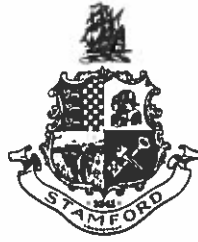


MAYOR
DAVID R. MARTIN



PURCHASING AGENT
ERIK J. LARSON
Phone: (203) 977-4107
Email:
elarson@stamfordct.gov

CITY OF STAMFORD
OFFICE OF ADMINISTRATION
888 WASHINGTON BOULEVARD
STAMFORD, CT 06901-2152

REQUEST FOR PROPOSALS No. 746

PARKING TICKET, PERMIT AND CIVIL CITATION MANAGEMENT SERVICES

PROPOSALS DUE:

AUGUST 30, 2018 @ 4:00 P.M.

SUBMIT TO:

CITY OF STAMFORD
888 WASHINGTON BOULEVARD
STAMFORD, CT 06904-2152

ATTENTION:

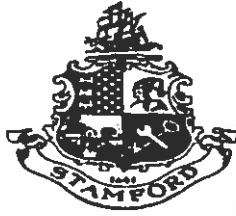
ERIK J. LARSON
AT (203) 977-4107 OR
elarson@stamfordct.gov

NON-MANDATORY PRE-PROPOSAL
MEETING:

THURSDAY, AUGUST 3, 2018
@ 10:00 AM., IN THE CONFERENCE
ROOM 7 - 9A, 7th FLOOR OF THE
GOVERNMENT CENTER, 888
WASHINGTON BLVD., STAMFORD, CT.

NUMBER OF COPIES REQUIRED:
ONE ORIGINAL AND EIGHT (8)
COPIES, ALONG WITH TWO (2)
ELECTRONIC VERSIONS (USB
DRIVE)

Date Issued: (7/18/18)
(REV: 09-01-17)

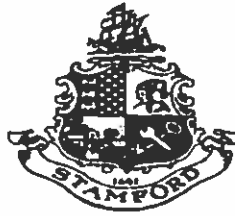


CITY OF STAMFORD, CONNECTICUT

NOTE

EFFECTIVE JANUARY 2, 2009 THE PURCHASING DEPARTMENT IS REQUESTING THAT YOU IDENTIFY CLEARLY, WITH A 'TAB/STICKER', YOUR FEE PROPOSAL SHEET(S), AS WELL AS YOUR BID BOND PAGES, IF APPLICABLE.

Effective: 1/2/09



CITY OF STAMFORD, CONNECTICUT

IMPORTANT

Caution : The competitive bid/proposal process requires that the City of Stamford provide all competitors with equal and timely access to information. To enhance our capabilities, the Purchasing Department is providing bid information over the Internet. You may use this application provided you agree with the following understandings:

1. The City cannot guarantee that the equipment involved in this technology will be available to provide information or receive transmittals. IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOU HAVE CURRENT INFORMATION AND THAT QUOTATIONS ARE RECEIVED AT THE DESIGNATED LOCATION, COMPLETE AND ON TIME.
2. The City is not responsible for the confidentiality of information transmitted over the Internet.
3. The City makes no guarantee as to the completeness or accuracy of downloaded "Request for Bid", "Request for Proposal" or "Request for Qualification".
4. Bids/Proposals must be received in hard copy in the Purchasing Department by the due date and time in order to be considered. Please be advised that the Purchasing Department does not accept bids or proposals by email or fax. More Information: (203) 977-4108, (203) 977-4107 or (203) 977-4994.
5. Please note modifications made to the City's Standard form of Contract with the addition of Dispute Resolution on pages 5-6 of the Sample Contract.
6. Please note the addition of the "Contractor's Statement Form on the next page.

CONTRACTOR'S STATEMENT

Pursuant to Section 103.1 of the Stamford Code of Ordinances, I hereby provide the following:

If a joint venture, trustee, partnership, limited liability company or partnership, the names and addresses of all joint ventures, beneficiaries, partners or member:

If a corporation, the names and addresses of all officers and the names and addresses of all parties owning over 10% of its common stock or over 10% of its preferred stocks. If any of said stockholders is a holding corporation, the names and addresses of all persons owning a beneficial interest in over 10% of the common or preferred stock of said holding company.

The names and positions of all persons listed hereinabove who are elected or appointed officers or employees of the City of Stamford.

Name of
Bidder/Proposer: _____

Signature of Bidder/Proposer : _____

Title: _____

Company Name: _____

Address: _____

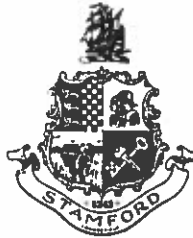
Non-Collusion Certification – RFP/RFQ

By submission of this Proposal, each Proposer or person signing on behalf of the Proposer, certifies that to the best of his/her knowledge and belief:

1. The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement with any other Proposer or with a competitor for the purpose of restricting competition.
2. Unless otherwise required by law, the prices, which have been quoted in this Proposal, have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly, to any other Proposer or to any competitor.
3. No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a Proposal for the purpose of restricting competition.

EFFECTIVE: 12/8/05

MAYOR
DAVID R. MARTIN



CITY OF STAMFORD
OFFICE OF POLICY & MANAGEMENT
888 WASHINGTON BOULEVARD
P.O. BOX 10152
STAMFORD, CONNECTICUT 06904-2152
(Rev. 09/01/17)

PURCHASING AGENT
ERIK J. LARSON
Phone: (203) 977-4107
FAX: (203) 977-5253
Email: elarson@stamfordct.gov

EQUAL EMPLOYMENT OPPORTUNITY

1. Notification to Bidders

The contract awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes.

The City of Stamford aggressively solicits the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials. "Minority business enterprise" is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: (1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n." "Minority" groups are defined in Section 32-9n of the Connecticut General Statutes as "(1) Black Americans; (2) Hispanic Americans; (3) persons who have origins in the Iberian Peninsula; (4) Women; (5) Asian Pacific Americans and Pacific Islanders; and (6) American Indians. An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The City will consider the following factors when reviewing the Bidder's/Proposer's qualifications:

- (a) success in implementing an affirmative action plan;
- (b) where applicable, success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) a promise to develop and implement a successful affirmative action plan;
- (d) submission of employment statistics contained in the Connecticut Commission on Human Rights and Opportunities ("CCHRO") "Employment Information Form", indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and

- (e) a promise to set aside a portion of the contract for legitimate minority business enterprises.

2. Non-Discrimination

- (a) The contractor agrees and warrants that in the performance of the contract, it will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religious creed, age, marital status, national origin, ancestry, sex, sexual orientation, mental retardation or physical disability, including, but not limited to, blindness, unless it is shown by such contractor that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or of the state of Connecticut. If the contract is for a public works project, the contractor agrees and warrants that it will make good faith efforts to employ minority business enterprises as subcontractors and supplies of materials on such project. The contractor further agrees to take affirmative action to ensure that applicants with job-related qualifications are employed and that employees are treated when employed without regard to their race, color, religious creed, age, marital status, national origin, ancestry, sex, sexual orientation, mental retardation, or physical disability, including, but not limited to, blindness, unless it is shown by such contractor that such disability prevents performance of the work involved;
- (b) the contractor agrees, in all solicitations or advertisements for employees placed by or on behalf of the contractor, to state that it is an "Affirmative Action-Equal Opportunity Employer" in accordance with regulations adopted by the CCHRO;
- (c) the contractor agrees to provide each labor union or representative of workers with which such contractor has a collective bargaining agreement or other contract or understanding and each vendor with which such contractor has a contract or understanding, a copy of these provisions, advising the labor union or worker's representative of the contractor's commitments under these provisions and to post copies of the notice in conspicuous places available to employees and applicants for employment;
- (d) the contractor agrees to comply with each provision of this section and Conn. Gen. Stat. Sections 4a-62, 32-9e, 46a-56 and 46a-68b to 46a-68k, inclusive, and with each regulation or relevant order issued by said CCHRO;

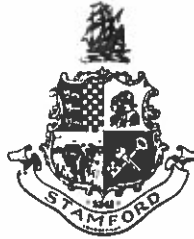
(e) the contractor agrees to provide the City with such information requested by the City, and permit access to pertinent books, records and accounts, concerning the employment practices and procedures of the contractor.

