

City of Portsmouth  
Portsmouth, New Hampshire  
Public Works Department  
Parking Division  
RFP # 45-07

**INVITATION FOR PROPOSAL**

The City of Portsmouth, New Hampshire is seeking proposals for a Parking Enforcement and Violations Management program with associated handheld ticket writers. Sealed Proposals plainly marked "Public Works Department RFP #45-07" 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 **2:00pm May 15, 2007**. The price proposal form shall be submitted in a separately sealed envelope marked "Price Proposal".

Proposal specifications may be obtained from the City's web site at [www.cityofportsmouth.com](http://www.cityofportsmouth.com) or by contacting the Purchasing Coordinator at the above address, or by calling the Purchasing Coordinator at 603-610-7227. **Continue below for the complete request for proposal.**

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.

Questions may be directed to the Purchasing Coordinator at 603-610-7227.

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## INTRODUCTION

The City of Portsmouth has preliminarily surveyed the parking enforcement and violations management market. Based on its findings, the City is seeking proposals for a new parking management system. There are three main areas we wish to address: Citations, Permits, and Handheld Ticketwriters. Our goal is to find, purchase, and implement a system that will do the following:

- Increase our collections;
- Reduce our workload;
- Identify repeat offenders;
- Better manage our communications with customers;
- Produce useful reports for system analysis, problem resolution, monitoring efficiency, etc.;
- Save time by incorporating a relational database that contains permits, properties, citations, vehicles, and customers (i.e. permit holders, persons responsible for citations, etc.);
- Provide a better system for tracking: vehicles that have been booted/towed or have been approved for boot/tow, the status/location of booted/towed vehicles, as well as the fine accrual while in impound;
- Provide a platform for integration with other systems.

All proposals should include a database focused software application and appropriate hardware devices including handheld ticketwriters (requirements explicitly defined in Exhibit A), electronic cash drawers and receipt printers; onsite installation of all components; onsite training for all components; offer optional web-based training for all components; technical support and future software/upgrades; as well as appropriate deployment assistance to ensure the system is properly implemented.

## QUALIFICATIONS OF VENDOR

The vendor must have an established reputation for reliability and quality in the parking field. Each vendor shall furnish satisfactory evidence of its ability to implement the program proposed. Vendor must complete "Vendor's Qualification's Statement" to be submitted with the Proposal. Vendor must submit financial records if requested.

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**PROPOSED PARKING ENFORCEMENT AND VIOLATIONS MANAGEMENT PROGRAM**

Important to the City's review is the durability, reliability, ease of use, quality of the program and reputation for customer service and technical support. The Proposal shall include complete specifications and details for the program and handheld ticket writers proposed. The program shall be in accordance with the specification proposed and to the highest standards of service. Based on its preliminary survey of the market, the City anticipates that the best proposal will consist of a program with the specifications and features set forth in **Exhibit A** included as part of this Request for Proposal. To the extent that the program proposed does not have the features/specifications outlined in **Exhibit A**, the deviation must be noted and a brief explanation is encouraged.

**DELIVERY**

The Price Proposal Form should be completed to indicate the proposed delivery date. The City anticipates that the successful proposal will include a delivery date within 2 months of contract execution.

**SELECTION CRITERIA AND PROCESS**

Proposals will first be evaluated and ranked on the following criteria: vendors' qualifications; reputation for reliability and security; program quality; features and ease of use for the conditions anticipated; delivery schedule; commitment to training; warranties; and other criteria as the City may deem to be in its best interest.

Thereafter, the price proposals will be opened and compared. Review of the price proposals may result in re-ranking. The selection committee shall review proposals and rank proposals within two weeks of opening. The City may request interviews and/or solicit additional information from vendors submitting proposals including financial information. Any requested information must be produced within 3 days of request. The interviewees should be prepared to discuss security issues and backup procedures. The City may elect to solicit opinions from third parties regarding the vendor and the program proposed. The City may request the opportunity to review/operate a program similar to the one proposed.

The City will attempt to reach a contract with the first-ranked vendor. If negotiations with the first-ranked vendor fail, the City will proceed to negotiate with the next highest ranked vendor.

