

Bidder - Please complete and return

BID SUMMARY

TITLE: Parking Citation Management System

DUE DATE: December 15, 2011 by 2:00 p.m. EST

Having carefully examined the attached specifications and any other applicable information, the undersigned proposes to furnish all items necessary for and reasonably incidental to the proper completion of this bid. Bidder submits this bid and agrees to meet or exceed all requirements and specifications unless otherwise indicated in writing and attached hereto.

Bidder certifies that as of the date of this bid the Company or he/she is not in arrears to the City of Traverse City for debt or contract and is in no way a defaulter as provided in Section 152, Chapter XVI of the Charter of the City of Traverse City.

Bidder understands and agrees, if selected as the successful Bidder, to accept a purchase/service order and to provide proof of the required insurance.

The Bidder shall comply with all applicable federal, state, local and building codes, laws, rules and regulations and obtain any required permits for this work.

The Bidder certifies that it is in compliance with the City's Nondiscrimination Policy as set forth in Administrative Order No. 47 and Chapter 605 of the City's Codified Ordinances.

Bidder understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Bidder agrees that the bid may not be withdrawn for a period of sixty (60) days from the actual date of the opening of the bid.

Final payment shall be made upon completion of all the Vendor's services.

Anticipated Time Frame

- December 1, 2011: Pre-Bid Conference Call
- December 15, 2011: Sealed Bids Due to City Manager's Office by 2:00 p.m. EST
- January 20, 2012: Bid Packages and Recommendation Presented to DDA Board
- February 6, 2012: Final Recommendation to City Commission for Contract Approval
- March 5, 2012: Begin Contract Execution

Total payment including expenses:

\$ 13.5% of all parking *
ticket collections

One time set-up fee:

\$ 0 - included

Data conversion fee (if needed):

\$ 0 - included

Annual license fee for six users:

\$ 0 - included

Annual cost for five years of support:

\$ 0 - included

Lease rate for hardware equipment:
(i.e. handheld ticket writers, etc.)

\$ 0 - included

Additional Annual Escalations:

\$ 0 - included

Additional Expenses (if needed):
Please Provide Explanation of Costs

\$ 0 - included

Add Alternates:

1 Permit Solution

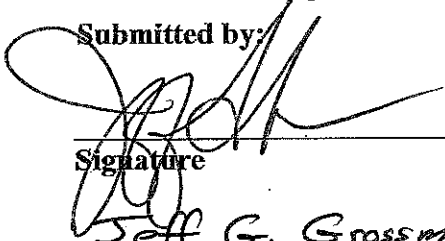
\$ 0 - included

2 Collection Services

Included %

* Plus postage reimbursement for delinquent notices.

Submitted by:



Signature

Complus Data Innovations, Inc.
Company Name

Jeff G. Grossman
Name (Print)

560 White Plains Road
Company Address

President
Title (Print)

Tarrytown, NY 10591
City, State, Zip

914-747-1200 / 914-747-1798
Phone Fax

Corporation
Sole proprietorship/partnership/corporation

New York
If corporation, state of corporation

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. City of Ann Arbor, MI (since November 2003)
Matt Horning, 100 N. 5th Ave, Ann Arbor, MI 48107 (734) 794-6541
2. City of Athens, OH (since July 2005)
Chief Tom Pyle, 11 N. College St, Athens, OH 45701 (740) 592-3315
3. City of Albany, NY (since February 2010)
Kathy Sheehan, 24 Eagle St, Albany, NY 12207 (518) 434-5036

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. N/A
2. _____
3. _____

Total payment including expenses:

\$ See attached

One time set-up fee: \$ 0.00

Data conversion fee (if needed): \$ 0.00

Annual license fee for six users: \$ 20,000.00 / unlimited

Annual cost for five years of support: \$ 0.00

Lease rate for hardware equipment:
(i.e. handheld ticket writers, etc.) \$ \$55.00/Month/Unit

Additional Annual Escalations: \$ See attached

Additional Expenses (if needed): \$ See attached
Please Provide Explanation of Costs


Add Alternates:

 # 1 Permit Solution \$ See attached

 # 2 Collection Services See attached %

Please see additional pages attached to this proposal

Submitted by:


Signature

Marjorie A. Fleming
Name (Print)

President
Title (Print)

949-752-6937, x310; 949-752-6033
Phone Fax

Data Ticket, Inc.
Company Name

4600 Campus Drive,
Company Address

Newport Beach, CA 92660
City, State, Zip

Corporation
Sole proprietorship/partnership/corporation

California
If corporation, state of corporation

COST PROPOSAL

Data Ticket has provided the following cost proposal, which is valid for 180 days starting on the due date of the proposal.