3. Subcontractors

The contractor shall include the provisions of subsection (2) in every subcontract or purchase order entered into in order to fulfill any obligation of a contract with the City and such provisions shall be binding on a subcontractor, vendor or manufacturer unless exempted by regulations or orders of the CCHRO. The contractor shall take such action with respect to any such subcontract or purchase order as the City may direct as a means of enforcing such provisions.

The contractor agrees to comply with the CCHRO's requirements as they exist on the date of this contract and as they may be adopted or amended from time to time during the term of this contract and any amendments thereto.

**MAYOR
DAVID R. MARTIN**



**CITY OF STAMFORD
OFFICE OF POLICY & MANAGEMENT
888 WASHINGTON BOULEVARD
P.O. BOX 10152
STAMFORD, CONNECTICUT 06904-2152
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**PURCHASING AGENT
ERIK J. LARSON
Phone: (203) 977-4107
FAX: (203) 977-5253
Email: elarson@stamfordct.gov**

GIFTS: During the term of this contract, including any extensions, the Contractor shall refrain from making gifts of money, goods, real or personal property or services to any appointed or elected official or employee of the City of Stamford or the Stamford Board of Education or any appointed or elected official or employee of their Boards, Commissions, Departments, Agencies or Authorities. All references to the Contractor shall include its officers, directors, employees, and owners of more than 5% equity in the contractor. Violation of this provision shall constitute a material breach of this Agreement, for which this Agreement may be summarily terminated.

3. TIME OF COMMENCEMENT AND COMPLETION OF WORK. The Contractor shall commence the work hereunder upon the execution of this Agreement by both parties and shall complete said work in a timely, efficient, and diligent manner. It is agreed and understood that time is of the essence, and that if the Contractor fails to perform the work within the period allowed, the City shall have the right to terminate this Agreement and/or pursue appropriate legal recourse for the Contractor's breach of this Agreement.

4. REVIEW OF WORK. The Contractor will permit the City, its officers, agents, and employees, to review, at any time, all work performed under the terms of this Agreement at any stage of the work.

5. INDEMNIFICATION. The Contractor shall indemnify and hold harmless the City, its officers, agents and employees, from and, if requested, shall defend them against any loss, cost, damage, injury, liability, and claim for injury to or death of a person, including employees of the Contractor or loss of or damage to property, resulting directly or indirectly from the Contractor's performance of this Agreement, or by any omission to perform some duty imposed by law or agreement upon the Contractor, its officers, agents and employees. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, Contractors and experts, and related costs and the City's cost of investigating any claims against it.

In addition to the Contractor's obligation to indemnify the City, the Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend the City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to the Contractor by the City and continues at all times thereafter.

The Contractor shall indemnify and hold the City, its officers, agents and employees, harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses arising out of the Contractor's performance of this Agreement.

6. ASSIGNMENT. The Contractor shall not assign, sub-contract, or transfer any portion of the work set forth herein without the prior written approval of the City.

7. BOOKS AND RECORDS. The Contractor shall maintain or cause to be maintained all records, books, or other documents relative to charges, costs, expenses, fees, alleged breaches of Agreement, settlement of claims, or any other matter pertaining to the Contractor's demand for compensation by the City for a period of not less than three (3) years from the date of the final payment for work performed under this Agreement.

8. INSURANCE. The Contractor shall provide and pay for such insurance as is set forth in Exhibit A – Insurance Requirements of the City of Stamford, attached hereto as Exhibit A and made a part hereof.

9. REPRESENTATION. The Contractor represents that it is an expert in relation to the work to be performed under this Agreement. The Contractor further represents that it has the requisite skill, expertise, and knowledge necessary to perform the scope of services required under the terms of this Agreement, including any supplementary work and the City relies upon said representation in executing this Agreement.

10. INTERPRETATION. The parties agree that in the event of any ambiguity between the terms of this Agreement, the City's Request for Proposal (Exhibit A), and the Contractor's Proposal (Exhibit B), the City in its sole discretion shall determine the terms and/or the documents which shall prevail and take precedence.

11. NON-APPROPRIATION. Contractor acknowledges that the City is a municipal corporation and that the City's obligation to make payments under this Agreement is contingent upon the appropriation by the City's Board of Representatives of funds sufficient for such purposes, for each budget year in which this Agreement is in effect. If sufficient funds to provide for the payment(s) hereunder are not appropriated, the City may terminate this Agreement upon notice in writing to the Contractor.

12. SUBCONTRACTING. The Contractor is prohibited from subcontracting this Agreement or any part of it unless the City first approves such subcontracting in writing and approves, in writing, the specific subcontractors proposed to be used by the Contractor. An agreement made in violation of this provision shall confer no rights on any party and shall be null and void.

In addition to the foregoing, pursuant to Section 103.4 of the Code, the Contractor agrees to supply the City with the names and addresses of all subcontractors to be used for any subcontract which shall be in an amount in excess of Ten Thousand Dollars (\$10,000.00). Said information shall be supplied at the time such contracts are executed.

13. CONTRACT EXTRAS. Pursuant to Section 23-18.4C of the Code, it is specifically understood and agreed by the Contractor that all contract extras regarding this contract shall be governed by the City Charter and/or the Code. The City shall not be liable for payment of any additional costs unless the provisions of the City Charter and/or the Code are fully complied with. The provisions of the City Code can be found at www.municode.com

14. COMPLIANCE WITH CITY CODE PROVISIONS. The Contractor shall fully comply with the requirements of Sections 103-1 through 103-7 of the Code. Failure to so comply shall constitute a material breach of the terms of this Agreement, for which the City may unilaterally terminate the Agreement upon written notice to the Contractor. The provisions of the City Code can be found at www.municode.com

15. TERMINATION. A. **TERMINATION FOR CAUSE.** If, through any cause, the Contractor shall fail to fulfill, in a timely and proper manner, its obligations under this Agreement, or if the Contractor shall violate any of the covenants, agreements, or stipulations of this Agreement, the City shall thereupon have the right to terminate this Agreement for cause by giving written notice to the Contractor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished reports, documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Contractor and/or its subcontractors under this Agreement shall, at the option of the City, become its property, and the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials to the effective date of termination.

The term "cause" includes, without limitation the following:

- 1) If the Contractor furnished any statement, representation, warranty or certification in connection with this Agreement, which is materially false, deceptive, incorrect, or incomplete.
- 2) If the Contractor fails to perform to the City's satisfaction any material requirement of the Agreement, or is in violation of any specific provision thereof.
- 3) If the City reasonably determines satisfactory performance of the Agreement is substantially endangered or can reasonably anticipate such an occurrence or default.

Notwithstanding the above, the Contractor shall not be relieved of liability to the City for any damages sustained by the City by virtue of any breach of the Agreement by the Contractor, and the City may withhold any payment to the Contractor for the purposes of setoff until such time as the exact amount of damages due the City from the Contractor is determined.

B. TERMINATION FOR CONVENIENCE. The City may terminate this Agreement at any time the City determines that the purposes of the distribution of monies under the Agreement would no longer be served by completion of the Work/Project. The City shall effect such termination by giving written notice of termination to the Contractor and specifying the effective date thereof, at least twenty (20) days before the effective date of such termination. In that event, all finished or unfinished documents and other materials as described Subsection A shall, at the option of the City, become its property. If the Agreement is terminated by the City as provided herein, the Contractor shall be paid an amount which bears the same ratio to the total compensation as the services actually and satisfactorily performed to the effective date of termination bear to the total services of the Contractor pursuant to the terms of the Agreement, less payments of compensation previously made, and subject to the City's right of set off for any damages pursuant to the terms of the Agreement.

**(SEE ATTACHED COPY OF DISPUTE RESOLUTION ON
THE FOLLOWING PAGES 5 -6)**

[Section Number} **DISPUTE RESOLUTION**

A. EXECUTIVE MEETING

The parties shall endeavor to resolve all claims, disputes, or other matters in controversy arising out of or related to the Contract ("Claims") through a meeting of the chief executives of each party, or their respective designees ("Executive Meeting").

A request for an Executive Meeting shall be made by a party in writing and delivered to the other party. The request may be made concurrently with the filing of a non-binding mediation as set forth herein. The Executive Meeting shall be a condition precedent to mediation unless 30 days have passed after the Executive Meeting has been requested with no meeting having been held.

