

PENSACOLA DOWNTOWN IMPROVEMENT BOARD

REQUEST FOR PROPOSALS

FOR

ELECTRONIC PARKING TICKET WRITING AND PROCESSING SERVICES

RFP Issue Date:
December 2, 2011

Responses Due By:
January 3, 2012

REQUEST FOR PROPOSALS
FOR
ELECTRONIC PARKING TICKET WRITING AND PROCESSING SERVICES

The Pensacola Downtown Improvement Board in Pensacola, Florida (DIB) is seeking proposals from firms who are interested in providing electronic parking ticket writing and processing services for the Downtown Parking Management District (DPMD) in downtown Pensacola. The DPMD area map is included as “Attachment A” of this RFP document.

The term of the contract will be for three (3) years and will be structured as a percentage of gross revenue fee for services, with no up front hard or soft costs incurred by the DIB. The DIB is interested in contracting with a qualified firm that will utilize single unit state-of-the-art electronic ticket writers; offer real time web and phone based ticket payment services; and offer out of state ticket tracking and payment techniques that will result in greater parking compliance within the DPMD.

An electronic copy of the RFP document is available to download online at the DIB website: www.downtownpensacola.com. The anticipated schedule for this procurement is as follows:

RFP Issued	December 2, 2011
Proposals Due:	January 3, 2012
Short-list Interviews:	January 17, 2012
Notice of Selection:	February 7, 2012
Contract Negotiation:	February 7 - 29, 2012
Effective Start Date:	March 1, 2012

I. Introduction and General Information

The Pensacola Downtown Improvement Board (DIB) was established by the Florida Legislature in 1972 for the purpose of preserving downtown property values, encouraging economic development, attracting commercial and residential investment, and working to beautify Downtown Pensacola, Florida. As part of the furtherance of that mission, the DIB has management responsibility for the Downtown Parking Management District (DPMD), to include both on-street and off-street public parking facilities.

The facilities covered by this RFP document include sixteen (16) off-street public parking facilities (garages and lots) and all on-street parking enforcement and regulation within the DPMD. Currently, there are a total of 6983 on-street parking spaces within the DPMD, which includes a combination of metered parking; time restricted one and two hour free parking; and unrestricted free parking. The DPMD currently deploys approximately 600 parking meters in the district, with a combination of older mechanical meters and housings and newer electronic meter inserts. Meter collections and maintenance is currently being handled through a separate contract.

Republic Parking Systems is the parking management and enforcement contractor working with the DPMD. The parking management and enforcement contractor provides the parking enforcement staff who will be utilizing the new hand held electronic ticket writers. It is expected that the selected electronic parking ticket processing service provider will work directly with the parking management and enforcement contractor in the training and ramp up to full enforcement operational capability.

II. Goals and Objectives of the RFP Procurement

The DIB seeks to partner with an electronic parking ticket writing and processing service provider that is committed to providing a high level of knowledge, dedication and experience that will provide innovative approaches to achieve the general parking management goals and objectives listed below:

Compliance with Posted Parking Regulations and Time Limits

Compliance with Internal Controls

Improve Customer Service and Notification Processes

Improve Utilization of Public Parking Facilities

Reduce Expenses / Improve Efficiencies

III. RFP Procurement and Submittal Requirements

Contact Person / Project Manager

All questions related to this RFP should be directed to the project manager at the contact information listed below.

Franklin D. Kimbrough
Pensacola Downtown Improvement Board
41 North Jefferson St., Suite 401
Pensacola, FL 32502
Ph: (850) 434-5371
FAX: (850) 434-7275
kim@downtownpensacola.com

RFQ Proposals Due

A total of seventeen (17) copies of the respondent's proposal submittals are due at the DIB office located at 41 N. Jefferson St., Suite 401, Pensacola, FL 32502 no later than **5:00 pm Central Time, January 3, 2012**. Faxed or electronic submittals will not be accepted.

Form and Content of RFP Submittals

It is the intent of the DIB to receive proposal submittals that are concise and to the point, with a minimal amount of marketing material or “boilerplate” language. Respondents are encouraged to list examples of similar downtown parking ticket processing experience, with an emphasis on experience with other Florida municipal operations of similar size and scope to downtown Pensacola. Submitted materials should emphasize project approaches, successful results and positive outcomes of current and previous related experience. Entire responses should not fill more than twelve 8 ½ x 11 pages with printing on only one side.

