

ADDENDUM #1

Parking Management Software RFP

Traverse City Parking Services

Introduction and Background

The City of Traverse City, hereby referred to as the “City,” is a northern Michigan community with a population of 15,000 residents within eight square miles. The City of Traverse City has contracted the management of the Traverse City Parking Services (TCPS) to the Traverse City Downtown Development Authority (DDA). The contract includes all parking operations. In total, the paid parking system comprises over 1500 metered parking spaces, over 600 permitted surface spaces and two parking structures with a combined total of 962 spaces. On average, there are over 20,000 parking violation citations issued in a calendar year. Permit parking is enforced downtown, on NMC Campus and in residential areas.

At this time the City is seeking proposals from qualified companies, hereby referred to as the “Vendor,” to provide a parking management software component for the administration and financial tracking of citation issuance, parking violation notices, permit sales, meter bag requests, parking violation appeals, work order management, online account purchases and payments, residential enforcement and other trackable parking related data for the Parking System. The City intends to select a proposal on the basis of qualifications, completeness of the proposal price, and other pertinent factors listed in this proposal.

Current System Overview

Traverse City Parking Services does not host the current parking management software system or on-site servers, and does not have any plans to do so at this time. Vendor bids must include pricing to completely provide service for a remotely-hosted parking management solution. The City transfers all uncollectible citations to Citation Collection Services (CCS). The City has 29 Luke II pay stations supported by T2 (formerly Digital Payment Technologies), with the potential to expand our multi-space payment solutions to other surface lots or on-street. 27 of the pay stations run on the vendor provided wireless, and 2 of the pay stations are hard-wired and run on the DDA network. The City has CivicSmart Liberty credit card/coin single space meters and JJ MacKay coin only single space meters on-street and in some surface lots. The City currently utilizes Amano-McGann for its parking structure access and revenue control equipment, but will issue an RFP before the end of 2022 to obtain bids to continue with Amano-McGann or select a new system as part of the planned State Street two-way traffic conversion.

Proposal Objectives

The City has identified the following objectives for this project:

- a. Integrate a parking management system that can easily adapt and run on up-to-date technology to meet the changing environment of the parking industry.
- b. Implement a solution that can easily be configured and maintained, without requiring significant custom development.

- c. Implement a solution that provides external customers with various options and capabilities for payments and purchasing of various parking related products.
- d. Implement a solution that is stable and quickly gains user adoption that allows internal users the ability to quickly learn the system.
- e. Optimize current processes with regards to parking citation management and permit issuance.

Inquiries

Please direct any questions concerning any part of these specifications to:

Nicole VanNess, Transportation Mobility Director
231.922.0241 (telephone)
nicole@downtowntc.com

Sealed proposals clearly marked “**City of Traverse City – Parking Management Software**” must be received at the following location **no later than 2:00 p.m. on Tuesday, September 27, 2022.**

Kim Sheridan, Purchasing Agent
City Manager’s Office
Governmental Center, 2nd floor
400 Boardman Avenue
Traverse City, MI 49684

Telefaxed or emailed proposals will not be accepted. Only the successful vendor will be notified. If you so desire, you may call for results.

Submission of Proposals

Interested Vendors must submit sealed bids containing: 1) three **(3)** proposals or 2) **(1)** proposal and **(1)** USB:

1. Cover page
 - a. Proposing company name
 - b. Contact person for RFP
 - c. Business address
 - d. Business telephone number
 - e. Facsimile number
 - f. Email address
2. Table of contents
 - a. The table of contents should outline in sequential order the major areas of the proposal. All pages of the proposal, including enclosures, shall be clearly and consecutively numbered and correspond to the Table of Contents.
3. Executive Summary
 - a. A summary of the Providers’ response to the RFP, including any exceptions to the scope of services.

- b. It is required for the provider to completely respond to all Scope of Services Sections.**
 - c. It is required for the Vendor to completely respond to the Cost and Services table.**
 4. Company information, references and experience
 - a. Legal company name and location of headquarters and satellite offices that may be utilized during the project.
 - b. Brief description of company history including any recent mergers and/or acquisitions within the last three years.
 - c. Financial statements for the most recent fiscal year.
 - d. Providers must include a list of other governmental entities including points of contact (name, address and telephone numbers) to be used as references for all governmental entities work performed in the last five years. Selected organizations may be contacted to determine the quality of work performed. For providers who would be assigned to the project, their education and work experience must be described.
 5. Cost proposal in accordance with the above specifications. All prices, costs and conditions outlined in the proposal shall remain fixed and valid for acceptance for 180 days starting on the due date of the proposals. The cost proposal shall represent all costs to be considered in making comparisons in order to award the contract. No additional fees will be paid for services not itemized on the bid form. The City reserves the right to negotiate with the awarded provider reasonable fees for services unanticipated or not existing at the time of the contract award without prior written authorization.

