FOR IMMEDIATE RELEASE

REQUEST FOR PROPOSAL

(Citation Processing and Management Solution)

Deadline for submission of proposals:

5:00 PM
Wednesday, June 22, 2022

City of Ketchum, Idaho

Contact:

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SECTION I. INTRODUCTION

The City of Ketchum ("City") is requesting proposals for a Parking Citation Management System (CMS). For the purpose of this Request for Proposals (RFP), “Contractor” refers to proposers and respondents and does not imply any guarantee of a contractual relationship between the City and the Contractor. All proposals must be received by the City, no later than 5:00 PM (MST) on June 22, 2022. Late proposals will not be considered.

Proposals must be responsive to City’s request. The City shall determine the most responsive and qualified Contractor providing the best service at the most reasonable cost. Cost alone shall not be the determinative factor.

The request for proposals does not obligate the City to award a contract or complete the project and the City reserves the right to cancel the solicitation if deemed in its best interest. To be considered, proposals must be received by 5:00 PM MST on Wednesday, June 22, 2022.

Proposals submitted will be evaluated by the City of Ketchum staff. During the evaluation process, the City reserves the right, where it may serve the City’s best interest, to request additional information or clarification from Contractors, or to allow corrections of errors or omissions. At the request of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this request for proposals, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the City and the firm selected.

There is no expressed or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. The City reserves the right without prejudice to reject any or all proposals.

SECTION II. BACKGROUND

Introduction

The City of Ketchum is seeking proposals from qualified Contractors to provide a CMS solution.

The City is seeking a sole Contractor for this procurement. It is the obligation of the Contractor to thoroughly explain how the proposed plan will meet the needs requested in this RFP and the related costs thereof.
The City encourages all qualified Contractors to submit proposals and statements of qualifications. All data created and/or processed by the services provided for this agreement shall remain the property of the City and shall in no way become attached to the services provided, nor shall Contractor have any rights in or to the data of the City.

The purpose of the requested plan is to obtain CMS services for the City of Ketchum. The goal of the parking program is to optimize the parking experience. Like the challenges other municipalities face, the City’s Parking Enforcement team is trying to address the abuse of parking time limits, people parking in designated areas where they shouldn’t be parking, and more. The City does not have the ability to both enforce and process the citations the City generates. As a result, the City is seeking a Contractor that can meet its needs.

The selected Contractor shall be responsible for the provision, maintenance, and support of any hardware and software for citation issuance and management provided.

The overarching goals of this RFP are to streamline operations, increase customer satisfaction, and maintain compliance of parking rules through the implementation of innovative technology. The City is seeking only those proposers that are qualified and willing to partner with the City to implement the most efficient and customer-centric parking experience for residents, employees, and visitors to the City of Ketchum. The Scope of Services includes:

- Telephone and website support services.
  - Bilingual live customer support from 8:30 AM – 5:00 PM MST Monday – Friday.
  - Bilingual Interactive Voice Recognition (IVR) available 24/7 and live customer support.

- Entry of manual citations.

- Mail and payment processing services including:
  - Payment processing for mailed-in payments via Contractor Post Office box.
  - Adjudication.

- Online portal for citation processes.
  - Technical support for website customers by phone/email.

- License Plate Recognition (LPR) integration with LPR contractor Vigilant.

- Ongoing training for City staff, along with technical support and maintenance.

- Reporting.

- Delinquent collections including, but not limited to:
  - Noticing.
Background

The City of Ketchum is a general law city in Blaine County, Idaho located in the Wood River Valley in south central Idaho. Founded in 1880 during the mining boom, Ketchum is now regarded as one of the most popular destinations for winter and summer visitors due to its world-class skiing, mountain biking, fishing, hiking, restaurants, art galleries, and shopping. The City hosts the famous annual Wagon Days Parade, held on Labor Day weekend, and numerous other year-round attractions. Ketchum is home to more than 10,000 full- and part-time residents.

The City manages 3 surface parking lots and free on-street parking within the Downtown Core. Parking spaces are a mixture of time-limited spaces, all-day parking spaces, and loading zones. Two of the City’s parking lots are paid, the Washington Avenue and Leadville lots. The paid lots have Flowbird Cale CWT pay stations, as well as the Flowbird WayToPark application for mobile payment. The proposer’s solution must have the ability to integrate with existing and future paid parking solutions.

There are two full-time Community Service Officers (CSOs), as well as one seasonal part-time CSO, that are assigned to weekday and weekend patrols as their primary duty. The CSOs major duties include:

- Enforces city municipal code including encroachments, noise, parking, signage, dark skies, weed abatement, and adherence to construction site management plans.
- Applies and enforces City and State parking laws by issuing parking citations.
- Enforces Ketchum animal control ordinance by assisting with animal control duties.
- Performs vehicle parking surveys by counting cars at designated locations.

