

RFP 2013-15: City of Albany Municipal Parking Management Services and Related Equipment and Software

QUESTIONS AND ANSWERS

1. How many parking tickets does the City issue annually? See Attachment 2
2. How many parking ticket payments are processed annually? See Attachment 2
3. What is the annual revenue that the City generates from parking tickets? See Attachment 2
4. Is there a requirement for the vendor to establish a local Albany office on a permanent basis? No.
5. Is the current parking system an internal, City-owned system or is the system hosted by a 3rd party vendor? Current system is hosted by a third-party vendor.
6. **General.** In addition to the program information provided in RFP, please provide the following data for each of the last three full years of ticket processing activity: See Attachment 2.
 - The number of parking tickets issued.
 - The number of parking tickets voided/dismissed.
 - The payment rate (percentage) for parking tickets.
 - The clearance/closure rate (percentage) for parking tickets.
 - The total revenue realized from parking tickets in each of the past three full years.
7. **General.** Please provide copies of the following:
 - The current electronic citation and electronic citation payment envelope. See Attachment 3
 - The violations and late fee schedule. See Attachment 1
8. **Ref. Section 4.1.** Please provide greater detail regarding how tickets payments are processed. Specifically:
 - The City's process for processing mail-in payments and the mechanism for updating the system to reflect those payments. Payments are recorded and updated in real time.
 - For ticket payments made online, does the City intend to continue the use of the current vendor's web services, or are proponents to propose the use its own web services? If the latter, we assume that in the future the City will want to safeguard itself from the possible imposition of fines levied by the payment card industry "brands" (MasterCard, VISA, etc.) and acquirers by requiring proponents to demonstrate PCI-DSS Level 1 compliance. While there is no reference to this in the RFP, please confirm that PCI-DSS Level 1 compliance is in fact an RFP requirement. New vendor would provide web services and would have to be compliant with any PCI requirements.

9. **Ref. RFP Section 4.1.** Does the Albany Police Department and/or other agencies handwritten parking tickets? Yes. If so, what are the requirements associated with entering these tickets into the database? The tickets are entered by the City.

10. **Ref. RFP Section 4.1.** The City's web site promotes a newly-implemented Residential Permit Parking program; however, the RFP makes no reference to the Residential Parking Permits and the system requirements for supporting this important City program. If there are no requirements for this type of system support, please advise proponents as such. If there are requirements, please elaborate on the City's program and the system functionality required to support it. Elaboration should include the different permit types, the business rules associated with permit issuance, the data fields required for records management, and the annual volume of permit issuance.

The City requires access to an interactive permit processing system that is completely integrated with the parking ticket database. The system shall allow the user to obtain inquiries of permit records by account number, registration, permit number, name and street address. The records will also include account number, application name, residential and mailing address, telephone number, vehicle registration number, vehicle make and color, stickers and visitor pass number, issuance and expiration dates for stickers and visitor's passes, inquiry/update information for accounting and a comment field to record pertinent information for each account if necessary.

Permits should be recorded separately from violation payments on a daily journal report with full financial controls for tracking. Permit activity should be reported via a monthly management report. On an annual basis, the vendor should forward a report of active permit accounts to the City. The permit module should cross reference the parking ticket database. Therefore, the City will have the option to restrict a permit/ decal sale to an individual until all citations are paid in full.

11. **Ref. RFP Section 4.1, item h.** The City states that one of the goals of this procurement is to "Create increased consumer responsiveness and satisfaction." What service offerings of this nature does the City currently have in place? IVR system payments are currently being provided. Is the City interested in the vendor providing customer service options such as Interactive Voice Response (IVR) system payments, customer support phone line, or online adjudication scheduling? Yes.

expecting contingency-based aged ticket collections price proposals for the backlog of tickets still unpaid six months after the date of issuance? **Please provide separate pricing for the above-referenced services if offered.**

16. Is there a pre-bid conference for this RFP? **No**

17. We are uncertain from the scope of services whether or not the City is requesting a full-service, turn-key management service. We believe that it is primarily an RFP for a) a handheld ticket-writing system and b) ticket processing and collection system for parking violations. However, in addition to these, is there other management and/or clerical services or supplies of interest to the City? Options typically include some or all of the following:

- Paper for handheld ticket-writers **No**
- Paper books for handwritten tickets **No**
- Data entry of handwritten tickets **No**
- Paper, envelopes **Yes**
- Postage for outgoing late notices **No**
- Off-site printing and mailing of notices **Yes**
- Respond to public inquiries about tickets by phone, mail and/or email **No**
- PO Box for mail payments and written inquiries **No**
- Mail (check) payment processing **No**
- Web (credit card) payment processing **Yes**
- Phone (credit card) payment processing **Yes**
- Research and/or adjustments to ticket and payment records **No**
- Processing refunds and chargebacks **No**
- Secondary collections **No**

18. What are the parking citation fine amounts and late fees? **See Attachment 1**

19. What is the City's history of increasing fines and fees, and does the City expect any increases within the contract period? **Unknown at this time.**

20. What number of tickets has the City issued in each of the past 5 years? What was their face value? **See Attachment 2, for the past 3 years.**

21. How many issuing agencies write tickets? **Three (3): Albany Police Department, New York State Troopers, and Albany County Sheriff.**

22. How much is the boot fee, tow fee, and impound fee? Boot Fee is \$40; Tow/Impound Fee is \$125.
23. Does the City issue any warning tickets? No. If so, how many were issued in each of the past 3 years? N/A. Does the City track which vehicles have received prior warnings before issuing tickets? N/A
24. What is the breakdown of tickets issued between handheld ticket writing computers and manual paper ticket books? See Attachment 2.
25. Does the City have a preference for whether the City or the proposer manage and pay for the wireless air-cards used by the handheld ticket-writers? If wireless air-cards will be provided by proposer, please indicate whether any additional fees will be incurred by the City.
26. How much ticket revenue has the City collected in each of the past 5 years? See Attachment 2, for the past 3 years.
27. How many and what value of tickets issued in the past 5 years were paid? See Attachment 2, for the past 3 years.
28. Beyond mailing late notices and requesting non-renewal of NY State DMV registrations, what other collection efforts has the City pursued, if any? Boot and Towing
29. Does the City use the services of a collection agency? No
30. How many named users will require training on the ticket-writers? Approximately 25. Training on the online system? Approximately 10-15.
31. What is the most number of parking ticket writing staff that would work at any one time? 22. What days of the week and hours of the day do they write tickets? Police Officers issue tickets 24 hours/day, 7 days a week; Public Service Officers issue tickets 24hours/day, 6 days a week (Mon.-Saturday).
32. Who boots and tows vehicles? Albany Police Department. What days of the week and hours of the day do boot and tow vehicles, release vehicles? Vehicles are released 7 days/week and 24 hours/day; Vehicles are booted and towed during the following two shifts: 8:00 a .m. – 4:00 p.m.; 4:00 p.m. – 12:00 a.m.

33. Does the City have any walk-in locations where citizens may visit to pay or appeal citations? Yes. What are the locations and hours of operation? Albany City Hall, 24 Eagle Street, Albany, NY 12207; Mon - Fri 8:30AM to 5PM

34. How many parking tickets will require conversion from the City's AS400 system? 331,738 Are any photographs or images stored? 93,222 What is the typical size of a complete ticket record? Each record contains 343 characters. Will the City want to convert only open citations? If not, please list the types and quantities of other records that will require conversion.

35. Will the City require any desktop computers, laptops or ALPR systems? 2 PC's will be required.

Please Note: For all other questions submitted but not referenced above, the City believes that sufficient relevant information has been provided to solicit proposals for the services requested in the RFP and no additional information will be provided.

ATTACHMENT 1

#	Description	Fine	Penalty
A	OVERTIME	\$ 40.00	\$ 65.00
B	NO PARKING	\$ 50.00	\$ 85.00
C	12 INCH FROM CURB	\$ 50.00	\$ 85.00
D	WRONG SIDE TO CURB	\$ 50.00	\$ 85.00
E	UNAUTHORIZED ANGLE	\$ 50.00	\$ 85.00
F	NO STANDING	\$ 40.00	\$ 65.00
H	DOUBLE PARKING	\$ 90.00	\$ 165.00
I	EMERGENCY-NO PARKING	\$ 50.00	\$ 85.00
J	OBSTRUCT DRIVEWAY	\$ 65.00	\$ 115.00
K	PERMIT PARKING	\$ 65.00	\$ 115.00
L	HANDICAP PARKING	\$ 195.00	\$ 345.00
M	TOW AWAY ZONE	\$ 50.00	\$ 85.00
N	FIRE LANE	\$ 50.00	\$ 85.00
O	FIRE HYDRANT	\$ 115.00	\$ 215.00
P	SNOW REMOVAL OBSTR	\$ 50.00	\$ 85.00
Q	SNOW EMERGENCY RTE	\$ 50.00	\$ 85.00
R	TRAFFIC OBSTRUCTION	\$ 65.00	\$ 115.00
S	NO STOPPING	\$ 65.00	\$ 115.00
T	EXPIRED METER	\$ 40.00	\$ 65.00
U	CROSSWALK PARKING	\$ 50.00	\$ 85.00
V	SIDEWALK PARKING	\$ 50.00	\$ 85.00
W	OTHER	\$ 115.00	\$ 215.00
Y	MEDIAN PARKING	\$ 50.00	\$ 85.00

