City of Portsmouth
Portsmouth, NH
Addendum #1
RFP 37-18
Parking Citation Management System
Issued:  January 11, 2018

This Addendum forms part of the original document marked: RFP 37-18 Parking Citation Management System.

**The following questions have been asked and answered.**

- [*Vendor must have five (5) years of active experience in working directly with the New Hampshire Division of Motor Vehicles (DMV) for processing registration requests*]  We have direct integrations with CT, MA and NY to name a few but not with NH. We have access to NH through a third-party vendor. Would this suffice to meet the requirements of the RFP?
    - The City will consider relevant experience and relationships.  However, the prospective vendor's relationship with NHDMV is of paramount importance, and will be weighed heavily.

- What are the city's own portable tablet devices? Are they Android or iOS?
    - Android.

- Should we be chosen, we would need to order equipment, the delivery time is approx. 6 weeks; would this be acceptable?
    - Yes, provided active communication throughout the process.

- Does the City have their own DMV access or do you expect the chosen vendor to supply this access.
    - This will be a vendor-provided element.

- Most of our enforcement clients are in Canada, are they acceptable for references?
    - Yes.

- If the city expect monthly invoices rather than upfront or annual costs, how long to you expect the contract to last?
    - The City anticipates a 3-year contract, with up to 3 1-year options at the City's discretion

- How many enforcement personnel do you have in the field at once (or how many hand held systems do you need)?
    - Five-with the expectation that this number will increase.

- How many back office/administrative users will you have?
    - Five.

- Is the city willing to overlook the [*Vendor must have five (5) years of active experience in working directly with the New Hampshire Division of Motor Vehicles (DMV) for processing registration requests*] requirement if we have similar experience elsewhere?
  - The City will consider relevant experience. However, the prospective vendor's relationship with NHDMV is of paramount importance, and will be weighed heavily.

- Whether companies from Outside USA can apply for this? (like, from India or Canada)
  - All prospective vendors are encouraged to bid. A vendor's ability to provide local support will be a factor.

- Whether we need to come over there for meetings?
  - It should be reasonably anticipated that meetings may follow the submission of bids on 1.17.18.

- Can we perform the tasks (related to RFP) outside USA?
  - All prospective vendors are encouraged to bid. A vendor's ability to provide local support will be a factor.

- Can we submit the proposals via email?
  - Submission requirements are outlined in the RFP document.

- Current Vendor pricing
  - Each respondent vendor is encouraged to outline their proposal as delineated in the RFP document, and relay pricing appropriate to their product offerings.

- Current contract with Vendor
  - Currently on 3 month renewals.

- The previous RFP that resulted in the current contract, and the Vendor's response that led to the award of the current contract.
  - The RFP that resulted in the contract with T2 can be found on the City's website under the purchasing tab: https://www.cityofportsmouth.com/finance/purchasing-bids-and-proposals. It is RFP 45-07: http://files.cityofportsmouth.com/finance/bids/45-07.pdf. T2's proposal, if still available, would not be readily accessible because of the passage of time and require review of old files. The City does not believe the proposal will inform the proposal process and will not proceed to search for it absent a right-to-know request.

- Does the City have a preferred submission format?
  - Please refer to the RFP document: 'Proposal Requirements'.

- Does the City prefer an automated process for delinquency notice generation and sending?
  - Yes. This will be a vendor-provided service.

- What percentage of citations issued are in-state? Out-of-state? Can the City provide a breakdown of this by year for the past three (3) years?
  - 2015:   In State          Out of State       Total

|  | 26,537 | 17,032 | 43,569 |
|  | 60.91% | 39.09% |  |

- o **2017**

| 2016 | In State | Out of State | Total |
|------|----------|--------------|-------|
|  | 28,432 | 18,931 | 47,363 |
|  | 60.03% | 39.97% |  |

| 2017 | In State | Out of State | Total |
|------|----------|--------------|-------|
|  | 27,725 | 18,683 | 46,408 |
|  | 59.74% | 40.26% |  |

- Can the City provide a breakdown of citation payment by type? For example, what percentage of citations are paid online, in-person, and via mail?
  - o 35% Credit on line
  - o 23% Lock Box (mail in)
  - o 41% in person

- Please clarify if you are asking the vendor to provide a call center for violators to call with questions
  - o Yes.

- To determine project scope of integrations, can you provide any details on the proposed integrations? Are these real-time, or flat file/batch processes?
  - o Each respondent vendor is encouraged to offer their best possible product, including whether or not any associated integrations are in real time or batched at a pre-determined interval. If multiple types of integration are possible and the costs differ, please provide details.

- What is the file format of the data to be provided for conversion?
  - o - Superion - ASCII pipe delimited
  - o - Invoice Cloud - proprietary ASCII file pipe delimited
  - o - SHMS - multiple options - ASCII, XML, XML (SOAP), ODBC

- In order for the bar scanner to read MA inspection stickers, would Portsmouth provide integration specifications or would vendor need to work through DMV.
  - o It is anticipated that the vendor would work through the DMV.

- [RFP] Mentions lockbox for mailed in payments. Does Portsmouth already have a payment processing company they work with or will the vendor need to provide a service? If Portsmouth already has a company they work with, can you share the name of that vendor?
  - o Portsmouth currently uses a lockbox system. The preference is for the vendor to perform these tasks.

- Please describe what data elements are to be converted, how many tickets and how many years' worth of data?

- The City anticipates conversion of relevant data from the current T2 system. Ticket counts are listed above. Vendor is encouraged to recommend the number of years based upon its industry expertise and experience with aged account collections.

- Does the City require images and attachments to be converted as well?
    - Yes.

- Please explain monthly invoicing. Does the City want to pay off the contract amount monthly or requesting a subscription pricing model?
    - City is open to either model. Each vendor is encouraged to submit offerings under its preferred model, pricing its offerings accordingly.

- Is the City asking for an online permit sales module?
    - Yes.

- Is the anticipated integration date a requirement for this proposal? Is it expected that the system will be implemented, data converted, and all integrations developed by February 28th?
    - The February 28th date reflects the City's desire to implement a complete program within a reasonable timeframe. Prospective vendors should provide a schedule that is commensurate with its ability to develop, implement and troubleshoot a complete program, and provide that timeline with its submission.

- Proposers are to acknowledge this addendum within their proposal. Failure to do so may subject a proposer to disqualification.
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- End of Addendum 1