Existing parking-related hardware and software systems implemented throughout the City are noted below:

<table>
<thead>
<tr>
<th>Parking-Related Systems</th>
<th>Service Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citation Management System (CMS)</td>
<td>OmniPark, Inc.</td>
</tr>
<tr>
<td>License Plate Recognition (LPR)</td>
<td>Vigilant (pilot)</td>
</tr>
<tr>
<td>Pay Stations</td>
<td>Flowbird (off-street parking lots)</td>
</tr>
</tbody>
</table>
The City is currently piloting Vigilant LPR technology for data collection, time-limit, and paid parking enforcement. The City is using one LPR unit installed on a patrol vehicle, as well as the Vigilant Mobile Companion for walking routes. Parking citations are primarily issued via Samsung Galaxy XCover Pro handheld devices and citation information is transmitted to OmniPark's processing database. 2,748 citations were issued in 2021.

Submittal Deadline

The Contractor’s proposal must be submitted no later than 5:00 PM MST on June 22, 2022. All submissions must be submitted electronically to tfenwick@ketchumidaho.org. Proposals must be received by the submittal deadline. Late proposals will not be considered under any circumstances.

Questions and Responses

Prospective Contractors may submit questions regarding this solicitation submitted electronically to tfenwick@ketchumidaho.org by no later than 5:00 PM MST, Friday, June 3, 2022

Anticipated Schedule

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questions Submission Deadline</td>
<td>June 3, 2022</td>
</tr>
<tr>
<td>Proposal Submission Deadline</td>
<td>June 22, 2022</td>
</tr>
<tr>
<td>Oral Interviews (conducted at City’s discretion)</td>
<td>Week of June 27, 2022</td>
</tr>
<tr>
<td>Contractor Selection and Contract Negotiation</td>
<td>Week of July 5, 2022</td>
</tr>
<tr>
<td>Evaluation, Negotiation, and Contract Award</td>
<td>Pending Contract Negotiation</td>
</tr>
<tr>
<td>Begin contract work</td>
<td>Pending Council Approval</td>
</tr>
</tbody>
</table>

Proposal Evaluation and Selection Process

Proposals will be reviewed by City staff for completeness and responsiveness. Proposals that appear to be complete and responsive will be evaluated by a panel of City employees. Proposals without sufficient data to enable a complete evaluation will be considered non-responsive.

Proposals will be evaluated based on the overall best value to the City based on the criteria listed below and/or otherwise reasonably considered relevant:

1. Proposer history and experience  
2. System functionality  
3. Implementation approach
4. Customer support
5. Cost
6. Strength of references

Proposals will initially be evaluated by Staff to verify the qualifications of the Contractor and the appropriateness of the proposal for meeting the City’s needs. The proposals which are found qualified based on this initial evaluation will be reviewed for the costs proposed. The City reserves the right to interview any or all responding Contractors and/or to award a contract without conducting interviews.

A recommendation for Contractor selection may be made to the City Council based on Staff’s “best value” evaluation of the proposals/qualifications, which will take into account the Contractor team’s qualifications, comparable experience, and cost, as well as Contractor’s availability to undertake the project, complete the tasks timely and deliver a high-quality work product, and their ability to comply with the City’s standard professional services agreement.

All interested parties are encouraged to submit proposals to the RFP, as the award is not based solely on the lowest cost proposal submitted. Total cost will be taken into consideration, but the Contractor’s capabilities, competence, and capacity will be considered as well. The City reserves the right to choose the overall best firm according to the City’s criteria. The City, and its designated representatives, shall be the sole judge of its own best interest, the proposal, and the resulting negotiated agreement. The City’s decisions will be final.

The above factors, along with other factors that the City may deem appropriate, will be used to identify the proposal that represents the best value, which will be the basis for the contract award. The decision of whether to award a contract and selection of a Contractor will be at the sole discretion of the City Council.

Reference Checks
The City reserves the right to contact any of the Contractor’s clients which have been supplied as references in response to this RFP or otherwise identified by the City.

SECTION III. PROJECT OVERVIEW

Contractor will be responsible to ensure the system and/or services are compliant with State of Idaho regulations, including, but not limited to Idaho Vehicle Code sections associated with citation processing, noticing, appeal, and/or adjudication processes. Systems like citation issuing handhelds are currently provided by the City but are required by the Proposer in the case the City no longer provides the handheld devices and decides to purchase handheld devices from the selected Contractor sometime within the term of the agreement.
Project Objectives

The Contractor shall perform all necessary travel, professional analysis, and work required for the preparation of the Citation Processing and Collection Solution. The purpose of the requested plan is to obtain citation processing and collection services for the City of Ketchum. This includes systems and services including, but not limited to: payment processing, collection of unpaid fines, identification of tracking of scofflaws, appeals, and administrative hearings.

Deliverables

The Contractor shall provide the City the following deliverables:

1. Description of Contractor Experience
   a. The description should detail past projects of similar scope.

2. Scope of Required Services
   a. Describe the services to be provided.

3. Cost Proposal

4. Detail all costs for the proposed services, including ongoing system maintenance fees and additional cost for service features in the provided Cost Proposal attachment. References
   a. Provide the reference detail specific within each section.
   b. Discuss any innovative approaches, projected future developments, or specific new concepts that would benefit the City.

5. Exceptions to RFP Specifications or City Contract
   a. Attached is the City’s Service Agreement. As part of the response to this RFP, please review this agreement and provide any revisions or modifications you wish to make prior to entering into a contract with the City.

Project Management

Provide the names and resumes of all members of the project team. Indicate who will be the City’s primary point of contact for this engagement. The proposal shall be signed by an authorized corporate officer whose signature is binding upon the Contractor and include a statement that the proposal will remain valid for 120 days.