Evaluation of Proposals

All proposals received shall be subject to evaluation by representatives of the City. This evaluation will be conducted in a manner deemed appropriate by the City for the selection of a vendor for the purpose of entering into a contract to perform this service. Price alone shall not be the basis for the award of this work but shall be only one of the components considered. The City does not intend to award a contract for this work solely based on any response made to this request. The City reserves the right to interview any vendor who presents a proposal and who is shown to be qualified, responsible and capable of performing the work prior to any award of this work.

Time Frame

Approval of a contract for the work is anticipated by the DDA Board on October 21, 2022 with City Commission approval June 19, 2017. Our existing vendor agreement is effective through November 21, 2022. All data conversion, training, reports, web services, citation software and parking software as a whole must be implemented no later than December 31, 2022. The City will assist with data conversion and transfer. At least two City representatives shall be trained. Should December 31, 2022 not be attainable, the Vendor shall clearly outline a timeline and date of completion.

Scope of Services

The Vendor will provide a parking management system that will include a fully- integrated software system that can convert the existing system and be imported into the new system. The system will provide a Vendor-supported database that will allow for the following minimum requirements of the City listed in the proceeding sections. **If there are requirements that the software system does not meet, Vendor must indicate whether the requirement is planned for the future or is a “custom” solution to the standard available options. If future is indicated, please specify the version and release date. If “custom” is indicated, please provide time and cost estimates.**

Scope of Work Requirements

Section 1: General Software Requirements

Item #	Requirement	Response
1	Employ a fully relational database that allows data to be manipulated, linked, and queried.	
2	Ability to disable fields, define fields as required, change field titles, and associate default values.	
3	Capability to function with a web URL over the internet.	
4	Provide an interface with Michigan Secretary of State DMV using FTP technology, or a suitable alternative, to send inquires to and receive back registered owner name and address information on a monthly basis.	
5	Ability to automatically link registered DMV individuals to their license plate(s) in the system.	
7	The software must allow for a wide range of user access control that varies by security from read-only to complete insert/edit/delete capability anywhere in the software system.	
8	The system must provide a tracking/auditing trail of modifications/transactions executed by user.	
9	The system must allow for the creation of a profile for each individual user detailing the access rights as defined by administration.	

10	Provide the ability to manually enter citations by keyboard entry and/or interface with a handheld citation issuance solution.	
11	Display and manage detailed violation information including fine amounts and allow users to modify any changes to violation codes and fine amounts in software as needed.	
12	Ability to enter unlimited history and comments on customer, vehicle, permit and citation records.	
13	Display and manage detailed status information regarding balance due, administrative holds, adjustments, voids, dismissals, warnings, etc.	
14	Ability to track all changes and adjustments made to a citation to a specific individual including a detailed history of changes made with date/time and comments.	
15	Ability to enter payment by keyboard, barcode scanner, and file import from an external payment import process.	
16	Allow for the pre-payment of citations not currently in the system.	
17	Ability to establish and manage payment plans on customer accounts.	
18	Support the attachment of scanned documents, digital images or other electronic items to a customer account.	
19	Ability to reassign citations to a different customer. For example, from vehicle leasing company to vehicle lessee.	
20	Ability to track and define scofflaws and download scofflaw information to handheld citation software.	
21	Generate and print, by user or automatically, various letters and notices of intent, either automatically or manually, for one or for multiple	

	citations while maintaining an audit trail/letter history.	
22	Ability to automatically assess escalations to citations meeting criteria without the user initiating the process.	
23	Ability to scan a bar-code printed on permits or citations to facilitate rapid data entry and retrieval.	
24	Ability for LPR software to collection and store occupancy count data based on location configuration	
Optional General Software Requirement		
2a	Optional, not required in proposal: Ability to import state vehicle registration information from all other 49 State Vehicle Registration Departments.	

Section 2: Violation (Citation) and Appeal Solutions

Item #	Requirement	Response
1	Put citation on hold (no further accumulation of late fees or notices or transfers to a collection agency), but payments can be accepted while appeal is in process. System to check eligibility for appeal against criteria that includes citation has not been paid and request is made within the time period to appeal.	
2	Attach digital pictures, files, or scanned documents to the appeal record and enter comments for reason of administrative review and review decision.	
3	Ability to choose or select an appeal action to indicate appeal outcome.	
4	Allow for the adjustment of the citation's final amount due by an authorized person to keep track of all adjustments made to the record.	

