

**City of Portsmouth
Portsmouth, New Hampshire
Parking Division
12.11.2017**

**REQUEST FOR PROPOSALS
Parking Citation Management System**

The City of Portsmouth, NH is seeking proposals to provide a Parking Citation Management System. Sealed Proposals plainly marked 'RFP #37-18 Parking Citation Management System' on the outside of the mailing envelope, addressed to the City of Portsmouth Purchasing Department: 1 Junkins Avenue, Portsmouth, New Hampshire 03801 will be accepted until 2:00 pm Wednesday, January 17th 2018.

The City of Portsmouth is seeking a complete outsourced solution, and each vendor's proposal must include a detailed plan of the software and other services to be developed for the City. The City generates approximately 50,000 parking violations per year at a total dollar value of approximately \$800,000. The existing processing and collection system used by Parking Enforcement and Finance is T2 Systems T2 Enforcement, and deploys Casio Model IT-9000 devices for the electronic issuance of citations.

The chosen vendor will be required to provide all hardware and software, data entry of handwritten citations, payment processing, customer service for telephone inquiries, notices, reports, conversion of master files, and other items as specified herein. It is expected that all services be successfully implemented within thirty (30) days of the City entering into an agreement with the selected vendor.

The proposed solution should ideally integrate with the current financial software (Superion eFinancePlus), the online payment center (Invoice Cloud), a cash receipting and management software (Stone Hill Municipal Solutions). The City seeks a vendor with a well-tested software package and demonstrated ability to deliver upgrades, provide training and deliver support. Previous experience with government municipalities is required.

All proposals submitted must be valid for at least ninety (90) days from the proposal due date in order to be considered.

METHOD OF AWARD & VENDOR QUALIFICATIONS

The City will be taking into consideration factors other than cost in its evaluation process. Additional criteria will include but not be limited to the following:

- Overall reputation of the vendor
- Ability of the vendor to provide each of the services outlined in this RFP
- Favorable reference checks
- A minimum of five (5) active clients in the Northeast for the same scope of services detailed herein
- Overall financial position of the vendor and its stability/ability to provide specified insurances
- The number and scope of any conditions included in the vendor's proposal
- The accessibility of the vendor's staff to City staff
- Quality of lightweight handheld units offered to the City along with simplicity of use. Replacement units must be available the next business day

- 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
- Vendor must have five (5) years direct contract experience with neighboring state DMVs
- Vendor must not have been terminated from a similar contract in the past five (5) years

Proposal specifications may be obtained from the City's web site at <https://www.cityofportsmouth.com/finance/purchasing-bids-and-proposals> or by contacting the Purchasing Coordinator at the above address, or by calling the Purchasing Coordinator at 603.610.7227. Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website under the project heading.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it may deem to be in the best interest of the City and to negotiate the terms and conditions of any proposal leading to execution of a contract.

The City retains the right to request selected vendors to demonstrate their product. These product demonstrations will be held on City premises.

Questions may be directed to Benjamin Fletcher, Parking Director, in writing at bmfletcher@cityofportsmouth.com. Questions accepted until 2:00 pm Wednesday, January 10th 2018.

INTRODUCTION

Purpose

The City of Portsmouth is requesting proposals to provide a Parking Citation Management System for the City's Parking Division. This system shall accurately and efficiently accommodate all current City Citation processes and procedures. The City seeks a vendor with a well-tested software package and demonstrated ability to deliver upgrades, provide training and deliver support. Previous experience with government municipalities is mandated.

Background

The City of Portsmouth, settled in 1623, is a seaport community located on the Piscataqua River with a resident population of 21,463.

The Parking Division, under the Department of Public Works, provides Parking Management and Enforcement Support to greater downtown Portsmouth. It has 32 employees responsible for the management of the garage and meter systems, parking enforcement, citation issuance, processing, collection, adjudication and reporting functions. Parking meters are read throughout each day by a team of Parking Enforcement Officers, who are responsible for issuing common parking citations. Citations total 50,000 annually, with collections of roughly \$800,000.00.

Scope of Services

The City desires a Parking Citation Revenue Management System. The system must be flexible enough to permit modifications and enhancements in response to future requirements. The City seeks a system that includes development tools that will enable it to meet future needs (such as new legislative mandates and

City ordinances) without becoming heavily dependent upon programmer consultants. A complete package of citation issuance, processing, collection, reporting and hardware and software maintenance is required.