ATTACHMENT 2--City of Albany

Year	Tickets Issued	Handheld	Handwritten	Fine Amount	Revenue
2010	91,860	49,988	41,872	\$ 4,704,630.00	\$ 4,038,176.00
2011	83,663	67,838	15,825	\$ 4,372,960.00	\$ 3,708,592.00
2012	84,574	69,212	15,362	\$ 4,457,745.00	\$ 3,462,691.00

VIOLATION

A PLEA AND/OR PAYMENT MUST BE MADE WITHIN 21 DAYS. FAILURE TO RESPOND WILL BE DEEMED A PLEA OF GUILTY AND MAY RESULT IN THE ISSUANCE OF A WARRANT FOR YOUR ARREST AND THE IMPOSITION OF ADDITIONAL FINES AND PENALTIES.

TO THE OWNER OR OPERATOR OF THE VEHICLE DESCRIBED, YOU MUST WITHIN 20 DAYS:

1. PAY THE FINE IN PERSON AT:
TREASURER'S OFFICE CITY HALL, ALBANY, N.Y. 12207
TREASURER'S HOURS ARE MON. - FRI. 8:30 AM - 5:00 PM. PAYABLE TO PARKING VIOLATIONS BUREAU.

2. PAY THE FINE BY MAILING THIS NOTICE OF VIOLATION AND CHECK OR MONEY ORDER PAYABLE: PARKING VIOLATIONS BUREAU, AT TREASURER'S OFFICE CITY HALL, ALBANY, N.Y. 12207.

OR

3. YOU MAY ALSO PAY ONLINE AT:
www.parkingticketpayment.com/albany

4. TO PLEAD NOT GUILTY OR GUILTY WITH AN EXPLANATION: BRING THIS NOTICE WITH EXPLANATION, MON. - FRI. 8:30 AM - 5:00 PM ONLY OR MAIL TO PARKING VIOLATIONS BUREAU. CASH SHOULD NOT BE SENT IN THE MAIL.

FAILURE TO TAKE ONE OF THE ABOVE ACTIONS WITHIN 20 DAYS MAY RESULT IN THE ISSUANCE OF A SUMMONS OR ARREST WARRANT.

FOR FURTHER INFORMATION CALL (518) 434-5006

YOUR PLEA - (CIRCLE ONE)

GUILTY NOT GUILTY GUILTY WITH EXPLANATION

Name (print) _____

IF A COURT SUMMONS OR ARREST WARRANT IS ISSUED, THE MINIMUM ADDITIONAL FINE IS \$25.

REV. 02/11

VIOLATION

*Attachment
3*

VIOLATION

**CITY OF ALBANY, N.Y.
PARKING VIOLATION SUMMONS**

OWNER OF BELOW LISTED VEHICLE:
VEHICLE HAS BEEN PARKED IN VIOLATION OF THE NEW YORK STATE VEHICLE AND TRAFFIC LAW OR CHAPTER 25 "VEHICLES AND TRAFFIC" OF THE CODE OF THE CITY OF ALBANY.

TICKET NUMBER: _____ ISSUE DATE/TIME: _____

STATE: _____ PLATE: _____ REG. TYPE: _____ EXP. DATE: _____

VEHICLE MAKE: _____ VEHICLE BODY: _____ VEHICLE COLOR: _____

VEHICLE MODEL: _____ VEHICLE YEAR: _____ METER: _____

VIN # _____

VIOL. _____ VIOLATION DESCRIPTION: _____

LOCATION: _____

ORIGINAL FINE: _____ AMOUNT DUE AFTER 20 DAYS FROM ISSUANCE DATE: _____

NOTES OR COMMENTS: _____

BADGE NO. _____ OFFICER NAME: _____

OFFICER SIGNATURE _____

Pay online at:
www.parkingticketpayment.com/albany

REV. 02/10

VIOLATION