5	Ability to apply court filing fees based on amount of judgment.	
6	Ability to apply process server fees for court appointed representatives.	
7	Ability to define a docket (hearing date and time), or reschedule hearing dates and times.	
8	Allow for user-defined appeal types (in person, written, or online).	
9	Print and send letters defining hearing parameters for court dates.	
10	Provide aged tracking report of citations on administrative review.	
11	Any fees associated with the administrative and court appeal processes should be able to be reflected on a customer statement of account and generated into a letter format.	
12	Must have the ability to apply collection fees, transfer citation to collection agency, and allow transferred citations to be paid in the office or at the collections agency.	

Section 3: Permit Solution

Item #	Requirement	Response
1	Ability to sell a permit to a customer.	
2	Ability to sell a permit to a group.	
3	Ability for permits to be sold with specific number or sold with incremental number generated by system.	
4	Ability to sell one or more permits to customers or groups.	
5	Ability for customers or groups to purchase permits through account and be billed.	
6	Ability to apply permit fees.	

7	Ability to setup permits for one day, one month, calendar quarter, calendar annual.	
8	Ability to setup permits to renew for one day, one month, calendar quarter, calendar annual.	
9	Ability to add access control credentials (currently Amano-McGann proximity card) purchase as secondary permit with purchase of primary permit.	
10	Ability to return permit and apply credit to account.	
11	Ability for permits to link a credit card to permit for automatic recurring permit renewal processing.	
12	Ability to insert residential property address to limit number of permits sold/active for specific address.	
13	Ability to issue residential permits to residents by neighborhood or block.	
14	Ability to sell temporary permits to residential guests.	
15	Ability to use vehicle license plate number as permit number	
16	Ability to issue event permit to license plate for use in surface lots.	

Section 4: Work Order Solution

Item #	Requirement	Response
1	Ability to create devices and hardware components as system records in database.	
2	Ability to create work order to perform repairs on devices and hardware components.	
3	Ability to assign work orders to users.	
4	Ability for users to reassign work orders to other users.	

5	Ability to run reports on work orders by status (ex: open or closed).	
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Section 5: Payment and Cash Management Solution

Item #	Requirement	Response
1	Ability to track all transactions by a cashier (user).	
2	User-defined payment methods (i.e. cash, credit card, check, money order) with fields for check number, last 4 digits of credit card number and/or authorization number.	
3	Generate a payment receipt either through a pdf document or a stand-alone printer device that clearly identifies transactions and/or items purchased.	
4	Posting of payment receipts on customer accounts, license plates and citations.	
5	Capability to mark return check receipts, and apply return check fees, send customer-defined standard return check notifications.	
6	Ability to accept full and partial payments. Continue scheduled notice mailings for partial payments until balance is paid in full or transferred to a collection agency.	
7	Ability to add multiple items from the one or more customer accounts into one payment option.	
8	Ability to enter payments before citation information has been imported from handheld citation software and has information automatically updated when the citation is later uploaded from the handheld citation software.	
9	Provide an online payment solution that is able to update paid citations in the system automatically.	
10	Ability to reverse the payment after receipt is processed and ability to repay/re-apply once it has been reversed to adjust possible errors.	

11	Complete drawer close-out process with detailed reconciliation report that includes a drawer tracking number.	
12	Ability to establish payment plans and a process for tracking accounts to ensure payment in full. Provide a report that designates payment plans and their status	
13	Ability to apply overpayments as account deposits or of similar financial defined, to customer accounts and has the capability to issue refund checks in those amounts.	
14	Capable of separating/distinguishing more than one designated general ledger (GL) account and making payments towards that particular account (i.e. a payment towards a citation amount and a court processing fee – two separate GL accounts).	

Section 6: Task Scheduling

Item #	Requirement	Response
1	Ability to create and execute system tasks on a scheduled basis, examples may include but not limited to daily and/or monthly.	
2	Support execution of pre-defined tasks such as escalating fines, generating letters, generate and email reports daily, data imports/exports, etc.	
3	Ability to perform user-defined tasks for generating reports, data import/exports, etc.	

