Below are questions posed and answers provided to the best of our ability relating to the RFP 45-07 Parking Enforcement & Violations Management.

Answers are in red following text.

Question 1: According to the published budget for the City of Portsmouth, NH, anticipated revenues from parking violations for the fiscal year 2007 are $1,055,000.00. That about $88,000 per month. According to your web site, your average ticket is about $20, say, them the number of transactions per month is (1,055,000 divided by 12 divided by 20) is about 4400, or 150 per day. Assuming 1.5 transactions related to payment or other resolution of ticket, then average 375 transactions per day. For planning, we should probably assume a maximum of 600 in any single day. Can you confirm these numbers/assumptions?

Our maximum daily ticket rate would normally not exceed 500. The budget numbers take into account late fees and other associated fees.

Question 2: In Hosting Options there are (a) a totally hosted (transparent to City how hardware is configured), and (b) City owned hardware housed at a Tier 1 facility. Our question is, Are you intested in option B?   If so, proposed solution (which would probably apply to hardware in Portsmouth configuration), assumption is for a firewall/load balancing front end and two (2) mirrored servers.

We are willing to look at any options proposed. If choosing a hosted solution, we are not interested in option B.

Question 3: If hosted solution is selected, do you require any special Internet communications security such as VPN? [We assuming this site would be HTTPS totally, otherwise.]

Yes. HTTPS should be sufficient in most instances. However, please see answer to #5.

Question 4: Our 24x7x365 monitoring/telephone/tech support is local to the host location, but in an emergency, technicians may have to be dispatched by wireless to appropriate facility to effect repairs which require physical presence. Is that acceptable?

I don't see any problems with that as long as support can be rendered when needed.

Question 5: Would you confirm that this system is not to interface with any other City operated applications, but will be accessed through their Municipal PC network, and thence Internet where appropriate?

This is not accurate. We may want ODBC access to the data to allow an interface with other applications within the City. We are not expecting your application to directly access any data in one of the City's applications. Please advise what is available. This may also impact the answer to #3.

　　　　1) How many garages do you have for this project? One What is their sizes? 900 spaces
　　　　2) How many street parking spaces do you manage? ~865 Are there different rates
for different time of the day? No
　　　　3) What is the maximum parking time limit? Majority is two hour with roughly 100 4-hour spaces
　　　　4) Would you consider step up rates instead of ticketing and judicial
process if maximum limits are exceeded? Possibly - we are interested in hearing your proposal
　　　　5) In your local hosting scenario, do you wish to have dedicated
hardware/software for parking program or shared?
　　　　6) Would you like other service integration (existing parking and planned
parking) of the same IT infrastructure in the
　　　　　shared mode?

7) How would the service integration (database services) work in the ASP scenario?

9) What kind of system configuration you will prefer such as SOCKETS, VPNs,
Database licensing, storage and bandwidth?

10) In an ASP mode, would you share equipment for redundancy?

8) We will be interested to show you a demo of the application to the
evaluation committee via a web conferencing -   would you entertain such
ideas? Yes. In regards to questions 6-10: we are interested in
looking at any proposals that will make our system work more
efficiently. If you have a system that is unique and would like us to
look at it, make a proposal. We are not locked into any ideas at this
time and will welcome any proposal that helps our operation.

Questions for RFP #45-07

1.   Can we get MS Word copies of the required forms for proposal submission? YES

2.   Can we get a sample of the current manual and electronic citations as applicable)? YES

3.   How many citations were issued annually over the past five (5) years? ~65,000

4.   What has been the City's revenue from parking citation collections over the past five years? ~$925,000 annually

5.   Does the City expect growth in issuance volume (numbers of citations & revenue)? If so, what are the City's expectations? NO

6.   Does the City currently use a secondary collection program? NO

7.   If so, who is providing this service today and what are the terms of the agreement? N/A

8.   If not, would the City be interested in this type of program to help further enhance its revenue recovery? NO

9.   What is the City's current estimated revenue recovery rate for the overall program?   What is the contribution from secondary collections, if applicable? 95+%

10.   Is the City willing to outsource any or all of its current services to a single solution provider including: NO
      ▪ citation processing,
      ▪ DMV interface (registered owner name & address, registration holds/non-renewals),
      ▪ Notice generation, printing, mailing, return mail handling,
      ▪ customer service (correspondence, phone calls, appeals, etc.)
      ▪ lockbox service (payment handling, endorsements, deposits, etc.)
      ▪ data entry (manual citations)?