The chosen vendor will deliver, install, and integrate the necessary handheld hardware and software components with the proposed parking citation revenue management system to achieve a fully functional, automated application. The vendor must also offer total system support for the system application and the handheld citation-writing hardware and software under a single comprehensive maintenance and support program. During the term of the maintenance and support program, the vendor must provide scheduled new releases of handheld and communications software. The vendor must also provide any system enhancements/upgrades at no additional cost (unless requested by the City and beyond the agreed upon scope). Technical support and assistance must be available Monday through Friday, except City recognized holidays.

Components required (except as noted):**

Handheld Devices

- Provide and/or recommend leased or purchased handheld devices with integrated field printers, or optional detached portable printers, and all items and software necessary to interface to the host system. **The City retains the option to supply its own portable tablet devices. Vendor must also supply all required citation stock, peripherals and other miscellaneous supplies that are necessary for system operation.
- Allow automated, real-time transfer and upload of citations issued by hand-held citation-writing computers to the system.
- Must include Integrated bar code scanner for improved scanning ability of MA inspection stickers as well as validating barcoded permits

Parking Citation Revenue Management System

- The system must allow the users (city employees) to enter parking citations via the system's user interface and/or via automatic upload from the handheld devices. Through the use of ad-hoc queries, users must be able to search for, view and print citations. All information normally associated with a specific citation must be included, including but not limited to: Citation Number, License Plate/Yr./State or Province, Meter Number, Date and Time Issued, Officer Code, Location Code (including Zone, Lot/street ID, Block Number and meter/space number as applicable), Violation Code, and Vehicle ID Information, including Make, Model, Color, Chalk Time, VIN #, office notes and audit trail/history.
- Must have the ability to accommodate detailed status and financial data and offer the ability to modify entries such as fine amount, late fees, administrative holds, and adjustments to the status of a citation including void, contest, uncollectible, write off, etc. Must have ability to track all changes and adjustments made to a citation or to a specific individual, date and time.
- Ability to record counter payments, imported payments, web payments, or mail-in (lockbox) payments.
- Ability to enter payments before citation information has been imported from handheld citation writers and then have the information automatically synced when the citation is later uploaded from the handheld citation writer. Ability to defer a citation from accruing late penalties and

receiving notices.

- Have the ability to track and define scofflaws and download scofflaw information to handheld citation units. Create scofflaw files based on the citations associated with a vehicle/owner. The system should automatically remove the active scofflaw flag if the vehicle no longer meets the scofflaw requirements.
- Vendor will be responsible for in-state and out of state registered owner name/address/DOB retrieval from the DMV.
- Notice and Letter Generation - Automate correspondence processing, including standard and custom notices and letters. The management system must allow the user to print a single letter for all applicable citations, or to "batch" print letters for all applicable citations, vehicles or customers when user-defined conditions are met. Generate and print notification letters while maintaining an audit trail within the application. Direct access to letter history should be provided as well as storing a copy of the letter in the history. Vendor shall provide an option for the printing and mailing of all delinquent violation notices on City of Portsmouth official letterhead.
- Report Generation - The system must be capable of producing pre-defined reports concerning citation generation and collection activity. Provide a user-friendly reporting system capable of creating daily, monthly, quarterly, annual, date specific, and data specific reports as needed by management and/or auditors, and in addition, has a standard directory of useful reports for system analysis, problem resolution, overall efficiency, etc.
- Data Import/Export- The software must be capable of creating file formats (e.g. ASCII files) that readily facilitate and accommodate data import/export between all aspects of the parking management system and external agencies or departments.
- Provide online citation inquiry access for citizens, offering and encouraging online payment.
- Provides database backup & off-site security.
- Offers pay-by-phone service.
- Vendor software must provide a parking permit model, with the ability to download permit information to the handheld units.

Pricing proposals should have no upfront cost or fees to the City of Portsmouth at the time of installation. Invoicing is to occur monthly.