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PROPOSAL REQUIREMENTS AND FORMAT

Each vendor shall submit 5 copies of the Proposal. Proposals shall be submitted to the City of Portsmouth Purchasing Department, 1 Junkins Avenue, Portsmouth, New Hampshire 03801 no later than **2:00pm May 15, 2007**. The price proposal form shall be submitted in a separately sealed envelope marked "Price Proposal". Proposals shall be identified prominently as follows: "Public Works Department RFP # **45-07**."

Proposals shall follow the following format:

Part 1

Introductory Letter of Vendor (no more than 3 pages).

Part 2

Provide detailed program and handheld ticket writer specifications.

Part 3

Describe the training program, identify all manuals to be provided, and identify any other support that may be offered as part of the proposal.

Part 4

Provide copies of all warranties being offered for the program and handheld ticket writers.

Part 5

Identify at least 3 communities using a program similar to the one proposed. For each community identified, please indicate the length of time the program has been in use with that community.

Completed Price Proposal Form to be submitted in a separate, sealed envelope with the Proposal.

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 reserves the right to waive any irregularities in any proposal and to reject any or all proposals if in the City's best interest to do so.

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**Vendor's Qualifications Statement**

**Vendor Name:** \_\_\_\_\_

**Principal Place of Business:** \_\_\_\_\_

**Number of Years in Business under Present Name:** \_\_\_\_\_

**If in business less than 10 years under present name please disclose any prior business identity and date(s) of transition:** \_\_\_\_\_

**Where organized/state of incorporation:** \_\_\_\_\_

Is the organization registered to do business in the state of New Hampshire and if so please identify your registered agent for service of process: \_\_\_\_\_

\_\_\_\_\_  
**Location of All Facilities:** \_\_\_\_\_

◆ **(attach additional sheets as necessary)**

**Please describe the extent and nature of the work performed by vendor.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The solvency of vendor is a concern of the City. If requested, vendor 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 and 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 rejection of a proposal.

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Please list on a separate page all litigation or arbitration commenced by or against your company within the last 7 years regarding any parking violations management programs (claims of defectiveness, breach of any warranty, breach of contract). Identify the parties, the date commenced, a brief description of the claim, and the Court or forum in which the claim was adjudicated and resolution/status.

Provide proof of existing levels of product liability insurance.

Signed under the pains and penalty of perjury this \_\_\_\_\_ day of \_\_\_\_\_, 2007.

By: \_\_\_\_\_

Its: \_\_\_\_\_

\_\_\_\_\_ personally appeared before me and swore that he/she is a duly authorized representative of \_\_\_\_\_ and that the foregoing statements are true and correct to the best of his/her knowledge and belief.

Dated: \_\_\_\_\_

\_\_\_\_\_  
Notary Public/Justice of the Peace

My commission expires: \_\_\_\_\_

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**Price Proposal Form**

1. Price proposal for the implementation of a Parking Enforcement and Violations Management program \$ \_\_\_\_\_ as proposed in the specifications submitted. Price should be inclusive of all delivery, installation, training, instruction manuals and other costs and fees.

Price in Words: \_\_\_\_\_

2. Price proposal (per unit) for associated handheld ticket writers (anticipated present need for 6 ticket writers) \$ \_\_\_\_\_ as proposed in the specifications submitted. Price should be inclusive of all delivery, installation, training, instruction manuals and other costs and fees.

Price in Words: \_\_\_\_\_

3. Price proposal for annual fees for service, support and maintenance \$ \_\_\_\_\_ as proposed in the specifications submitted.

Price in Words: \_\_\_\_\_

4. Price proposal for costs and fees for programming modifications \$ \_\_\_\_\_ as proposed in the specifications submitted.

Price in Words: \_\_\_\_\_

5. Please feel free to submit with this form any additional pricing information for equipment or features not included in the City's specifications but which may be of interest to the City.