Proposer shall provide a full-time Project Manager and key personnel who will be responsible for project oversight and delivery of the system. The Project Manager shall be available to the City at all times by telephone or video access during the
course of the project and on-site within 72 hours of notification if necessary and requested, to respond to City needs, questions, and/or issues. The Project Manager will develop, in consultation with the City, a detailed implementation and project plan for the system.

The system must be able to integrate with the City’s third-party vendors Vigilant Solutions Inc, Flowbird pay stations, and WayToPark application that also support the parking operation. Each Contractor shall provide the capability for integration using open architecture industry standards with external integration capabilities. Contractors shall address the data integration approach from a variety of resources and describe the methodology, development, and testing details including key milestones and deliverable dates. Contractors shall identify any concerns about the available data sources and suggest any innovative approaches to integrating and presenting the information via their system.

All cloud-based systems - including citation management systems, and LPR integration – shall be assumed to have unlimited cloud storage to support unlimited data storage (create, read, update) transactions.

Proposer shall include a copy of each manufacturer’s written warranty statement for any software and/or hardware provided within their Proposal. Proposers shall also provide the details of all warranties that are applicable to the services provided to the City.

**Project Milestones**

Provide an estimated timeline for completion and implementation of the scope of required services that ensures operational launch by September 1, 2022, including a detailed implementation training and testing timeline for equipment and technology integration.

**SECTION IV. PROPOSAL FORMAT AND CONTENT**

The Proposal should include, at minimum, the information requested below in the order listed. Proposals shall be no larger than 75 pages, size 12 font, and 1.5 line spacing.

A. Title Page

Title page should include “Citation Processing and Management Solution”

B. Table of Contents

C. Transmittal Letter

1. Company name and address.
2. Provide a brief summary describing the Contractor’s ability to perform the work requested, a history of the Contractor’s background, and experience providing services. This summary should be brief and concise to apprise the reader of the basic services offered, experience, and qualifications of the Contractor, staff, subcontractors, and/or suppliers.

3. Letter of transmittal signed by an individual authorized to bind the Contractor, stating that the Contractor has read and will comply with all terms and conditions of the RFP.

4. General information about the primary contact who will address questions about the proposal. Include name, title, telephone number, and email address of the individual.

D. Response to Proposal Submittal Requirements (Section V)

1. Provide the requested information in the order listed in Section V.

E. Response to Scope of Services (Section VI)

1. Proposer shall indicate whether: available immediately to comply, with custom programming, is a future release, or the product/services cannot meet the requirements for each feature within the scope listed under Scope of Services.

   a. Proposer shall include responses as an Appendix and attach to the response as Attachment 1 and will not count as part of the 75 page limit.

F. Qualifications and Experience of the Firm

1. Describe Contractor’s history and organizational structure. Include the size of the firm, location of offices, number of years in business, organizational chart, name(s) of owner(s) and principal parties, and number and titles of staff.

2. What is the primary business of the parent company and/or affiliates?

3. Which office(s) of the Contractor’s organization will have primary responsibility for services?

4. Comment on areas that may make Contractor different from competitors.
5. Conflict of Interest Statement: The firm shall disclose any financial, business, or other relationship with the City that may have an impact upon the outcome of a fully executed contract.

6. Non-Collusion Affidavit: The Contractor declares, by signing and submitting a proposal, that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the Contractor has not directly or indirectly induced or solicited any other Contractor to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any Contractor or any other party, including City staff, to put in a sham proposal, or that any Contractor shall refrain from proposing; that the Contractor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the Contractor or any other Contractor, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other Contractor, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and, further, that the Contractor has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

7. Comments on or Requested Changes to Contract: The City standard professional/general services contract is included as Attachment 1 to this Request for Proposals. The proposing firm shall identify any objections to and/or request changes to the standard contract language in this section.

SECTION V. PROPOSAL SUBMITTAL REQUIREMENTS

These guidelines govern the format and content of the proposal, and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Contractor's understanding of the City's requirements and its approach to successfully provide the services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not related to the RFP (generalized brochures, marketing material, etc.) will not be considered in the evaluation.

All proposals shall address the items described in the Proposal Format and Content section, in the order listed, with proposal sections numbered. A complete proposal shall be submitted in response to this RFP. Contractors may not
respond to individual sections of the RFP. Incomplete responses will not be reviewed.

Proposals must be neat, complete, and fully address all information specified in Proposal Submittal Requirements. Failure to provide all required submittals in completed form may result in a proposal being found non-responsive and therefore not considered by the City.

Contractor must have been operational as a provider of CMS services for a minimum of 2 years. Contractor is also required to have at least 3 municipal clients (Idaho experience preferred).

Contractor must begin CMS transition (pending contract approval) on August 1, 2022, with live operation, beginning September 1, 2022.

