REQUEST FOR PROPOSALS

PUBLIC PARKING AUTHORITY OF PITTSBURGH

DESIGN, DELIVERY AND OPERATION OF A PARKING TICKET PROCESSING AND ENFORCEMENT SUPPORT SYSTEM

DATE ISSUED: JULY 22, 2014

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1. Introduction

The Public Parking Authority of Pittsburgh (the "Authority"), a body corporate and politic under the laws of the Commonwealth of Pennsylvania, was organized in 1947 by the City of Pittsburgh pursuant to the Parking Authority Law of Pennsylvania, Act of June 5, 1947, P.L. 458, as amended and supplemented. The Authority was created for the purpose of establishing and operating on and off-street parking facilities in Pittsburgh, Pennsylvania (the "City"). As described in greater detail in Section 3 herein, the Authority's on-street parking operations include (i) ticketing and enforcement by the Authority and (ii) adjudication of parking tickets via the Pittsburgh Parking Court, which is administered by the Authority.

As more fully set forth in this Request for Proposals (the "RFP"), the Authority is seeking proposed solutions from qualified respondents whereby ticket tracking, record keeping, processing, adjudication, payment, and collection and parking enforcement and management functions (e.g. boot, tow, pound and auction) are integrated into a user-oriented system (the "System"). This includes the turnkey design, delivery and operation of a System that smoothly integrates with the Authority's existing parking ticket issuance system (currently a gtechna electronic ticketing system). The deployment of a successful, efficient, effective, and comprehensive System is critical to the Authority's ability to fulfill its mission and statutory requirements.

By way of clarification, and as more fully set forth herein, the word "System," as used throughout this RFP:

- Includes the hardware, software, operational resources, administrative support personnel (for functions designated as the responsibility of the respondent), and policies and procedures to provide "first class" levels of service to the Authority, the Pittsburgh Parking Court and their patrons.

- Will not include any of the Authority's existing parking ticket issuance, tracking, adjudication and payment system or related infrastructure.

- Must fully support parking violation processing; registrant data acquisition; public inquiry response and processing; adjudication; collections; audit trails and controls on all activities and transactions; management reporting; and management services.

- Must have a high degree of flexibility to accommodate major system modifications and enhancements, which includes the addition of new data elements, new system features, and integration with external systems.

- Includes extremely high levels of data accuracy, security and integrity; maintains extremely high levels of system and operational efficiency, effectiveness and integrity; and maximizes the availability and the effective and accurate processing and use of the data for the purposes of public inquiry, adjudication, and collections.

Attached hereto and made a part hereof as Exhibit A is a description of a sample System (the "Sample System") that illustrates the type of System desired by the Authority. Respondents should not view the Sample System as being firm specifications or requirements; rather, they should consult the description of the Sample System for a greater understanding as to the comprehensive, robust and secure System desired by the Authority. Modifications to the Sample System, and most importantly, improvements thereto, are encouraged.

The successful respondent (the "Contract Party") must demonstrate the ability to deliver a System that satisfies the specifications outlined in this RFP. It is in each respondent's interest to thoroughly review the requirements and instructions contained in this RFP prior to submitting a proposal.

The responsibilities of the "Contract Party" or the "respondent" set forth in this RFP, along with the Contract Party's response to this RFP, will serve as the foundation of the contract for the System between the Authority and the Contract Party (the "Contract").

2. About this Document

This document is a Request for Proposals. It differs from an invitation for bid in that the Authority is seeking a solution, not a quotation meeting firm specifications for the lowest price. As such, the lowest price proposal does not guarantee an award recommendation. Instead, proposals will be evaluated based upon the criteria set forth herein and factors such as quality, experience in the field, availability and/or capability.

The request for proposal process allows the Authority to negotiate with respondents prior to awarding a contract. The Authority will thoroughly review all proposals received in a timely fashion and will utilize its best judgment when determining which respondents, if any, to schedule meetings with after receipt of all proposals. Subject to the other terms and conditions of this RFP, only those respondents that are qualified and responsible, as determined by the Authority, in its sole and absolute discretion, will be considered for an award of a contract hereunder.

3. Introduction to the Authority's Enforcement, Collection and Adjudication Operations

The following sections summarize the Authority's existing enforcement, collection and adjudication operations.

A. Ticket Issuance and Collection

Parking Enforcement Officers ("PEOs"), who are employed by the Authority, monitor use of parking meters and parking outside of permitted spaces. The PEOs currently use an electronic ticketing platform on gtechna's hand held devices to issue parking tickets. The Authority is thereafter empowered by law to collect the fines, penalties and costs, including collection agency fees, associated therewith.

The following table summarizes certain information with respect to valuation of parking tickets issued by the Authority in recent years:

Category	Year Ending CY2011	Year Ending CY 2012	Year Ending CY 2013
Parking Tickets Issued by the Authority	300,929	266,018	259,677
Value of Tickets Issued	$9,459,381	$8,077,943	$8,253,796
Total Paid Towards Such Tickets	$10,088,073.96	$9,047,367.19	$8,925,339.82
Total of All Payments, including tickets from prior years	$10,544,423.72	$9,521,752.18	$9,475,803.60

Like the Authority, the City of Pittsburgh Police Department is empowered to enforce the parking laws adopted by the City. The issuance, adjudication and processing of parking tickets issued by the City of Pittsburgh Police Department are the responsibility of the City, not the Authority, and should not be factored into the System.

B. Booting, Towing and Impoundment

The Authority is empowered by law to enforce parking laws in the City, which includes the ability to boot, tow, and impound motor vehicles under certain conditions. The regulations for booting, towing and impoundment, and the fees associated therewith, are set forth in Title Five of the City's Code of Ordinances. Section 521 of the City Code provides that vehicles with five or more delinquent parking tickets may be immobilized.

The Contract Party is responsible for securing a tow lot location in the City with a minimum of 100 spaces that is open to the public during the following minimum hours:

- Monday through Friday, 10:00 a.m. to 6:00 p.m.
- Saturday, 9:00 a.m. to 2:00 p.m.
- Exclusive of the following holidays: New Year's Day; Martin Luther King Day; Good Friday; Memorial Day; Independence Day; Labor Day; Veterans' Day; Thanksgiving Day and the day after Thanksgiving; Christmas Day and the day after Christmas. Services are required on Fridays that precede holidays that fall on Saturdays.

C. Unclaimed Vehicle Auctions

The Authority has the option to dispose of unclaimed impounded motor vehicles at public auctions. The auctions are held as often as the Authority deems necessary. Certain notices are required to be sent to parties with legal interests in unclaimed vehicles, including the vehicle owner of record, license owner of record and vehicle lienholder, if any. Proceeds of auctions are applied to costs, fines and fees associated with each vehicle auctioned under certain rules established by the Authority, the City, and if applicable the Allegheny County court system. The auctions must be open to the public and conducted within the City.

D. Pittsburgh Parking Court

Historically, the Authority was empowered by the Commonwealth of Pennsylvania (the "Commonwealth") to enforce on-street parking regulations by issuing, and collecting fines, penalties and costs associated with parking tickets in the City of Pittsburgh. In 2005, the

Commonwealth adopted legislation (the "Act") that (i) authorized the Authority to immobilize, tow and impound motor vehicles in connection with the Authority's ticketing activities and (ii) required the Authority to adjudicate parking tickets issued by the Authority. Prior to adoption of the Act, the City handled these functions internally.

Subsequent to adoption of the Act, the City and the Authority entered into a Parking Court Cooperation Agreement dated May 18, 2005, whereby the City, in exchange for payment of a portion of the parking ticket revenues, transferred the power to adjudicate parking tickets issued by the Authority and boot, tow and impound motor vehicles in connection with the Authority's ticketing activities. Out of that, the Pittsburgh Parking Court emerged and, since that time, it has since been administered by the Authority.

At the Pittsburgh Parking Court, the recipients of all parking tickets issued by the Authority are given the opportunity to a preliminary hearing and an intermediate appeal hearing to contest such tickets. All subsequent appeals are to the Allegheny County Court of Common Pleas. The Contract Party will be responsible for all administrative support and staffing (except for hearing officers, who are hired by the Authority) necessary to administer the hearing process.

The Contract Party will be responsible for staffing and operating the Pittsburgh Parking Court during the following minimum hours:

- Monday, Wednesday, and Friday, 9:00 a.m. to 3:00 p.m.
- Tuesday and Thursday, 9:00 a.m. to 8:00 p.m.
- Exclusive of the following holidays: New Year's Day; Martin Luther King Day; Good Friday; Memorial Day; Independence Day; Labor Day; Veterans' Day; Thanksgiving Day and the day after Thanksgiving; Christmas Day and the day after Christmas. Service provision is required on Fridays preceding holidays that fall on Saturdays.

Note that the Authority enforces the parking laws that are adopted by the City and, in part, by the Commonwealth of Pennsylvania. The City, not the Authority, unilaterally establishes on-street parking rates, parking laws (based on Commonwealth law), parking zones, and fine amounts. As a result, the Authority lacks the ability to control certain factors that contribute to revenue generation (e.g. fine amounts, hours of enforcement, etc.). Accordingly, the Contract will provide that if the revenue generation is materially diminished by factors outside the Authority's control, the Authority will have the option to (i) terminate the Contract or (ii) reduce the services provided by the Contract Party and correspondingly decrease the fees payable to the Contract Party.

4. Schedule and Deadlines for RFP

EVENT	TIME AND/OR DATE
Mandatory Pre-Proposal Meeting	10:00 a.m. on August 5, 2014
Deadline For Respondents to Submit Questions and Requests for Clarification/Interpretation/ Modification (“Request for Clarification Due Date”)	5:00 p.m. on August 15, 2014
Deadline for Submission of Proposals (“Proposal Due Date”)	5:00 p.m. on September 4, 2014
Anticipated Board Action	October 16, 2014

5. Administrative Requirements and Related Information

A. To be considered responsive, respondents must submit by 5:00 p.m. Pittsburgh time on the Proposal Due Date (i) three (3) electronic copies of their proposal and (ii) three (3) hard copies of their proposal in a clearly marked envelope, to the following mailing address:

Pittsburgh Parking Authority
232 Boulevard of the Allies
Pittsburgh, Pennsylvania 15222-1616
Attention: Christopher Holt

B. Any proposals received after 5:00 p.m. Pittsburgh time on the Proposal Due Date, will be rejected.

C. The Authority reserves the right to extend or postpone the Proposal Due Date through an addendum.

D. Notwithstanding anything to the contrary in this RFP, the Authority may determine in its discretion whether to accept any questions or requests that are not received by the dates and times set forth in this RFP.

E. All proposals will be signed by an individual authorized to bind the respondent and execute contracts on its behalf.

F. All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all electronic media, reports, charts and other documentation submitted by a respondent will become the property of the Authority when received. Nothing submitted will be considered confidential or proprietary and each respondent acknowledges and agrees that all information submitted in response to this RFP, irrespective of whether it is marked “Confidential,” “Proprietary,” “Trade Secret,” or the like, may be disclosed by the Authority pursuant to a request submitted in accordance with Pennsylvania's Right-to-Know Law.

G. The Authority reserves the right to request additional information which, in the Authority's opinion, is necessary to assure that the respondent's competence, business organization, and financial resources are adequate to perform in accordance with this RFP and the Contract. If the Authority determines that it is necessary for the Authority to conduct an on-site visit, such visit will be at the expense of the respondent for a minimum of four people.

H. The Authority may make such investigation as it sees fit to determine the ability of the respondent to perform the work, and the respondent will furnish the Authority all such information and data for this purpose as requested by the Authority. The Authority reserves the right to reject any proposal if the proposal submitted by, or investigation of, such respondent fails to satisfy the Authority that such respondent is properly qualified to carry out the obligations in the Contract with the Authority and to satisfactorily perform the work specified herein.

I. The Authority reserves the right to reject any or all proposals, waive any irregularities or defects in any proposal, and modify or postpone or terminate the project detailed herein in its entirety or with respect to any respondent, at any time, for any reason or no reason. Submission of a proposal will be construed as respondent's concurrence with the foregoing.

J. All costs and expenses incurred by a respondent in the preparation and delivery of a proposal will be the sole responsibility of the respondent. The Authority will not be liable for any amounts to any respondent in any manner, under any circumstances, including without limitation, as a result of the termination of the RFP process.

K. The receipt of proposals or other documents by the Authority during any stage of the process will in no way obligate the Authority to enter into any contract with any respondent or make the Authority liable for any respondent costs. This RFP is a solicitation only and is not intended to be nor should it be construed to be an offer to enter into any contract or other agreement.

L. No respondent, team member, employee, servant, agent, advisor, consultant or representative of that respondent may communicate with any other respondent, team member, employee, servant, agent, advisor, consultant or representative of any other respondent about the preparation of proposals. Each proposal will be prepared without any connection, knowledge, comparison of information, or arrangement with any respondent, team member, employee, servant, agent, advisor, consultant, or representative of any other respondent. Each respondent is responsible to ensure that its participation in this RFP process is conducted fairly and without collusion or fraud.

6. Clarification of Requirements, Addenda and Modifications

A. Any respondent in doubt as to the true meaning of any part of this RFP may request a clarification, interpretation and/or modification thereof from the Contact Person (as hereinafter defined). At the request of the respondent, or in the event the Authority deems the response to the request to be substantive, the clarification, interpretation and/or modification will be made by an addendum. Requests for clarification, interpretation and/or modification must be

submitted in writing to the Contact Person by 5:00 p.m. Pittsburgh time on the Request for Clarification Due Date; any request received after this deadline may not be considered.

B. Inquiries regarding the RFP and all requests for clarification, interpretation or modification of the RFP must be directed in writing via e-mail to Christopher Holt at **CHolt@pittsburghparking.com** (the "Contact Person").

C. If any alleged errors are noted in the RFP, a respondent should immediately notify the Contact Person and, if confirmed, an addendum will be issued.

D. The Authority will not accept telephone calls or any other forms of correspondence pertaining to this RFP, except as set forth in Section 6.B, above.

E. This RFP may be updated, supplemented, amended or cancelled at any time by the Authority. Any changes, additions, deletions, or clarifications to the RFP will be made by addenda issued by the Authority.

F. Any addenda issued by the Authority will be considered part of the RFP.

G. Addenda will be sent via e-mail to the last known e-mail address of each person/entity listed with the Authority as having received a copy of the RFP for proposal purposes. The Authority will make reasonable efforts to notify respondents in a timely manner of modifications to the RFP. Notwithstanding the foregoing, each respondent will be responsible for (i) providing a valid e-mail address for delivery of addenda by the Authority and (ii) ensuring that its proposal reflects any and all addenda issued by the Authority prior to the Proposal Due Date.

7. Contract Requirements

Each respondent, in its proposal, must agree to be bound by the following requirements, should it be awarded the Contract:

A. The Contract will have an initial term of three (3) years, with two (2) three-year options to be exercised at the sole discretion of the Authority.

B. Except for the gross negligence or willful misconduct of the Authority, the Contract Party will indemnify and hold harmless the Authority, its successors and assigns, from and against any and all loss, damage and liability and for any and all claims for damages on account of or by reason of bodily injury, including death, which may be sustained or claimed to be sustained by any person, including employees of the Contract Party, and from and against any and all damages to property, including the property of the Authority, its successors and assigns, caused by or arising out of or claimed to have been caused by or to have arisen out of the negligence or willful misconduct of the Contract Party or its agents, servants, employees, invitees, contractors and/or subcontractors. For purposes of enforcing this provision, the Contract Party hereby waives any or all immunities it may have under the Pennsylvania Workers' Compensation Act or otherwise. This indemnification obligation will survive termination or expiration of the Contract.