We understand the City will perform certain functions in-house, because of this, we have provided the following pricing option:

One time set-up fee: **\$0.00**

- Data Ticket does not charge a one time set-up fee

Data conversion fee (if needed): **\$0.00**

- Data Ticket will convert the citations currently with the City's existing vendor provided the City and/or the City's current vendor provide the data in a file layout with an accompanying data dictionary

Annual Software Licensing Fee for Unlimited Users: **\$20,000.00/Year**

- Use of the web-based Citation Processing Center system
- Storage of all electronic data
- Unlimited users

Annual cost for five years of support: **\$0.00**

- Data Ticket does not charge an annual support fee

Lease rate for hardware equipment: **\$55.00/per month/per unit**

- Data Ticket does not charge an annual support fee

Additional Annual Escalations

Data Ticket has proposed it mail the City's first notices. For this service, we have proposed an actual postage cost. In the event the USPS increases the rate for First Class Mail, Data Ticket will increase this cost to match the USPS updated rate.

Additional Expenses

Handheld Units

1st Year Handheld Software Licensing Fee **\$500.00/per unit/1st year only**

Subsequent Year Handheld Software Licensing Fee **\$150.00/per unit/2nd and Subsequent years only**

Wireless Air Card from AT&T **\$200.00 per unit**

This fee is only incurred if the City elects to use wireless capabilities

Monthly Data Plan for Wireless Capabilities **\$55.00/per unit/per month**

This fee is only incurred if the City elects to use wireless capabilities

Monthly Maintenance and Support **\$50.00/per unit/per month**
This charge includes complete repair and replacement in the event anything happens to the unit that makes it unusable.

Registered Owner Name and Address Retrieval **\$0.35 per citation**

First Courtesy Notice **\$0.25**

Services for the above-mentioned item include:

- Semi-custom Courtesy Notice to be sent to the registered owner of a vehicle
- Notices will be sent via 1st Class Mail
- Notices will include a return envelope in which the responsible party may submit payment
- ***Please note: Actual Postage will be charged for each notice sent***

Training: **\$4,000.00**

- Data Ticket will provide onsite, web-based, and phone training to the City for use of the citation management system and the handheld ticket writers.

Ticket Stock **\$7.75 per roll**

- Thermal paper, with custom wording provided on the back; 2 colors to be used; (85 Tickets per Roll); Minimum order required

Delinquent Collections, per collected amount **23% OR \$15 per Citation**

- Data Ticket highly recommends utilizing Delinquent Collections after the initial Courtesy / Delinquent Notice has been sent to the citizen and before the DMV hold is placed.
- When a citation is 90 days old, Data Ticket recommends that the City authorize adding a \$15 penalty or an additional 23% to each citation, thus passing the cost of additional collections on to the violator. After which, Data Ticket will send three additional Delinquent Notices to the Violator in 30 day increments. During this period of time Data Ticket will handle all customer service related issues. The City will pay nothing for these three notices. In the event the Individual pays for the citation at the City or at Data Ticket, Data Ticket will be due the \$15 or 23% of collections and the City will be due the original bail plus any other penalties added per the City's bail schedule. This is another "best practices" solution that passes the additional collections effort on to the violator. If the individual pays at DMV, Data Ticket will be due nothing and the City will be due 100% of the total amount collected.
- If the City is opposed to the addition of a \$15 fee or the 23% additional collection fee being added, then Data Ticket proposes the City pay a 23% collection rate for funds collected, which will reduce it's revenue by that amount.