1. Proposer Project Approach
   a. Proposer shall describe their project approach for the proposed services including an implementation strategy, staffing plan, and how the City and community will be supported to ensure a seamless transition to the proposed System. Project approach shall include lessons learned from other similar projects and implementation processes.
      i. Describe the Proposer’s approach to the project management services it will provide.
      ii. Indicate the problem identification, tracking, and resolution techniques that the Contractor will use.
   b. Staffing plan must identify the resources that will support the City through the implementation and ongoing operation.
      i. Provide an organizational chart, specifying precisely the primary personnel involved in the project.
      ii. Identify a project manager who will be the primary point of contact for the duration of the project through implementation and ongoing operations.
      iii. Provide resumes for the proposed personnel, including information on their public safety industry experience and their experience in implementing the proposed solution.
      iv. What is the estimated percentage of time the personnel will be working on this project? Provide estimates for specific personnel proposed. Explain Contractor hiring processes to ensure DMV security requirements.
   c. Proposer shall include a proposed work schedule to indicate duration and completion dates along with any project milestones and/or deliverables needed to implement the solution in Ketchum. Identify assumptions included in the work schedule and identify any potential risks that could delay the project.
2. Citation Management System
   a. Provide an overview of the Citation Management System.
   b. Provide a detailed explanation supporting the CMS transition process, specifically addressing citation collections, DMV holds, citation mailings (including postage), payment processing functions, and call center support for citations issued prior to new launch date.
      i. Outline requirements for obtaining test data and completion of data conversion of all parking citation and adjudication records from the existing Contractor along with associated timelines for testing and conversion.
      ii. Contractor shall conduct a requirements analysis as part of the system delivery process. This analysis shall begin with a data analysis of the current system where Contractor shall work with the City to obtain a full snapshot of the legacy data. It is preferred that this snapshot be contained in a dedicated, separate environment that is isolated from any production environment. The data analysis shall provide the following:
         1. Data to be migrated
         2. Data elements needed for migration
         3. Identification of gaps and transformations to meet business rules and policies based on the “as is” and “to be” processes.
         4. Identification of interface requirements and potential impacts.
      iii. Explain experience transitioning similar programs and identify risks and/or concerns with the proposed process.
   c. Proposer shall explain the method by which registration information will be provided for Idaho vehicles and out-of-state vehicles and describe how the Proposer plans to interface with the Idaho Department of Transportation and explain existing processes for holds and releases.
   d. Explain how the City can accept and process citation payments within the CMS if a payment (cash, check, or credit card) is received at a designated City location.
   e. Proposal shall describe CMS financial adjustment capabilities including how the System addresses overpayments, duplicate or multiple payments, and payments applied in error. Proposer should explain their experience addressing how these types of transactions are addressed, tracked, and documented within the System including examples of coordination with City refund processes to ensure compliance and recommend a policy that is compliant within Idaho.
   f. Contractor shall provide flexible management reports for data analysis and oversight of the System. Proposer shall describe the CMS reporting capabilities and outline relevant reports available to the City.

3. Citation Issuance Devices/Printers
a. Describe how the proposed CMS solution will work with the existing Samsung Galaxy XCover Pro handheld devices.

b. If the City decided to purchase handheld devices, provide an overview of proposed Citation Issuance Devices and Printers including a description and images of the citation issuance device proposed options, as an option for the City.
   i. Explain how the handheld(s) operates in offline mode.
   ii. Describe the speed and accessibility of technical support including the ability to submit/view/track/edit work orders online.
   iii. The hardware and software solution(s) including the communications configuration, to include a description of how the handheld(s) operates in offline mode.
   iv. The speed and accessibility of technical support. Support shall include the ability to submit/view/track/edit work orders online.
   v. The proposed training plan for City staff.
   vi. Explain the warranty and equipment replacement/repair program that will be provided to the City for software and hardware support.

4. System Testing, Acceptance & Training
   a. The City requires a design review process and approval to confirm that the proposed software meets all defined user requirements prior to commencing software implementation. Describe your approach to confirming requirements and determining modifications necessary to meet the City’s specifications.
   
   b. Provide a training plan that addresses the training requirements outlined in the Training section of the Scope of Services in this RFP. Include the key elements of the Proposer’s training approach, including the approach to providing End User and System Administration training, accounting for the number of potential users from various City departments, and the wide range of functions.
   
   c. Provide a description of classes, including:
      i. Types of training classes that will be provided and expected of participants (e.g., roles, functional areas, etc.)
      ii. Number of participants for each class
      iii. Prerequisites for all participants
      iv. Length of each class in hours
      v. Total number of trainer hours proposed
   
   d. Does the Proposer provide refresher training? If yes, describe what refresher training is available.
   
   e. Is the cost included as part of the base Proposal? If not, include the cost of refresher training as an option.
   
   f. Does the Proposer provide any computer-based training options (either online or via a CD) to bring new employees up to speed on the System?
g. Describe any additional training that is not included but that could be made available.

h. Describe the training documentation that will be provided. Provide examples that will assist in the evaluation of the Proposer’s training documentation.

i. Describe your approach for allowing users to simulate live operations during training, without degrading System performance.

j. It is anticipated that the Proposer and the City will work together to develop a final training plan that will include training formats (e.g., train-the-trainer, end-user training, etc.), locations, time frames, curriculum, etc.

k. Describe Proposer’s role and associated tasks in supporting the development of the final training plan.

l. Describe the City’s role and associated tasks in supporting the development of the final training plan.

m. What level of flexibility will the City have in determining how to best use the proposed training hours?

n. How many hours of training assistance are provided with updates at no charge? If additional training assistance is required for updates, include the hourly charge in the Cost Proposal.