Submittals must include at a minimum: a.) the proposed cost for the desired equipment, software, and services, b.) personnel information on corporate staff who will be assigned to manage this project on behalf of the contractor; c.) contact information on the local or regional office that will manage the DIB contract; d.) information on the company’s ability to be bonded and properly insured; and e.) a list of at least three client references. A description on your company’s overall philosophy and approach to the downtown Pensacola parking ticket issuance, processing, and collection system should be included.

Short Listing & Selection Process

Short listed firms that the DIB believes are highly qualified for this project will be notified by telephone and by e-mail no later than January 6, 2012 and invited to present their proposals in person to the DIB Parking and Traffic Committee. Interviews and presentations by short listed firms will be scheduled for January 17, 2012. It is the intent of the DIB to shortlist not more than two or three firms for presentations / interviews. As part of their proposal submittal, all short listed firms will be asked to supply a sample contract for services for the DIB to review as part of the final negotiation process.

Once interviews are completed with the short listed firms, the DIB will make formal announcement to the selected firm no later than February 6, 2012. It is the intent of the DIB to finalize contract negotiations with the successful electronic parking ticket processing service provider prior to February 29, 2012 and to have an effective start date of no later than March 1, 2012.

Expense of Procurement Preparation

All costs incurred in the preparation or presentation of this RFP quotation shall be wholly absorbed by the Contractor. Once submitted, the quotation and supporting material become the property of the Pensacola DIB.

Rights of the DIB

The DIB reserves the right, at its sole discretion, to pursue or exercise any and all actions it deems in the DIB's best interest regarding this Request for Proposals, including but not limited to:

- Issue Addenda or Amendments to the RFP
- Request additional information and/or clarification from respondents
- Withdraw this RFP
- Modify and reissue RFP
- Select some parts of a proposal while rejecting other parts
- Reject any and all proposals

****END OF SECTION****

IV. Scope of Services

The Pensacola Downtown Improvement Board (DIB) is seeking a complete outsourcing solution and the vendor's proposal must include a detailed plan of the computer and other services to be developed for the DIB. The DIB expects to generate approximately 10,000+ tickets annually thereafter for the term of the contract. The DIB will collect the parking violation ticket monies directly. The chosen vendor will be required to provide all handheld computerized ticket writing hardware & software; web-base & telephone based payment and hosting software; notices, reports, and other items as specified herein.

Method of Award

The DIB will be taking into consideration more than cost in its evaluation process. Other criteria will include but not be limited to the following:

- Overall reputation of the contractor
- Ability of the vendor to provide the services requested
- Favorable reference checks (**particularly with Florida municipalities**)
- Overall financial position of the vendor and its stability/ ability to provide specified insurances
- The number and scope of any conditions included in the vendor's proposal
- The accessibility of the vendor's staff to the DIB staff
- Quality of lightweight single piece handheld units offered to the DIB along with simplicity of use. Replacement units must be available the next business day.
- Experience and understanding in working with the State of Florida Department of Highway Safety and Motor Vehicles for processing registration requests.
- Experience and access to the remaining out-of-state DMV agencies, particularly with the State of Alabama.

Contract Period

The term of the contract shall be for an initial three (3) years and may be renewed upon mutual agreement of both parties annually thereafter.

Payment

The Pensacola DIB will pay the vendor a percentage of monies collected for current and any backlogged tickets, in addition to reimbursement for postage. The DIB will only reimburse for actual postage and will not allow any type of markup by vendor.

System Up-Time

Vendor's computer system shall be online and all services shall be available to the DIB no less than ninety-nine (99%) of the duration of Agreement. Failure to meet specified "up-time" shall be grounds for cancellation of contract. Upon request from the DIB, vendor shall make every effort to maximize its computer system's hours of operation.

Backup Systems

Vendor must provide for total backup for all software, hardware and other equipment. All data files and databases are to be backed up at least once per day. The tapes, which are backed up, are to be sent on a daily basis to offsite storage in a location outside of coastal counties of Florida or any other state bordering on the Gulf of Mexico or Atlantic Ocean.

Disaster Recovery Plan

In addition to tape backups, the vendor should state what their disaster recovery plan is for its computer facility. It is expected that each vendor should have an offsite, mirrored facility should an incident render the vendor's primary facility inoperable.

Installation Time Frame

Vendor must demonstrate their ability to install a fully operational system by March 1, 2012. (Assuming notice to proceed is provided by the DIB no later than February 7, 2012).