Other:

- A convenience fee will be assessed to the citizen in the event they choose to pay online or via the IVR or phone

Data Ticket, Inc.
4600 Campus Drive, Suite 200
Newport Beach, CA 92660

The City of Traverse City
Request for Proposal for
APS – Parking Citation Management System

- An administrative fee will be assessed to citizens who wish to participate in a payment plan will be available to citizens. This fee will cover the cost of the payment plan initiation and the cost of a confirmation letter that is sent to the citizen confirming the details of the payment plan

PRICING OPTION 1 1YEAR SUBSEQUENT YEAR COSTS

The following image displays, per the City's request, the estimated cost for the first year and subsequent years for the City to utilize Data Ticket's citation and permit management system. This estimate is based on 20,000 citations being written annually. Should the number increase or decrease, the model will change. In addition, delinquent collection costs have not been estimated, as these fees are contingency based.

Annual Cost Supporting Schedule Inclusive of Leased Handheld Units				
Description of Work Performed	Estimating Factors	Data Ticket Proposed Cost	Total Estimated Cost for Year 1	Total Estimated Cost for Each Subsequent
PARKING CITATIONS				
Annual Software Licensing Fee		\$ 20,000.00	\$ 20,000.00	\$ 20,000.00
Electronic Citation Processing Fee (Assume 85% of Citations are electronically written)	17,000	\$ -	\$ -	\$ -
Manual Citation Processing Fee (Assume City will enter all manually written citations)	3,000	\$ -	\$ -	\$ -
Registered Owner Name Retrieval (Assume Data Ticket will retrieve all Registered Owner Names and 50% of citations will require a Registered Owner)	10,000	\$ 0.35	\$ 3,500.00	\$ 3,500.00
First Courtesy Notice (Assume Data Ticket will send all 1st Courtesy Notices and 50% of citations will require a 1st Notice)	10,000	\$ 0.25	\$ 2,500.00	\$ 2,500.00
Postage (Assumes postage will be charged at actual rate)	10,000	\$ 0.44	\$ 4,400.00	\$ 4,400.00
CONVERSION	1	\$ -	\$ -	\$ -
HANDHELD TICKET WRITING DEVICES				
Air Card	4	\$ 200.00	\$ 800.00	
Data Plan	4	\$ 55.00	\$ 2,640.00	\$ 2,640.00
Lease 4 Handheld Citation Writers	4	\$ 55.00	\$ 2,640.00	\$ 2,640.00
1st Year Software Licensing Fee	4	\$ 500.00	\$ 2,000.00	\$ -
Subsequent Year Annual Software Licensing Fee	4	\$ 150.00		\$ 600.00
Monthly Maintenance and Support	4	\$ 50.00	\$ 2,400.00	\$ 2,400.00
HANDHELD TICKET WRITING STOCK				
Citation Forms (Based on 20,000 citation forms/ 85 citations per roll)	235	\$ 7.75	\$ 1,823.53	\$ 1,823.53
Ticket Stock Plate Fee	1	\$ 150.00	\$ 150.00	\$ -
TRAINING				
On-Site Handheld Unit Training (Inclusive of all hours and travel)	1	\$ 4,000.00	\$ 4,000.00	\$ -
On-Site System Training (Inclusive of all hours and travel)	1	\$ -	\$ -	\$ -
Total Estimated Annual Cost of Processing			\$ 43,063.53	\$ 41,563.53

ADD ALTERNATES: #1 PERMIT SOLUTION DESCRIPTION

Annual Online Permit Software Licensing: \$10,000 per Year

Services for the above-mentioned item includes:

Online permit application to be used by the City's patrons to purchase permits;
Website will provide the following:

- Ability to register online and purchase permits
- Acceptance of Visa, MasterCard, Discover, and American Express
- Ability to verify resident address with DMV to ensure resident resides in permit area
- Ability to accept up to 3 documents online to prove residence (i.e. utility bill, mortgage, etc.)
- Provide online temporary permit with expiration date to be printed directly from resident's computer
- Ability to pre-purchase permits for upcoming years
- Ability to re-use data previously entered to purchase new permits
- Tracking of all permits purchased by residence
- Provide for tiered pricing for each permit type
- Storage of all resident data online
- Live, bi-lingual customer service agents available M-F, 8-5pm who can process registration requests, answer specific and general permit questions and provide fulfillment assistance

Online permit application to be used by the City's Personnel to manage permits:

- Ability to generate and print temporary permits for residents
- Ability to verify resident address with DMV to ensure resident resides in permit area
- Ability to accept documentation and scan into system for address verification
- Ability to generate reports on permit purchases
- Ability to search for permits by residence Tracking of all permits purchased by residence
- Online training of all City personnel

It is assumed the City will fulfill all permits and send all correspondence to permit holders. In the event that the City requests Data Ticket to perform these tasks, we will provide pricing to do so.