Delivery Date within \_\_\_\_ days of order (no later than 2 months from execution of contract)

Please feel free to identify any additions or reductions to the price proposed if the delivery date is altered, if payment is made in advance of delivery etc.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Business \_\_\_\_\_

By: \_\_\_\_\_

Its Authorized \_\_\_\_\_  
(Title)

Dated: \_\_\_\_\_

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CITY OF PORTSMOUTH  
FINANCE DEPARTMENT  
PORTSMOUTH, NEW HAMPSHIRE

**EXHIBIT A - SPECIFICATIONS**

**Parking Enforcement and Violations Management Program and Handheld Ticket Writers:**

I. SOFTWARE REQUIREMENTS

A. Two Configurations may be proposed:

1. Local –please specify:

- Hardware
- Software
- Database

2. Hosted - Application and Database Hosting Requirements

The Vendor must provide the support necessary to host and maintain (upgrade, backup) the server, database, and software. The facility used by the vendor must offer the following:

- Tier1 provider of Internet Service
- 99.999% of uptime
- 24x7x365 Staffed Network Operations Center
- 2 separate power providers (facility to receive power from two separate power grids or generator backup)
- Facility must be of high security (Approval and site visit by City of Portsmouth at their request)
- Backup procedure plan
- Local backups available

B. Access, Control and Security

- Hosted version must support the current version of any industry standard Internet Browser – list specific requirements
- Employ a fully relational database that allows data to be manipulated, linked, and queried
- Access all information from any screen
- Ability to disable fields, define fields as required, change field titles, and associate default values
- Schedule tasks to run automatically



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- The system must allow for the creation of a profile for each individual user
- User access and control must be user-defined and range from read- only to Administrator. Security access must be able to be defined differently from each component and module of the system.
- The system must provide a date/time stamp and track any modifications. This must be a full history and NOT simply track the most recent transaction.

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- C. Parking Citation – Provide direct access (or via link from one page) to information
- User to enter via keyboard and/or automatically upload via handheld
  - Detailed violation information including fine structure (original fine, late fees, boot fees, admin fees, amount paid, amount due)
  - Extensive notes field (note must include date and entered by)
  - Ability to change the status of a citation to include: void, transfer, uncollectible, reduction, etc
  - Void status must have unlimited number of reason codes which must show on the status screen
  - Ability to track all changes and adjustments made to a citation to a specific individual, date and time
  - Must support the attachment of scanned documentation, digital images, or electronic items to the citation
  - Ability to directly access receipt (payment) information from the citation record
  - Accommodate a predefined digit alphanumeric format
  - Provide a mechanism for rapid and convenient entry of hand written citations utilizing defaults
  - Limit access to read-only to full edit based on individual user accounts
  - Generate and print notification letters while maintaining an audit trail within the application. Direct access to letter history and copies of each letter shall be retained
  - Ability to generate e-mail notifications and account statements. Direct access to each e-mail sent attached to each record
  - Ability to define one violation per citation
  - Ability to define whether a violation uses accumulation or escalation
  - Include a detailed list of the history of a customer association with a citation. The information shall contain at minimum the person who created, removed, or modified the information
  - Direct access to the financial information related to the citation including; payments, adjustments, late fees, etc
  - Automatically access escalations/late fees which meet predetermined criteria without further user interaction
  - Automatically generate letters/e-mail for overdue citations without the user initiating the process (starting the procedure with a simple command)
  - Ability for the software to identify a citation based on violation code to a particular revenue account
  - Ability to provide summaries of payments paid and amounts due per owner
  - Ability to generate receipt copies showing amount paid and amount due

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D. Citation Appeals & Court Modules

The software must track the citation appeals and court process. When a citation is placed into appeal/court mode, the information related to the citation must be copied into the appeal record or court module.

- Extensive notes field including; dates of notes, comments, and date/time entered
- Attachment of digital photographs, files, and documentation
- Ability to place/flag citations that are being appealed
- Once placed in court management, flag files to not accept payment at city level
- Ability for complete file to be e-mailed
- User defined information such as docket number which become a permanent record attached to the citation
- Ability to modify the citation to reflect the court decision – must keep a history of these modifications
- Display a visual alert to those citations that are on appeal, to include a printed listing and amounts due

E. Customer Tracking

The customer module should provide the ability to view all activity associated with individuals. Track contact information related to a customer including multiple addresses, phone numbers, and e-mail.