Components of Service to be Provided

The vendor chosen to provide online parking violations computer services will provide the following at no additional charge:

- All hardware/software required to run an online computer service which meets the DIB's specifications
- Any installation costs
- All reports as requested within the DIB's time frame
- A toll free number for the DIB to contact vendor service/ support (this number should be operational from 7:30 AM to 5:00 PM Central Time)
- All necessary forms and tapes
- All initial and ongoing training
- Provide for retention of data for ten (10) years

Handheld Specifications

The Pensacola DIB prefers the following specifications for the provided handheld ticket writers:

- Each unit to be a one-piece, self contained unit with a built-in-thermal printer
- Weigh less than 2 pounds
- Readable in all weather conditions
- Drop durability of 1.2 meters
- Operating temperature of -4°F to 122°F
- Complies with the IP54 rating for dust and water-splash protection
- No loss of data while transferring data from handheld to server
- Customizable Programming
- GPS locator

The following hardware and software will be provided to the DIB at no additional charge:

- Four (3) Single-piece Handheld Ticket Writers with Necessary Peripherals
- Three (3) Software Licenses to Vendor's Ticket Management System

The following hardware will be provided by the DIB:

- One (1) IBM Compatible PC Workstation for handheld downloading
- One (1) Laser Printer

All hardware to be provided to the Pensacola DIB must be new, state-of-the-art, and fully operational (no equipment is to be reconditioned or previously used). Malfunctioning equipment shall be repaired within twenty-four (24) hours of notification to vendor at no charge to the DIB. If equipment will not be repaired within twenty-four (24) hours, vendor must exchange malfunctioning equipment for new, to be in place and operational on the next day after the vendor is notified. The vendor may want to consider having spare stock of the DIB's necessary computer equipment to be able to meet this requirement.

Response Time of System server to Computer Terminal

Vendor's computer system must be able to deliver a response to an on-line terminal inquiry within (one-half second) 0.5 seconds.

Security Features / Audit Trail

The vendor must provide adequate security features for both the hardware and software of the system, such as password security, and provide an audit trail of record changes to the system by all users.

Training of Parking Enforcement Staff

Vendor shall provide training to DIB authorized staff and/or contractor on the computer system until competency on the vendor's hardware and software is achieved. Training will also be required, both classroom and field training, for all DIB authorized contractor and/or staff who will be utilizing the handheld units. Vendor throughout the term of the contract will train any new staff member. All requests for training by the DIB shall be honored at no charge. Vendor should briefly explain how training shall be implemented.

In-State Processing

Vendor is required to directly interface with the State of Florida Department of Highway Safety and Motor Vehicles (DHSMV) and must have an agreement with the same for license plate lookup services. A copy of said agreement must be available for inspection by the Pensacola DIB. Vendor must show experience in accessing DHSMV records for other Florida clients through detailed references.

Scofflaw Processing

Vendor must demonstrate experience in providing an automated interface to the State of Florida DHSMV to process scofflaw and registration hold requests for those violators who have 3 or more unpaid parking tickets (or 1 unpaid handicap ticket).

Out-Of-State Processing

Vendor is required to interface directly with all of the remaining non-Florida DMV agencies throughout the United States to acquire registration data. Vendor must ensure timely processing of out-of-state tickets and should clearly outline which states they have direct access to. Due to Pensacola's close proximity to the State of Alabama, of particular importance is demonstrated experience of interfacing directly with the Alabama DMV for registration retrievals. Vendor must be able to issue notices to non-Florida violators for citations unpaid after the due date of the ticket.

NEW TICKET PROCESSING

The vendor must provide DIB personnel with the ability to account for and process all newly issued parking tickets.

The following fields must be accepted and verified:

- Ticket number; consisting of up to a ten (10) digit sequence number
- Date and time of ticket issuance
- Shield number
- Violation location
- Registration state (two character abbreviation)
- Registration number

- Vehicle class code
- Vehicle make
- Vehicle color
- Violation code
- Any other information fields that the Florida DHSMV may require for inclusion on its tickets

Notices

Vendor will be responsible for the issuing and sending of all parking violation notices. Each type of notice should have the provision of five (5) line items. Notice text must be able to be changed within twenty-four (24) hours of request by the DIB.

Notices are to be printed at least once per month for all vehicles having any tickets that previously have not been noticed and remain unpaid.

Notices are to be produced as follows:

Delinquent Notice:

A parking ticket issued remaining unpaid thirty (30) days from date of issuance.

Second Notice:

A parking ticket remains unpaid for more than sixty (60) days after the date of notice. Second notices are to be sent on the next noticing cycle after the sixty (60) day threshold is met.

Final Notice:

Final notices should be available to be produced and sent out as per the DIB's request. Vendor shall be responsible for providing all notices with complete information and sending the notices, where applicable, by class of mail as required by the ordinance and statute which vendor shall review for the complete specifics.