The vendor will create an Implementation and Conversion Plan, and will:

- Provide project management and planning
- Provide equipment recommendations, configuration, and installation
- Furnish and deliver documentation
- Develop training plan, train, and deliver course materials
- Furnish and deliver interface and functional system requirements
- Perform current data conversions
- Install, integrate, test, and implement the system
- Provide total system support for the application and the handheld citation-writing hardware and software under a single comprehensive maintenance and support program

Proposal Requirements

Qualified vendors interested in submitting for this RFP should submit the following information:

1. Provide an original, signed cover letter stating your interest to work on this project.

2. Qualifications of the vendor and staff proposed, as well as key team members identified to work on this project. This can include resumes of staff as well as any recommendation letters received for past projects.
3. Provide a list of at least five (5) complete references with full contact information, municipal governments required. The City will contact one or more of your references as part of the selection process.
4. Discuss how your organization will analyze and prepare to implement a Parking Citation Management System for the City and a target date.
5. Include other information that vendor may deem helpful to the City's evaluation of the product.
6. In a separate sealed envelope clearly marked on the outside 'RFP #37-18 Parking Citation Management System' provide a summary of your costs to perform the Scope of Services outlined above and to include a separate line item pertaining to ongoing support costs.
7. Each vendor shall remit 4 copies of its proposal. Proposals shall be submitted to the City of Portsmouth Purchasing Department, 1 Junkins Avenue, Portsmouth NH 03801 no later than 2 pm Wednesday, January 17th 2018. Proposals shall be identified prominently as follows: 'RFP #37-18 Parking Citation Management System'.

Financial Obligation

The City of Portsmouth anticipates appropriating funds for the purchase and maintenance of a Parking Citation Management System. All funds made available for the project shall be at the sole discretion of the City of Portsmouth and subject to annual appropriations. The Consultants are expected to stay within a project budget and adjust their work products accordingly.

Project Schedule

EVENT	DATE	TIME
Issuance of RFP	Monday, December 11 th 2017	
Final Questions Due	Wednesday, January 10 th 2018	2:00 pm
RFP Proposals Due	Wednesday, January 17 th 2018	2:00 pm
Vendor Selection	Wednesday, January 31 st 2018	
Anticipated Integration	Wednesday, February 28 th 2018	

Process

A committee will review the proposals. Proposals will be evaluated based on the following criteria:

- Functionality of the software to meet the Parking Division's needs
- Integration with existing required software
- Implementation, support and training services
- Demonstrated stable, consistent product operation
- Qualifications of the vendor and staff
- References

The City reserves the right to obtain clarification of any point in a vendor's proposal or obtain additional information necessary to properly evaluate a proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of the vendor's proposal.

Vendors who submit qualifying proposals may be asked to interview and demonstrate their product. The vendor must have an established reputation for reliability and quality performance implementing and supporting the proposed software. If a vendor is selected to demonstrate its product, it should be prepared to provide a history of the company, including identifying past and pending litigation.

The solvency of vendor is a concern for the City. If requested, vendors must submit an audited financial statement from a nationally recognized accounting firm from the most recent fiscal year. The City is prepared to maintain the confidentiality of the financial statement to the extent permitted by law if requested by the vendor, provided the statement is clearly marked confidential. Financial statements designated confidential will be returned at the completion of the selection process. Failure to submit such a statement may result in the rejection of a proposal.

The City will attempt to negotiate a contract with the highest-ranked vendor. If a satisfactory contract cannot be reached, the City may proceed to the next ranked vendor, or exercise any of its reserved rights.

Reservation of Rights

The City reserves the right to undertake such investigation as it deems necessary to evaluate the qualifications of the vendor and to evaluate the proposal submitted. Vendors may be requested to execute releases for information. Failure to provide a release upon request will result in disqualification.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies and to accept any proposal that it may deem to be in the best interest of the City and to negotiate the terms and conditions of any proposal leading to execution of a contract.

Miscellaneous Instructions and Information

Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website at <https://www.cityofportsmouth.com/finance/purchasing-bids-and-proposals> under the project heading. Addenda and updates will NOT be sent directly to firms. Vendors submitting a proposal should check the website daily for addenda and updates after the release date. Firms should print, sign and return addenda with their proposal. Failure to do so may result in disqualification.

Questions may be forwarded to the Parking Director at 603.766.1456 or by email at bmfletcher@cityofportsmouth.com, until 2:00 pm Wednesday, January 10th 2018.

Proposals submitted will be maintained confidentially only until the City reaches a contract with a vendor or the City cancels/rejects all proposals. Thereafter, proposals are available for public inspection. In the event that a vendor desires to submit information confidentially, the vendor must seek the City's prior agreement to such submission. The City discourages the submission of confidential information. With the exception of certain financial records and highly technical/trade secret materials, such agreement is generally not forthcoming.