Section 7: Notice and Letter Generation Manager

Item #	Requirement	Response
1	The software must provide a method to allow for the processing/printing of customer and citation notices of intent. Each letter must be defined by specific conditions in order to trigger the printing	

	<p>of each standard letter type for a particular citation or customer. At a minimum, the following letter types must be available in the software module:</p> <ul style="list-style-type: none"> a. Unpaid Citation Notices (Second Notice and Third and Final Notice) b. Permit Renewal Notice <p>Customer Balance Statements</p> <ul style="list-style-type: none"> c. Final Demand of Payment d. Vehicle Boot/Tow Notification e. Installment of Payment Plan f. Return Check or Non-Sufficient Funds g. Hearing Notification/Appeal Results Notices h. Administrative Review 	
2	<p>Allow the user to define/create different types of standard letters. For each type of standard letter the software must allow the user to print only one letter applicable to only one citation or customer or the complete “batch” of that type of letter for all applicable citations or customers when certain user-defined conditions are met.</p>	
3	<p>Provide a detailed history on customer accounts that specifies type of letter generated and date/time of print date. A copy of the letter should be available to view by the user.</p>	
4	<p>Allow certain defined fields in each standard letter type to be automatically filled in by accessing data in the database file at the time of printing and/or allow entry of specific data not available in the database. At a minimum, the letters should be able to display the following data from the database:</p> <ul style="list-style-type: none"> a. Customer name and address b. Letter Date 	

	c. License Plate Number and State d. One or More Citation Numbers e. Citation Violation Type (i.e. meter violation, improper parking, where prohibited by sign, etc.) f. Issuance Date and Time of Citation g. Amount Due	
5	Allow letters to be printed on a standard printer that can be accessed via a local or network printer.	
6	Ability to reset letter dates and re-run if letters were generated in error.	
7	Ability to put automatic comment entry when all letters and notices are generated.	

Section 8: Report Generation

Item #	Requirement	Response
1	The software must be capable of producing pre-defined reports related to citation activity and possess the capability to produce those reports based on user-defined criteria	
2	The software must be able to produce a wide range of reports related to financial functions, appeals, work orders, citations, customers, events, payment plans, vehicles, permits, collections, etc.	
3	Monthly and daily accounts receivable report of citations paid during a specified date range. This includes a detailed report of all activity for a given cash drawer on a given day by a transaction type and account.	
4	An officer-specific report containing citations written by location, time of day and violation type during a specific time period.	

Section 9: Query Manager

Item #	Requirement	Response
1	The software must include a query manager that can be used for query building, data export, and posting.	
2	A query viewer should be available that includes the name of the query, description, and if the query is associated to a task.	
3	Ability to maintain queries. Maintenance items include the ability to view, edit, export, import, clone, and delete queries from the query viewer.	
4	Query builder that allows users to create a new query. A wizard should guide the user through the query creation process.	
5	Instruction guide on how to use the query.	
6	Ability to use a query to edit data in batch form.	

Section 10: Data Import / Export

Item #	Requirement	Response
1	The software must be capable of creating file formats that accommodate data import/export between all aspects of the parking citation management system and external agencies (i.e. State DMV's).	
2	Handheld citation software data must be capable of downloading over a Bluetooth, cellular connection, Wi-Fi or through a secured web-based application.	
3	Data stored in the existing system must be converted by the vendor and imported into the new system.	

Section 11: Web Services

Item #	Requirement	Response
1	The software system must offer web services for the ability to create a web-based interface.	
2	Please describe connectivity options and details regarding security of the connection in proposal.	
3	The vendor must offer consulting services to help guide the web implementation process.	
4	Web services must offer real-time interaction with the database.	
5	Web services should adhere to all business rules of the system so as not to compromise existing data.	

Section 12: Online Payment Portal

Item #	Requirement	Response
1	Ability to offer web development solutions for e-commerce functionality.	
2	The e-commerce website must integrate with the database to allow for searches by license plate and citation number.	
2a	Ability to display individual violations on a license plate and fines owed.	
3	The e-commerce solution should offer packaged solutions and custom development options.	
4	Ability to allow for administrative control for editing the e-commerce web page.	
5	E-commerce page should support all forms of credit card payment and meet all PCI/DSS compliance standards.	

6	Ability for customers to purchase permits (ex: residential, access credentials, daily, monthly).	
7	Ability for customers to manage their own account (address, phone, vehicle information, email address, and password)	
8	Must integrate with 5/3 Direct (Vantiv) Merchant Accounts.	
9	Must integrate with Authorize.Net Payment Processor.	
10	Ability to renew permits online.	
11	Ability to pull parking structure access card into the permit sale for new permit purchases, and to ignore/not include access card for permit renewals.	