C. The Contract Party will maintain, at all times until the termination of the Contract, the following insurance:

TYPE	AMOUNT
Workers Compensation	Statutory (in conformance with Pennsylvania's Worker's Compensation Act)
Contractor's Public Liability including Bodily Injury and Property Damage	Per Occurrence $1,000,000
Automotive Property Damage and Bodily Injury	Per Occurrence $1,000,000
Umbrella Liability	Annual Aggregate $5,000,000

D. The Contract Party will include the Authority and the City of Pittsburgh as an "Additional Insured" on the insurance described in this section.

E. The Contract Party waives all right of subrogation against the Authority, its subsidiaries, agents, officers, directors and employees for recovery of damages to the extent covered by any insurance applicable to the project and will secure appropriate waivers from the insurers providing coverage applicable to the project.

F. Insurance will be written through financially responsible companies with an A.M. Best rating of A-VII or better.

G. By specifying the above minimum insurance requirements, the Authority does not represent that coverage and limits will necessarily be adequate to protect the Contract Party, and such coverage limits will not be deemed as a limitation of the Contract Party's obligations hereunder.

H. Respondents should be aware that all technical and operational specifications, equipment descriptions, and marketing materials submitted or made available by the respondent in connection with this RFP will be incorporated, by reference, into the Contract. The Authority discourages the inclusion of general marketing materials or equipment manuals unless they are used to provide specific information.

I. All documents or data obtained by the Contract Party in providing the System will be the Authority's property. Such data or documents will be available upon demand, in machine readable form (if applicable), for verification as well as upon non-renewal of the Contract and Contract cancellation. In the event that the System will be transferred from the Contract Party to another vendor due to non-renewal or any other cancellation, the Contract Party vendor will be obligated to fully cooperate with a successor vendor with relation to the transfer of data, System components (if applicable), and personnel (if desired).

J. The Contract Party will keep the Authority's data confidential and will not use such data except as required in the provision to the Authority of the agreed-upon services. The Contract Party will restrict its employees and agents access to the Authority's data and will take measures to ensure that its employees and agents keep the data confidential and do not improperly use, copy, disclose or distribute it. These restrictions will continue in effect after

termination of the Contract. The vendor agrees to indemnify, defend and hold the Authority harmless for any breach of the foregoing, which obligation will be explicitly set forth in the Contract.

K. The Contract Party will indemnify, defend and hold the Authority harmless against any liability arising from any claims that the Contract Party's system infringes a third-party's patents, copyrights, trade secrets or other rights, which obligation will be explicitly set forth in the Contract. The Contract Party will also take such action as is needed in such event to allow the Authority to continue to use the System, including, without limitation, arranging for the transfer or assignment of the rights to use patent rights, copyrights or trade secrets necessary to transfer and operate the System.

8. Proposal Requirements

A. A mandatory pre-proposal meeting will be held at 10 a.m. Pittsburgh time on August 5, 2014 at the main offices of the Authority, which are located at 232 Boulevard of the Allies, Pittsburgh, PA 15222-1616. The proposal of any respondent that fails to attend this meeting will be rejected.

B. Each proposal should be in the format set forth below and not exceed forty-five (45) sequentially numbered pages and will be rated on a 100-point scale. Rating will be according to the degree to which a respondent demonstrates its capacity to satisfy the requirements set forth herein. Each proposal should include the following parts, which will be assigned the indicated point values:

1) Letter of Transmittal: (Total Possible Score: 0 points)

a) The proposal must include a Letter of Transmittal, indicating the title of the RFP, signed in blue ink by an individual authorized to bind the respondent contractually. The letter will include the identification of individual(s) who are authorized to negotiate and sign the Contract on the respondent's behalf, and the name, title, address, telephone number and e-mail address of the individual(s) who can supply additional information. In addition, the letter should indicate that the respondent agrees to be bound by the proposal included in the original proposal submission without modification.

b) If the proposal represents offerings to be made by different firms or organizations, the Authority will do business only with the respondent and will require the respondent to assume responsibility for the total project.

c) Any Power of Attorney authorizing agents or others to sign the proposal must be certified and notarized in writing.

d) A table of contents of the material contained in the proposal should follow the Letter of Transmittal.

2) Bid Deposit: (Total Possible Score: 0 points)

Proposals must be accompanied by a bid deposit in the amount of One Hundred Thousand Dollars ($100,000). The bid deposit may be either a certified check drawn on, or a treasurer's or cashier's check issued by, a responsible bank or trust company and made payable to the Authority.

3) Narrative: (Total Possible Score: 45 points)

Please organize your proposal so that it addresses each of the following items.

a) *Organization Qualifications*:

i. Describe your organization, its size, and its experience in providing systems similar to the Sample System. Identify any relevant accreditations. The information should clearly indicate where this experience has been acquired, the name of the client or customer reference for each project, the nature of the work performed, the dates that such work was performed, the types of database installed, the number of terminals, transaction volumes, number and, size of records, system functions, etc. Respondents are encouraged to provide specific information to substantiate the demonstrated effectiveness of their systems.

ii. At a minimum, each respondent must demonstrate experience providing systems for at least three (3) parking or traffic regulatory agencies that process approximately two hundred seventy-five thousand (275,000) parking tickets annually. A maximum of five (5) prior systems may be submitted; more than three (3), but fewer than five (5), such references, will receive less credit. Prior systems that cannot be verified by reference or are incomplete will receive no or limited credit. Respondents must complete the Experience Form attached hereto and made a part hereof as Exhibit B. Failure to submit a completed Experience Form will result in disqualification.

iii. Demonstrate that your organization has the financial soundness and financial resources to complete a project of this size. At a minimum, each respondent must provide certified financial statements for at least the past three fiscal years. If the respondent is a subsidiary of a larger organization, this information should be included for both the parent and respondent.

iv. Every respondent will provide a summary, and the current status, of any legal actions, suits, proceedings, claims or investigations pending with any governmental agency with which the respondent has had or currently has a contractual relationship. The existence of any such pending actions, suits, proceedings, claims or investigations may be a factor considered by the Authority in determining which respondent should be awarded the Contract, but will not automatically disqualify the respondent from bidding on the Contract. If there are no legal actions, suits, proceedings, claims or investigations pending with any governmental agency with which the respondent has had or currently has a contractual relationship, a statement to that effect will be included.

b) *Project Description*:

i. System Requirements: Provide a detailed explanation of your ability to provide the System. It is critical that the respondent also provide extensive and detailed descriptions of each and every operation, element, and component of the System, etc., that is the responsibility of the respondent. The Authority is interested in obtaining the largest number of quality System features and benefits.

The response should be presented in as much detail as possible and contain, at a minimum, the following:

- A complete detailed statement of the work to be performed for each item, task, deliverable, etc. under the Contract. The statement should demonstrate the respondent's understanding of the project, technical skills, and ability to meet the Authority's objectives.

- A description of the hardware (e.g. networked personal computers, on-line terminals, cashiering facilities, etc.) to be provided by the respondent to support the System given the historical volumes processed by the Authority. The respondent should utilize its experience with similar ticket processing and enforcement support systems to ascertain the optimal amount of equipment necessary to provide the requisite service.

- A statement regarding the respondent's assessment of the major difficulties anticipated in properly completing the services required.

ii. Technical Environment: The technical environment that is required to install and operate the System must be indicated.

- The respondent must indicate all control, support and utility software required, including information on appropriate release levels. The respondent will provide a high level overview of all the software components and/or modules in the System and describe the ownership of each of the software and modules (i.e. identify whether the software or modules are owned by the respondent, a subcontractor, or a third party vendor). If software components are owned by a third party vendor, respondent will indicate the contractual relationship between the respondent and the third party.

- The respondent must fully discuss conversion plans and capability, hardware capability and ability to absorb growth, software capability and flexibility, application support, training, maintenance capability, ability to meet time frame requirements, and appropriateness and adequacy of resources.

- The respondent must indicate with very specific information and in substantial detail the plan, activities, etc. relating to the conversion planning. Respondents should provide a concise description of how they propose to undertake this conversion. The description should indicate that the respondent has a fundamental grasp of techniques for the conversion of large-scale electronic data processing or management information systems (MIS). The respondents should provide information on past similar

conversions. The conversion represents a critical event and should be viewed by the respondents as a high priority and a significant undertaking. Respondents should not underestimate the importance of providing information relating to the conversion.

- In addition, the respondent must provide an estimate of the storage requirements for the proposed system.

iii. Technical Assistance & New System Development Capability: The Authority, in response to new ordinances or legislation, policy and/or system changes by external organizations (e.g. Pennsylvania Department of Transportation Bureau of Motor Vehicles), or the need to develop new capabilities or systems to achieve programmatic objectives or solve problems, will require from the respondent technical assistance, and in some cases, new or additional functions, systems and resources. The Authority requires that the respondent be capable of providing the technical assistance, new or additional functions, systems and resources at no cost or at minimal cost to the Authority. The respondent should provide detailed information involving past or current system contracts where the respondent has provided technical assistance and new or additional functions, services and resources at no cost or minimal cost. The respondent should also include the resumes of up to three (3) systems analysts who will support this project on an ongoing basis to develop new systems or enhance existing systems. These analysts should be viewed as staff in addition to staff assigned to routine maintenance, production, etc. If these analysts were included on the Employee Background Form, a resume must still be submitted.

At this time, the Authority has preliminary plans to identify vehicles that violate parking laws via License Plate Reading technology, with tickets to follow by mail. The Authority desires to understand how the respondents can assist developing a system to handle this project.

iv. Implementation, Operation and Management Plan and Capability: Of considerable concern to the Authority is the commitment that the respondent will make to dedicate its MIS resources to provide the system requirements and services. Respondents must indicate the number of systems analysts, programmers, network engineers and other MIS professional and related personnel who will be committed to the project. Additionally, the respondent should identify other MIS personnel who could be called upon in cases where major problems occur or major systems changes need to be completed in a short period of time. The respondent should also submit a project team organization chart for each phase of the project. The respondent understands that all personnel included in the proposal will be committed to this project and will only be substituted for by written confirmation and approval with Authority or at the request of the Authority.

The respondent must describe its plan and provide project milestone dates, and scheduled dates for completion of each project phase. The plan to be provided by the respondent must provide for implementing, managing and operating this project. The respondent must also describe all user documentation and training for Authority personnel that is to be provided. The new system should be operational by January 1, 2015, with conversion to begin as of December 1, 2014.

v. Documentation: Each respondent should indicate the type and level of detail of documentation provided with the system. Such documentation should include, but not necessarily be limited to, user manuals as well as system documentation.

vi. Sample Reports and Screen Displays: The respondent must provide samples of all user screens and reports included in the System.

vii. Additional Data: In this section, respondents may contribute whatever standard technical and sales brochures they deem relevant to adequately inform the Authority about the capabilities of their organization.

viii. Staffing: Each respondent should identify how the project will be staffed, along with identifying dedicated key staff members and their experience in this field. Respondents must submit the information requested pursuant to Exhibit C, attached hereto and made a part hereof, to receive credit for employee experience for personnel to be committed to this project. Respondents should provide detailed information regarding employees' experience relating to the system. Employee Background Forms should be completed, at a minimum, for the following project personnel:

- On-site Operations Manager
- Implementation Manager
- Conversion Manager

The respondent understands that all personnel included in the proposal will be committed to this project and will only be substituted by written confirmation and approval by the Authority or at the request of the Authority.

ix. Government Interfacing. The System, particularly the enforcement/adjudication/collection elements of the System, is extremely dependent upon the successful interface, retrieval and processing of data and information from the Authority's electronic ticketing system (i.e. a gtechna electronic ticketing system) and Pennsylvania and out-of-state Bureaus of Motor Vehicles. Moreover, the capabilities, understanding, knowledge, skills and abilities relative to accessing and processing data and information from motor vehicle agencies impacts not only the Authority's enforcement/adjudication/collection capabilities, but also the number of complaints and disputes from the public due to incorrect or inadequate identification of the responsible registrants for particular violations. Therefore, respondents are required to provide detailed information about relationships, experience, demonstrated effectiveness and processing capabilities with Pennsylvania and out-of-state Bureaus of Motor Vehicles. Respondents must, at a minimum, submit the information detailed in Exhibit D, attached hereto and made a part hereof.

c) *Contract:* Each respondent should provide the form of the contract covering all of the goods and services set forth in this RFP that is proposed to be entered into with the Authority.

4) Fee Proposal: (Total Possible Score: 30 points)

Please organize your proposal so that it addresses each of the following items.

a) The Authority is requesting a price quote for the proposed System based on a fixed price fee, which each respondent will detail as set forth in Exhibit E, attached hereto and made a part hereof.

b) The Authority will assume the cost for postage associated with noticing and for printing and shipment of tickets. The respondent will be responsible for procurement and payment for all other supplies.

c) Each respondent should be careful to include in the proposed fixed price fee quote all costs associated with the delivery of the System and services, including services on all outstanding tickets from January 1, 2005, and new tickets issued during the term of the Contract.

d) The Contract Party must make available to the Authority, without charge, any enhancements, or any other terms, conditions, or circumstances that favor the Authority and that are made generally available at no charge to any of the respondent's other customers. Other enhancements, or other terms, conditions, or circumstances offered to other customers for a charge must also be offered to the Authority.

e) After award of the Contract, if the Contract Party's prices are generally reduced for other customers, such reduced prices must also be immediately extended to the Authority. Any reduction in the cost of maintenance of improvements in service or other enhancements or features generally extended to other customers must also be immediately extended to the Authority.

f) The costs that the Authority anticipates the respondent to incur in providing the services required in this RFP include by way of illustration but are not limited to the following:

i. All System computer hardware and equipment, including networked personal computers, printers, power surge protectors (with backup power), routers, modems, switches, imaging equipment, network monitoring and diagnostic equipment, data storage devices and media, main-frame usage, media for data transfer, telephone call distributors, voice response system equipment, check processing equipment, data entry workstations, cashiering workstations with receipt and journal printers, and any other hardware and equipment necessary for the operation of the System.

ii. Software programs, including those programs necessary for the operation of the computer hardware and equipment, but also for the operation of the System as a whole.

iii. Administrative and operations personnel to provide functions identified as responsibilities of the respondent, including but not limited to: ticket

processing, payment processing, inquiry and complaint processing, adjudication support staffing, and boot/tow/pound/auction processing and staffing.

iv. Rent for facilities occupied by respondent and subcontractor personnel including, without limitation, tow pound facilities. Note: Certain space occupied by the respondent (cashier facility located at 240 4th Ave. Pittsburgh, PA 15222) is the property of the Authority and the respondent will pay any rent or operations charges for its use of a portion of those facilities, which expenses will be reimbursed.

v. Post office boxes.

vi. Out-of-state name and address requests. Note: The Authority will reimburse the respondent for the fees actually charged for information by the various Bureaus of Motor Vehicles. Respondent will attempt to utilize the most cost efficient methods for obtaining said information. The respondent is responsible for costs to develop systems to format requests, supply and ship media (if required) and to retrieve data.

vii. Backup medium and secure off-site storage (disaster recovery center).

viii. Voice and data communication lines and associated equipment.

ix. Mail-house related services such as separating (bursting) notices, inserting notices and return envelopes, etc.

x. Notices and envelopes.

xi. Off-site document storage.

xii. Courier services for Post Office pick-up, ticket pickup at the Authority (if applicable), document transmittal to and from the Pittsburgh Parking Court, Pittsburgh Parking Authority, etc.

xiii. Data processing for electronic ticketing information.

xiv. Armored courier services for transport of bank deposits from walk-in payment stations and from the PO box.

xv. Unarmed security guard must be present at the Pittsburgh Parking Court during business hours.