- A single unique account number assigned to each customer
- Display a balance due with convenient access to full detail
- Ability to view a summary section with direct access to all information and invoices with a customer screen
- Unlimited number of addresses , both physical and e-mail
- Ability to send user-defined customer statements in a variety of formats to inform customers of all outstanding invoices
- Support the attachment and printing of scanned documentation, digital images, or other electronic items to the record
- Direct access to financial information related to the customer, including invoices, payments, and adjustments
- Create scofflaw files based on the customer and not simply a vehicle
- Ability to identify potential duplicate records with option to merge the duplicated record into one
- Ability to generate Boot & Tow notice for certified mailing and flag violations as receiving notice
- Ability to send Boot & Tow list information to handhelds
- Ability to track tickets issued per year and add escalated fine amounts

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F. Parking Permits

The system must provide the capability to set up, issue, track, and manage parking permits. When a permit is issued, a relationship should be established between a customer, a vehicle, and the permit.

- Record a permit effective date, issuance date, and expiration date
- Ability to register more than one vehicle to a permit
- Ability to track permits, gate cards, and space assignments
- Ability to inventory and track permits as they are being issued
- Ability to download permit information to handheld ticket writers
- Restrict the number of permits a customer can purchase
- Restrict the number of permits that can be associated with a specific address
- Ability to set permit fees and generate billing statements
- Detailed audit trail for activity related to each permit
- Relational data included on the citation/owner screen
- Ability to handle a prioritized or non-prioritized waiting list
- Prioritization based on date field or option criteria
- Automatic update of the wait list position number when records are inserted or edited
- Ability to print permits
- Support attachments of scanned documents, digital images, or other electronic files

G. Payment and Cash Management

The cash management software must allow for a receipt printer and electronic cash drawer attached to a standard PC workstation thus creating a true, full-function cash management system. The software must allow for direct posting to the proper financial account and complete convenient access to virtually any information in the system without leaving the cash management screen.

- Ability to work with or without a cash drawer
- Ability to track all transactions by cashier regardless of PC used
- Posting of payments for citations, permits, parking cards, and fees
- Ability to accept and post both full and partial payments
- Ability to post payments before citation information has been imported from handheld ticket writers and have that information automatically updated when the citation is later uploaded from the handheld
- Notify the cashier if checks are not accepted for payment on specific accounts, license plates, or individuals
- Print a receipt that clearly identifies individual transactions or items purchased, including citations paid, permits paid, parking cards paid
- Optional field for payment type codes
- Ability to upload payment information from third party payment processing center (lockbox) and provide a report regarding the transactions

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- Complete close out process with detailed daily reconciliation reports
- Ability to restrict a permit sale until all citations are paid
- Ability to print receipts on demand
- Ability to establish payment plans

H. Task Scheduler

- Ability to automatically execute task in an unattended fashion
- Support execution of pre-defined tasks including escalating fines, generating letters, and notification
- Ability to user define tasks which may include but not be limited to; report generations, data exports, data imports, handheld downloads and uploads

I. Notice and Letter Generation

The software must provide a module to allow for the notification of overdue invoices, overdue permit payments, and permit renewals. (The City does not anticipate using email communications to customers and permit holders immediately but would like the capability in the event of future use).

- Customer Statements
- Permit Renewal Letters
- Boot & Tow
- Send notices and letter via e-mail and retain a copy attached to the citation record
- For each type of standard letter in the database file, the software must allow the user to print only one such letter applicable to only one citation, vehicle, or customer or complete “batch” of that type of letter for all applicable citations, vehicles, or customers when certain user defined conditions are met
- Allow letter to be printed on a standard printer that can be accessed via a local workstation
- E-mail 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 e-mail in the history
- Allow an unlimited number of user-defined letter headings to be selected by letter type
- Generate and print notification letter while maintaining an audit trail within the application. Direct access to letter history should be provided as well as letter storage
- Ability to remove letter notification should letters be printed in error
- Automatically generate letters/e-mails for overdue citation notices without user initiating the process

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J. Extensive Reports Generation

The software must be capable of producing pre-defined reports concerning citation activity and permit sales activities with a variety of sorting options such as but not limited to: Date ranges, Ticket # ranges, Outstanding tickets, Tickets issued by certain Officer, Ticket issued by location, Tickets issued by violation, Times between time periods. The software must be capable of producing accounts receivable and write-off reports that indicate, by user defined receivable type, the following but not limited to; total citations collected, total citations outstanding, total citations disposed of for each disposition type.