The Executive Meeting shall be held in the place where the Project is located, unless another location is mutually agreed upon.

B. MEDIATION

Any Claim subject to, but not resolved by, an Executive Meeting shall be subject to mediation which, unless the parties mutually agree otherwise, shall be administered by the American Arbitration Association in accordance with its Construction Industry Mediation Procedures in effect on the date of the Agreement. A request for mediation shall be made in writing, delivered to the other party to the Contract, and filed with the person or entity administering the mediation.

The request may be made concurrently with the filing of arbitration but, in such event, mediation shall proceed in advance of arbitration, which shall be stayed pending mediation for a period of 60 days from the date of filing, unless stayed for a longer period by agreement of the parties or court order. If an arbitration is stayed pursuant to this Section, the parties may nonetheless proceed to the selection of the arbitrator(s) and agree upon a schedule for later proceedings.

The parties shall share the mediator's fee and any filing fees equally. The mediation shall be held in the place where the Project is located, unless another location is mutually agreed upon. Agreements reached in mediation shall be enforceable as settlement agreements in any court having jurisdiction thereof.

C. ARBITRATION

Any Claim subject to, but not resolved by, mediation shall, in the sole discretion of the City, be subject to arbitration which, unless the parties mutually agree otherwise, shall be administered by the American Arbitration Association in accordance with its Construction Industry Arbitration Rules in effect on the date of the Agreement. A demand for arbitration shall be made in writing, delivered to the other party to the Contract, and filed with the person or entity administering the arbitration.

A demand for arbitration shall be made no earlier than concurrently with the filing of a request for mediation, but in no event shall it be made after the date when the institution of legal or equitable proceedings based on the Claim would be barred by the applicable statute of limitations. For statute of limitations purposes, receipt of a written demand for arbitration by the person or entity administering the arbitration shall constitute the institution of legal or equitable proceedings based on the Claim.

The award rendered by the arbitrator or arbitrators shall be final, and judgment may be entered upon it in accordance with applicable law.

Any judgment will be entered or court action will be brought in a court of competent jurisdiction within the State of Connecticut.

D. PERFORMANCE DURING DISPUTE

Unless otherwise directed by the City of Stamford, Contractor shall continue performance under this Contract while matters in dispute are being resolved.

D. CLAIMS FOR DAMAGES

Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of his employees, agents or others for whose acts he is legally liable, a claim for damages therefor shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

16. GOVERNING LAWS. This Agreement shall be governed by the laws of the State of Connecticut.

17. GIFTS: During the term of this contract, including any extensions, the Contractor shall refrain from making gifts of money, goods, real or personal property or services to any appointed or elected official or employee of the City of Stamford or the Stamford Board of Education or any appointed or elected official or employee of their Boards, Commissions, Departments, Agencies or Authorities. All references to the Contractor shall include its officers, directors, employees, and owners of more than 5% equity in the contractor. Violation of this provision shall constitute a material breach of this Agreement, for which this Agreement may be summarily terminated.

THIS PAGE LEFT INTENTIONALLY BLANK SIGNATURE PAGE FOLLOWS

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals the day and year first above written.

Signed, sealed and delivered
in the presence of:

CITY OF STAMFORD

Erik J. Larson
Purchasing Agent

Date: _____

By _____
David R. Martin
Mayor

Date: _____

THE CONTRACTOR

Witness

Approved as to Form:

C. Dellaselva
Asst. Corp. Counsel

Date: _____

By _____

Date: _____

Approved as to Insurance:

A. M. Mones
Risk Manager

Date: _____

REVISED: 09/01/17

**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
CONTRACT COMPLIANCE REGULATIONS
NOTIFICATION TO BIDDERS**

(Revised 09/3/15)

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to "aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials." "Minority business enterprise" is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: "(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n." "Minority" groups are defined in Section 32-9n of the Connecticut General Statutes as "(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . ." An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder's qualifications under the contract compliance requirements:

- (a) the bidder's success in implementing an affirmative action plan;
- (b) the bidder's success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder's promise to develop and implement a successful affirmative action plan;
- (d) the bidder's submission of employment statistics contained in the "Employment Information Form", indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder's promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

INSTRUCTIONS AND OTHER INFORMATION

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidder's good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

1) Definition of Small Contractor

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding fifteen million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

2) Description of Job Categories (as used in Part IV Bidder Employment Information) (Page 2)

MANAGEMENT: Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.

BUSINESS AND FINANCIAL OPERATIONS: These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.

MARKETING AND SALES: Occupations related to the act or process of buying and selling products and/or services such as sales engineer, retail sales workers and sales representatives including wholesale.

LEGAL OCCUPATIONS: In-House Counsel who is charged with providing legal advice and services in regards to legal issues that may arise during the course of standard business practices. This category also includes assistive legal occupations such as paralegals, legal assistants.

COMPUTER SPECIALISTS: Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists

ARCHITECTURE AND ENGINEERING: Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.

OFFICE AND ADMINISTRATIVE SUPPORT: All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, bill and account collectors, customer service representatives, dispatchers, secretaries and administrative assistants, computer operators and clerks (such as payroll, shipping, stock, mail and file).

BUILDING AND GROUNDS CLEANING AND MAINTENANCE: This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.

CONSTRUCTION AND EXTRACTION: This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.

INSTALLATION, MAINTENANCE AND REPAIR: Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.

MATERIAL MOVING WORKERS: The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.

PRODUCTION WORKERS: The job titles included in this category are chemical production machine setters, operators and tenders; crushing/grinding workers; cutting workers; inspectors, testers sorters, samplers, weighers; precious stone/metal workers; painting workers; cementing/gluing machine operators and tenders; etchers/engravers; molders, shapers and casters except for metal and plastic; and production workers.

3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information) (Page 3)

White (not of Hispanic Origin)-All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

Black (not of Hispanic Origin)-All persons having origins in any of the Black racial groups of Africa.

Hispanic- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

Asian or Pacific Islander- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.

American Indian or Alaskan Native- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

BIDDER CONTRACT COMPLIANCE MONITORING REPORT

PART 1 – Bidder Information

Company Name: Street Address: City & State: Chief Executive:	Bidder Federal Employer Identification Number: Or Social Security Number:
Major Business Activity: (brief description)	Bidder Identification (response optional/definitions on page 1) -Bidder is a small contractor? Yes <input type="checkbox"/> No <input type="checkbox"/> -Bidder is a minority business enterprise? Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, check ownership category) Black <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Iberian Peninsula <input type="checkbox"/> Individual(s) with a Physical Disability <input type="checkbox"/> Female <input type="checkbox"/> -Bidder is certified as above by State of CT? Yes <input type="checkbox"/> No <input type="checkbox"/>
Bidder Parent Company: (If any)	
Other Locations in CT: (If any)	

PART II - Bidder Nondiscrimination Policies and Procedures

1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards? Yes <input type="checkbox"/> No <input type="checkbox"/>	7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 & 4a-60a Conn. Gen. Stat.? Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards? Yes <input type="checkbox"/> No <input type="checkbox"/>	8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability? Yes <input type="checkbox"/> No <input type="checkbox"/>
3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy? Yes <input type="checkbox"/> No <input type="checkbox"/>	9. Does your company have a mandatory retirement age for all employees? Yes <input type="checkbox"/> No <input type="checkbox"/>
4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer? Yes <input type="checkbox"/> No <input type="checkbox"/>	10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
5. Do you notify the Ct. State Employment Service of all employment openings with your company? Yes <input type="checkbox"/> No <input type="checkbox"/>	11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
6. Does your company have a collective bargaining agreement with workers? Yes <input type="checkbox"/> No <input type="checkbox"/>	12. Does your company have a written affirmative action Plan? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please explain.
6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes <input type="checkbox"/> No <input type="checkbox"/>	
6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of CT? Yes <input type="checkbox"/> No <input type="checkbox"/>	13. Is there a person in your company who is responsible for equal employment opportunity? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, give name and phone number:

1. Will the work of this contract include subcontractors or suppliers? Yes ☐ No ☐

1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)

1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above? Yes ☐ No ☐

PART IV - Bidder Employment Information

Date:

JOB CATEGORY *	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Management											
Business & Financial Ops											
Marketing & Sales											
Legal Occupations											
Computer Specialists											
Architecture/Engineering											
Office & Admin Support											
Bldg/ Grounds Cleaning/Maintenance											
Construction & Extraction											
Installation, Maintenance & Repair											
Material Moving Workers											
Production Occupations											
TOTALS ABOVE											
Total One Year Ago											
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

*NOTE: JOB CATEGORIES CAN BE CHANGED OR ADDED TO (EX. SALES CAN BE ADDED OR REPLACE A CATEGORY NOT USED IN YOUR COMPANY)

PART V - Bidder Hiring and Recruitment Practices

(Page 5)

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				2. Check (X) any of the below listed requirements that you use as a hiring qualification (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination
SOURCE	YES	NO	% of applicants provided by source			
State Employment Service	<input type="checkbox"/>	<input type="checkbox"/>			Work Experience	
Private Employment Agencies	<input type="checkbox"/>	<input type="checkbox"/>			Ability to Speak or Write English	
Schools and Colleges	<input type="checkbox"/>	<input type="checkbox"/>			Written Tests	
Newspaper Advertisement	<input type="checkbox"/>	<input type="checkbox"/>			High School Diploma	
Walk Ins	<input type="checkbox"/>	<input type="checkbox"/>			College Degree	
Present Employees	<input type="checkbox"/>	<input type="checkbox"/>			Union Membership	
Labor Organizations	<input type="checkbox"/>	<input type="checkbox"/>			Personal Recommendation	
Minority/Community Organizations	<input type="checkbox"/>	<input type="checkbox"/>			Height or Weight	
Others (please identify)	<input type="checkbox"/>	<input type="checkbox"/>			Car Ownership	
	<input type="checkbox"/>	<input type="checkbox"/>			Arrest Record	
	<input type="checkbox"/>	<input type="checkbox"/>			Wage Garnishments	

Certification (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature)	(Title)	(Date Signed)	(Telephone)
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CITY OF STAMFORD

REQUEST FOR PROPOSALS

FOR

PARKING TICKET MANAGEMENT SERVICES

Introduction:

The City of Stamford, Connecticut Office of Operations, Cashiering and Permitting Division is requesting proposals from qualified service providers to provide an upgrade to its computerized parking ticket management system. The upgrade will require hardware and software for the City to issue an estimated one hundred thousand (100,000) parking tickets per year.

The vendor will provide or enhance hardware and software for the payment and processing of parking tickets. The vendor will also provide all necessary systems to Notice vehicle owners of all outstanding tickets, and provide systems to communicate with state motor vehicle departments to look up vehicle owner identifications based on vehicle license plates.

Issuing Office

This RFP is being issued by the Purchasing Department of the City of Stamford on behalf of the Office of Operations, Cashiering and Permitting Division, hereinafter referred to as the "City." The issuing officer is the Acting Purchasing Agent or her designee.

Inquiries

All technical inquiries regarding this RFP must be in writing and must be addressed to:

Frank M. Fedeli, Supervisor
Cashiering and Permitting Division
City of Stamford
888 Washington Boulevard
Stamford, CT 06901
Phone: 203-977-5858
Fax: 203-977-5545
ffedeli@stamfordct.gov

Frank W. Petise, P.E., Traffic Engineer
Transportation Traffic and Parking
City of Stamford
888 Washington Boulevard
Stamford, CT 06901
Phone: 203-977-4124
Fax: 203-977-4004
fpetise@stamfordct.gov

The deadline for submitting questions related to this RFP is Thursday, August 16, 2018. Responses to all questions will be furnished through a formal addendum following the closing date listed herein.

Incurring Cost

The City of Stamford will not be held responsible for any costs incurred by the proposer for work performed in preparation and production of a proposal or for any work performed prior to the issuance of a contract.

Rejection/Acceptance of Proposals

The City of Stamford reserves the right to refuse for any reason deemed to be in the City's best interest any and/or all proposals submitted under this RFP.

This RFP is not an offer to contract. Acceptance of a proposal neither commits the City of Stamford to award a contract with any firm, even if all requirements in this RFP are met, nor limits its right to negotiate in the best interest of the City of Stamford. The City of Stamford reserves the right to contract with any firm for any reason.

Addenda to RFP

Amendments to this RFP may be necessary prior to the closing date and will be furnished to all prospective proposers. Failure to acknowledge receipt of amendments in accordance with the instructions contained in the amendment may result in the proposal not being considered.

Submission of Proposals

Each proposer must submit one original and eight (8) copies plus two (2) electronic copies (USB) of the proposal in a sealed envelope bearing on the outside the name of the firm, full address, name of the project for which the proposal is submitted and the date and time the proposal is due to:

Erik Larson
Purchasing Manager
City of Stamford
Purchasing Department
888 Washington Boulevard
Stamford, CT 06901
Attn: Parking Ticket Management Services

These proposals must be received by the City no later than Thursday, August 30, 2018, at 4:00 p.m. Proposals received after the date and time prescribed shall not be considered for contract award and shall be returned to the proposer. Neither faxed nor emailed RFP responses will be accepted as qualified RFP submission.

PLEASE NOTE THAT A NON-MANDATORY PRE-PROPOSAL MEETING IS SCHEDULED FOR FRIDAY, AUGUST 3, 2018, AT 10:00 A.M., IN THE CONFERENCE ROOM 7-9A, 7TH FLOOR OF THE GOVERNMENT CENTER, 888 WASHINGTON BOULEVARD.

Proprietary Information

The City of Stamford will not disclose any portion of the proposals except to members of the proposal evaluation team prior to contract award. The City of Stamford retains the right to disclose the name of the successful proposer, the financial considerations and any other information in the proposal that is pertinent to the selection of the proposer.

Independent Project Cost Determination and Gratuities

By submission of a proposal, the proposer certifies that in connection with its procurement:

The financial data in this offer has been arrived at independently, without consultation, communication, or agreement, for the purposes of restricting competition, as to any matter relating to such prices with any other proposer or competitor.

The financial data quoted in this offer will not change for a period of one hundred twenty (120) days after the receipt date at the City of Stamford of this offer.

Unless otherwise required by law, the financial data which has been quoted in this offer have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer prior to award, directly or indirectly to any other proposer or to any competitor.

No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit an offer for the purpose of restrictive competition.

No elected official or appointed official or employee of the City of Stamford shall benefit financially or materially from this contract.

Prime Contractor Responsibility

Vendors submitting proposals to this RFP may not utilize the service of subcontractors without the prior written approval of the City of Stamford.

Availability of Funds

The contract award under this RFP is contingent upon the availability of funds to the Office of Operations, Cashiering and Permitting Division for this project. In the event that funds are not available, any contract resulting from this RFP will become void and of no force and effect.

Termination for Default or for the Convenience of the Contracting Agency

Performance under any contract resulting from this RFP may be terminated by the City of Stamford whenever:

The contractor shall default in the performance of his/her contract and shall default within the period specified by the contracting officer in a notice specifying default; or

The contracting officer shall determine that termination is in the best interest of the Office of Operations, Cashiering and Permitting Division or the City of Stamford.

Termination will be effected by delivery to the contractor of a notice to terminate, stating the date upon which the termination becomes effective.

Ambiguity in the Request for Proposal (RFP)

Prior to submitting the proposal, the contractor is responsible to bring to the City's attention any ambiguity in this RFP. Failure to do so shall result in the contractor forfeiting any claim for adjustment based on such ambiguity as should have been noted by a prudent contractor.

In the event of any ambiguity between the City's RFP and the proposer's proposal, then whatever shall be more favorable to the City of Stamford as determined in the sole discretion of the City shall prevail and take precedence.

Ownership Information

The City of Stamford shall have unlimited rights to use, disclose or duplicate, for any purpose whatsoever, all information developed, derived, documented or furnished by the proposer under any contract resulting from this RFP.

In the event of contract award, all data collected and other documentation produced as part of the contract will become the exclusive property of the City of Stamford and may not be copied or removed by any employee of the proposer without written permission of the City of Stamford.

Negotiated Changes

In the event negotiated changes occur after the awarding of the contract, any policies called for in the original contract will remain in effect.

Contract Agreement

The selected proposer will be required to agree to and sign a formal written contract agreement between the City of Stamford and the proposer prepared by the Law Department of the City of Stamford.

The term of this contract shall be for a period of three (3) years, commencing on the date of the contract execution.