5) Value Added Items (Total Possible Score: 10 points):

Provide a detailed list of value added items that the respondent is offering (at no additional cost) that would enhance the goods or services requested in this RFP.

6) MBE/WBE Participation (Total Possible Score: 10 points):

The Authority is committed to providing equal employment opportunities to minorities and women and equal opportunities for business growth and development to minority and women entrepreneurs. To that end, the Authority requires that all contractors and subcontractors performing work for the Authority demonstrate a good faith effort to obtain the participation of minority and women business enterprises in the work to be performed for the Authority and to employ minorities and women during performance of the work. It is the Authority's objective to obtain minority and women's participation in its contracts with the goal being 25% of the contract amount expended for minority participation and 10% of the contract amount expended for women's participation. The Authority promotes the full utilization of subcontracting activities to ensure a successful Minority and Women's Participation Plan.

The respondent will submit as part of its response a completed "Solicitation for Participation and Commitment Form," which is attached hereto as Exhibit F. The Authority requests that all respondents actively seek qualified M/W/BE Businesses to participate in this opportunity. Failure to submit a completed Solicitation for Participation and Commitment Form may result in the rejection of the proposal.

7) Prior Authority Experience (Total Possible Score: 5 points):

Explain any substantive prior work experience with the Authority.

9. Evaluation and Selection

A. A committee will be established by the Authority to review and recommend proposals to the Board of Directors of the Authority (the "Board"). The Board has the final authority, in its sole and absolute discretion, for authorizing a contract with the Authority.

B. A shortlist of respondents may be scheduled for a structured oral presentation or interview and for discussions regarding best and final offers. Any such presentations will be at no cost to the Authority. The oral interview may be recorded or videotaped. At the end of the oral presentation/interview process, if any, any shortlisted respondents may be required to submit revised proposals to be reevaluated. Subject to the other terms and conditions of this RFP, the successful respondent will be recommended for contract negotiation.

C. The Authority anticipates executing a Contract with the Contract Party within twenty (20) days following award of the contract.

10. Exhibits

- Exhibit A: Narrative Description of a Sample System
- Exhibit B: Experience Form
- Exhibit C: Employee Background Instructions
- Exhibit D: Motor Vehicle Agency Interface Experience Form
- Exhibit E: Pricing Information
- Exhibit F: Solicitation for Participation and Commitment Form
- Exhibit G: Pittsburgh Parking Authority Ticket Sample

EXHIBIT A

Narrative Description of Sample System

1. Parking Ticket Processing

The vendor will be responsible for (i) obtaining electronic ticketing data from the PEOs hand held electronic system; (ii) acknowledging receipt of, accounting for and processing all parking tickets issued by the Authority.

(a) Transmission of Ticket Information

Each weekday, the vendor will be provided electronic ticketing data for tickets issued the day before, which includes correspondence and photographs associated with each ticket (collectively, the "Ticket Information"). The vendor is responsible for providing controls to ensure that all Ticket Information has been received accurately and completely into the System. The method of electronic delivery of the Ticket Information by the Authority to the vendor will be determined by agreement between the Authority and the vendor.

(b) Ticket Data Entry; Ticket File Update

Within one (1) business day after the receipt of the Ticket Information, the vendor will: (i) confirm that the Ticket Information has been accurately added to the System; (ii) add the Ticket Information to the database; and (iii) provide for immediate on-line access of the Ticket Information by license plate number and violation number. A sample copy of Ticket Information is attached hereto as Exhibit G.

Ticket Information will be made available for display at certain desktop locations at the Authority and the Pittsburgh Parking Court's adjudication facility (the "Adjudication Facility") within two (2) business days of receipt by the vendor. Each ticket image and associated correspondence and photographs will be indexed and linked to the ticket record on the database and permanently stored. All Ticket Information will include batch date, batch number and document identification.

The vendor is responsible for requesting registrant information on a weekly basis from the Pennsylvania Department of Transportation, Bureau of Motor Vehicles, and on an ongoing basis from out-of-state bureaus of motor vehicles (collectively hereinafter referred to as "DMV"). The vendor will add newly acquired registrant information to the database on a regular basis, which information includes, but is not limited to, the following: owner name and address, vehicle make, vehicle identification number, registration effective date and confirmation date (the date on which the respective DMV supplied the data).

(c) Edits and Controls

The vendor will establish, and continually utilize, controls to ensure the quality, security and accuracy of the data applied to the database.

(d) Manual Ticket Imaging

In the event the Authority should manually issue parking tickets for any reason, the vendor must maintain the ability to create and maintain a retrievable digital image of all such tickets for processing. The vendor will also arrange for the retrieval, batching and data entry of any tickets transmitted to it outside of the process set forth herein.

(e) Retention of Ticket Information

All Ticket Information (including Ticket Information for paid, unpaid or voided tickets) will remain on the database for twenty four (24) months. After twenty four (24) months, closed ticket records may be archived from the database; however, the vendor will retain and be able to retrieve these records (including associated images) for auditing, reporting, and research purposes. The vendor will also provide an adequate plan for back-up and disaster recovery of all data included in the System (i.e. current data and archived data).

(f) Activity Reporting

The vendor will deliver to the Authority a comprehensive daily reporting package of all ticket processing activities which will also contain cumulative processing totals for the current week, month, and fiscal year. The fiscal year of the Authority is from January 1 to December 31.

2. **Payment Processing**

The vendor will provide four (4) different payment processes, comprising (i) walk-in payments at the Adjudication Center and the Tow Lot (as hereinafter defined) (cash, checks, money orders and credit/debit cards); (ii) payments by telephone (credit/debit cards); (iii) payments by Internet (credit cards) and (iv) payments by mail (checks and money orders). The vendor will accurately process all designated forms of payment and the daily deposit of all receipts. The procedures and controls established for handling each type of payment and accounting for all financial transactions must be approved by the Authority.

In addition to processing capabilities, the vendor will also provide for the on-line, real-time processing of (w) cashier facility payments; (x) payments by telephone and Internet; (y) payments received by a collection agency; and (z) payments received by other governmental agencies. This on-line processing capability will allow vendor personnel to enter and record payments and payment adjustments, subject to the on-line payment and audit control requirements established by the Authority. The on-line payment system will be utilized by the vendor, by way of illustration and without limitation, for the following payment activities: multiple violations; multiple registrations; research items; and exception items. The on-line payment system will be utilized by patrons to make payments against credit or debit cards either by telephone or Internet, by way of illustration and without limitation, for the following payment activities: single ticket payments; total amount owed on a single registration; and all tickets contained on a particular notice.

The vendor will provide the capability to apply any range of payment dollar amounts to a violation (e.g. if a partial payment of fifteen dollars is remitted for a twenty dollar violation (fine

only or fine plus penalties) then fifteen dollars must be applied and the new amount due would equal five dollars). The vendor will record in the database, and display on the on-line inquiry system, the source of the payment (e.g. mail, Adjudication Center, etc.) in addition to the method of payment (e.g. check, money order, etc.).

The vendor will be responsible for development of systems and reports needed to reconcile the amounts deposited in the bank, the amounts returned by the bank, and other debits and credits with the amounts posted to the database. Such systems will be subject to the Authority's explicit approval. Reports of reconciliation will be submitted to the Authority weekly and at the end of each month. All monies received at any facility will remain at all times in segregated, supervised, access controlled work areas. Any monies received at any cashiering station or lock box processing facility will be prepared for deposit on location and will be deposited directly in the bank, transported only by an approved bonded armored courier.

The vendor will provide an on-line real-time payments system and cashiering facility that will allow cashiers at the Adjudication Center and Tow Lot to enter and record payments and payment adjustments to the database as they are received, and to provide receipts of such transactions to the payer (except as specified in batch payment application guidelines for lock box and off-line cashiering as later herein provided). The payment system's software and hardware must accommodate the high volume and hybrid nature of parking violation ticket, towing, booting, boot pound and related fines and penalty payment transactions. Payments entered to the on-line payment system will also be immediately reflected for use in determining penalty, notice and seizure eligibility and vehicles eligible for boot or pound release. The on-line payment system will also be capable of generating a daily payment activity report on a real-time basis to facilitate and properly control cashier closing procedures at the end of each cashier shift.

The vendor will include appropriate audit controls that include, at a minimum:

- Balancing a computer-produced cashiering report to the log printed on the cashiering terminal;
- Password sign-on, by operator;
- Cash-out by operator;
- Segregation of cash, check, money order, credit card receipts, and "cash-out" totals;
- Preventing the commingling of unrelated funds;
- PCI and DSS compliant and certified systems; and
- Operator identity (system generated) retained in transactions.

The vendor will be responsible for updating the database (through the on-line payment system and on the date of receipt) with all payments received. The vendor will be responsible for providing all the required controls, reports, procedures and documentation to ensure that all cashier facility payments processed by the vendor can be reconciled with payments processed and monies received by the Authority.

All payment amounts and other dispositions which cannot be applied to a violation number contained in the database because the database temporarily lacks the violation record will be retained in that file as a Skeletal Payment/Disposition Transaction. Skeletal transaction

capability is required in order to accommodate the processing of violation transactions when the violation(s) in question have not yet been updated to the System. The vendor will provide the ability to create an on-line skeletal record for each such violation containing, at a minimum, violation number, violation code, payment/disposition transaction and payment/disposition date. The skeletal transactions will be configured to match against and be applied to new violation records created on the database as soon as the respective new violation record is loaded to the database.

The vendor will provide systems and controls to accept payment by cash, check, money order, major credit card (presently MasterCard™ and Visa™) and debit card, including the ability to provide on-line approval of the charge by the credit or debit card issuer.

The cashiering system will provide patron receipts for all transactions showing the location of the cashiering station, the vehicle registration number and state, all tickets paid (with amounts applied for each ticket by violation number), tow or boot fees paid, storage charges paid, total paid, method of payment, the amount tendered and change given (if cash), the cashier identification code, the payment date and the payment time. The cashiering system will also provide the ability to endorse checks or other documents with the same transaction information.

(a) Walk-In Payment Stations

The vendor will provide sufficient qualified cashiers, operating the vendor's cashiering system and following the procedures and guidelines otherwise provided for herein, along with adequate supervision and support, to provide patron friendly cashiering services at walk-in cashiering stations at the Adjudication Center and Tow Lot. Additionally, the vendor will provide sufficient qualified cashiers and on site cashiering system at the Parking Court and the Tow Lot in order to accept payments of fees and fines owed to the Authority. The vendor will provide environment-specific patron service training, recognizing that patrons calling at the cashiering stations may present some degree of agitation, as they have generally either received an unpleasant notice or have had their vehicle booted or towed. It is of paramount importance to the Authority that personnel performing cashiering services conduct themselves in a professional manner in their interaction with patrons, no matter how trying some patrons may be under such circumstances. Competent and supportive supervision along with System and patron service training are critical to the accomplishment of this objective.

(b) Payment by Telephone

The vendor will provide an integrated service with which patrons may, using a touch tone phone and a credit or debit card, make certain payments on the database.

(i) *Patron Interface*

After connection, patrons will be prompted through each step of the transaction. Options will be presented to access a single open ticket, or set of tickets, by entering the violation number. Options will then be presented to pay either a single open ticket (at its current fine plus penalty value), or the entire amount due of the registration number associated with the originating ticket.

After confirming the selection of the ticket or group of tickets, the total amount due for that selection will be given, following which the patron can either abort the transaction or opt to continue. Should the patron wish to proceed, there will be a prompt to enter a credit card number and expiration date from a stated selection of credit cards. Following a confirmation of the card number and the amount to be charged, the patron will receive a final opportunity to either complete the transaction or if the transaction is confirmed, the patron will be given a confirmation number, which will be a reference to the transaction.

(ii) *Transaction Process*

In this payment process, only the full value of the option selected (a single open ticket (at its current fine plus penalty value), the entire amount due on the plate number, or the set of tickets (at their current fine plus penalty value) associated with a notice may be paid. There will be no partial payments accommodated. The vendor will provide integrated access to a credit card clearing house to obtain real-time authorization for each credit/debit card transaction.

The payment by telephone system will be available 24 hours a day, seven (7) days a week, except at those times when the on-line system is unavailable for routine maintenance, which schedule will be approved by the Authority, or when the on-line system is unavailable due to an unexpected communications failure or some other unforeseen circumstance. At such times, patrons will receive a message that the system is temporarily unavailable and be encouraged to attempt the transaction at a later time.

The vendor will record, retain and associate with the corresponding records on the database information for each transaction, including, the truncated credit/debit card number, date and time of the transaction, and authorization number. The vendor will only provide that a payment by phone was made, the date, time and amount paid at registration and ticket level for display upon inquiry on the database. The vendor will present the methods intended to be used wherein the credit/debit card information obtained in this (and any other) process will be maintained for auditing and reconciliation purposes, yet remain secure to protect the interests of the patrons.

Once daily, the monies from all payment by phone transactions will be reconciled with that category of payments applied to the database since the last such reconciliation and will be transferred to a bank designated by the Authority.

(c) Internet Payments

The vendor will provide an integrated service with which patrons may, using a secure World Wide Web site provided by the vendor (which will be linked to the Authority's web site), make certain payments over the Internet on the database.

(i) *Patron Interface*

After connection, users will be prompted through each step of the transaction. Options will be presented to access a single open ticket, or set of tickets, by either entering the violation number or the invoice number on a particular notice. Options will then be presented to pay

either a single open ticket (at its current fine plus penalty value) or the entire amount due of the registration number associated with the originating ticket number.

After confirming the selection of the ticket or group of tickets, the total amount due for that selection will be displayed, following which the patron can either abort the transaction or elect to continue. Should the patron wish to proceed, there will be a prompt to enter a credit/debit card number and expiration date from "drop down" selections for credit cards and expiration dates. Following a confirmation of the card number and the amount to be charged, the patron will receive a final opportunity to either abort or complete the transaction. If the transaction is confirmed, the patron will be given a printable confirmation page, which will be a reference to the transaction and act as the patron's receipt.

Payment for all boot, tow, and storage fees must be made in person at either the Parking Court location or the Tow Lot.

The vendor will ensure that all appropriate security and privacy measures are incorporated into this payment system by using a state of the art security infrastructure provided by the vendor or a reputable third party vendor.

(ii) *Transaction Process*

In this payment process, only the full value of the option selected (a single open ticket (at its current fine plus penalty value), the entire amount due on the registration number, the set of tickets (at their current fine plus penalty value) associated with a notice may be paid. There will be no partial payments accommodated. The vendor will provide integrated access to a credit card clearing house to obtain real-time authorization for each credit card transaction.

The payment by internet system will be available 24 hours a day, seven days a week, except at those times when the on-line system is unavailable for routine maintenance, which schedule will be approved by the Authority, or when the on-line system is unavailable due to an unexpected communications failure or some other unforeseen circumstance. At such times, patrons will receive a message that the system is temporarily unavailable and be encouraged to attempt the transaction at a later time.