Section 13: Hardware Component

Item #	Requirement	Response
1	Vendor supported handheld ticket writing devices or handheld citation software.	
2	Device must be able to withstand all types of environmental conditions and temperature variations.	
3	Ability to download over a Bluetooth, Wi-Fi, web-based wireless connection, or through a cellular network.	
4	Ability to support a Wi-Fi or cellular communication connection for real time data uploads and downloads while device is in the field.	
5	Detailed pricing for cellular option must be outlined, including preferred carrier, in bid package.	

6	<p>Citation software must be able to perform the following required functions:</p> <ul style="list-style-type: none"> a. License plate entry and all vehicle related data b. Location for the entry of permit numbers c. Parking violation infractions and their corresponding fine amounts d. Locations and sub-locales of the parking violation, including area for meter number. e. Ability to enter both public and private comments that can be transferred into the database f. Ability to issue a warning citation g. Ability to enter, track and issue parking infractions from a tire chalking application h. Ability to alert officer in field of a vehicle scofflaw infraction (i.e. boot eligibility) i. Ability to interface with Mobile Payment Vendor to pull back space or license plate payment information. j. Ability to interface with Luke II pay stations to pull back space or license plate payment information. 	
7	Devices should have the functionality to communicate with a pay-by-space and multi-meter systems (i.e. Digital Payment Technologies, Parkmobile, Parkeon, Cale, CivicSmart, etc.)	
8	Ability for license plate reader to support an onboard camera system.	
9	Ability for license plate reader software to issue a citation for vehicles in violation. Print issued citation.	
9	Please indicate any additional features/enhancements that are offered, as well as pricing options, in the bid response.	

Cost and Services

All items below are minimum requirements and must be included in the total bid price whether providing one price for total package or individual pricing. Pricing should be indicated for a 5 year contract.

Requirement	Comments	Cost
Licenses for up to five operators to utilize software concurrently at various locations. Based on Scope of Work requirements.		
Licenses for up to six operators to issue parking violations. Based on Scope of Work requirements.		
Licenses for up to four operators to view work orders Based on Scope of Work requirements.		
Licenses for up to two license plate readers and LPR software. Based on Scope of Work requirements.		
Hosting fees or software license fees for minimum module access: citations, appeals, permits, customer accounts, payment plans, and events.		
Provide an interface with Michigan Secretary of State DMV using FTP technology, or a suitable alternative, to send inquires to and receive back registered owner name and address information on a monthly basis.		
Interface or import state vehicle registration information from all other 49 State Vehicle Registration Departments.		
What is the report and/or letter writing tool/software used to create customer letters and reports? How much is each license or connection?		
Online Web Portal and Payment Website with minimum module access: citations, appeals, permits, customer accounts, payment plans, and events.		

Interface integration fees with 5/3 Direct (Vantiv).		
Interface/integration fees with Authorize.Net.		
Ticket writing handheld and printer (minimum bid 6 handhelds, 6 printers) include add-on price for additional units.		
Ticket writing or citation issuance software (minimum bid 6 handhelds, 6 printers) include add-on price for additional units.		
Interface citation issuance software with Luke II pay stations.		
Interface citation issuance software with Parkmobile.		
Interface with Citation Collection Agency – Apply additional collection fees, transfer citations to agency, import payments from agency.		
Online Payment Website: Store credit card on file for recurring permit renewal.		
<p>Minimum Letters/Reports and Letter/Report Tasks Included in bid:</p> <ul style="list-style-type: none"> a. 2nd Citation Notice – 45 days after citation issue date. b. 3rd and Final Citation Notice – 45 days after 2nd Citation Notice print date. c. Customer Balance Statement d. Vehicle/Boot Notification e. Payment Plan Installment f. Return Check g. Appeal Results Letter h. Detailed Receipt i. Cash Drawer Close Out j. Daily Reconciliation by Account Ledger Codes (Office and/or Online) k. Daily Reconciliation by Item Types (Office and/or Online) 		

<ul style="list-style-type: none"> l. Online Sales Reconciliation Close Out m. Payment Plans (Open and Closed Plans) n. Citations Paid (Fiscal Year) o. Citations Outstanding (All Unpaid Citations) p. Permits Sold Online q. Permits Sold (Fiscal Year) r. Aged Citations Report s. Citation Write-offs t. Citations Transferred to Collections u. Officer Citation Issuance Log v. Citations transferred to Collection Agency w. Online recurring permit renewals – Credit Card Settlement 		
License Plate Reader Cameras (minimum bid 2 sets of cameras) include add-on price for additional units.		
License Plate Reader Hardware (minimum bid 2 sets of laptops, citation printers, etc.) include add-on price for additional units.		
2 nd hosted database to be used for testing new processes and training.		