5. Warranty, Maintenance, and Customer Support
   a. Include in this section, for each System, a copy of the Proposer’s standard warranty terms, end-user license agreement, maintenance terms, subscription terms, and all others that apply.
   b. Will the proposed System include a minimum first year warranty commencing at final System Acceptance? If not, explain.
   c. Will the Proposer cover expenses to repairs made under warranty, including parts, software, labor, travel expenses, meals, lodging, and any other costs associated with the repair?
   d. Will the Proposer cover repair costs for work it is unable to perform based upon warranty guidelines?
   e. What are the options for purchasing additional years of support and maintenance upon the expiration of the warranty period? Costs must be included and clearly identified.
   f. Will the Proposer include as part of the warranty, support, and maintenance agreements any supplemental training and documentation necessary to support the Contractor’s most recent software release?
   g. Describe the Proposer’s support procedure, include a brief outline of customer service support available to the City, along with typical response times for equipment repair, bug resolution, training, and reporting requests, specifically including how the Proposer:
      i. Logs support calls
      ii. Tracks incidents
      iii. Monitors the escalation of problems
iv. Diagnoses and corrects problems online from remote locations
v. Resolves problems
h. Does the Proposer provide any enhanced support methods such as email or web-based support requests?
i. Describe the Proposer’s escalation procedure for support-related issues.
j. Who will support Proposer-supplied hardware (i.e., manufacturer or Proposer)?
k. Will the Proposer provide labor, equipment, and other materials necessary to maintain the hardware and System Applications in good operating condition and in conformance with the Technical Compliance Requirements?
l. What is the process for identifying hardware issues and assigning responsibility for resolution of the issues?
m. What professional services are included as part of the warranty?
n. What professional services are included as part of the support and maintenance agreement?
o. What professional services are not included as part of the warranty and support and maintenance agreement? Include in the Cost Proposal the hourly cost for professional services not included as part of the warranty or support and maintenance agreements.
p. Does the Proposer support user groups?
q. If so, describe the user group process as it pertains to future product enhancements.
r. Will the Proposer supply comprehensive hard and soft copies of the following documentation?
   i. Configuration documentation
   ii. Interface documentation
   iii. System administration manuals
   iv. Application software tutorials
   v. Database setup and maintenance
   vi. System documentation
s. Are examples of each of the above referenced documents available for review.

6. Cost Proposal
a. Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms will be considered non-responsive.
b. The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
c. Should the Proposer have failed to either include in the price, or to deliver to the City, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide the same at the Proposer’s own expense.
d. The Proposer is welcome to offer different pricing models such as: fixed cost, subscription, per-item cost, or any other pricing model the Proposer feels the City could benefit from.

SECTION VI. SCOPE OF SERVICES

Proposer shall indicate and include as Attachment 1 whether: available immediately to comply, with custom programming, is a future release, or the product/services cannot meet the requirements for each feature within the scope listed below.

1. Contractor CMS system shall provide the following:
   a. A comprehensive web-based software solution that integrates citation related data and is accessible to the City staff.
   b. Equipment available for the issuance of citations including handheld devices, as an option for the City.
   c. Transfer of citation data and photos from enforcement devices to the CMS software in real-time.
   d. Interface with Idaho's Department of Transportation for registered owner information.
   e. Access to out-of-state registered owner names and addresses.
   f. Reminder notices of unpaid citations by mail including out-of-state owners.
   g. Delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under Idaho state law.
   h. Process and mail “Drive Away” notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle.
   i. Process citation correction notices when the issuing officer determines that there is incorrect data in the parking citation. A copy of the correction shall be mailed to the registered owner within a timeframe specified by the City.
   j. Mail notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement.
   k. Communicate with individuals outside of the United States who were issued a parking citation by the City.
   l. Responsibility for any and all fees associated with obtaining registered owner information.
   m. Validate vehicle makes upon return of registered owner information from Idaho Department of Transportation to ensure proper make of vehicle issued citation.
   n. Review Idaho Department of Transportation's “No Hit” list of ensure that license plate and state have been entered correctly.
o. Continuously attempt to retrieve registered owner information from all unpaid parking citations without registered owner information on the system.
p. Store and track car rental agency reports of responsible billing parties; from parking citations.
q. Maintain the system database and physical system security in such a way as to provide complete confidentiality and protection from unwanted access.
r. File and store citations in an easily retrievable format for a minimum of five (5) years and then dispose of records in accordance with City direction.
s. Allow for uploading of electronic citations, in real-time, allowing customers to pay citations immediately once uploaded.
t. Send and receive electronic data files using a scheduler function.
u. Allow for the authorized account users to correct dates, duplicate citations, violation codes, and fine amounts, and suspend citations.
v. Allow for various timelines for invoicing.
w. Allow for automation of invoicing, late fees, appeals, and collections with scheduler function.
x. Store and track previous and current owner information when transfer of vehicle ownership has occurred by clear notation in the account with changes, not limited to the source, old address, new address, date of owner transfer, etc.
y. Provide online confirmation, showing the number of citations transferred and received by the Contractor.
z. Immediate/real-time batching of files upon transfer of citations records.
aa. Identify duplicate citations and correct dates, duplicated citations, violation codes, and fine amounts.
bb. Maintain and update of confidential vehicle database for exemptions authorized by the City that are linked to the parking enforcement handled units.
c. Maintain online communication during primary work hours when the CMS, including all sub systems, is available to the City and the public for its intended use.