The vendor will record, retain and associate with the corresponding records on the database information for each transaction including the truncated credit card number, date and time of the transaction, and authorization number. The vendor will only provide that a payment by Internet was made, the date, time and amount paid at registration and ticket level for display upon inquiry on the database. The vendor will present the methods intended to be used wherein the credit/debit card information obtained in this (and any other) process will be maintained for auditing and reconciliation purposes, yet remain secure to protect the interests of the patrons. The vendor must further present the methods intended to be used wherein credit/debit card transactions will be secured over the Internet.

Once daily, the monies from all payment by internet transactions will be reconciled with that category of payments applied to the database since the last such reconciliation and will be transferred to a bank designated by the Authority.

(d) Payments by Mail

The vendor will rent one local post office box in the City of Pittsburgh (or additional post office boxes if deemed necessary by the Authority and the vendor) for receiving all mailed parking fine payments, violation complaint correspondence and hearing requests, the contents of which will be removed once each business day by the vendor (via a bonded messenger) (the "PO Box").

(i) *Batch Date*

Prior to opening, mail from each PO Box will be separated into batches for piece control purposes. The postmark date will be utilized for calculating penalties due. The batch date will be established by the postmark on the item.

Each payment will be processed with the batch date as the date received and the date of payment applied to the Master Violation File. All digital images and all correspondence will be processed with the batch date as the date received for consideration for all date-sensitive transaction processing.

(ii) *Sorting Mail*

All mail must be batched and dated as above before it is opened and then sorted accordingly for processing. Controls will be established by the vendor to ensure that every piece of mail received is accounted for throughout its processing. Particular attention must be given to handling correspondence that includes payments. The vendor will be responsible for responding to and resolving all incoming correspondence received by the vendor, subject to requirements established by the Authority.

The vendor will apply all payments of tickets against the database within two (2) business days of receipt (except as otherwise herein provided) by the vendor at the PO Box. The vendor will deliver to the Authority a daily report of payments applied and deposits made together with copies of the supporting documentation.

The vendor is responsible for processing returned check transactions within five (5) days of receipt of notice from the bank of such returned checks. Included in that process will be the creation of a digital image of the returned check, which will be indexed to the transaction and available on-line. On the next business day after processing any returned check, the vendor is responsible for sending a returned check notice to the registered owner of the vehicle associated with the returned check. The vendor is responsible for implementing procedures to be approved by the Authority for instances when the maker of a returned check does not correspond to the registered vehicle owner associated with the returned check.

The vendor must arrange for violations that correspond to returned checks to be reactivated as unpaid on the database and to the status preceding the application of the returned check. The vendor must have the capability to assess a "bad check fee" on a license plate level and/or violation level basis. A notation communicating the receipt of a bad check must be displayed on the license plate and violation level on-line inquiry system. The vendor will

provide the Authority with a weekly list of all returned check transactions charged to the Parking Fine Account. The format of the weekly list must be approved by the Authority.

The vendor will indicate on each check reference information identifying the individual tickets paid, showing the amounts applied by violation number and the batch date of the payment. Checks will be endorsed to the account of the Pittsburgh Parking Authority. Checks and related documents will then be reconciled by their batch totals and/or on-line balancing procedures.

When the vendor receives a payment with a vehicle registration number but without a violation number, it will be responsible for carrying out the required file inquiries to apply such payments to violations outstanding against the vehicle registration number. If the payment can be applied to more than one violation, the vendor will first make payment against the oldest fully unpaid ticket on the file for that license number.

When the vendor receives a payment amount that exceeds the amount due on the enclosed violations, it will conduct all required file inquiries to determine if any other violations are outstanding against the payer's vehicle registration number. If one or more other violations are outstanding, the vendor will apply the excess payment amount in accordance with the payment application instructions to be provided by the Authority. If the excess payment amount cannot be applied to other violations, the vendor will follow the overpayment instructions to be provided by the Authority.

The vendor will post payments requiring no investigation to the Master Violation File within two (2) days of receipt. Those payments which require analytical investigation will be posted to the Master Violation File within four (4) days of receipt.

The vendor must ensure that all payment documentation is scanned and indexed to the relevant ticket record in the processing system.

3. **Complaint Processing**

Complaint processing will consist of all manual and computer processes needed to receive and respond to disputes, complaints and inquiries made in person, by telephone, and through the mail, prepare administrative cancellation documentation for the Authority, and maintain a complete record of all complaint transactions.

(a) Information Facility

The vendor will maintain and provide the appropriate supervised vendor personnel that permits in-person requests for information and filing of disputes or complaints. This facility will be open to the public between the hours of 9:00 a.m. to 3:00 p.m. Monday, Wednesday, and Friday, and between the hours of 9:00 a.m. and 8:00 p.m. on Tuesday and Thursday (except for recognized holidays), and will be accessible to persons with disabilities.

Forms to be provided by the vendor and approved by the Authority will be available at the information facility, which will be used by the staff of the facility, or by the complainant, to record the nature and specifics of the complaint.

Information facility staff will, where appropriate, evaluate the complaint and inform the complainant either that the complainant must pay the ticket or appear at the Parking Court for a hearing of the complainant. This response will be recorded on the complaint form and signed by the staff person. The System should allow for hearings to be scheduled on-line by vendor personnel, which will include same-day hearings, when available.

The vendor will establish proper controls over the processing of disputed violation dispositions, administrative cancellations and permanent suspends to ensure that they are approved by authorized persons only. The vendor will also be responsible for developing the controls, and systems necessary to ensure that all complaint forms are accounted for throughout their processing. The Authority will be responsible for the explicit approval of these systems.

(b) Telephone Inquiries

The vendor will supply an integrated digital telephone-answering system, which will include hardware and software, as well as supervised personnel to respond to telephone inquiries. The digital answering system (or automated call director) will answer all calls received by the information facility and enable callers to make certain inquiries and receive information directly from the Master Violation File (via voice response system) or to provide other information (e.g. location of tow lots and hours of operation, etc.) or to transfer their calls to the appropriate location (e.g. to appeal a ticket, to be routed to payment by telephone, to speak with a Customer Service Representative (CSR), etc.).

The integrated call director and voice response systems will operate twenty-four (24) hours per day, seven (7) days per week to provide information to callers. CSRs will be available to take calls 8:00 a.m. until 5:00 p.m., Monday through Friday (except for recognized holidays). The integrated call director and voice response systems will permit calls to be answered in the order in which they are received and will tabulate answered and lost calls as well as provide statistical information about system usage to allow analysis and improvements. Staff levels will be sufficient to insure that, of all calls received into the system and routed to the CSR queue, ninety percent (90%) are answered by a CSR within 25 seconds of placement in the CSR queue and that all calls are answered by a CSR within 120 seconds of placement in the CSR queue. The vendor will provide, devise and describe adequate controls and procedures to account for the receipt of all complaints taken by CSRs and to insure that all such ticket complaints have been appropriately resolved or routed for further action.

Telephone inquiry staff will, where appropriate, evaluate the complaint and inform the complainant either that the complainant must pay the ticket or appear at the Parking Court for a hearing of the complaint. This response will be recorded on the complaint form and signed by the staff person handling the call. The system will allow for hearings to be scheduled on-line by vendor personnel.

The vendor will be responsible for developing the controls and systems necessary to ensure that all complaint forms are accounted for throughout their processing. Such systems will be subject to the Authority's explicit approval.

The vendor will be responsible for independent quality control monitoring of CSR handled calls and will programmatically endeavor to insure that CSRs are both courteous and proficient in all aspects of patron service. The vendor will be responsible for developing training programs and manuals for new CSRs as well as for providing updated manuals and conducting routine in-service training programs for veteran CSRs. All calls received at the vendor's call center must be recorded and available for review if needed.

(c) Correspondence

The vendor will create and maintain a retrievable digital image of all correspondence received in the PO Box. The vendor will scan (convert to digital image) all correspondence and attachments for further processing. Correspondence images will be available for display at certain desk top locations at the Authority, the Parking Court, and the cashiering stations, within three (3) working days of receipt. Each correspondence image will be indexed and linked to the corresponding ticket record on the database and permanently stored. The vendor may, if feasible, archive images associated with closed violation records in conjunction with archive criteria and guidelines for archiving otherwise provided for herein. The vendor will provide and maintain an on-line image inquiry system for the retrieval of correspondence images at all times. All correspondence image records will include batch date, batch number and document identification. All scanned and indexed correspondence will be sorted into pre-established work queues for further processing (e.g. requests for hearings, broken meter appeals, sign complaints, etc.).

(d) Temporary Suspends

For all complaints made in person or by telephone where the complainant has been told that the ticket will be suspended pending investigation, a temporary suspend will be placed on the subject ticket. The effective date of the suspend will be the date the complaint is received.

For all correspondence that inquires or complains about a specific ticket or tickets, all of the tickets cited in the correspondence will be temporarily suspended while the inquiry or complaint is being investigated. The effective date of the suspend will be the batch date of the correspondence.

The temporary suspend will prevent further notices from being sent to the violator. Where the effective date of the temporary suspend is within eight (8) calendar days of the issue date of the ticket, the temporary suspend will prevent the imposition of the penalty for late payment of the ticket. Temporary suspensions are valid for 30 days subsequent to the effective date.

No temporary suspend will be placed in cases of in-person or telephone complaints in which the complainant has been told that the ticket must be either paid or heard at the Parking Court.

The temporary suspend will be updated to the database within one (1) working day of receipt by the vendor of the complaint. The System will have the capability to retain the number and date of a sequence of suspends.

(e) Complaint Investigation

Detailed guidelines have been developed for the Parking Court for determining which categories of complaints may properly be investigated by the Authority and/or its designees. In general, these guidelines rest upon whether the truth of the allegation can be independently determined by reference to official records of the Authority or other agencies. Complaints that fall outside of these guidelines must be adjudicated by the Parking Court.

The vendor will be responsible for investigating and/or referring for investigation each ticket complaint which falls within the detailed guidelines. This investigation will include assembling all documentation pertinent to the complaint. Documentation may be from the vendor's own files, from the various branches of the Authority (for example, a report showing all of the regulations at a specific location), or may be requested from the complainant (for example, stolen vehicle or tag report).

At the time of the initiation of a complaint investigation, the database will be updated with information showing the type of situation being investigated.

(f) Reactivation

In cases in which the investigation of a ticket complaint reveals that the complaint is either unfounded or falls outside of the proper jurisdiction of the Authority, the ticket will be reactivated or rescheduled for a hearing.

The complainant will be notified of the reactivation (*see* Ticket Noticing and Correspondence System, below). If the complaint was received within eight (8) days of the issuance of the ticket, the complainant will have ten (10) calendar days in which to pay the original fine without the imposition of the penalty for late payment. If the complaint was received after the penalty for late payment was applied to the ticket, the full amount of fine and penalty will be due.

(g) Submission for Administrative Cancellation

For ticket complaints for which the complaint is found to be correct, the vendor will assemble the documentation in support of administrative cancellations. Administrative cancellations will be submitted to the Parking Court or the Authority for final approval.

The database will be updated to show the date of submission for approval by the Authority or the Parking Court.

(h) Final Disposition Processing

Administrative cancellations are approved by the Parking Court or the Authority and entered by the Parking Court or the Authority. The database is updated for administrative cancellations with the final administrative cancellation date, reason and source.

(i) Investigator Comments

The vendor will provide a facility within the database by which comments in free form text may be entered by the Authority or Parking Court personnel (with appropriate access) relative to the status of an inquiry or an investigation undertaken. Such comments will be at a ticket or registration record level and there will be an indication at the corresponding record level that a comment or comments exist. Comments so entered will show the date, time and identification of the maker.

4. **Other Disposition Processing**

(a) Other Ticket Dispositions

The vendor will process disputed ticket claims against the database. Within two (2) working days of the receipt by the vendor of such dispositions, the first working day of which includes the date of such receipt, they will be reflected on the database. The processing of such dispositions requires that the vendor provide the capability to:

- Temporarily or permanently discontinue noticing of disputed violations;
- Hold late penalties temporarily in suspense;
- Temporarily back-out penalties pending reactivation;
- Record dismissals of late penalties due on outstanding violations;
- Record dismissals of unpaid parking fines;
- Exclude disputed tickets from seizure eligibility determinations;
- Add any penalties to unpaid tickets that are authorized by law;
- Adjust violation information according to the Authority's written instructions;
- Process refund amounts;
- Generate detailed reports of dispositions recorded against the database;
- Reassign names and addresses to outstanding violations; and
- Reactivate the normal processing of disputed violations.

The interplay of dispositions results in permutations that require the vendor to effectively prioritize the processing of dispositions. For example, a dismissal transaction cannot be superseded by a subsequent (different) disposition, or a full dismissal must not be adversely effected in any way by a penalty dismissal. The interplay of dispositions is inherent to the System environment.

The vendor will provide the capability to generate detailed violation information by state plate contained in the database for all violations.

(b) Broken Parking Meter Claims

The vendor will process claims by patrons that the parking meter at which they were parked at the time of the receipt of a violation was defective. Should the on-line meter repair history prove inconclusive, this capability will enable a call taker or correspondence clerk to make an entry (within conditional edit safeguards) that will simultaneously suspend a disputed violation and transmit a request for examination of the condition of the subject parking meter by

the Authority's meter repair personnel. When the appropriate meter technician has examined the parking meter and appropriately coded the complaint consistent with his or her findings, the Authority's clerical personnel will make a corresponding entry into the on-line parking meter subsystem. Such update of the complaint record will (based on a table of results and ticket dispositions) result in a system resolution of the contest and cause the generation of the appropriate disposition of the subject ticket within the processing rules and a letter to the complainant informing of the disposition.

(c) Sign-Based Claims

The vendor will process claims by patrons that the sign providing notice of the parking regulation that was alleged to have been violated at the time of the receipt of a violation was defective (e.g. missing, illegible, covering days or hours inconsistent with the violation received, etc.). Should the on-line sign inventory history prove inconclusive, this capability will enable a call taker or correspondence clerk to make an entry (within conditional edit safeguards) that will simultaneously suspend a disputed violation and transmit a request for examination of the condition of the subject signage by the Authority's investigative personnel. When the appropriate investigator has examined the signage and appropriately coded the complaint consistent with his or her findings, the Authority's clerical personnel will make a corresponding entry into the on-line sign subsystem. Such update of the complaint record will (based on a table of results and ticket dispositions) result in a system resolution of the contest and cause the generation of the appropriate disposition of the subject ticket within the processing rules and a letter to the complainant informing of the disposition.

5. **Ticket Noticing and Correspondence System**

The vendor will provide an integrated system that will generate and print notices and correspondence. The vendor will be responsible for delivering all notices and correspondence to the post office and monitoring and reconciling mailing quantities with the post office. All outgoing mail should be mailed within 48 hours from the time it is prepared. Processing will include obtaining the name and address of the violator, preparing, printing and mailing documents, and maintaining a complete record of all noticing activity. Following is a list of the types of notices and correspondence which will be required. This list is not intended to be all inclusive, but is provided as an example:

- Violation notices are to be sent within one (1) week of the receipt of DMV information.
- Notices of Default are to be sent within fifteen (15) days from the due date of the respective Violation Notices.
- Collection Notices are to be sent to violators for which payment has not been received ten (10) days from the due date of a Notice of Default. Such collection letters will be sent on a schedule specified by the Authority until the ticket is paid in full.
- Seizure (Boot) eligibility notices will be prepared and mailed to violators upon the Authority's request.
- Credit Bureau warning notices are sent bi-monthly to populations that meet certain criteria.