ADD ALTERNATES: #2 COLLECTION SERVICES

As described in Data Ticket's response to the City's RFP, Data Ticket works with a Third Party, FDCPA certified collection agency to pursue additional collections. Data Ticket offers a unique feature with our Third Party Collector and that is that weekly we transmit files back and forth. Files we receive from the Collector include all phone notes taken as a result of a conversation with a debtor, all correspondence with the debtor, and all calls and payments made. All of this information is available on our website so the City has complete transparency into the actions being taken by the Collector and our system is the system of record for all transactions. This service is optional, but is provided should the City choose to pursue additional collections.

Credit Reporting Collection Services: **30% of Collected Amount
without Legal Action**

Credit Reporting Collection Services: **40% of Collected Amount
with Legal Action**

G. Pricing - AIMS Permit Management Functionality

Included in this section is pricing to add all permit related functionality outlined in the AIMS Permit Management Software description listed in the previous section.

I. Initial Costs:

Qty	Description	Unit	Extended
1	AIMS Permit Management ¹	16,200.00	16,200.00
1	AIMS Web+ Permit Management E-Commerce Module ²	5,000.00	5,000.00
1	First Year Annual AIMS Software Support ³	3,180.00	3,180.00
Total First Year Cost:			24,380.00

II. Subsequent Annual Software Support:

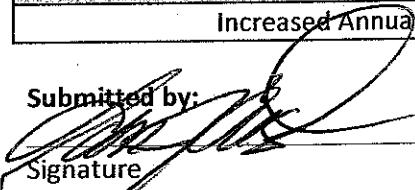
Qty	Description	Unit	Extended
1	AIMS Permit Management Support		3,240.00
1	AIMS Web+ Permit Management E-Commerce Support		1,000.00
Total Recurring Annual Support and Maintenance:			\$4,240.00⁴

III. 5-Year Cost Summary

Below is a summary of adding the Permit Management functionality to the proposed software

	Year 1	Year 2	Year 3	Year 4	Year 5
AIMS Permit Management Software	16,200.00	Purchased	Purchased	Purchased	Purchased
AIMS Web+ E-Commerce	5,000.00	Purchased	Purchased	Purchased	Purchased
Annual Software Support	3,180.00	4,240.00	4,240.00	4,240.00	4,240.00
Increased Annual Costs	24,380.00	4,240.00	4,240.00	4,240.00	4,240.00

Submitted by:


Signature

Electronic Data Collection Corporation

Company Name

Sam Cusick

Name (Print)

13 Dwight Park Drive

Company Address

Account Manager

Title (Print)

Syracuse, NY, 13209

City, State, Zip

(800) 886-6316

Phone

(315) 706-0330

Fax

Corporation (State of NY)

Sole proprietorship/partnership/corporation

¹ Includes the addition of the Permit Management Functionality to the proposed 6 Concurrent User License.

² Includes the addition of the Permit Management Functionality to the proposed AIMS Web software. Details are outlined in the AIMS Web+ functionality description listed in the AIMS Permit Management Functionality Description.

³ First year annual support costs are calculated based on the annual support costs less 90 day warranty period.

⁴ All future software upgrades and major releases are included as part of the annual support costs.

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Details on the pricing proposed by EDC Corporation are listed in Section 8 of this bid document. The bid pricing also includes details on a 5-year cost proposal for all items outlined in the bid. Pricing included on this form outlines the costs referenced from Section 8.

Total payment including expenses:

\$ 98,650.00 - Total First Year Costs
(not including hosted fee)
* DETAILS ON PROPOSED PRICING ARE INCLUDED IN SECTION 8.

One time set-up fee: \$ 2,500.00 - AIMS Hosted Solution
3,000.00 - AIMS Web Installation

Data conversion fee (if needed): \$ 10,000.00
* EDC Corporation does not offer a lease option on handheld ticketers.