dd. Allow for updates to customer records and the ability to enter comments with audit trail.
e. Prepare a report at end of each Fiscal Year setting forth the number of cases processed, and all financial and/or citation payments received and distribute, along with any other information that may be required by the issuing agency. This report is public record and shall be delivered to each issuing agency at the end of each fiscal year. If the City requests, the Contractor shall hire an independent auditor to prepare a report. The City shall pay the costs of the audit report upon the City’s written approval on auditor’s cost.
ff. Report templates developed to the City’s specification that may be exported to Excel or PDF.
gg. Real-time reporting tool for ad-hoc reports.

hh. Live customer service between the hours of 8:00 AM and 5:00 PM MST in English and Spanish. IVR support with English and Spanish during after-hours.

ii. Interactive Voice Response (IVR) system that allows for citation inquiry and payment, pre-recorded prompts to answer frequently asked questions, and routing of calls to live operators.

jj. Technical support for Contractor’s customer portal website and IVR in English and Spanish.

kk. Email support for technical issues with Contractor’s website and IVR (response within two (2) business days).

ll. Multiple languages on the customer portal website (at least English and Spanish).

mm. Ability to accept mail-in citation payments.

nn. Live customer service for City staff between the hours of 8:00 AM and 5:00 PM MST with emergency after-hours support 24/7. Secondary collection efforts to include skip-tracing, mailings (including postage), and Idaho Department of Transportation holds.

oo. An open-source API that allows for current and future integration with third parties such as financial software, LPR, as well as pay stations and mobile payment (to support future paid parking programs).

pp. Initial in-person training for City staff with bi-annual refresher training (no additional cost).

qq. Quarterly in-person meetings with City staff.

rr. Sandbox/test environment available prior to award and ongoing for pre-release testing.

ss. Data entry of citations.

tt. Appeal preparation to include initial processing for initial hearing reviews.

uu. The system must be able to accommodate parking citation payment plans.

2. CMS software shall allow users to perform the following functions.

   a. Entry form for manually issued citations.

   b. Query for citation data by any inputted field, including, but not limited to: date, citation number, license plate number, name, location, and VIN.

   c. Pay or dismiss citations on one or multiple plates in one transaction.

   d. Add notes to citations and plates.

   e. Attach documents to citation records.

   f. Place citations on hold to suspend penalty and notice activity.

   g. Print and email correspondence letters.

   h. Void citations with custom City void codes.

   i. Support for multiple vehicle owners.

   j. View a copy of a citation and images/photos taken during citation issuance.
k. Assign permissions to access certain features based on user ID.
l. Review all user activity within the software.
m. Run ad-hoc real-time reports on all data fields.

3. The duties and tasks of the Customer Service Call Center will include all parking citation related support citation support shall include, but not be limited to, the following actions:
   a. Provide year-round customer and staff online access (except planned system maintenance and/or upgrades).
   b. Provide a customer service support center for the City’s parking citation program, at a minimum, from Monday through Friday and 8:00 AM to 5:00 PM MST, and subject to modification. Staff must be well-trained, professional, and courteous customer service personnel equipped to handle clerical, customer service, supervisory, and managerial tasks in compliance with the approved operations and quality assurance plan. Callers seeking a live Customer Service Representative (CSR) must not be placed on hold for longer than two (2) minutes. Contractor will provide a toll-free number to be used exclusively for citation support with live operators to assist customers.
   c. Staff and/or reroute calls in the event the connection to the computer network is disrupted.
   d. Collaborate with the City in establishing business processing rules.
   e. Provide staff to respond to telephone inquiries regarding how to contest a violation, determine outstanding penalty amounts or delinquent fees, process payment, establish payment plans, identify time frames, and any other pertinent information to contest a citation by mail or in-person.
   f. Provide the City with a toll-free telephone line that accepts global payments by Interactive Voice Response (IVR) 24 hours a day, 7 days a week in English and Spanish; must be Payment Card Industry (PCI) compliant and the payment processor must be able to produce an Attestation of Compliance certificate initially upon contract execution and annually thereafter.
   g. The IVR system must recognize user inputs by touch tones and speech; include language support options (minimally in English and Spanish) to accept payments and provide information.
   h. The IVR system shall offer the caller the option of a live CSR during operating hours and the CSR option must be provided early in the phone script and not at the end.
   i. Respond to correspondence via paper or electronic email and calls in all other languages, as agreed to, through a language interpretation service on an as-needed basis.
   j. Provide live interpreters for Spanish for telephone calls and guarantee a turnaround time of no less than twenty-four (24) hours for correspondence.
k. Monitor and record calls for quality assurance for a term designated by the City subject to the same terms for English or Spanish speaking customers.

l. Operate a customized Interactive Voice Response (IVR) System in English and Spanish to accept payments and provide information. The interactive system must provide real-time information on each citation, including issue date, delinquent date, amount owed, and open citations by license plate number. The IVR system shall offer the caller the option of transferring directly to a live customer service representative during normal business hours.

m. Monitor the call acceptance rate, call completion rate, and longest and shortest call wait time. An incomplete telephone call is defined as a call terminated after 30 seconds have elapsed from the time an individual’s call is received in the Contractor’s system.

n. Run ad-hoc reports on all data fields.

o. Provide a call center for technical support of the Contractor’s website. The calls must be accepted between the hours of 8:00 AM and 5:00 PM MST, Monday through Friday, excluding City holidays.

p. Provide email support to customers for technical issues regarding the Contractor’s citation website. Emails shall be answered within one (1) business day.

q. Complaints made by end customers regarding service received by the Contractor must be logged and reported to the City within 24 hours.