- Credit Bureau Reported Notices are sent bi-monthly to violators who have received warning notices, have failed to respond and have been credit bureau reported.
- Letters are to be prepared and mailed to violators for all ticket complaints received through the mail, and for all complaints which result in a temporary suspend being placed on a ticket. The letter will include a description of the complaint and a report of the results of the investigation.
- Bad check notices, including a copy of the check, will be sent to the registered owner of the vehicle when checks are returned by the bank as uncollectible.
- A fee will be levied against each account for which a bad check is received, and will be included in all subsequent notices.
- An on-line log of all mailed correspondence will be maintained by the vendor, indicating the date the notices/letters are mailed.
- The vendor should be prepared to convert to an enforcement system that relies on parking violations being identified by license plate readers, with tickets to follow by mail.

(a) Noticing Sequence

The Authority and/or the Parking Court will provide specifications to the vendor as to the form, content, sequence and timing of all letters and notices that are mailed to violators having outstanding parking violations. In addition to the notices specified by the Authority and/or the Parking Court, the vendor will be required to send any notices required by law, in accordance with the notice criteria established by the Authority and/or the Parking Court. The vendor will provide the capability to notice violators on an ongoing basis of scheduled hearing dates and times so that the Parking Court can resolve outstanding violations through hearings. The vendor must have the capability to imprint address bar codes and to sort notices by five and nine digit zip codes and to accommodate eleven-digit zip codes in the future (should the US Postal Service implement such within the life of the Contract) without additional cost to the Authority.

The vendor will maintain a keen awareness of any processes and programs that are available through the US Postal Service and will undertake to insure that all mailing is accomplished at the lowest possible cost to the Authority. All notice preparation and mailing will comply with the requirements and specifications for first class permit mail according to the US Postal Service Domestic Mail Manual.

(b) Modifications

The Authority and/or the Parking Court retain the right to modify the form, content, sequence and timing of notices that are mailed to violators or third party agencies, provided that the vendor is given detailed specifications. The notice system provided by the vendor must be flexible in order to accommodate changes. Any modification(s) will be implemented within thirty (30) days of receipt of a written request from the Authority and/or the Parking Court.

(c) Records

The vendor will record in the database the mailing date(s) and type(s) of notice mailed in relation to each violation. The vendor will maintain proper documentation of all noticing activity undertaken, and will, each month, provide to the Authority, a notice log containing, but not limited to, the following information: type of notice, mailing date of notice, date notice run to mail-house, post office delivery date of notice run and number of notices, license plates and tickets in notice run. The format of the notice log must be approved by the Authority.

Noticing records will be available for violation and registration on-line inquiry at both the ticket and license plate level. In addition, the vendor will provide an on-line notice management system containing, but not limited to, the following notice run information: type of notice, date of notice, number of notices, number of registrations, number of tickets, and total dollar amount noticed.

(d) Undeliverable Notices

In the event that a notice mailed to an address provided by a DMV is returned by the post office as undeliverable (e.g. forwarding address period has expired, etc.), the vendor will notate the database and display an indication of such status on-line. In addition, upon notation of the database, the vendor will provide the capability to exclude certain notice types from being generated for records so notated. The Authority will provide the vendor with the specifications and scenarios that would disqualify a violation from being noticed. Upon the receipt of a new/updated address from the DMV (or other sources approved by the Authority), the vendor will resume noticing of previously excluded records. Up to three (3) previous addresses will be retained in history after new address information has been posted.

(e) Fleet Processing and Noticing

The vendor will provide a system for processing violation notices for certain fleet vehicles, registered to fleet owners, including leasing companies, rental companies, and taxicab companies, as well as government agencies and other categories of enterprises ("Fleet Vehicles"). Based on criteria established by the Authority, the vendor will register certain Fleet Vehicles and generate Fleet Notices under procedures different than those used for other vehicles. The vendor will design and maintain systems for the electronic exchange of information with large fleets, which may be by telephonic file transfer or by machine readable media exchange. The fleet vehicle owner may provide information which will identify the operator responsible for one or more violations by presenting attestation that a named individual at a specified address had responsibility for the vehicle at the date and time of the violation. In such cases, certain noticing is required for those violations for which changes of responsibility have been entered.

The vendor will provide the capability to produce monthly violations reports to be used by the Authority serve as consolidated bills or reports to enrolled vehicle fleets. Any vehicles so enrolled will show an on-line indication to that effect upon inquiry. There are different types of fleets and unique processing rules for the monthly billing reports. Depending on the specific fleet, there will be the capability to prepare the consolidated monthly report (or report for an

otherwise specified time period) in paper or data file on machine readable media hard copy of all unpaid tickets for invoicing purposes to categories of registered fleets.

The reports produced for the fleet program will include:

- State/plate confirmation register
- Monthly billing statement
- Delinquent billing statement
- Key data fields for fleet entity records will be:
- Unique fleet number
- Fleet name and address
- Fleet contact person and phone number
- Effective date of fleet enrollment
- Termination date of fleet enrollment
- Date entity added as fleet enrollment*
- Date of last change*
- Data entry operator*
- State/plates by enrolled fleet
- Date each state/plate was added or terminated*
- Fleet owners vehicle control number (unique identifier for each fleet's own internal reference)
  (*system generated)

The fleet processing system will allow for on-line addition, deletion, modification or termination of fleet enrollments. Such maintenance access will be restricted to specific users designated by the Authority.

The fleet processing system will automatically request lessee names and addresses for designated car rental agencies using turn-around documents or data file transfers, which processes will be fully integrated with the database.

(f) Credit Bureau Reporting

The vendor will establish an agreement for the exchange of data with a national credit reporting bureau (Equifax, Trans Union or Experian) to support Credit Bureau Reporting collection activity. All credit reporting will be performed in strict compliance with the Fair Credit Reporting Act (FCRA) and similar state, local and federal laws.

Bi-monthly, registrants with outstanding violations meeting certain criteria will be sent "Credit Rating Warning Notices." Those registrants failing to resolve the violations referred to in the warning notice will be listed with the credit bureau and simultaneously noticed by the vendor that they have been credit bureau reported. All credit bureau reported accounts will be system reviewed on a bi-monthly basis and any changes in debt amount or the status of the debt will be transmitted to the credit bureau for update. The database will reflect the current credit bureau reported status on both a state/plate and ticket level.

It is critical that the vendor both "mark" and "clear" credit reported accounts accurately and timely. Additionally, the vendor will establish an expedited process for emergency clears or deletes to properly update debt satisfied on particular accounts, should such transactions be required outside of the regular reporting cycle.

6. **Parking Court**

The Parking Court may make determinations on individual tickets, on cases involving multiple tickets on a specific license number, and/or on the validity of boot and tow actions taken by the Authority. The Parking Court may order discharge or payment or may settle a case for less than the full amount owed.

The Parking Court interface will include all manual and computer operations needed to provide information to the Parking Court, to apply information received from the Parking Court to the database, and to insure the security of these data.

(a) Administrative Adjudication

The vendor will provide all necessary administrative support personnel for the operation of the Parking Court.

The vendor will not be responsible for the appointment or payment of the Parking Court Hearing Officers.

The vendor will provide the hardware and software to permit the vendor's employees to view, enter, update, and correct hearing and case information in an on-line real-time mode. This system must be fully integrated with the database and all related sub-systems.

The vendor will provide a system that allows citizens access to an online means of filing for a remote ticket hearing. The online system must allow the citizen the ability to submit a written statement, scanned documents and photographic evidence to be reviewed by the Hearing Officer. Upon submission of the online review request the ticket is held in a suspended status to prevent the subject license plate(s) from noticing or enforcement actions until the results of the online review have been entered.

Upon review of the online submission, a detailed letter with reason notifying of the outcome of the review will be sent to the citizen within one day of the review. The ticket will be held in a suspended status to prevent the subject license plate(s) from noticing or enforcement actions until after a time period specified by the Authority.

When a violator appears in person or writes to request a hearing, vendor personnel will enter into the System for the license plate or plates involved a scheduled hearing date. Any tickets subject to a scheduled hearing date will be placed in a suspended status to prevent the subject license plate(s) from noticing or enforcement actions until the results of the hearing have been entered. If the appellant fails to appear at hearing (FTA), or any tickets are held liable and remain unpaid, the hearing suspend will be vacated immediately after the hearing date and noticing and all other enforcement action will resume. Each ticket so affected will show an FTA indication. A scheduled hearing suspend will not prevent a vehicle from being towed.

When a violator appears at a scheduled hearing, or under certain circumstances appears for a hearing on demand, a Parking Court Hearing Officer will be able to access, via an on-line terminal, information to be used to assist the Hearing Officer in determining the outcome of a case. For example, this information may include but should not be limited to ticket (image and data versions), notice and payment information, any booting and/or towing activity and any imaged correspondence.

The outcome of the case may be either a settlement or a dismissal of the case based on the Hearing Officer's decision. The vendor's personnel will be responsible for entering to the system the type of outcome and the range of tickets and any storage fees included in the settlement. Due to the sensitive nature of case settlements, adequate security should be provided to ensure that unauthorized persons be restricted from access to adjudication screens. Only certain personnel designated by the Authority will have system access to enter adjudicatory dispositions on the database. All vendor personnel must be bondable.

(b) Hearing Calendar and Scheduling

The vendor will provide an on-line hearing scheduling function integrated with the hearing calendar in order to insure consistent workload volumes as specified by Parking Court. This system functionality will be restricted to authorized users and will provide the capability to schedule hearings within parameters established by the Authority as follows:

- Enter a specific date and time,
- Default a hearing date and time to the next available slot on the calendar,
- Select a hearing date and time from a pick list, or
- Add an additional ticket or additional tickets to an already scheduled hearing.

The vendor will provide a hearing calendar that is capable of being viewed and modified on-line by designated Authority and vendor personnel to accommodate varying workloads, hearing examiner staff availability, holidays, vacations, etc. Such calendar will provide the capability to create and modify hearing types, dates, times and the number of available slots.

The vendor will provide the capability so that authorized users may make inquiries of the hearing calendar by hearing type, a specific hearing date and time, all hearing slots, open hearing slots and by closed hearing slots. Authorized users will also be able to view the hearing calendar by criteria of combinations of the above (e.g. open slots for a specific day, all slots for a specific date and time, etc.).

(c) Disposition Processing

The vendor will provide for the on-line, real time entry of hearing dispositions. Once a hearing decision has been rendered, vendor's personnel will record the results of the hearing on the database and to generate a receipt for the appellant. Such on-line disposition processing will allow vendor's personnel to enter dispositions on a ticket level and/or license plate level from a table of codes that follow rules established by Parking Court. Each disposition code follows a rule that determines the effect of the application of that particular disposition.

It will be possible to enter disposition codes on a single ticket, multiple tickets or all tickets on a license plate. The entry of a disposition will be immediately reflected on the subject tickets on the database and the new amount due will be calculated according the prescribed rules. Original fine and penalty amounts will be maintained in history records to provide an accurate account of disposition transactions.

Disposition transactions will be maintained as part of the permanent ticket and license plate record and will include the following:

- Disposition Code
- Hearing Officer Identity
- Clerk Identity
- Date and time of Entry
- Plea Code (if required by disposition rule)
- Reduction amounts (if applicable)

For those tickets that have had a disposition entered that requires any amount due, but subsequently remains unpaid, the System will automatically update each such ticket with a default transaction, generate a letter to that effect to the appellant and vacate the suspension of enforcement activity.

(d) Parking Court Report System

The Parking Court report system will include data entry screens that are user identity and password protected and accessible only to authorized Authority and vendor personnel.

The System will be capable of generating reports of daily, weekly, monthly and fiscal year to date transactions, in a format and content as specified by the Parking Court. Such reports will be produced on-line and will be accessible only by Parking Court and Authority-specified system user identification.

7. **Boot, Tow and Pound Services**

(a) Overview

The vendor will provide and operate an integrated booting, towing, and pound system/operation, which will be deemed part of the System. The vendor will provide sufficient personnel, information systems, general equipment (such as vehicles, but excluding booting equipment) and facilities (including without limitation an impoundment facility or facilities located in the City, in a location or locations agreed to by the Authority) to conduct these services.

The vendor will provide a subsystem or element that automatically determines those vehicle registrations that are eligible for seizure in accordance with eligibility specifications provided by the Authority. Any payments or other transactions to the database will be immediately reflected in the subsystem and System.

The vendor will generate a file of all vehicle registrations that are eligible for seizure. The file will be utilized by the Authority's PEOs to identify vehicles for booting and will be accessible in a live, real-time environment through mobile digital terminals in a digital signal radio frequency environment. This file will also contain, at a minimum, summary license plate volume and dollar amount information by state, though that is for reporting purposes and not available to field personnel. The Authority reserves the right to modify the format of the seizure file.

The vendor will provide a boot and tow subsystem that has the capacity for the Authority's PEOs and clerical personnel at the Tow Lot, and clerical personnel at the boot and tow dispatch center, to inquire about seizure eligibility of vehicles and record information about vehicles seized and/or towed. The subsystem will support a range of activity relative to the seizure of vehicles, whether immobilized on street (booted) or towed and impounded. The subsystem will be capable of recording certain information, updating certain information as seizure situations evolve and updating again when seizures reach final resolution.

(b) Booting

The booting activities are to be performed by teams of field personnel that consist of one driver and one booting agent (both of which are the vendor's personnel), who will conduct weekday mobile patrols of the streets of the City searching for seizure eligible vehicles ("Boot Crew"). Boot Crews utilize automated License Plate Recognition (LPR) technology to identify boot-eligible vehicles. Upon locating such vehicles, mechanical immobilization devices (boots) are affixed by the Boot Crew, warning stickers are completed and placed, and vehicle and location information are recorded. The Boot Crews will also be responsible for removing boots from vehicles that are no longer seizure eligible (i.e. owners/agents have paid or have had a favorable result at a hearing or a combination thereof) or from vehicles that the Authority has elected to tow to impound in coordination with the towing and impoundment personnel.

All booting activity is supported by the System and is input and accessed by the vendor's personnel. Boot Crews use mobile digital terminals (MDTs) to identify booting eligible vehicles. The vendor is responsible for the physical equipment in the vendor's trucks. The vendor is responsible to provide the coordination and provision of the radio frequency (RF) network and the exchange of data through the network to and from the database and related subsystem. All booting and releasing activity is accomplished by the Boot Crew entering and receiving information through the MDTs. Some coordination is required by the vendor's booting personnel dispatch center. Dispatchers and clerks in the dispatch centers will utilize the subsystem to assign releases (through the MDTs and/or by voice communication over the Authority's voice radio system) and the exchange of information is all tracked by the subsystem. The MTD system should provide real time access to current information, sufficient security protections and will be easy to utilize.

Based on a response of Not Found or Not Boot Eligible, no further data entry is required by the Boot Crew. Any of the other Boot Eligible responses authorizes seizure by the inquiring Boot Crew on the Subsystem. Boot Crews are not shown the dollar amount or number of tickets owed. The list of vehicles authorized for booting at any time will be displayed by state/plate with the crew number on the main subsystem panel or screen, sorted oldest to newest.

The Boot Crew may have to circle the block or back up to place themselves in physical position to complete the seizure. When they have done so, one of two scenarios will present: the vehicle may no longer be at the location (in which case the Boot Crew will enter a code to signify a "GOA" (gone on arrival) transaction) or the vehicle will still be there and will be mechanically immobilized (booted).