The City reserves the right to extend the terms of the contract at the bid price for two (2) one year periods.

Insurance Requirements

The selected proposer, upon the signing of the formal contract, will be required to deliver an insurance certificate in amounts, companies and terms acceptable to the Risk Manager of the City of Stamford. See attached insurance requirements.

Competition Intended

It is the City's intent that this RFP permit competition. It shall be the proposer's responsibility to advise the City in writing if any language, requirement, scope, specification, etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notification must be received by the City not later than seven (7) days prior to the date set for acceptance of proposals.

Tax Exempt

The City of Stamford is exempt from the payment of taxes imposed by the Federal Government and/or State of Connecticut. Such taxes must not be included in the bid price.

Scope of Services

Section 1 - Background

As required by the City of Stamford's ordinances, a Request For Proposal (RFP) is required for the provision of parking enforcement ticket and collection services. The management and oversight of these services is a joint effort between the City of Stamford Office of Operations.

The City of Stamford desires to obtain parking ticket issuance devices and implement services for the processing and collecting of parking tickets and parking permits that is responsive to the needs of our citizens; is fiscally sound and responsible; and mirrors the best practices in the industry. The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified proposers to establish a contract through competitive sealed proposals for the provision of these services. The City of Stamford invites qualified proposers to respond to this request for proposals by submitting a proposal consistent with the terms and conditions of this document.

The Department of Transportation, Traffic and Parking is responsible for managing the ticket issuance operation through management of 10 Parking Enforcement Officers and through cooperative arrangements with other ticketing entities, including the Stamford Cashiering and Permitting and the Stamford Police Department and various other agencies. The Transportation, Traffic and Parking Department manages the annual issuance of approximately 100,000 electronic handheld tickets and paper tickets by its partners, the uploading and monitoring of these tickets and transmittal of the issued tickets database to a collections entity managed by the City's Cashiering and Permitting Department.

The Cashiering and Permitting Department is responsible for the management of all collections related activity following the transmittal of the parking ticket data. Payment processing, noticing, the filing of civil judgments, and other collections related activity will be performed by the proposer in accordance with the State of Connecticut statutes and City of Stamford Code of Ordinances governing these actions under the direction of Office of Operations.

Tickets contested will be the responsibility of the proposer. The first line of customer service will be the proposer. All self-addressed ticket envelopes should contain information that directs the violator to contact the proposer for this purpose. However, to increase customer service levels, the City's Cashiering and Permitting Department will also continue to handle any walk-ins as well as telephone requests that may reach their office. The proposer will be responsible to ensure that this arrangement is seamless and that all contested ticket and Court reports are comprehensive and can be generated on demand in real time.

The following is a brief profile of the City's parking ticket enforcement and collection activity:

1. Tickets Issued:
 - a. Three year average – 70,835
 - b. FY 2017 – 71,244
 - c. FY 2018 (Projected) – 69,664
2. Accounts Receivable (Backlog) - \$11,042,916.00
 - a. Outstanding tickets – 61,060
3. Tickets – From the start of FY 2015 through June 30, 2018 - 176,114 tickets were paid and 214,227 tickets issued. This is a ratio of paid to issued of 82%.
4. Payments - Over three fiscal years, \$8,175,770 million was collected from 214,227 tickets issued. This is a ratio of paid to issued of 85%, including penalties.
5. Penalties -
 - a. If the ticket is not paid within 30 days of the violation, an additional penalty of \$25.00 will be added to the original fine.
 - b. If the ticket is not paid within 30 days of the original penalty, an additional penalty of \$25.00 will be added to the original fine and penalty.
 - c. Once a ticket has been penalized, it cannot be disputed.
(The City's Penalties are subject to change by the City's Board of Representatives)
6. Amount of dismissed and reduced tickets is approximately \$232,000 annually. Dismissed and reduced tickets are tickets that were either written in error or the recipient may not have displayed the proper permit or voucher and received a ticket although they did possess the proper credentials.

7. Approximately 40% of tickets issued are for City residents, 45% for non-city in state residents and 15% are out of state residents.
8. Approximate profile of Accounts Receivable by plate and dollar value in percentage terms.

<u>Age of Tickets</u>	<u>Ticket Value</u>	<u>Number</u>
Less than 1 Year	\$1,939,629	17,295
1 Year to 2 Years	\$1,188,891	9,190
2 Years to 3 Years	\$941,557	7,394
3 Years to 7 Years	\$3,359,649	13,728
More than 7 Years	\$3,613,190	13,453

Section 2 – General Comments

The City of Stamford hereafter referred to as the City, issues approximately 100,000 parking violation tickets annually.

The City will be responsible for issuing parking violations; overseeing methods of payment collections; determining/instituting legal action for the collection of delinquent parking violations in conjunction with the successful proposer, assigning/directing its work force, and administration of the overall parking violation program.

The goal of this RFP is for the proposer to provide the City of Stamford with a full service system that will reduce the level of clerical work and paper handling currently required while increasing customer service levels, financial accountability and increased methods of payment.

The successful proposer, hereafter referred to as the “Proposer”, is responsible for ticket processing, noticing, report generation, collection assistance for outstanding parking tickets, and lockbox payment processing. The Respondent will be required to provide all computer hardware, and software, data entry, appropriate data transmission lines, vehicle owner information, notices, postage, reports and report writing capabilities, insurance, training and other items and services specified herein. The proposer will be responsible for the complete seamless conversion of ticket data from the current system.

The proposer will be required to comply with all applicable local, state and federal laws as they pertain to collection of parking ticket fees and penalties. All data developed and supplied as part of this contract will be the property of the City of Stamford and shall be supplied to the City at no charge. All data shall also be delivered in a format that the City deems acceptable. The successful proposer will be responsible for revenue loss due to system crashes or any other software or hardware failures leading to downtime.

The following is a brief list of services the proposer will be responsible for supplying, maintaining, or completing:

- Automated ticket issuance devices (real time handheld ticket issuance computers with photographic capability)
- Provision, operation, and maintenance of a web based automated ticket management system accessible via any computer, laptop or tablet with an internet connection. The proposer shall maintain redundant server systems to reduce the potential for an off-line communication failure between the proposer and the City of Stamford
- Conversion of existing data (a minimum of 7 years back) to the new ticket management system

- Data entry of ticket (manual) and disposition data
- Information retrieval from the Department of Motor Vehicles (DMV), local and nationwide
- Automated fine escalation and late fee assessment
- The generation and mailing of Late Notices for unpaid tickets
- Placement and release of DMV registration suspensions/holds (when applicable)
- On-line inquiry and update
- Provision of a Customer Service Call Center
- Receipt and posting of mail payments
- Creation of user accounts for recipients of the citations
- On-line cashiering
- Internet payment capability
- Interactive Voice Response (IVR) System
- Ticket book inventory and control
- Court/Review Adjudication management and reporting
- Management and statistical reporting for the issuing agencies and the Court
- Automated Boot/Tow functionality and integration with the City's self-release booting contractor.
- Ad Hoc query and reporting
- Complete ticket processing and collections activity audit trail
- Follow up collection on delinquent parking tickets
- Interfaces to other sub-systems as required by the City during the course of the contract, such as the HTE software system. Proposers must list all other software their respective system can be and/or has been integrated with in past applications with other government agencies.
- Digital Imaging
- On-line appeals – primary and escalation

The successful proposer must meet the following requirements:

1. Provide a turnkey Web-based system capable of processing and collecting City regulated fines, fees and taxes for in-state and out-of-state vehicle owners with parking violations. The system must implement industry standard security and encryption for transactions.
2. Maintain current and historical vehicle information that expedites the towing/booting or notification to officers of vehicles having received three (3) or more unpaid parking citations. Immediate and continued integration with the City's booting contractor is imperative. Values and parameters are subject to change.
3. Provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool must directly access data in the master database to provide accurate real time information.
4. Provide a variety of managerial reports. These will include the type and status of tickets, revenue collection data, exact number of unpaid tickets, etc. All reports must be exportable into a usable excel format
5. Proposer must provide a minimum of twelve (12) handheld issuance computers, twelve (12) lightweight thermal printers. During the term of the agreement the proposer will continue to provide the same proportional number of handhelds to staff if the number of staff increases. Proposer must also provide software, host PC, cables, chargers, batteries, ticket paper and envelopes etc. to operate the handhelds. The proposer must include a plan for future purchases and upgrades.