4. The Contractor shall coordinate the citation adjudication process in accordance with the laws of the State of Idaho
   a. Suspend action while appeals are under investigation.
   b. Record data and comments for historical background and attach to citation.
   c. Manage supporting evidence submitted by customers in support of their appeals.
   d. Sort citations by type of violation and/or defense.
   e. Record case decisions.
   f. Generate decision letters and use customizable liability reason codes.

5. Proposers will be expected to provide collection efforts to include citations specified by the City, but currently delinquent citations over sixty (60) days old. Collection efforts should include, at a minimum:
   a. Two (2) collection notices for all citations
   b. Idaho Department of Transportation holds for Idaho registered owners
   c. Skip-tracing
   d. Outbound phone calls
   e. Citations in collection status may be billed as an additional percentage of revenue collected during this process.

6. Customer Portal/Website:
The CMS portal should be a customer-friendly web/mobile portal that provides access to parking citation information, and adjudication processes. All content for the customer portal including, but not limited to, text, graphics, images, and maps will be the responsibility of the Contractor to develop. City staff will review and approve all proposed data content prior to public release.

The customer portal shall be managed by the Contractor. The City expects that the customer portal will be updated with new information as required, such as changes to parking rules or citation fees.

The Contractor must create a guide on how to pay a citation, request a payment plan, or contest a citation which must be available on the customer portal. The Contractor must provide a call center for technical support for the customer portal. The calls must be accepted between the hours of 8:00 AM and 5:00 PM, MST, Monday through Friday, excluding City holidays.

The Contractor shall also provide email support to customers for technical issues regarding the customer portal. Emails shall be answered within twenty-four (24) hours. Complaints made by customers regarding service received by the contractor must be logged and reported to the City weekly.

The customer portal must be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, and Firefox. The portal experience for the user shall provide device detection and content displayed according to device type, including desktop computers, laptops, mobile devices, and tablets. The Contractor must be PCI compliant.

In support of the CMS, the portal shall be a comprehensive management tool for customers and shall allow users to perform, at a minimum the following functions:

a. Account creation tying together citation, adjudication, and payment data.
b. Ability for customers and City staff to merge accounts once identified as the same individual.
c. Ability to unmerge accounts as needed.
d. Inquiry by license plate, citation number, and account number.
e. Hide customer’s name and address when an inquiry is performed. Only verified account holders shall have access to name and address information.
f. Process payment of citation by credit card and debit card. City shall determine whether a convenience fee is to be charged to customers.
g. View a copy of citation, related photos, and citation notes.
h. Request an online, in-person, or by mail administrative review of a citation.

i. Request a payment plan and upload supporting documentation.

7. Payment Processing:

a. The City requires the CMS to adhere to payment handling standards including, but not limited to, receiving payments, tracking payments, issuing refunds, providing detailed receipts, entering back-dated payments, and allowing for batch processing (as defined in previous section).

8. Citation Issuance Devices and Related Software:

The City is seeking parking citation issuance software, with the option to purchase devices that represent the current state of mobile wireless device technology and data management/analysis. The City is seeking a comprehensive integrated System. If the City chose to purchase devices, the Contractor would provide at least three (3) handheld devices and three (3) printers for citation issuance. All proposed equipment must be inclusive of the protective infrastructure to ruggedize and protect equipment from Parking Enforcement working conditions and outdoor elements.

The following fields, at a minimum, must be captured during citation issuance by Contractor’s enforcement software:

a. Citation number
b. License plate
c. State
d. VIN or last four digits of VIN
e. Violation code and description (up to three)
f. Location of violation, including program zone
g. Issue date
h. Issue time
i. Officer ID
j. Officer signature
k. Notes to print on citation
l. Officer notes, not visible to the public
m. Fine and penalty schedules
n. Appeal and payment instructions
o. Electronic marking
p. Photos, videos, and audio
q. Ability to support pay-by-plate, pay-by-space, permit status, and mobile payment

9. The handheld citation issuance software shall:
a. Provide a user-friendly interface for ease of use and durability.

b. Require a password/security sign to prevent unauthorized use.

c. Allow the user to view and void any citation written by the user since the last upload of data to the host. A valid void code must be entered for the voiding of any completed citation.

d. Support the reprinting of an issued citation, this reprinted citation must contain the same time as the original citation, not simply the time it was reprinted.

e. Produce a voided ticket audit trail.

f. Automatically transfer and upload citation issued by the handheld computer.

g. System to promptly notify City regarding citations unable to be entered for any reason (no violation code, unreadable license, etc.).

h. Upon entering a license plate during citation entry, automatically search the customer name, vehicle, and scofflaw request file for a match. If a match is found, automatically enter data into the proper fields. If a match is found in the scofflaw request file, the system should display the number of citations in the last 90 days.

i. Support monitoring of vehicles in a fixed time limit zone.

j. Timestamp transactions by the system's internal clock.

k. Support the issuance and tracking of warnings as well as actual citations including issuance history by license plate.

l. Support standard location codes and descriptions, location comments, and block numbers. Locations shall also be manually generated when necessary.

m. Able to report issues in the field real time reporting of malfunctioning.