11.   How many vehicles the City Boot each year? What is anticipated for the future? ~400. NO CHANGE ANTICIPATED

12.   Please describe the Boot program including who performs the service, what fees are associated with the process, how does this interface with towing. IN HOUSE; $50, TOWING AFTER 24 HOURS WITH BOOT ON

13.   How many vehicles the City Tow each year? What is anticipated for the future? ~5, NO CHANGE ANTICIPATED

14.   Please describe the Tow & Impoundment program including who performs the service, what fees are associated with the process, how payments are made to release a towed vehicle, and how impounded vehicles are disposed if debts are not cleared. CITY DOES NOT GET INVOLVED WITH THE POST-TOWING PROCESS

15.   Does the City use electronic handhelds today? If so, what make, model & how many? EPSON HH30'S; 5

16.   On what work shifts would the City anticipate performing parking enforcement duties? 9AM – 7PM

17. Would the City be interested in implementing a Web or IVR payment solution as a method of payment convenience to citizens? NOT PLANNING TO IMPLEMENT AT THIS TIME, BUT MAY BE OPEN TO THE IDEA IN THE FUTURE

18. What percent of parking citations does the City anticipate will continue to be issued manually? 1% OR LESS

19. What is the average fine for violations? $10

20. What types of violations occur most frequently? EXPIRED METER

21. How many late fees are applied to unpaid citations? At what intervals after the issue date? ONE, AFTER 30 DAYS

22. Can you describe, is some detail, the City's fine escalation program for repeat/habitual offenders? Including how long prior citations used for increased fine rates. 20 OR MORE TICKETS PER YEAR RESULTS IN $25 FINE IN ADDITION TO THE FINES ISSUED AFTER THE 20TH.

23. How does the City expect to handle fine escalation for manually issued citations (e.g. are they excluded or included)? INCLUDED

24. What percent of citations are issued to in-state vehicles? 75%

25. How many permits of each type are currently issued each year? N/A

26. What is anticipated for the future in terms of permit volumes? UNKNOWN ATT

27. Is there a planned expiration date/program to help manage addressing permit volume renewals? If so, what is that schedule? N/A

28. How many Late Notices does the City issues for each unpaid citation and at what intervals? 2 NOTICES, ONE AT 33 DAYS AND ANOTHER AT 60+ DAYS

29. How many Late Notices does the City issue each year? 18,000

30. How many Boot/Tow Notices does the City issue each year? 400

31. What kind and how many other notices are issued per year? N/A

32. Does the City provide for and use drop boxes for citizen payments? YES

33. Please describe the process details and requirements for addressing contested citations including affidavit requirements, special fees, etc. IN HOUSE WRITTEN APPEAL / 20 DAYS FROM TICKET ISSUE / NO FEES

34. Does the City utilize signage to control time-limit zones within the City? e.g 2 hour, 4 hour, etc. If so, where and for what durations? YES, 15 MINUTE, 2 HOUR AND 4 HOUR

35. Are unpaid citations reported to a state agency for Registration Hold/non-renewal? If so, how many per year; are notices issued? NO

36. Does the City anticipate a cashiering work station to be supplied? If so, what components are required, how many and where will they be deployed? NO

37. When contested citations move to a hearing process, please describe how they are to be disposed of within the citation management system and where the revenue flows. IN HOUSE

38. What percent of citations are estimated to be paid at walk-in cashiering locations (per year)? 20%

39. Can the City provide the following statistical information:

    Citations paid off the Windshield: ~67%
    Citations paid after first Late Fee: 30%
    Citations paid after second Late Fee: xx%

Citations paid after third Late Fee: xx%
Citations paid in Collections: xx%
Citations voided or dismissed: 2%
Citations never paid: 1%
                                            100%

40.   How many named users does the City anticipate will need access to the system (including Cashiers)? 11

41.   How many named users does the City anticipate will need access to Crystal Reporting services? 3

42.   What specific cashiering equipment does the City use today? TICKETRAK

43.   How many walk-up cashiering locations does the City have in place today and how are they equipped (PC, Cash Drawer, Display Pole, Credit Card reader, Bar code reader, Receipt printer, report printed, etc? ONE, PC, CASH DRAWER

44.   How many payments are made at the current cashiering locations (annually)? 20%

45.   Does the City take additional payments at these same locations (e.g. Tax Bills, Permits, other)? YES, METER BAG RENTAL, GARAGE LEASE AND PARKING VALIDATION PACKETS