6. The handheld host system must be capable of transferring all data and multimedia attachments, including digital voice recordings, video and photographs (in both day and night, a minimum of four (4) per ticket), captured by the handhelds. Proposers should also address the ongoing maintenance and replacement cost of the handheld devices. A detailed description of the equipment proposed and the associated benefit of the equipment proposed is required.
7. The proposer shall implement and provide, free of charge, all necessary training and instruction on the proposer's system. Proposals should provide a description of the training sessions available during the pre-implementation, implementation, and ongoing support phases of the project. Proposer shall at a minimum supply an administrator on site for the first week of operation to provide onsite training and troubleshooting capabilities. Administrator shall be available for training of all officers on all shifts (7am – 12am). Additional training for City staff shall be made available online if needed.
8. The ability to process credit card payments for parking ticket fees and fines. Ability to process IVR (integrated voice response) payments over the phone. The ability to process payments over the Internet. Proposers must meet all current PCI DSS multifaceted security standards that include requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. Proposers are also responsible to update any standards immediately as they change or are updated.
9. The ability to access real-time ticket information on-line and to pay the ticket on-line. Users shall be able to create an online account that saves information based on license plate(s) with notification ability on all citation activity.
10. Services shall provide for the timely collection of fines from parking violators whether they are currently located in-state or out-of-state.
11. The proposer shall identify and report necessary or beneficial policy and procedure changes. The City will have final decision on all changes made.
12. The proposer shall develop an implementation plan and submit it for City approval within 30 days of notification of award and be prepared to start contract within ninety (90) days from written notice to proceed.
13. All information pertaining to the issuance, processing and/or collection of parking tickets will be the sole property of the City of Stamford. The Proposer shall provide the City with a monthly reporting of parking ticket information sufficient to provide an electronic audit of all processes pertaining to parking ticket collection operations.
14. Itemize the cost of the proposed services. Include projected costs for the initial contract years and renewable contract years. Proposers must quote the cost of their services based on price per ticket. The proposer must describe their plans to ensure the use of cost efficient methods for providing proposed service to the City. Secondary collections pricing shall be supplied separately and on a contingency basis.
15. The proposer must provide the City with an initial three (3) year contract price with two (2) additional one-year renewable terms.

16. The proposer must have the capability to integrate existing systems data with the system proposed.
17. Included with each proposer's submission shall supply a business plan and associated cost to attempt to recover the City of Stamford scofflaw backlog.
18. The proposer must be used with the Pay-by-Cell sub-contractor, currently Parkmobile.

The City of Stamford will provide the following for this contract:

1. The City's contract administrator during the performance of the program will be Mr. Frank Fedeli representing Cashiering and Permitting Division and Mr. James Travers representing the Transportation, Traffic and Parking Bureau or their appointed representative/s. Any questions or problems must be addressed to this individual during City working hours, 9:00 a.m. to 5:00 p.m., Monday through Friday, except holidays observed by the City of Stamford.
2. The City will provide broadband Internet connectivity to City of Stamford owned PC's for access to the proposer's system.

All parking violation information supplied to the proposer by the City through any means, the history of any such violation recorded or processed by the proposer, the names and addresses of such vehicle owners (regardless of source), and any and all information regarding the City's parking violations records shall remain the exclusive property of the City. Upon termination of this contract by either party for any reason, all files and information shall be returned to the City in such format as the City may specify at no cost to the City. Proposer's failure to comply shall result in the City taking any and all legal action to recover such information at the proposer's expense.

The proposer agrees to hold the City harmless in any action arising from the use or misuse of any information supplied by the parties under this agreement.

SECTION 3 – SPECIFIC REQUIREMENTS

For its processing services, the proposer shall utilize a fully tested, functioning Parking Ticket Management System (System). The System shall comprise of all hardware, software, database management, communication networks, reports, forms, notices, hand-held ticket issuance system, and support services. In addition, the System shall be compatible with the City's network infrastructure.

The proposer shall provide support services to include: data entry, error correction, and document storage, mail payment processing, registered owner acquisition, noticing, report generation and distribution, audit and control processes, quality assurance, telephone and correspondence processing, and operational management of those functions. All services shall be conducted within a reason window of time.

The proposer shall also provide sufficient staff with the required expertise to support System applications and its ongoing operation, maintenance and enhancement. In addition, the proposer shall maintain strict control of the privacy, integrity and safety of all data stored or processed under the terms of the contract.

GENERAL

The System shall be web-based and accessible from all City desktop PCs, mobile and tablet devices and at any workstation in use by a user given privileges by the City. The system shall be compatible with all major internet browsers, including but not limited to Internet Explorer, Chrome, Firefox and Safari.

Proposer shall provide a system that is capable of uploading all parking ticket information from the proposed handhelds, including digital voice and video recordings and photographs.

Proposer shall provide data entry services to input, capture and process all manual (handwritten) tickets in a timely manner.

The Proposer will process tickets by mutually agreed upon means for all electronic and handwritten tickets on a daily basis (within one (1) working day of receipt of transmission from City of Stamford). Violations, deletions, holds, and dispositions shall be processed within one (1) working day as well; dispositions must provide rejection capability to avoid duplication of ticket numbers. Proposer shall image all manual tickets and make them available as part of the ticket processing system and individual ticket records.

Perform routine updates of tables and lists, file reorganizations, software upgrades, and equipment maintenance. The selected proposer must provide the most current upgrades at no cost to the city of Stamford, which will be included in the maintenance agreement.

The System shall be capable of maintaining an accounting of all tickets by issuing officer, including missing and voided tickets, based on procedures established by the proposer and provided to the City. The System shall enable the City's authorized Parking staff to perform an on-line inquiry of active and voided tickets.

The System shall facilitate gathering information to report on the performance of ticket writers and the Traffic Violations Officers (TVOs) including reports that indicate gaps in issuance of tickets and issuance mapping on a per officer basis. Information shall be captured and recorded by the System from the time of ticket issuance through the time of final ticket disposition.

- The proposed system must be able to run without requiring administrative permissions on the local PC
- Service Level Agreements will be required for access and application up time based on industry best practices and standards.
- No aspect of the core software system may be dependent on a third party such that the City's access to the system or the security of the data will be compromised or otherwise put at risk.
- All data and services must be provided by facilities located within the United States. No offshore data storage or services are acceptable.
- All data provided to or created by the system will be the property of the (City) in that it may be requested of the vendor in the form of an extract or download in a format that is usable by the (City)
- Any subcontracting or partnership agreements that directly relate to the proposed system must be clearly stated in the proposal. The City reserves the right to refuse subcontracting.
- The proposal must clearly state any ancillary costs associated with the system such as hosting fees, supporting technologies such as database platforms or similar services required for the full functionality of the system.

- In the case of a system that is hosted by the vendor, the vendor must provide documentation of industry standard data center maintenance, backup and disaster recovery methodologies consistent with a Tier 3 data center as outlined by the Uptime Institute's Data Center Topology
- The proposed solution should assume data migration from the existing environment will be required. The extent of historical data to be migrated will be agreed to upon as part of the project deliverables

HANDHELD TICKET ISSUANCE COMPUTERS

Proposer is required to provide a minimum of twelve (12) handheld ticket issuance computers and printers (and maintain the current ratio of handhelds to staff), the latest version of the proposer's issuance management software, all cables, chargers, batteries to the City of Stamford. The handheld computers must meet the following minimum requirements:

- A lightweight mobile handheld with separate. Total weight taken into account shall include computer, printer, battery pack and 75 tickets
- Memory capacity of 1,000 tickets before unloading
- Battery capacity to operate uninterrupted through an eight hour shift per charge and full recharge in 4-8 hours, easy use for multiple shifts
- Full 55 key alpha-numeric keyboard with no need to shift between alpha and numeric with a function key (26 alpha, 14 numeric/punctuation, 5 function and 10 cursor/edit control) or 60 keys (26 alpha, 16 numeric/punctuation, 6 function 12 cursor/edit control)
- "Hotlist" storage for 75,000 – 1,000,000+ plates
- Storage of complete make, color, or body type lists
- 1,000+ violations and a complete states list
- 1,000+ remarks of 32 characters in length
- 1,000+ streets or locations of 24 characters each
- Ticket issuance every 25 to 30 seconds
- Complete password protection system for the PC Host System
- Durable and weather proof for use in rain and snow conditions.
- Concurrent printing and top of form sensor mark
- Second power down mode to conserve energy
- GPS equipped for beat monitoring and ticket reporting
- Full integration with Parkmobile APP and other pay by cell providers
- Ability to take and attach pictures with the citations
- Handhelds must have store and forward capability to ensure operation if internet connectivity is lost.

