation software and processing services and New World Systems as the financial system/point of sale system.

Please provide the number of late notices sent by each type for each year 2010, 2011 and 2012

We do not track this information

Please clarify whether the City or the vendor will be responsible for generating and sending the Writ of Execution for unpaid citations every 45 days.

Our current vendor is responsible for sending the writ to our Community Standards Supervisor who will work with our City Attorney's office to get it recorded with the court.

What is the amount the City allows to be assessed to a citation for Non-Sufficient Funds (NSF) Check Notice?

25.00

Scope of Work, System Reliability Testing, p. 16:

Could the City please clarify how the 99% is calculated – it is measured daily or over the entire 14-day period?

It should be calculated over the entire 14 day period.

Same question for System Operational Use Time and Response time – are they measured daily or monthly?

Monthly.

Scope of Work, System Implementation, p. 15

Item #1 – Could the City please clarify whether the last word is meant to be “City” rather than “Contractor”?

Yes, it should read “City.