46.   Is the City interested in the vendor prescribing new cashiering equipment for full integration? MAKE PROPOSAL

47.   Who is the City's current lockbox services provider? What specific services to they provide? CITIZENS BANK

48.   Would the City be interested in a third party lockbox services provider as part of an overall integrated solution? (Please clarify the following statement from the RFP – **"Approval by the City of Portsmouth is necessary, including third party lockbox approval."**)   THE CITY WILL APPROVE THE THIRD PARTY LOCKBOX PROVIDER

49.   How many customer service related calls does the City receive today? 25+ PER DAY

50.   How many contested citations/appeals calls/correspondence does the City receive annually? ~2,600

51.   How many pieces of correspondence does the City receive annually? Unable to determine accurately.

52.   Will the City's ensure the current vendor work with the selected vendor to accommodate timely & accurate conversion of existing citation data? We will make every effort to ensure a smooth transition.

53.   How many years of data does the City anticipate will need to be converted? 14+ years

54.   Please indicate all office locations where City personnel perform their services. (e.g. central/multiple parking enforcement officer sites, Parking Administrators office, Director of Parking office, Finance, Boot Crew office, Tow Lot, other). Connie Bean for Parking Enforcement Officers, City Hall for the Parking Clerk's Office, Public Works for the Parking Manager.

55.   Will the City continue to use manual parking citations? If so, how many manual citations will be issued annually? And, will the City assume responsibility for the corresponding ticket books? Manual citations are utilized by the Police Department, so they will still be used. Less than 500 per year.

56.   Why did the City issue an RFP? We are hoping to upgrade our current Violations Management system and are seeking to receive proposals that will help us to operate more effectively.

1. Pg 16 of the spec...
Your spec calls for an "integrated field printer" as well as "...vendor
will supply any necessary peripheral equipment to interface to the host
system or handheld devices; such as color camera."

Is the City's preference a one-piece ticket-writer? Will the city
consider a handheld (with a separate printer-Bluetooth wireless
connection) that has much greater image quality? Is it safe to assume
that low light pictures are a necessity?

We currently use a one-piece but are willing to try two-piece systems. Low light pictures are a necessity, so a better image quality would be preferred.

2. Are there any specific interfaces to/from other city systems at this time?

Not at this time.

1) How many end users need access to the backend parking ticket software application? Four

2) What is the City's current collection rate on parking tickets? 95%+

1)   Is the City looking to purchase a software system that they will own or are you willing to consider an outsourced solution where the pricing/ fee is based on either a percentage of total parking ticket collections or a per ticket issued fee? (Please note that this solution will cover every need outlined in the RFP)

We are examining all options available

2)   How many parking tickets were issued in the City in both 2005 and 2006?
~65,000 tickets per year. Revenue ~$925,000 per year.

3)   Can you provide the total revenue generated from parking tickets for both 2005 and 2006?

4)   Page 12 of the RFP, letter "F", discusses Parking Permits:
   a.   How many permits are issued on an annual basis?
   b.   How many types of permits are issued?
   c.   Can you provide samples of your current permits?
~600 per year, garage proximity cards

5)   Page 14 of the RFP, letter "J", third paragraph states that "the system must utilize Crystal Reports for processing standard and ad-hoc reports." Is Microsoft Access an acceptable alternative to Crystal Reports?
Yes, as long as it can interface with archived records

6)   Page 14 of the RFP, letter "K" discusses the proposed system's ability to interface with external applications. Can you provide a list of these applications?
Email, DMV records (if possible)

7)   Page 16, Section II, "Handheld Ticket Writers" states the "vendor must also supply all required ticket stock, and other miscellaneous supplies that are necessary for system operation." Can you provide samples of all <u>current</u> tickets (handheld and handwritten), and forms that will be required from the successful vendor?
Yes

8)   Do you have any additional equipment needs that you would like addressed as part of this RFP such as cash drawers and receipt printers for processing payments? If so, how many of each?
No

9)   Is the City looking to purchase a software system that they will own or are you willing to consider an outsourced solution where the pricing/ fee is based on either a percentage of total parking ticket collections or a per ticket issued fee? (Please note that this solution will cover every need outlined in the RFP)

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10)   How many parking tickets were issued in the City in both 2005 and 2006?
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Yes

16) Do you have any additional equipment needs that you would like addressed as part of this RFP such as cash drawers and receipt printers for processing payments? If so, how many of each?

No