A GOA transaction closes the authorized [to seize] status, capturing the Boot Crew number, date and time of that transaction for reporting purposes only. The state/plate will then purge from the main panel display queue. If the vehicle is immobilized, certain additional data will be required and entered by the Boot Crew via the MDT, as follows:

- The date, time and Boot Crew performing the seizure confirmation*;
- The location, color and make of the seized vehicle;
- The boot device number used for seizure;
- Seizure conflict posed by present or pending parking prohibitions (if any) to aid in prioritizing of subsequent towing.

  (*system generated)

Immediately upon the entry of this data, the status of the subject state/plate will show an indication of "BOOTED" on any terminal in the entire System (Authority, Parking Court) upon subsequent inquiry.

Boot Crews receive release assignments on their MDTs as such are assigned by vendor's dispatch personnel. Should the owner or agent of a booted vehicle make payment or have a favorable result at a hearing (or a combination thereof), that entry against the Master Violation File will automatically and immediately trigger a release authorization to the subsystem which will go into a release queue displayed for dispatchers. Such vehicles are then "RELEASE PENDING" and will show that status on any terminal in the entire System (Authority, Parking Court) upon subsequent inquiry. The list of those vehicles in Release Pending status will be displayed by state/plate on the main Subsystem panel or screen, sorted oldest to newest.

When a dispatcher assigns the release to a particular Boot Crew, that release, along with the state/plate, color make and location of the vehicle will appear as a release assignment on the MDT of the subject Boot Crew and the assigned Boot Crew number will simultaneously appear next to corresponding state/plate in the release pending queue on the subsystem panel or screen. When the assigned Boot Crew completes the release, a final entry is made on the MDT, completing the seizure record. The state/plate will then purge from the Subsystem panel display queue.

Any of the above transactions can alternately be entered into the subsystem by dispatch center personnel, should an MDT not be functioning. Any corrections to information already entered by Boot Crews via MDTs can be altered by dispatch center personnel (see Changed Data below).

Those vehicles not released to owners or their agents on the street will be subsequently towed. The dispatch center will coordinate the assignment of a release crew and a tow truck by two way voice radio or comparable communication system. The status of the booted vehicle on

the subsystem will be changed to "TOW AUTHORIZED" and that status will simultaneously be displayed on any terminal in the entire System (Authority, Parking Court) upon subsequent inquiry. The list of those vehicles in tow authorized status will be displayed by state/plate with the assigned tow driver number on the Subsystem panel or screen, sorted oldest to newest.

When the assigned tow driver completes the tow, he or she will communicate certain information to dispatch and the dispatcher will enter into the System the Tow Lot which the vehicle was taken, the sequential transaction number, and the row and space within the lot into which the vehicle was placed, completing the tow record. The state/plate will then purge from the main panel display queue. The status of the vehicle on the Subsystem will be changed to "TOWED" and that status will simultaneously be displayed on any terminal in the System (Authority, Parking Court) upon subsequent inquiry.

Any changes of status (from boot authorized to boot confirmed, from booted to tow authorized, from tow authorized to tow confirmed) will be record stamped with System generated times and dates of each transaction along with the Boot Crew or tow operator assignments and identity (by system identification established at session sign-on) of the maker of the transaction.

(c) Towing (Impoundment)

The vendor will provide adequate tow drivers that will be assigned by two way radio or comparable communication system to tow requests for illegally parked or booted tow-eligible calls from PEOs. Upon arriving at such vehicles, tow drivers communicate certain information to the dispatch center.

The vendor will provide a location for the storage of the towed vehicle. The storage facility must be located within the City limits, at least one hundred spaces in size, securely fenced, and constantly monitored by recorded video.

All towing activity is supported by the subsystem and is input by the vendor's personnel and accessed by the vendor's and Authority personnel. As tow drivers relate information to the dispatch center, dispatch center personnel enter certain data into the boot and tow subsystem, which provide the exchange of data to and from the database.

Upon data entry of the tow operator number, the location, color and make, along with a tow reason code, a new "TOW AUTHORIZED" record will be created on the subsystem with a system generated date and time. That "TOW AUTHORIZED" status will simultaneously be displayed on any terminal in the entire system (Authority, Parking Court) upon subsequent inquiry. The list of those vehicles in tow authorized status will be displayed by state/plate with the assigned tow driver number on the Subsystem panel or screen, sorted oldest to newest.

Upon completion of the tow, the tow operator will communicate certain additional information to dispatch and the dispatcher will enter into the subsystem the Tow Lot to which the vehicle was taken, the sequential transaction number, and the row and space within the lot into which the vehicle was placed, completing the tow record. The state/plate will then purge from the main panel display queue. The status of the towed vehicle on the subsystem will be changed

to "TOWED" and that status will simultaneously be displayed on any terminal in the entire System (Authority, Parking Court) upon subsequent inquiry.

Any changes of status (from tow authorized to tow confirmed) will be record stamped with System generated times and dates of each transaction along with the crew assignments and identity (by System identification established at session sign-on) of the maker of the transaction.

(i) *Fee Calculation*

Vehicles booted or impounded to the Tow Lot incur fees prescribed by City ordinance. Vehicles that are impounded incur storage fees. The boot and tow subsystem must calculate all applicable fees in a live, real time environment and display the current fees on any terminal in the entire System (Authority, Parking Court) upon inquiry. The following are the associated fees at present, which are set by legislative action and not by the Authority:

(A) Booted Vehicles:

- Booted on the street and never towed: $300.00
- Booted and subsequently towed: $300 boot fee only for the day on which the vehicle was booted and $110 tow fee. Storage fees are calculated daily and begin to accrue at 12:01 a.m. on the day after the date on which the vehicle was impounded. For the first through the third day on which storage fees are due, the rate is $9.00 per day. For the fourth day on which storage fees are due, and for every day thereafter that the vehicle remains in custody, the rate is $18.00 per day.
- Booted and Escaped: $300 boot fee plus additional fees to be determined for the loss of the immobilization device or the recovery of the device.

(B) Towed Vehicles:

- Towed and released same day: $110
- Towed and released next day or thereafter: Storage fees are calculated daily and begin to accrue at 12:01 a.m. on the day following the date on which the vehicle was towed. For the first through the third day on which storage fees are due, the rate is $9.00 per day. For the fourth day on which storage fees are due, and for every day thereafter that the vehicle remains in custody, the rate is $18.00 per day.

(C) Released, But Not Removed

- On some occasions, vehicles will be authorized for release by the System as defined above (either due to payment or administrative release by Parking Court), but will not be released at the Tow Lot (generally due to owner's failure to present valid registration or proof of financial responsibility). The vendor will provide a subsystem feature for use under such circumstances wherein those fees that have been paid or adjudicated to the point of original System release will be credited, but storage fees will begin to accrue again (using original impoundment date) until the vehicle is actually released (removed from the tow lot).

(ii) *Noticing for Impounded Vehicles*

In general, specific notices required for impounded vehicles will be System generated by the vendor, printed at the Tow Lot in which the subject motor vehicle is located, and mailed by vendor's personnel at the Tow Lot. While the initial notice will always be generated at the Tow Lot where the unclaimed vehicle has come into the System, subsequent notices may be generated at other vendor locations. The notice printing module of the boot and tow subsystem will have the capability to allow any set of notices to be printed from any supported vendor locations. This will not only be a feature to provide for continued business operations in the event of System or catastrophic failure at one or more of the vendor facilities, but also to allow the Authority flexibility in terms of the evolution of its implementation of the program.

Vehicles towed and released the same day require no noticing. For those vehicles that remain in custody on the day following the day on which they were towed, certain notices are required. The vendor will be responsible for providing a system for generating notices of vehicles in custody. This system will be a component of the boot, tow, and pound subsystem, and the vendor's personnel will print the notices by invoking a batch job of the vendor's design (as approved by the Authority), enclose required attachments, fold, stuff, affix postage and mail. The Authority will reimburse the vendor for all related postage fees. In addition to the information already recorded, the vendor's personnel will obtain and enter the vehicle identification number, as well as any name and address information that can be obtained from inquiry of various DMV databases. There can be as many as three different entities requiring notices for each unclaimed vehicle:

(1) Owner by Vehicle Identification Number

(2) Owner by State/plate on the vehicle when it was towed

(3) Lienholder (bank or other lender with a secured property interest recorded on the title)

A Notice to Owner (of vehicle in custody) will be generated by the System for all vehicles that remain in custody on the day following the date on which they were towed. Only the "Owners" in (1) and (2) above receive Notices to Owner. The format of the letter is a merged document on plain 8.5" by 11" paper, duplex printed (text continued on to the back side of the page), consisting of prescribed text and fields obtained from the records meeting the criteria on the boot, tow and pound subsystem. Name and address for such notices will default to the name and address of state/plate record if one is already present, but may be over-written with alternate data if Authority personnel obtain more current information at time of tow. Such alternate name and address will not over-write the state/plate name and address on the Master Violation File. If the Owners in (1) and (2) above are the same, only one notice will be generated. If the owners in (1) and (2) above are different, two separate notices will be generated, using the same vehicle information for both.

A Notice to Lienholder will be generated by the subsystem for all vehicles that remain in custody on the day following the date on which they were towed, or on the date following whatever date lienholder information is entered. Should new information about a lienholder be

entered subsequent to the generation of a Notice to Lienholder (either a different lienholder or a different address for the original lienholder), another notice will generated the next day to the subsequently entered lienholder. There will be the capability to record and notice as many as three lienholders and the records of those notices will be separately maintained. Only the lienholder ((3) above) receives the Notice to Lienholder. The format of the letter is a merged document on plain 8.5" by 11" paper, duplex printed (text continued on to the back side of the page), consisting of prescribed text and fields obtained from the records meeting the criteria on the boot, tow and pound subsystem. The vendor's personnel will acquire lienholder information from various DMV sources and will enter lienholder name and address in the relevant fields in the System. Presence of lienholder information (or revised lienholder information) and status of vehicle as still in custody on a day greater than or equal to the day after impound will be the triggers for the generation of lienholder notices. Should lienholder information be entered at any point at least one day after the date of entry as a vehicle in custody, and the subject vehicle still be in custody, a lienholder notice will be generated. The name and address on the Master Violation File will again not be affected by any alternate names and addresses entered for unclaimed vehicle noticing.

A Notice of Entry of Order will be generated by the subsystem for all vehicles that remain in custody on the tenth (10th) day preceding the scheduled auction date. The "Owner(s)" in (1) and (2) above receive Notices of Entry of Order. The format of the letter is a merged document on plain 8.5" by 11" paper, duplex printed (text continued on to the back side of the page), consisting of prescribed text and fields obtained from the records meeting the criteria on the boot, tow and pound subsystem. Name and address for such notices will default to the then most current name and address within the vehicles in custody noticing module.

A Notice of Entry of Final Order will be generated by the subsystem for all vehicles that have been sold at auction and removed from the respective auction lot by the successful bidder on the day after the entry of that designation. The "Owner(s)" in (1) and (2) above receive Notices of Final Order. The format of the letter is a merged document on plain 8.5" by 11" paper, duplex printed (text continued on to the back side of the page), consisting of prescribed text and fields obtained from the records meeting the criteria on the boot, tow and pound subsystem. Name and address for such notices will default to the then most current name and address within the vehicles in custody noticing module.

A Notice of Entry of Order will be generated by the system for all vehicles that remain in custody on the tenth day preceding the scheduled auction date. Only the "Owner(s)" in (1) above receive Notices of Entry of Order. The format of the letter is a merged document on plain 8.5" by 11" paper, duplex printed (text continued on to the back side of the page), consisting of prescribed text and fields obtained from the records meeting the criteria on the boot, tow and pound subsystem. Name and address for such notices will default to the then most current name and address of state/plate record within the vehicles in custody noticing module.

A Notice of Entry of Final Order will be generated by the system for all vehicles that have been sold at auction and removed from the respective auction lot by the successful bidder on the day after the entry of that designation. Only the "Owner(s)" in (1) above receive Notices of Final Order. The format of the letter is a merged document on plain 8.5" by 11" paper, duplex printed (text continued on to the back side of the page), consisting of prescribed text and fields

obtained from the records meeting the criteria on the boot, tow and pound subsystem. Name and address for such notices will default to the then most current name and address of state/plate record within the vehicles in custody noticing module.

(iii) *Record Retention*

All records created in the boot, tow and pound subsystem will remain on line for a period specified by the Authority. The vendor will convert the existing records required to be retained, as otherwise provided herein. The storage records will incorporate the highest standards of security, privacy and make appropriate provisions to ensure that the data integrity and accessibility is preserved throughout the required period, including the establishment of an adequate disaster recovery plan.

(iv) *Changes to Data*

Once data is entered into the boot, tow and pound subsystem, certain fees for booting, towing and storage fees are generated by the subsystem. Some of the data entered is done by humans; therefore, errors are sometimes made. In order to correct those errors, certain revisions to data are necessary. Certain supervisory personnel will, by virtue of their System rights associated with their unique system log-on identification, be able to "revise" fields of data in the boot, tow and pound subsystem. Such revisions will, upon completion, if affecting fees, cause an immediate recalculation of fees to be simultaneously displayed on any terminal in the entire System (Authority, Parking Court) upon subsequent inquiry. However, whether affecting fees or not, any revision transaction will create a history record showing the original record in its entirety prior to the revision along with the "revised" record showing the date, time and maker of the revised record (date, time and maker will be system generated). Any record that has been revised will display prominently the word "REVISED," to indicate that there has been a revision to that record. Appropriate audit trails should be maintained for all data elements to ensure that the System can be recovered in terms of a System failure, user error, System error, or security or data integrity breaches.

(v) *Tow Lot Inventory System*

The vendor will provide and support a fully-integrated inventory system for a minimum of one hundred spaces for vehicles in custody at the Tow Lot. This system will complement and integrate into the boot, tow and pound subsystem and extend the capability to retrieve, enter and modify on-line records for towed vehicles out of the office and onto the Tow Lot itself. The vendor will develop a tow lot inventory system that will provide a paper and electronic record for each vehicle's life cycle in the pound subsystem. The vendor's personnel will conduct lot inventories ("bed checks"), to modify system information as vehicles are moved either within the same tow lot or to another tow lot in the system.

The tow lot inventory system will have two basic components:

(1) Lot Inventory Transactional Updates

When impounded vehicles initially arrive at the Tow Lot, the vendor's tow lot personnel will complete an inventory form and will assign the vehicle a vehicle "control number." The

"control number" becomes the key index for tracking the vehicle during its life cycle in the System until it is either released to an Owner or disposed of at auction. Should this same vehicle later be towed again for another violation, a new number is assigned for the life cycle of that next tow.

(2) A record will be created by vendor's personnel on the subsystem with the following fields:

- Tow number
- Date and time of entry
- Clerk identity
- Tow crew unit
- District control number
- Auto Pound control number
- Lot row and space
- State/license plate
- Year, make, model and color of vehicle
- Vehicle identification number
- Location towed from
- Reason towed
- Release memo indicator (yes/no)
- Property number
- Comments
- Vehicle Condition, including digital photos of vehicle
- Name and address of Owner by license tag
- Name and address of Owner by vehicle identification number
- Name and address of lienholder

Any information entered will be capable of on-line revision by certain authorized users.

The vendor's tow personnel then places the towed vehicle in a particular position in the tow yard, notes the row and space of that location, returns to the access point of the lot, turns in the inventory form and departs for another assignment. After completing the transaction, the boot, tow and pound Subsystem is updated with the information and the record becomes "TOW CONFIRMED."