**10. City Staff Support:**

Contractor shall be required to offer live customer support for City staff, at a minimum, between the hours of 8:00 AM and 5:00 PM MST, Monday – Friday, except for City holidays. This live customer support must include System Software issues, System Hardware issues, feature-related questions, and reporting. An after-hours emergency support line must be available 24/7.

Proposer responses shall include a brief outline of customer service options available to the City, along with typical response times for equipment repair, bug resolution, training, and reporting requests.

**11. Provide integration with Vigilant Automated License Plate Reader (ALPR) system for two parking enforcement vehicles, providing the following functionality:**

a. Upon a prompt from enforcement officer, provide the capability to electronically import license plate information from the Vigilant back
Office to the Contractor’s application running on an onboard laptop located in enforcement vehicle or handheld device.

b. Export of information (vehicle, permit, and historic citation information) from Contractor’s back office via an interface with Vigilant software, enabling data to be imported and auto populated into the Vigilant application running on an onboard laptop.

c. Generate a citation from the Contractor’s software application running on the enforcement officer’s handheld device.

d. In addition to the standard integration, the software should know its current location via GPS and auto-populate the citation.

e. The software should know who is logged into the system at the time the auto-populate function is used by the officer.

f. The software should be able to include the photographs from the Vigilant system for later appeals.

g. The combined Vigilant Client Portal and Contractor system should be able to recognize permit holder based upon the license plate. The system should be able to identify if a vehicle, properly identified via the Vigilant ALPR system, is allowed to be in the permitted space. It should alert the operator/officer of the violation if the vehicle is not permitted.

h. The combined Vigilant Client Portal and Contractor system should be able to identify scofflaws based upon their license plates. The system should be able to identify if a vehicle, properly identified via the Vigilant ALPR system has unpaid fines and/or is eligible for booting based upon the City ordinance.

i. The combined Vigilant Client Portal and Contractor system should be able to identify repeat offenders based upon their license plates. The system should be able to identify if a vehicle, properly identified via the Vigilant ALPR system, has received a citation or multiple citations previously so that a graduated fine may be imposed.

12. Handheld devices and software:

   a. The Contractor should have the option to purchase a handheld device or download software to the City staff’s City issued handheld devices.

   b. Software should be available for both Android and iOS operating systems. The City currently operates mobile devices using the Android operating system.

   c. The handheld device should know its current location via GPS and auto-populate that information into the citation.

   d. The software should know who is logged into the system at the time and auto-populate the issuing officer information.

   e. The software should have the capability to read license plates through OCR (optical character recognition) and populate the license plate field of the citation for the photo.

   f. The handheld software should be able to identify scofflaw, permit holders, or previously cited vehicles from the license plate entered by
the officer. This information should come in a visual and/or audible alert to the officer.
g. Contractor shall describe in detail the features and capabilities of the handheld device and corresponding software.

SECTION VII. ADDITIONAL TERMS AND CONDITIONS

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue the RFP at its sole discretion. Additionally, the City may seek clarification or additional information from Contractors. All Contractors shall verify if any addendum for this project has been issued by the City and shall respond to the final written RFP and any exhibits, attachments, and amendments. It is the Contractor’s responsibility to ensure that all requirements of contract addendum are included in their submittal.

This RFP does not commit the City to sign an agreement, award a contract, or to pay any costs incurred in the preparation of a response to this RFP. All documents, conversations, correspondence, etc. with the City are subject to the laws and regulations that govern the City. All Proposals submitted in response to this RFP become the property of the City and public records, and as such may be subject to public review. The City reserves the right to reject any or all proposals and the right to waive minor irregularities in any proposals. Waiver of one irregularity does not constitute waiver of any other irregularities.

Proposals will contain variations and are subject to negotiation. As such, all proposal information including pricing data will remain confidential until after award is complete. There will be no public opening and reading of proposals.

Proposal as Public Record

All proposals accepted by the City shall become a matter of public record and shall be regarded as public upon completion of a fully executed agreement with selected Contractor, with the exception of those elements of each proposal which are clearly identified by the Contractor as business or trade secrets and plainly marked as "Trade Secret", "Confidential" or "Proprietary" provided such information is protected from disclosure under Idaho law. Each element of a proposal which a Contractor desires not to be considered a public record must be clearly marked as set forth above, and any blanket statement (i.e. regarding entire pages, documents or other non-specific designations) shall not be sufficient and shall not bind the City in any way whatsoever. If disclosure is required or permitted under the Idaho Public Records Act or otherwise by law, the City shall not in any way be liable or responsible to Contractor for any damages resulting from the disclosure of any such records or part thereof.