Notices are to be addressed to the vehicle's registered owner based upon registration files from the various states' department of motor vehicle agencies. Vendor must actively pursue locating new addresses for violators whose notices have been returned for lack of a valid address and not send further notices until a new address is obtained; and must provide monthly reports of this activity to the DIB.

Each notice should identify:

- The date the notice is generated
- The vehicle's registration/ plate number and state

Each notice should also include the following:

- Ticket data
- Ticket number
- Violation
- Violation location
- Fine amount
- Penalty amount
- Total amount due for all listed tickets

Fines will escalate according to the scheduled indicated in the City of Pensacola's laws and ordinances. Language on the notices will vary according to the type of notice. On a monthly basis for each type of notice, registers will be prepared in state/plate order and will include ticket number, issue date, place of violation, violation description, owner's name, address, fine and penalty.

Reports

Vendor will be responsible for the programming and issuing of all reports listed below. The vendor at no charge to the DIB shall fulfill any requests for new reports or modifications to existing reports.

- *Monthly New Ticket Report* showing the new tickets entered on the master file, issued by date and fine amount.
- *Monthly Payments Collected Report* showing ticket payment processing by date of processing including ticket numbers, amount paid, pay date, issue date, notice mailing date and totals for each day and each report, to include monthly reports on aged, unpaid tickets.
- *Monthly Out-Of-State Report* showing by state/plate, tickets issued to non-Florida plates, including ticket number, issue date, issue time, violation code, total fines, penalties, reductions, payments and total due, together with a summary showing total for each state and grand totals.
- *Monthly Report* listing all outstanding violations on each plate sorted alphabetically by the name of the registered owner. The report will include the plate number, violation number, fine, penalty, reduction, paid and due amounts.

- *Monthly Disposition Report* listing by state/plate number, the violation numbers of tickets dismissed during the month on each plate, including the dollar amount for each ticket dismissed and total dollar amount for each plate and the total number of tickets dismissed that month and the total dollar value of tickets dismissed during the month. Tickets can only be dismissed in a manner and process approved by the DIB and/or as required in the Inter-Local Agreement.
- *Weekly Scheduled-Hearing Report* showing all tickets scheduled for hearing with ticket number and amount, date of issue, hearing date and time, state/plate name and address of owner.
- *Daily On-Line Cashiering Report* listing all payments and adjustments by ticket number, amount, method of payment, cashier, date and plate number.
- *Weekly Noticing Activity Report* showing by plate number, the noticing activity with mail date, ticket, number, name, address and amount due
- *Weekly DMV Make Match Failure Report* showing by ticket number the tickets that failed to match up with DMV file information.
- *Monthly Lease/Rental Report* showing by plate number, all tickets issued to lease/rental vehicles by company name, address, date of issue, location, make, color, and amount due.
- *Monthly Tickets Issued by Badge Number Report* listing the number of tickets issued by each officer by badge number by violation code.
- *Tickets Issued by Street, Area or Location Reports* will need to be performed on an as needed basis from time to time as requested by the DIB.

Booting and Towing

The system must provide on-line facilities for tracking vehicles that have been booted or towed for illegal parking or persistent parking offenses.

The system must provide on-line retrieval of boot/ tow information to include date and time vehicle was booted/ towed, location that the boot/ tow occurred, location vehicle was towed to, date and time that boot/ tow was released.

The system must provide automatic entry of boot/ tow, storage fees upon booting/ towing of a vehicle. These fees must be displayed on the inquiry terminal along with the appropriate message to alert the DIB of the action that was taken. These fees must be able to be paid and accounted for on the cash registers.

System Inquiry

In addition to the traditional methods of inquiry (i.e. Ticket number/ plate number), the system should have the capability to access violator database from violator last name. Parking Violations personnel must be able to input a violator's name and have all information pertaining to that individual displayed.

Returned Checks

Vendor must provide for the ability to reinstate tickets for which checks have been returned as well as a returned check fee. When tickets are reinstated to the file, revenue accounting must reflect the reduction.

Web-Based and IVR Payments

Vendor must have the ability to provide an interactive, real-time internet site and phone system to the DIB's ticket file to allow violators the ability to review and pay their open tickets on-line or over the phone.

Conversion From Existing System

In addition to the processing of new tickets, the vendor must be able to convert and take over the processing of master files in current parking ticket database. All costs for conversion must be absorbed by the successful vendor.

*****END OF DOCUMENT****

Attachment 1