The vendor's tow lot personnel can change a vehicle's location within a particular tow lot if a vehicle is moved from one location within a lot to another.

As vehicles are released from the System (the "RELEASE AUTHORIZED" transaction as specified above being conditional) a vendor tow lot personnel member will enter a release transaction into the inventory system which will perform the "RELEASE CONFIRMED" transaction on the boot, tow and pound subsystem. All such transactions will modify the records of the boot, tow and pound subsystem on a live, real time basis.

(vi) *Boot, Tow and Pound Reporting System*

The vendor will provide a reporting package which includes information from the boot, tow and pound subsystem. Such reporting package must include, but not be limited to, the following: daily boot availability/inventory report of vehicles booted, towed, and released; inventory of vehicles in custody by lot and by state/plate; aged boot report for the prioritizing of towing; activity by identity of Boot Crews and towing crews; and a revised records report. The format of the reports is subject to approval by the Authority and the Authority reserves the right to modify the reporting package.

Additionally, the vendor will supply certain on-line reporting capability, enabling authorized users the ability to generate an on-screen display report of various ranges of data, such as booted vehicles on street, vehicles towed by tow date, vehicles on lot by make. The Authority reserves the right to modify the on-line reporting package.

(vii) *Unclaimed Vehicle Auction Support*

Vehicles that remain unclaimed for a prescribed number of days after being given the required notices may be sold at public auction. Auctions are held periodically, when deemed necessary by the Authority, and are conducted by the vendor. In order to prepare Petitions for Permission to Auction for the Court, storage calculations must be made to show what the amount of fees and fines will be on the date of auction which is a date then in the future. The vendor will supply a system or facility that will allow the entry of a future auction date and the system will accurately calculate what ticket fines, penalties and storage fees will be on the future auction date. Following each auction, the net proceeds (gross sale price less certain costs to auction) are (if available) applied in the following sequence: (1) storage fees, (2) tow fee, (3) boot fee, and (4) ticket fines and penalties. The vendor will supply a system or facility that will calculate the correct application of proceeds under the rules and will, upon presentation of funds, make such application of payment against the database.

The auction of seized vehicles must occur within City limits. The general public must be permitted to participate in the auction.

8. **Violation File Access**

(a) On-Line File Access

The vendor will provide on-line access for all Systems and system elements (i.e. Noticing, Boot and Tow, Impoundment and Bureau of Motor Vehicle Interface). On-line access must provide detailed and comprehensive information to support all elements of the Authority's collection and adjudication efforts. In addition, on-line access must be operationally convenient and user-friendly. Online access must accommodate access configurations based upon user.

The on-line inquiry system provided by the vendor will be accessible by state plate number, violation number and violator name to all non-archived violation information.

In addition, the vendor will continue to provide on-line access to those violations that have been closed for a period of two (2) years after payment or dismissal. The Authority will

have the ability to provide the vendor with revised specifications for the computer display screen formats used to access such information, and the vendor will implement such formats within thirty (30) days from the date of receipt of such specifications.

All tickets that are not required herein to be maintained on-line must be reproduced in a machine-readable form to be specified by the Authority.

(b) File Archive

All cashiering reports and the supporting documentation associated with other payment transactions, will be retained by the vendor for a period of thirty (30) months after their receipt by the vendor. Such documents will be supplied to the Authority within four (4) working days of a request for the documentation.

Not less than two (2) years from the date of payment in full or other final disposition of a parking violation, the vendor may archive such violation from the database for the purpose of creating additional file storage capacity. The vendor may also be required to archive skeletal records.

In addition, the vendor may, at the Authority's direction, archive non-final dispositions of parking violations from the database for the purpose of creating additional file storage capacity and processing efficiencies. The vendor will, however, retain all information for auditing and reporting purposes.

Upon the archiving of violations, the vendor will notate the affected files with an "archive indicator" to be displayed through on-line inquiry access.

9. **Identification of Multiple Owners**

The System must have the capability to segregate the ticket(s) of the license plate owner and report through the on-line system the fact that the license plate number has been issued to more than one registrant at different periods of time. The System must show the plate issue date of each registrant.

10. **Bureau of Motor Vehicle Interface**

(a) Request of Vehicle Owner Information

The vendor will, at least once a week, request vehicle owner information from the Pennsylvania Department of Transportation Bureau of Motor Vehicles, and from other motor vehicle licensing agencies on an ongoing basis, the schedule for which may vary from state to state and will be at the discretion of the Authority. The information should be updated in accordance with requirements noted herein. It is of crucial importance that the vendor successfully request registered vehicle owner information and successfully match the registrant data with ticket and license plate information on the System.

(b) Re-Request of Vehicle Owner Information

The vendor will provide a system for re-requesting vehicle owner information from both in-state and out-of-state motor vehicle licensing agencies for:

- Tickets that fail violator noticing edit criteria such as vehicle make match or license plate issue date match; and
- Tickets assigned to plates for which a DMV did not provide registrant data upon initial request.

For any single violation, the Authority would typically require two distinct re-requests of vehicle owner information. The Authority reserves the right to increase the required number of re-requests. The timing of the re-requests must be approved by the Authority. Re-requests must be conducted, at a minimum, on a monthly basis for violations issued to Pennsylvania license plates and on a quarterly basis for violations issued to out-of-state registrations.

11. **System Hardware and Network Requirements**

(a) General Overview

Each vendor is to delineate and provide, as part of its proposal, the optimal amount and type of equipment to be used by the Authority, the vendor and the vendor's subcontractor personnel to provide the requisite System and related services. The vendor is expected to provide this information based on its experience with other Systems of a comparable size and magnitude.

(b) Data Processing Center

The vendor's main data processing center (DPC) will be located in a seismically stable, secure physical environment. All of the equipment involved in the performance of the services contemplated herein will be connected to electrical power systems that are both modulated for desired consistency and that will provide for seamless transition to emergency power in the event of loss of primary electrical service. Emergency power will be sufficient to carry critical operations indefinitely. The DPC will be protected by monitored fire detection and prevention systems, by the vendor's technical staff, and by building security and by building engineering staff at all times (24 hours/day, seven days/week).

While every precaution will be undertaken to ensure that DPC operations not fail, should a natural disaster, fire or the like cause a disruption to systems, operations or services, the vendor will prepare a disaster recovery plan. This plan will include access to remotely-stored backup copies of databases and programs, as well as to alternate facilities from which DPC operations can be run for an indefinite period of time.

(c) Local Operations Center

The vendor will provide a local operations center (LOC) from which the vendor will coordinate all local data processing operations (i.e. ticket data processing, image production and indexing, payment processing, etc.) and transmit all local batch production files to the DPC.

The LOC will be connected via a wide area network (WAN) that serves the Authority and Parking Court local sites at which on-line access is provided. Day-to-day operations of all kinds will be coordinated and controlled by the LOC.

(d) Site Equipment

The vendor will provide and maintain end user equipment and scaled local area networks (LAN) to provide data communications to and from the on-line system and subsystem at the Authority and Parking Court. The vendor will maintain the LAN environment in its entirety. The vendor will provide a help desk, staffed 24 hours/day, seven days per week, to assist end users experiencing difficulty with workstations, peripherals or system transactions. Help desk technicians will be trained to analyze problems and resolve users' difficulties promptly and efficiently.

The vendor will be responsible for making all line connections, dispatching repair personnel or telephone company installation, repair or testing actions, and having the vendor's own technicians make site visits as necessary to maintain the WAN/LAN environment as well as end user cashiering workstations and desk phones and other equipment supplied by the vendor.

(e) Site Equipment Notes

- Cashiering equipment will be operated by the vendor as it is a component of the LAN at each location.
- The actual number of remote sites that the Authority will require to be supported under this Contract will be finalized prior to the issuance of responses to questions raised at the bidders' conference.
- The vendor will provide a Multiprotocol Label Switching (MPLS) network backed up with an Internet connection and Virtual Private Network (VPN) technology.
- The vendor is responsible for all telephone company line costs (except for one analog POTS line at each site, which is provided by the Authority) at all sites and is responsible for all telephone company coordination with respect to circuit design, installation, testing, trouble-shooting, etc.
- The vendor will be responsible for all printer supplies (toner cartridges, etc.) except paper. and for all repairs and maintenance for all printers at all sites.
- If any supplied hardware does not include an on-site parts and labor guarantee, the vendor will provide such either with its own qualified technicians or by qualified contractors. Peripherals such as mice and keyboards will be promptly replaced on an as-needed basis.
- The vendor will be required to provide high quality equipment at each location.
- On-Line Systems Availability.

All on-line systems will be available to the Authority 24 hours a day, seven days a week, except during holidays and agreed-upon maintenance periods. The vendor is responsible for

periodic scheduled maintenance on the server, network and storage equipment hosted at the main data processing center (DPC). The scheduled maintenance window is to occur Sunday mornings between 5:00 a.m. and 8:00 a.m.

The vendor will notify all Authority locations that utilize its on-line systems of occurrence of all downtime and will report to such location the causes and expected duration of such downtime and the remedial measures being undertaken. The Authority will provide to the vendor a list of the location and persons to be notified and the appropriate telephone numbers. The vendor will also notify the Authority of any foreseeable or anticipated downtime at least one hour before such downtime is to occur. Any discretionary operations or maintenance that the vendor undertakes to perform that will disable access to the on-line system will be confined to those hours when the System is not required to be available, or as agreed to by the Authority in advance.

(f) Change Control Process

The vendor should provide advance notice to the Authority of any changes to the System or subsystems and the rationale for those changes. Any changes that impact the end users in any way should incorporate appropriate and timely training. The vendor should follow change control procedures that include adequate testing, impact analysis and user acceptance.

12. **Management Information System / Control Reporting**

The vendor will provide the issuance, noticing, financial, operational, accounting, management, control and other reports that are required by the Authority for the administration of the System and for the execution of its responsibilities and monitoring of the performance of the vendor. The vendor will deliver to the Authority all such reports within one workday of their specified computer run dates. The data and information needs of the Authority require wide-ranging, comprehensive, detailed, accurate, timely and functionally integrated reports.

The Authority retains the right at all times to require the modification or enhancement of its reporting requirements.

Following are some examples of the types of reports required for the Authority management. These examples are not intended to represent the complete reporting needs of the Authority management, but are provided for illustrative purposes.

(a) Financial Management and Operational Reports

- A report of the total dollars collected by month by category of payment (e.g. regular violation payments, booting activities, violation tows, storage fees, etc.).
- A report of fiscal year violations with payments by violation type, including location of payment.
- A report summarizing the number of violations with payments and the associated dollar value collected in the fiscal year by fiscal year of issuance.

- A report of monthly payments collected and the number of violations paid.
- A report of the number and dollar amount of violations paid by month of issuance.
- A report of Pennsylvania and out-of-state full and partially paid violations by month of issuance and the notice associated with payments.
- A report listing the tickets for which ownership information (e.g. names and addresses) has not been provided by the respective DMV.
- A report summarizing the vehicle storage fees collected for each month.

(b) Notice Management and Operational Reports

- A report of Pennsylvania and out-of-state violations with amounts due that have not received a notice and the reason for not noticing.
- A summary report, fiscal year to date, that provides the total number of violations issued, the number noticed by notice type, and the number not noticed.
- A report that analyzes missing tickets based on logic supplied by the Authority.

(c) Audit and Control/Transaction Update Reports

The vendor will provide audit and control reports in accordance with guidelines provided by the Authority. These reports must be generated daily, weekly, and monthly and, to the extent possible, should be done in an automated fashion. These reports must include, by way of example and without limitation, the following features: the number and type of all transactions together with associated dollar values (the processing of skeleton transactions must be accounted for in addition to the subsequent update of an existing skeleton transaction to a "real" transaction), the segregation of all transactions by batch or on-line category, a reporting of System-generated activities (such as the application of penalties), a statement of gross and net income of the System, a reconciliation of cash deposits and payments recorded against the database, and a summary of overpayments in state-plate order by ticket number with associated dollar values.

The System must also provide detailed audit trails of every transaction that is recorded against the database and these audit trails must permit a reconciliation of all transactions against their associated source documents.

(d) Booting Reports

- An on-line inventory of booted vehicles in the lot by registration number,
- An on-line inventory of booted vehicles on the street.

(e) Annual Audit Report

The vendor will be required to complete an annual SOC1 audit report in accordance with SSAE16, which will be completed by a third party firm certified and credentialed to perform such audits. This audit report will be submitted no later than 90 calendar days following the close of the prior fiscal year; provided, however, that a draft must be submitted by February 28th.

13. **Additional Services Required**

(a) System Documentation/User Requirements/Functional Specifications

The vendor will provide the Authority with complete user documentation, functional specifications, etc., of all System flows, computer program logic, entity relationship diagrams, design documents, processing functions and procedural and System controls for all violation processing activities for which the vendor is responsible. For example, complete user documentation will, in essence, explain:

- the manner in which all processing functions are carried out;
- the interrelationships or interfaces between the various subsystems or elements;
- the locations at which such functions are carried out; and
- the timing for the carrying out of each function.

The vendor will document all enhancements or modifications to the systems and procedures and furnish the Authority with such documentation within thirty (30) days of the implementation of such enhancements or modifications.

(b) Performance Reporting

The vendor will implement and operate a system for recording, monitoring and responding to all complaints and requests by the Authority relative to the vendor's performance and obligations pursuant to the Contract. The vendor will develop procedures and reporting formats to track and respond to all requests and complaints in a systematic and timely fashion.

(c) On-Site Assistance

The vendor will at all times assign an individual to be available to the Authority on an as-directed basis. This individual will have working knowledge of all ticket processing activities for which the vendor is responsible and have at least two (2) years programming and/or systems analysis experience.

(d) Provision of Complete Services to All Tickets on the Data Base

All services, functions, and System elements provided to current tickets (those tickets submitted for processing on or after the effective date of agreement) must also be provided to pre-Contract tickets.

Some examples of the required services, functions, and System elements are:

- Processing payments and other dispositions.
- Providing complete on-line access to ticket and disposition information, unless otherwise specified by the Authority.
- Providing all required services, such as notices and correspondence processing.

The provision of complete services for pre-Contract tickets will be the responsibility of the vendor.

(e) System Tests

All System modifications, enhancements, or other changes will be properly tested by the vendor and approved by the Authority before their implementation. The vendor will provide comprehensive test files to test both batch and on-line systems and will provide the Authority with actual test results before implementing any significant System changes. All appropriate change control procedures should be in place on continuous basis.

(f) Security

The vendor will provide security to prevent unauthorized access to, modification of, or destruction of the Authority's documents and data. This security will include protection from and prompt detection of fire, water, smoke and other hazards, as well as restricted access to physical documents and the computer system (including appropriate security measures to prevent unauthorized access) as well by infiltration of unauthorized code (virus) and internal System security measures, including fire walls, passwords and activity logs. In addition, the vendor will comply with any reasonable security measures requested by the Authority, but neither failure of the Authority to request such measures nor compliance by the vendor with such measures will relieve the vendor of its other security responsibilities.

(g) Backups of Data and Software

The vendor will make backup copies of the Authority's data on a regular basis (both daily and weekly) for audit purposes as well as to allow recovery of lost or corrupted data and will also make backup copies of its software whenever such software is revised. The vendor will maintain the weekly set of backup copies in a location separate from its primary computer center. In addition, the vendor will be responsible for all costs, and will reimburse the Authority for any cost the Authority may incur, relating to the re-entry or reconstruction of data, to the extent such work is needed.