Standard Modules must include:

- Parking module
 - Ticket Issuance & Look Up feature
 - Search Only Mode (Plates) feature
 - Warning Issuance feature
 - Up to 3 late fees feature
 - Special Enforcement/Scofflaw Hot List feature (plate)
 - IVR Code feature
 - Check Digit on the Ticket # (MOD 7 Service Center Standard)
- Time Limit Marking function (Mark Mode)
- Barcode Printing function (128c - Prefix & Ticket Number)
- Permit /License Cross Reference function

- Search Only Mode (permit) feature
- Meter/Location Matrix
- Broken Meter Reporting function
- Damaged Sign reporting function
- Officer Activity Logging function
- Visitor Information function
- OCR Scanline (Prefix/Ticket# and Fine)
- Warnings Tracking
- Manual Ticket Entry per form
- License Plate Inventory
- License Plate Recognition compatibility

PAYMENT PROCESSING

Proposer shall provide to the City a mechanism for payment processing that include:

1. Proposer shall provide equipment for no fewer than six (6) cashiering stations at the City's office. This shall include at minimum and not limited to a PC, monitor, barcode scanner and three (3) printers with color cartridges.
2. Collection of parking ticket remittances received via mail at City of Stamford Post Office box(s) daily, except Sunday's and holidays when the U.S. Postal Service is closed. A Stamford address would be preferred but is not required.
3. Daily sort and batch all City of Stamford's incoming mail by postmark date and post daily all mail from designated Post Office box(s) and other receiving sites.
4. Enter and process payments received within one (1) business day, including opening all mail received, verifying payment amounts, updating database/computer records, and making daily bank deposits.
5. Report to City of Stamford of bank deposits with ticket payment detail on daily basis.
6. Proposer must track, report and log rebilling on partial payments, checks returned for insufficient funds, vehicle change of ownership, and leased vehicle information.
7. Proposers shall propose a process for the collection of tickets from lessees or vehicle renters, which are returned to collecting agency by registered owner claiming lessee/rental as a defense against violation within a timeframe to be negotiated with the City of Stamford.
8. Proposer shall propose a follow-up process for the collection of those delinquent violations issued to out-of-state and in-state licensed vehicles, which do not pay the fines and are designated as delinquent subject to negotiation with the City of Stamford.
9. Proposer shall propose a Collection Process as DMV purges holds from their files or as holds are rejected because of transfers or make mismatches.
10. The System shall accept ticket dispositions and payments on-line and this information should be posted in real time. The Proposer shall provide equipment and staff to process mail-in payments,

as well as receive, research and answer telephone and written inquiries from the public. The System shall provide various access and approval levels necessary to protect information.

11. The System shall also have the capability of updating a payment or disposition before posting the original ticket.
12. Include no name and mail hold status reports on a monthly or as needed basis along with course(s) of action to obtain the required information for proper billing and collections
13. The Proposer shall make available to users of the system to create an account based off of person or plate that will store information such as plate, address and contact information.
14. As an option, the proposer must provide a solution for a self-service payment kiosk for the payment of parking citations and/or purchase or permits. The kiosks must have a real time connection to the ticket processing and permit database. The kiosk will be stand alone and not require City personnel involvement to complete a transaction. The kiosks must have a touch screen and be bi-lingual (Spanish). The following payment types must be accepted: Cash, Credit card, and Debit Card. Change must be dispensed and the unit must be highly durable and be of sound construction. The City will be responsible for the maintenance and stocking of consumables for the kiosk. A complete breakdown of pricing for this unit shall be provided including anticipated annual consumable costs.

DATABASE and DATA ACCESS/RETRIEVAL

Proposer shall provide the City of Stamford with on-line, real-time access to proposer's database on a 24/7 basis 365 days per year. Any required system maintenance shall be performed after 12:00 PM and before 7:00 AM.

The System shall process all manually and electronically produced tickets. Electronic ticket data shall be available on-line within 24 hours of date of issuance. Manual ticket data shall be available on-line within 24 hours of receipt by Proposer.

The City of Stamford shall have connections through the internet for access at any location. The system shall be web based and use restriction shall be monitored through account privileges.

The on-line inquiry system must provide the City of Stamford with real-time access through Ticket Number, Vehicle License Number, and/or Registered Owner Name or Address to all ticket information including registered owner name, address, license number, ticket number, make and model, payment information and history, and any administrative adjudication correspondence history. The system shall be capable of saving all information into a user account.

The proposer will be required to install and maintain a Development Instance of the database. This instance will run in parallel to the production environment. The development environment will be a 'snapshot' of the production environment and mirror the features and functionality of the production environment. The City will have access to the development environment. The Development environment will be utilized by the City and proposer personnel for testing, validation of new features, functionality and training of new personnel.

Proposer shall provide an Integrated Voice Response (IVR) System and an Internet Payment (IPAY) service capability for ticket inquiry and credit card payment processing.

As the City is currently evaluating exactly how many seat licenses will be required for this system, each proposer shall list the cost of each seat license on a per unit basis and identify and reduction in pricing based on volume. The City will also need an unlimited number of user accounts for access to the system.

LOCKBOX CASH MANAGEMENT

Payments will be processed by proposer lockbox cash management staff and then deposited into a Trust Account established with the Proposer's Bank in the name of the Proposer and the City of Stamford. All activity within the Trust Account will be restricted to transactions for the City of Stamford. The Proposer will act as the owner of the Trust Account and have signatory control over the Trust Account. This Trust Account will be regulated by the State of Connecticut and the any other State or Federal agencies that governs financial institutions. A full accounting will be made to the City of Stamford at the end of each month. Records of deposits, management reports and statistical summaries of activity for the period, together with supporting detail, will be delivered according to the specific requirements of the City of Stamford.

The Proposer should provide a detailed description of how the items received in the lockbox will be processed from the point at which the mail is sorted and opened to when the payments are then sent to the data entry for key-entry and batch assignment.

The bank account will be a Trust Account in the names of the proposer and the City of Stamford. The Proposer will be responsible for the reconciliation of the Trust Account prior to disbursement of funds to the City. The revenue will be transferred to the City by the 15th day of the following month. Proposer will issue a check to the City from the Trust Account.

Compensating balances normally offsets bank-processing charges. If the balances are not sufficient to offset the charges, those charges will be deducted from the amount due the City. In addition, return deposit items, citizen refunds, deposit adjustments and other bank adjustments will be deducted from or added to, the amount due to the City.

Proposer will prepare and send letters to the issuers of NSF checks to inform such issuers of the returned check and to provide notification that a \$50.00 NSF penalty charge has been added to the total ticket, payment is due and that payments must be made by cash, cashier's check or money order. In these cases, the City will receive the original penalty amount and proposer will be entitled to the NSF fee collected. A full accounting reconciliation for this NSF account will be prepared by proposer each month and submitted to the City of Stamford. Proposer will be liable and responsible for collection shortages, which may occur during the collection and processing.

PENALTY PROCESSING

Proposer will provide a system for Penalty/Late Fee processing that will include updating ticket information with penalty/late fee amounts owed. Penalties and or late fees are to be added to ticket information within one (1) working day of the ticket becoming delinquent.

DEPARTMENT OF MOTOR VEHICLES (DMV)

Proposer must interface with local DMV to obtain registered owner information. At least two (2) documented attempts must be made to obtain this information. When the ticket becomes delinquent pursuant to City of Stamford ordinance, the registered owner name shall be on file and available for the automatic generation of a Delinquent Notice.

Proposer must have ability to retrieve data on-line from the State DMV and access registered owner information, validate DMV makes upon return of DMV information to ensure proper make of vehicle issued ticket and DMV payment information.