The system must utilize Crystal Reports for processing standard and ad-hoc reports. The license to Crystal Reports must include a concurrent user license to run reports and a developer license to create custom reports. The system should integrate with Crystal Reports so that report execution is seamless and that the user does not see Crystal Reports execute, even when entering parameters for the report. The system must support the import of Crystal Reports template files and be able to execute these reports after they have been imported.

The following are examples of types of reports that the software must produce but this list is only a summary and not a complete list:

- A listing of citations written by violation type sorted by user defined structure such as; date range, officer, location, violation
- A listing of all outstanding citations to a person or vehicle
- Number and percentage of citations issued for a violation type
- Monthly account receivable report for tickets paid, unpaid, partial paid
- Daily report of citations paid through third-party lockbox broken into various revenue accounts with check numbers on the report
- A listing of all outstanding citations by citation number, license number, date or customer name as defined by user
- A detailed report of all activity for a given cash drawer on a given day. The report must be broken into revenue transaction category
- A report that will produce aging status for unpaid citations and invoices. This report can be broken down by past due status such as; 30 days, 60 days, 90 days, and 180 days

K. Data Import/Export

The software must be capable of creating file formats that readily facilitate and accommodate data import/export between all aspects of the parking management system and external agencies or departments, including various other software programs.

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L. Web Services

(The City does not anticipate using web services for the payment of fines and permit fees. However, the City is interested in such capability should future conditions warrant its use.)

The software system must offer web services to allow external programs access to feature within the application. Web services must, at a minimum, specifically interface with citation payments, and the ability to access account information. The system should allow for the creation of a web-based interface allowing secure online transactions.

- Web services must support user authentication
- Web services must be capable of operating over a secure network connection including SSL
- All activities performed by a web service must be logged in the system activity and/or financial log of the system
- Web services must offer real-time interaction with the parking database
- Web services must allow a customer to pay a parking citation by the citation number or license plate number including one citation or all citations
- The vendor must offer consulting services, if needed, to help guide the implementation process
- Web services must fully allow for permit sales waiting list information entry
- Web services must allow for a customer to update personal address information without viewing any current data; information updates shall be provided via a report

The vendor must offer web development solutions for e-commerce and customer inquiry. The vendor must offer packaged solutions and custom development options. The e-commerce website must integrate with the parking management database. The following solutions should be made available:

- Customer account inquiry
- Citation payment
- Permit registration/waiting list

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M. Booting/Towing

The software must have a module that allows the user to process a booted/towed vehicle. This includes booting/towing the vehicle and releasing to the owner.

- Ability to enter all towing information
- Field entry for boot report number and location
- Support the attachment of scanned documentation, digital images or other electronic items for the record
- Extensive notes field
- Ability to process daily for qualified owners, generate notices and flag violations involved

N. Application Development Rights

The system should allow for non-commercial, custom application development against the system. The organization should be able to create custom programs and have the system execute those programs in an unattended manner according to the City's desired schedule.

O. Data Conversion

The vendor must offer data conversion services. Data is currently stored in Cardinal Tracking Ticketrak. Data to be converted includes customers, vehicles, citations and permits. Vendor should explain what is included in the proposed data conversion service.

II. HANDHELD TICKET WRITERS

The vendor must include handheld ticket writers with integrated field printers and all items and software necessary to interface to the host system. The handheld computer must utilize software that seamlessly integrates with the host parking management software. Vendor must also supply all required ticket stock, and miscellaneous supplies that are necessary for system operation. (Approval by the City of Portsmouth is necessary, including third party lockbox approval).

A. Modularity

The system must allow for the addition of handheld ticket writers, users, locations, and modules at a later date.

B. Host and Peripheral Hardware

Host hardware and software shall refer to the proposed parking management system with which the handheld ticket writers will interface. Vendor must provide a recommendation for appropriate configuration. Additionally vendor will supply any necessary peripheral equipment to interface to the host system or handheld devices; such as color camera.