(h) Backup Hardware

The vendor will maintain backup equipment, including peripherals and communications equipment and telephone lines, to give the Authority reasonable assurance that downtime will not exceed prescribed maximum levels.

(i) Alternate Processing Arrangements

The vendor will arrange for an alternate computer system, complete with communications and peripheral equipment, to be available in a location separate from its primary computer center, so that operations can be transferred to that other system in the event that the vendor's primary computer system cannot be used (whether due to fire, flood, power failure, telephone line problems or otherwise). Such arrangements will include plans for, and at least annual practice of, the procedures for transferring operations to such alternate system and transferring them back to the primary system, and all of these plans will be subject to review by, and the approval of, the Authority and/or an independent expert. These arrangements and the annual practice will be made at the vendor's expense.

(j) Production Schedules

The vendor will prepare a detailed monthly production schedule that includes, by way of example, and is not limited to, the following activities:

- File processing
- Report and other documentation generation
- Transaction cut-off periods
- Notice mailing
- DMV transactions

Such schedules will be delivered to the Authority at least ten (10) days before the beginning of the month of scheduled production.

(k) Training

The vendor will, at the Authority's request, and at no cost to the Authority, conduct instruction and training of Authority personnel in connection with any of the services for which the vendor is responsible hereunder. The training to be provided hereunder will focus on how the System will assist the end user in executing their role in the System as well as the technical aspect of processing a transaction or preparing a report. Some examples of training are:

(i) *Booting Operations*

- Use of mobile digital terminal system;
- Instructions on the use of on-line updating functions; and
- Provision of a manual for mobile digital terminal operations.

(ii) *Towing and Impoundment Operations*

- Instruction in how to access and use relevant software;

- How to inquire;
- How to utilize on-line inventory functions;
- How to reference images; and
- How to produce hard copy documents.

In addition, other seminars will be developed by the vendor as requested by the Authority.

(l) Programmer Analysts

The vendor will provide a minimum of two (2) assigned programmer analysts, who will be specialists for the Pittsburgh Parking Court's systems and technology and will provide new or additional management reports and other new System enhancements and modifications as requested by the Authority. The Authority will have the prerogative to establish priority among outstanding programming projects.

(m) Additional Specific vendor Responsibilities

The Authority will not reimburse the vendor for any administrative or overhead charge/cost in regards to the Services listed below.

- The vendor will be responsible for contracting for the purchase of processing forms, noticing forms and envelopes from designs provided by the Authority with a printer selected by the vendor with the Authority's prior written approval.
- The vendor has the option to subcontract for certain services, but the Authority will not be billed for administrative costs associated with such subcontracting. All subcontractors are subject to prior approval by the Authority.
- The vendor will also contract for all DMV services, except where prohibited by law, as specified herein.

14. **Functional Requirements of the System**

The vendor is required to provide a comprehensive computer based System of all tickets integrated with all data required to support all System components. Data for all programs must be maintained within an integrated data base, with relationships established to allow retrieval and update of related information across program areas. The System must integrate all System elements and proposed subsystems described in the Detailed System Requirements. In addition, the vendor is required to provide a System that, as a minimal requirement, includes the ability to perform the following functions and features:

- To calculate and assess penalties to violations not paid within time limits and under certain conditions. The ability to back out penalties under valid conditions.
- Evaluate current activity and determine what type of date or condition based activity needs to take place on a violation and calculate when that activity should occur (e.g. name and address request, etc.).

- Re-evaluate scheduled activities in light of on-line and batch transactions.
- Predetermined time based activities should be performed by the System and the violation status should be updated for the next appropriate/applicable event.
- For each violation maintain a "history" of System generated events and processing transactions that can be viewed on-line.
- For each license plate, maintain a "history" of name and address changes that can be viewed on-line.
- For each license plate, maintain a "history" of state/plate level System generated events and processing transactions that can be viewed on-line.
- System must facilitate license plate level payment processing and license plate level transactions.
- Interface with various System elements or proposed subsystems.
- Interface with any System elements or proposed subsystems must be automated and data edit and verification processes should be comprehensive.
- Conduct real-time editing of transactions entered through the on-line environment.
- Update the ticket data base in a real-time mode with on-line transaction information.

A report writer or report generator that allows users with minimal training to format reports which can be generated without the use of a standard programming language.

15. **Conversion**

The vendor's violation processing data base will be initially loaded from a master file residing with the existing Parking Court system. The vendor's System will be able to interface with the existing Parking Court system for purposes of converting to the System (the "Conversion"). The Conversion will be determined to be completed when the System performs according to the standards of the Authority. It will be the vendor's responsibility to do all programming and testing to ensure that the Conversion has been successfully completed. It will be the Parking Court's responsibility to supply data, as is, from the existing Parking Court system.

Each vendor must provide an anticipated timetable and work schedule for the Conversion.

EXHIBIT B

Experience Form

Please prepare one respondent Experience Form for each system installation similar to the System described in the RFP, including no more than five (5) references. Respondent will not receive credit for systems which cannot be verified by reference or for experience forms which are incomplete. No credit may be given for responses using other formats.

Attach up to two (2) additional pages, per reference, explaining the scope of services provided and why this reference is a viable experience given the requirements contained in the RFP. Specifically relate the functionality, components and capabilities of this reference to the requirements contained in the RFP. In addition, please describe the processing volumes for the system elements, components, services, etc.

RESPONDENT EXPERIENCE FORM SYSTEM REFERENCE NO. 1

Respondent's Name:

Project/System Name:

Name of Client Organization:

Type of Business:

Contact Person Name:

Title:

Address:

Telephone:

Term of Contract(s): from to

Conversion Phase: from to Operational Phase: from

Project/System- Profile:

Annual Contract Cost per Ticket Issued (Gross): $ per Ticket.

Number of Violations Issued by Client Organization per Year:

Gross Collections by Client Organization per Year: $

Client Collection Experience during. Term of Contract:

EXHIBIT C

Employee Background

Employee backgrounds should be provided for each key member of the respondent's staff who is to be committed to this project if respondent's proposal is selected. At a minimum, information should be submitted for key personnel. Personnel should be classified as one or more of the following categories: 1) Conversion staff, 2) Post Conversion staff, and 3) On-Call staff. Conversion staff are those employees who would be responsible for planning and executing the system conversion. Post Conversion staff are those employees responsible for the ongoing operations, maintenance, alterations, developments, enhancements, etc. On-Call staff are those employees not assigned as Post Conversion staff, who will be dedicated to the project to provide assistance to the Authority as necessary.

Employee backgrounds may be submitted in any appropriate form, but should at a minimum contain for each employee a resume or curriculum vitae, a chronicle of the employee's relevant experience with comparable systems, and three references from client organizations where the employee was a member of the project team. To receive full credit, project references must be complete and verifiable, and must include a description of the project and the employee's role in it.

EXHIBIT D

Motor Vehicle Agency Interface Experience

Respondent must describe the experiences, demonstrated effectiveness, and capabilities and features of the proposed System used to interface with Motor Vehicle Agencies within the last three (3) years. If the respondent does not have experience with Motor Vehicle Agencies, respondent should provide detailed information on third party agency interaction readily comparable to Motor Vehicle Agencies.

Motor vehicle agency interface experience may be submitted in any appropriate form, but should include a description of the respondent's motor vehicle agency interface to retrieve registrant data, respondent's success rate in obtaining registrant data, procedures for using and editing registrant data, and procedures when no data is returned from the motor vehicle agency. Respondent should also describe its experience and capability for processing nonrenewal of licenses or registration, and its experience and capability for linking an expired registration to the same registrant's current registration.

In addition to the above, please prepare and submit a chart, matrix, or graph that contains the following specific information:

- Name specific motor vehicle agencies with which respondent has interfaced to retrieve and process registrant data, the specific client requiring this interface, the time frames during which interfaces occurred, the range of interface volumes, and the frequency of interfaces during the time frame listed.
- Describe the critical data elements of the respective interfaces with each motor vehicle agency.
- Describe all of the information requested from the respective motor vehicle agencies, and the data actually provided.

EXHIBIT E

Pricing and Cost Information

All proposed prices and costs will be shown, by year, for the initial term of the Contract as well as for any optional renewal periods. In presenting the Pricing and Cost Information, the respondent will be clear about what services (if any) are priced on a transactional basis and what services (if any) are priced on a monthly or annual basis.

Certain costs to the respondent in terms of provision of services, infrastructure and equipment are relatively constant. Other costs to the respondent are more scalable related to transaction volumes. The Proposed "Fixed Price Fee" will be broken down as follows:

1. **Ticket Processing**

Include costs such as: pickup of tickets; data entry; imaging and indexing; data processing equipment; database maintenance; archiving (and retrieving); record integration and update, DMV request and update processing; etc.

2. **Noticing**

Include costs such as: notice and envelope stock, mail-house services, record integration and update; etc.

3. **On-Line Services**

Include costs such as: System and subsystem development and support; help desk support; user training; communications networks (land and air) engineering and technical support; equipment and equipment support; data storage and management; etc.

4. **Payment and Adjustment Transactions**

Include costs such as: Systems development and support, communications networks engineering and technical support; equipment and equipment support; payment by telephone and Internet integration; transaction processing and management; etc.

5. **Customer Service**

   a. Call Center/Correspondence Processing

Include costs such as: Systems development and support; communications networks engineering and technical support; equipment and equipment support; telephone call center management, staffing, and quality control; VRS development, support and integration; imaging and indexing, correspondence management and processing; transaction processing and management; facility costs, etc.

b. Walk-in Information Center/Cashier Services

Include costs such as: Systems development and support; communications networks engineering and technical support; equipment and equipment support; patron service management, staffing, and quality control; transaction processing and management; imaging and indexing; armored car services; facility costs; etc.

6. **Adjudication Support**

Include costs such as: Systems development and support; communications networks engineering and technical support; equipment and equipment support; patron service management, staffing, and quality control; transaction processing and management; imaging and indexing; armored car services; facility costs; etc.

7. **Boot, Tow, Pound and Auction Operations**

Include costs such as: Systems development and support; communications networks engineering and technical support; equipment and equipment support; patron service management, staffing, and quality control; transaction processing and management; imaging and indexing; armored car services; facility costs; etc.

8. **Reimbursable Expenses**

As specified in this RFP, certain operational costs (such as postage) are to be reimbursed on an actual-cost basis. The respondent will specifically list those reimbursable items to insure a thorough understanding of any such items. Should there be any other items for which the respondent expects reimbursement, such items will also be detailed here.

EXHIBIT F

Solicitation for Participation and Commitment Forms

MBE/WBE SOLICITATION STATEMENT

RESPONDENT:

ADDRESS:

TELEPHONE:

CONTACT PERSON:

PROPOSAL FOR:

List Certified MBE/WBE that you have solicited and those you have commitments to in reference to your Proposal.

Company Name & Certification	Address	Telephone	MBE	WBE	Contact Person	Date Contacted		Type of Transaction	
						Mail	Phone	Joint Venture	Sub-Contractor

Prepared by:_____

MINORITY AND WOMEN BUSINESS COMMITMENT STATEMENT

PROJECT: _____

RESPONDENT WILL UTILIZE THE SERVICES OF SUBCONTRACTOR(S) AND/OR SUPPLIER(S) FOR THE FOLLOWING CATEGORIES:

Subcontractor/ Supplier Name	Certification Type		Certification # and Certifying Agency	Scope of Work	Estimated Dollar Amount
	MBE	WBE			

I, the undersigned do hereby certify that this form contains no misrepresentations or falsifications, omissions or concealment of material fact, and that the information given by me is true and complete to the best of my knowledge and belief. I am aware that all information on this form is subject to investigation.

Respondent's Name _____

By (Signed) _____

Title _____

Date _____

EXHIBIT G

Pittsburgh Parking Authority Ticket

PUBLIC PARKING AUTHORITY OF PITTSBURGH
PARKING TICKET

COUNTY OF ALLEGHENY
County Code: 02

PARKING AUTHORITY
ORI Code: 04

Ticket No: 6345729 Date: 07/08/2014
Day of Week: Tuesday Time: 12:51PM

License No: [redacted]
State: PA Color: GREY
Make: JEEP 4 DOOR

Location:
1600 PENN AVE
Meter: CALE

PARKING VIOLATION:
PITTSBURGH ORDINANCE 543.03
Expired meter

Fine: $20.00
Cost: $0.00

Total Due Now: $20.00

If paid after 07/19/2014 $ 43.00
If paid after 08/08/2014 $ 58.00

Remarks:

02000 JHM8485 6345729

Subject to the penalties of the crimes code (18 PA C.S. #4904): I verify that the facts set forth in this ticket are true and correct to the best of my knowledge

Officer's Signature: Badge No: 40 District: 31

Send your payment and this ticket to:
PITTSBURGH PARKING COURT
PO Box 640 • Pittsburgh, PA 15230-0640
Visa or MasterCard payments accepted by Phone or Internet
See back for additional details

Pittsburgh Parking Court

TO PAY THIS PARKING TICKET

BY MAIL:
1. Make check or money order payable to:
   Pittsburgh Parking Court
2. Write the **ticket number** and **license plate** number of the ticketed vehicle on your check or money order.
3. Mail the ticket and your payment to:
   Pittsburgh Parking Court
   P.O. Box 640 • Pittsburgh, PA 15230-0640

Do not send cash or credit card information through the mail.

IN PERSON:
Pittsburgh Parking Court
240 Fourth Avenue in Downtown Pittsburgh
Cashier Hours: Mon, Wed, Fri. - 9:30 AM to 3:00 PM
Tue & Thur - 9:30 AM to 8:00 PM

BY PHONE: **Call toll free 866-353-7151**
Pay with **MasterCard** or **VISA** 24-hours per day, 7 days per week using the automated payment and information system.
There is a convenience fee for this service.

BY INTERNET: **www.pittsburghparking.com**
Secure payments can be made with **MasterCard** or **VISA** 24-hours per day, 7-days per week
1. From the Pittsburgh Parking Web site (above)
2. Click on the link: **Pay a Parking Ticket Online**

There is a convenience fee for this service.

QUESTIONS:
Questions related to this ticket should be directed to the Pittsburgh Parking Court.
- **Call toll free 866-353-7151**

CONTESTING THIS TICKET:
Do not pay this ticket if you choose to contest. You must schedule a court hearing within 20 days of the date of issue. However, failure to request a hearing within 10 days will cause late fees to accrue.

TO SCHEDULE A HEARING:
- **Call toll free 866-353-7151**

NOTICE: Failure to schedule a hearing to contest this ticket within twenty (20) days of issuance or failure to appear for a scheduled hearing shall be deemed an admission of liability and a default judgment will be entered, without a right to appeal. Failure to pay or contest this notice will result in additional penalties. Penalties include additional fines, late fees and collection costs, as well as possible immobilization/booting of the subject vehicle. Violations of Section 541.01 C4 shall be null and void unless violation occurs prior to an actual street cleaning.

TO REPORT A BROKEN METER
- To report a malfunctioning "pay-by-plate – multi-space" meter call 412-927-1101. *NOTE - PLEASE provide meter ID# - found on front of meter.
- To report a malfunctioning "single-space" meter call 412-560-2534.

You must report a broken meter within 24 hours of the date and time the ticket was issued. Thank you.

Pittsburgh Parking Court
240 Fourth Avenue, Pittsburgh, PA 15222
Tel: 412.560.7222 Fax: 412.560.7219
www.pittsburghparking.com
[redacted]