Annual license fee for six users: \$ 28,800.00 - Paid up License
10,000.00 - Paid up Web ECommerce License

Annual cost for five years of support: \$ 7,320.00 - Initial
9,760.00 - Annual Support

Lease rate for hardware equipment:
(i.e. handheld ticket writers, etc.) \$ 5,500.00/handheld
1,095.00 - 4-Bay Communication/Charging Cradle
* EDC Corporation does not offer a lease option on handheld ticketers.

Additional Annual Escalations: \$ _____

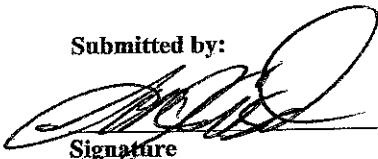
Additional Expenses (if needed): \$ 1,000.00/month - Hosted Solution Costs
3,200.00 - Training
735.00 - POS Equipment
Please Provide Explanation of Costs

Add Alternates: Pricing for the Alternative Permit Solution is listed in Section 10:
Alternate 1: Permit Solution

1 Permit Solution \$ 16,200.00 - Initial
5,000.00 - Initial Web Addition
3,180.00 - Initial Support
4,240.00 - Additional Annual Support

2 Collection Services _____ %

Submitted by:



Signature

Sam Cusick
Name (Print)

Account Manager
Title (Print)

(800) 886-6316 (315) 706-0330
Phone Fax

Electronic Data Collection Corporation
Company Name

13 Dwight Park Drive
Company Address

Syracuse, NY, 13209
City, State, Zip

Corporation
Sole proprietorship/partnership/corporation

New York
If corporation, state of corporation

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. Town of Hanover, Parking Division, 41 South Main Street, Hanover, NH 03755
Patrick O'Neill, patrick.oneill@hanovernh.org, (603) 643-0738

2. City of Pontiac, Parking Division, 8 N. Saginaw 2nd Floor, Pontiac, MI 48342
Meloney Bishop, mbishop@pontiac.mi.us

3. State of Michigan, 525 W Allegan, Lansing, MI 48921
Brandon Philip, philipb@michigan.gov, (517) 335-4110

* Additional references listed in section 2. Provider Qualifications; D. References.

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. _____

2. _____

3. _____

Bidder - Please complete and return

BID SUMMARY

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Total payment including expenses:

\$ 121,236.00 Reflects total solution pricing for 5 year agreement term

One time set-up fee:

\$ 13,500.00 Pricing includes eBusiness web development and handheld softw

Data conversion fee (if needed):

\$ Not applicable

Annual license fee for six users:

\$8,750.00 Pricing provided for 5 concurrent users. T2 Flex is available in 5 & 8 user packages

Annual cost for five years of support:

\$ 8,200.00 Pricing includes T2 hosting for Flex.& eBusiness and annual handheld maintenance

Lease rate for hardware equipment: (i.e. handheld ticket writers, etc.)

\$14,095.00 purchase price includes bundle package for 4 handheld ticket writers. Bundle includes cases, power supplies & 3 year comprehensive warranty

Additional Annual Escalations:

\$ Annual costs will be increased 5% annually

Additional Expenses (if needed):
Please Provide Explanation of Costs

**Additional pricing options have been provided at the bottom of the Bid Summary Form

Add Alternates:

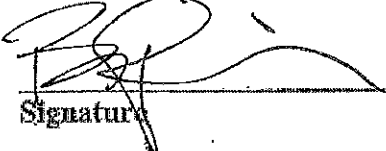
\$3,150.00 Pricing reflects the annual cost increase for T2 Flex subscription. All other costs will remain as displayed above

1 Permit Solution

2 Collection Services

27% Rate reflects renewal of current services being contracted by T2 Systems

Submitted by:


Signature

T2 Systems, Inc.
Company Name

Brian Paison
Name (Print)

7835 Woodland Dr., Suite 250
Company Address

VP of Business Development
Title (Print)

Indianapolis IN 46278
City, State, Zip

317-524-5500 775-822-5826
Phone Fax

corporation
Sole proprietorship/partnership/corporation

Indiana
If corporation, state of corporation

****Additional Pricing Options**

***Training/Consulting Options**

- >15 hours - Live remote group training session for handhelds & system configuration: \$2,925.00
- >Introduction to Crystal Reporting: Individual or Group Session: \$495.00