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C. System Delivery

The vendor will deliver, install, and integrate the necessary handheld hardware and software components with the proposed parking management system to achieve a fully functional, automated parking citation management system. The vendor must also offer total support for the handheld ticket writer 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.

D. Handheld Software

- Hand held software must provide a user-friendly interface for ease of use and durability
- The handheld software must be completely configurable so that the department may select data entry fields and make them a required entry, an optional entry, or an unused field
- The software must require a password/security sign on
- The system must support entry of information such as vehicle make, model, color, style, plate type, violation, void, and standard codes. The citation entry screen must be a selectable format such as drop down menus
- The system must easily allow the user to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process
- The system must allow the user to view and void any citation written by the user since the last upload of data to the host. A valid void code must be entered for the voiding of any completed citation and the officer ID must be noted on exception report at the host level. The system must support reprinting of an issued citation, this reprinted citation must contain the same time as the original citation not simply the time it was re-printed
- When the license plate is entered during a citation entry, the system must automatically search the customer, vehicle, scofflaw, and tow request file for a match. If a match is found, the customer and vehicle information must be automatically entered into the proper data fields without additional keying by the officer. If a match is found in the scofflaw or tow request file, the system must display the number of unpaid citations and outstanding balance
- The system must support monitoring of vehicles in a fixed time zone. The system must maintain a file of license plate numbers in fixed time zone and display the elapsed time and previous location of the vehicle. The software must allow the user to enter the citation entry module directly from the chalking module with one keystroke
- All transactions must be time stamped by the systems internal clock
- The system must support the issuance and tracking of warnings as well as actual citations

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- The system must support standard location codes and descriptions, location comments, block numbers, and meter numbers. Location descriptions should be used in a drop down menu format. Locations shall also be manually generated when necessary
- The system must be configurable by authorized personnel to allow field personnel to modify the standard violation fine. The system shall only allow one fine per citation
- The handheld must have a level of security which provides the officer a sign on to prevent unauthorized use
- The system must be able to print scan lines for use with the lock box feature of the third-party processing center (OCR line)
- The system must have a field for officer comments which can be pre-programmed into the system “canned” or free form comments. The Officer shall have a choice for these to print on the citation or simply show in the system. Option for same comment to repeat from citation to citation if selected
- The software shall allow the user to select whether they wish to check for multiple citations to the same vehicle in the same day and notify the officer of the previous citation
- The handheld should support presentation of citation data entry screens according to a user-specified order
- The handheld must have drop down menu choices for all US States and Canadian Provinces. This list should be able to allow for those most utilized to be placed in order of use
- The software must provide the ability to take an unlimited number of color or non color snapshots. The software must automatically download the snapshots and associate to the appropriate citation record. (This option only should the City of Portsmouth purchase the handheld which supports this technology)
- These handhelds must be able to work in all weather conditions. Handheld ticket writers and printers must function in rain and snow and temperature ranges from -5 through 110 degrees F.

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E. Communications (The City does not currently have wireless capabilities but is interested in its potential use for future operations.)

1. Host Communications Software - Software manager for host communications.
2. High Speed Communications - Capability of direct host communication with multiple handheld units via high-speed data communications. High speed communications include communication speed of up to 11 Mbps using wireless 802.11b communication solution or communication speed of up to 800 Kbps for Bluetooth communication. All necessary hardware provided by the vendor.
3. Real-time Wireless Communications – Capability of real-time in-the-field communications. Wireless communications should be offered in either 802.11b or GPRS cellular communications.

III. **HARDWARE AND SOFTWARE MAINTENANCE AND SUPPORT**

Vendor must offer a maintenance agreement that will cover all parking management system handheld hardware and software support. The maintenance plan must focus on preventative maintenance. This should include troubleshooting, installing upgrades, free training, and performing hot back-ups and routine checks to achieve maximum performance. Upgrades and preventative maintenance should be handed remotely and after normal business hours, leaving our operation with little or no downtime. Vendor shall provide a toll-free phone line with a 2-hour target turnaround, Monday-Friday between the hours of 8:00AM and 7:00PM Eastern time.