***Professional Services**

- >Crystal Reports Bundle - Custom Reports Configuration: \$1,495.00

***Handheld Communication**

- >Real-Time Wireless Card (Wifi): \$130.00
- >Real-Time Wireless Card (Cellular/AT&T): \$350.00
- >Router Package and configuration (if necessary): \$175.00
- >T2 Flex Handheld Software Real-Time Support: \$240.00/annually

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. City of Champaign, IL

713 Edgebrook Dr., Champaign, IL 61820
Stacy Rachel, Parking Services Supervisor, 217-403-7054
T2 Customer since 2000

2. City of Oxford, OH

101 E. High St., Oxford, OH 45056
Dan Umbstead, Lieutenant, 513-524-5424
T2 Customer since 2002

3. City of Isle of Palms, SC

1207 Palm Blvd., Isle of Palms, SC 29451
Thomas Buckhannon, Chief of Police, 843-886-6522
Customer since 2005

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. Not Applicable

2.

3.

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- January 20, 2012: Bid Packages and Recommendation Presented to DDA Board
- February 6, 2012: Final Recommendation to City Commission for Contract Approval
- March 5, 2012: Begin Contract Execution

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. see attached reference list

2. _____

3. _____

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. none

2. _____

3. _____

PRICING

Prepared for the Traverse City

Prepared by Randy Lassner, randy@iparq.com

Total Cost Including Expenses for Year1	\$54,790
Total 5 Year Cost Including Expenses	\$190,140

A. One Time Set Up Fee

Installation & Training - Implementation consultant, project management, data conversion, training on 4 handheld units.	One Time	\$14,485	1	\$14,485
Travel Expense	One Time	\$4,000	1	\$4,000
Interface with Sub-system	Per Interface	\$1,550	1	TBD
Total				\$18,485

B. Annual Software License Fee & Support Services

iParq Permit & Enforcement Management Solution	Per Year	\$12,400	1	\$12,400	\$12,400	\$12,400	\$12,400	\$12,400	\$12,400	\$62,000
Enforcement Handheld Software User License Services	One Time	\$800	4	\$3,200	\$0	\$0	\$0	\$0	\$0	\$3,200
Total				\$15,600						\$65,200

C. Hardware

iParq Enforcement Handheld Ticket Writer with Thermal Printer, cables, AC adapter, & hardware maintenance warranty	Per Unit	\$150/mo.	4	\$7,200	\$7,200	\$7,200	\$7,200	\$7,200	\$7,200	\$36,000
Handheld Software Support Services	Per Unit	\$200/year	4	\$0	\$800	\$800	\$800	\$800	\$800	\$3,200
Total				\$7,200						\$39,200

D. Web Services & Solutions

Web Solution: Citation Payment, Adjudication, & Administrative Management Module	Per Year	\$8,950	1	\$8,950	\$8,950	\$8,950	\$8,950	\$8,950	\$44,750
Web Services: Hosting Services, Database Security and Disaster Recovery Solution	Per Year	\$4,555	1	\$4,555	\$4,555	\$4,555	\$4,555	\$4,555	\$22,775
Total				\$13,505					\$67,525

E. Optional Services: Miscellaneous

Custom Programming & Training Beyond Scope of Work	Per Hour	\$250	1	TBD
DMV Registered Owner Look-up	Per Look-up	\$1	1	TBD

F. Optional Services: Permit Solution

Web Solution: Online Permit Payment Portal, User Account Management & Event Parking Module	Per Year	\$10,400	1	TBD
iPermit Parking Decal/Permit - 2.25" by 3"	Per Permit	\$0.49	1	TBD
iPermit Design Template	Per Design	\$150.00	1	TBD
Online Permit Fulfillment Services	Per Fulfillment	\$4.95	1	TBD

G. Optional Services: Permit-on-Demand Solution

iParq Permit-on-Demand (POD) Handheld & Printer (scan, verify, and issue permits on point of entry)	Per Unit	\$150/mo.	1	TBD
Cashier Drawer	Per Unit	\$10/mo.	1	TBD
POD Receipt Paper	Per Roll	\$5.00	1	TBD
Online Permit Fulfillment Services	Per Fulfillment	\$4.95	1	TBD

H. Optional Services: Advanced Collection Agency

14	Advanced Collection Agency	Per Collection	30%
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