Proposer must have the ability to retrieve registered owner information from all 50 US States, the District of Columbia, and Canadian Provinces (where legal). It is recommended that the proposer maintain a license with the National Law Enforcement Telecommunications System (NLETS) to overcome any obstacle in retrieving owner information. Proposers must clearly indicate if they maintain this license.

A DMV Hold Notice (where applicable) shall be transmitted to the DMV on all vehicle registered owners who have not complied with the Notice of Intent. An edit check shall be made to correct any discrepancies. A DMV hold will be placed on the registration for those vehicles for which no response to the notice was made within five (5) days of the time allowed by law.

A Release of DMV Hold (where applicable) shall be transmitted to DMV if payment of a ticket previously submitted to DMV for Hold is received by the Proposer.

DELINQUENT and LATE NOTICE GENERATION and MAILING

The Proposer must provide ticket collection services to the City, as well as generate and mail all notices. Notices must be generated within a period specified by the City of Stamford. The Proposer shall follow best practices procedures and any and all State Statutes and regulations.

For all notices, all outstanding parking tickets for the specific plate and person(s) must be included. All unpaid motor vehicles taxes for each respective vehicle may be added at a later date; currently Stamford does not practice this.

Proposer will be responsible to program all required fine and penalty escalation logic in accordance with Stamford specifications. All notice language will be programmed in accordance with Stamford specifications for the various types of notices.

The following data will be included on the Stamford notices:

- a. Registered owner name and address
- b. Vehicle license number
- c. Vehicle make
- d. Parking violation issue date, number, and time
- e. Location where parking violation was issued
- f. Issuing agency
- g. Violation and description
- h. Information on how and where to make payment
- i. Total amount of payment for listed tickets
- j. Consequences of non-payment (tow/boot, penalties and DMV hold)

- k. Contact information including toll free telephone number and website address
- l. Motor vehicles taxes due for the plate holder on all vehicles (not currently)
- m. Other (capability to add additional data at a later date)

In conjunction with the generation of Notices, a Notice Register will be generated listing, by state/plate, all tickets for which a notice is prepared. Information contained on the notice register will reflect the information contained on the notice.

Each plate holder's file must contain documentation of all noticing, whether via mail or phone. Written notices are to be mailed first class and include a return envelope, which is pre-addressed to the City of Stamford's designated remittance processing address. The System shall have the ability to prepare multiple notices of delinquency of individual tickets, composite notices by license number, and notice of partially paid tickets. The system shall maintain a record of all notices mailed and their mail dates. The System shall enable the user to access on-line all notices by ticket number, license number, date mailed, and the status of violations as they proceed through the noticing and collections cycles. Listings shall accompany the production of notices for quality assurance purposes. Notices shall be produced and sequenced for lowest mailing costs. Postage for the notices will be paid by the proposer and forwarded to the City for reimbursement.

The proposer shall be responsible for issuing notifications. The proposer shall research the mail addresses on all return mail, and re-mail a notice to the correct address within five (5) working days of receiving the returned mail. The proposer shall provide for the forms and postage for these delinquent notices. The City will reimburse proposer for postage.

CUSTOMER SERVICE

A toll-free telephone number shall be provided for the public to make inquiries. Such inquiries shall be responded to within 24 hours of the query.

Proposer's Customer service representatives shall be available during normal business hours of 8:30 AM until 5:00 PM to provide instructions and information on general parking policies and procedures, to handle complaints, and explain the administrative adjudication process of the City of Stamford.

The public shall have encrypted or secure Internet on-line inquiry access (IPAY) by ticket number as well as through an automated telephone system (IVR).

The proposer shall provide to the public the means, via an IVR System and an IPAY service at no cost to the City of Stamford. IVR and IPAY must be available 24 hours per day, 7 days per week. Features must include:

1. The ability to pay for parking tickets with credit card, debit card, PayPal or by check.
2. The ability to review the status of a parking ticket. This shall include, but not limited to:
 - a. Open (Unpaid and never suspended)
 - b. Paid
 - c. Partially Paid
 - d. Dismissed
 - e. Upheld, pending payment
 - f. Contested
 - g. Pending Hearing

3. A customized recorded voice response system in English and Spanish shall be available to provide information about how to pay and contest tickets, registration violation information, and City of Stamford address information.
4. The automated telephone system must provide detailed real-time ticket information by ticket number. Information provided the public shall include: Ticket date, amount owed, and vehicle license number.
5. Ability for citizens to complete a form online that allows them to request additional detailed ticket information, including copies of manual citations, notices, or other correspondence.
6. Ability for citizens to contest tickets on-line by completing a form online to provide the necessary violation information, stating their grounds for dismissal, and electronically attaching supporting evidence such as photographs, documents, and other materials. This information is then batched and queued for adjudicator review. These online submissions will be integrated into the processing services workflow, including all levels of authorization for adjudication, and batched and queued for adjudicator review. The system will prompt appropriate users with work lists. The website will have the ability to generate an automated email confirmation that the request was received. Additionally, the system will be capable of producing automated emails that informs the citizen of the outcome of the review.
7. In an attempt to reduce the volume of frivolous hearings, the images captured by the parking enforcement officers using the camera enabled-handhelds will be presented to the public through the web page when an appeal/hearing for an individual ticket is requested on-line. Images will be retrieved and displayed when the violation number and license plate are entered (personal information is not disclosed for privacy reasons). The webpage showing the images will include a link to the pay-by- web page to encourage and facilitate prompt payment of the fine.

Refunds: the proposer shall provide online, real-time information/data to the City of Stamford in order to validate refund balances specific to a request for refund on a registered owner or a specific ticket.

Proposer will void original tickets when requested by the City of Stamford. The City of Stamford shall not pay for tickets received and/or paid for at City offices.

TICKET REVIEW/COURT SCHEDULING and NON-COURT REVIEW PROCESS

Proposer shall provide for the scheduling, tracking and support services for the Court review and/or hearing process. Proposer will maintain a database of all review and/or hearing requests received showing current status of each request, integrated with parking ticket issuance and processing system(s).

Review and/or hearing requests must be entered into the system(s) and suspended within two (2) business days from date of receipt.

Proposer shall forward all inquiries regarding tickets in the reviews and/or hearings process to the City of Stamford for determination.

Proposer will schedule all Court review and/or hearings upon request and forward schedule to the City of Stamford. The City of Stamford will provide the actual review and/or hearing officer for the reviews and/or hearings. The City will directly enter the results of the court/review process into the Ticket Management Processing System.

PARKING PERMIT ISSUANCE AND MANAGEMENT

The City's Residential Parking Permit (RPP) program (42 zones; approximately 3,200 permits), the City's beach passes (approximately 26,000 issued annually) and garage permits (approximately 3,000) provide important services to our citizens and enhances the overall quality of the City of Stamford's parking program. To support these programs the proposer's ticket processing system must include a parking permit management module that is integrated into the violation database. Key features of this module will include:

1. Housing an inventory of RPP districts and the regulated streets within these districts.
2. Full integration with the ticket processing module, enabling the resolution of parking citations issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking tickets or motor vehicle taxes
3. Financial controls for the tracking and reconciliation of fees collected, and inclusion of fees in a collection report
4. Ability to perform all maintenance, updates and payments online
5. Ability to inquire online using a variety of search parameters
6. Ability to generate notices for use in renewal or informational mailings
7. Integration with the ticket processing system cashiering module, allowing outstanding balances for parking tickets and new permit sales to take place in one transaction
8. Configurable to match existing permit data entry flow, for easy transition
9. Allows for the interface with other systems
10. Ability to integrate with various LPR systems, including Genetec.
11. Ability to utilize assign/allocate multiple permits to a single address
12. Ability to assign multiple vehicles to a single permit tag (carpools, multi-vehicle families)
13. Allows permit types to be defined with flat-rate, prorated or tiered fee schedules
14. Integration of vehicle owner information into ticket issuance database
15. The resident permit application must be capable of generating various mailings that can be merged with the name and address file of the system
16. Capable of providing Residential Visitor passes, as well as temporary Residential Permits

17. The resident permit application must provide the ability for applicants to register on-line, with the controls to ensure any delinquencies of tickets and/or taxes are paid first.
18. Management reports must be provided relating to the functions of this program as designated by the City of Stamford.

In addition, this fully automated parking permit system must have the ability to print address labels for all correspondence by permit number range. The system will have the ability to inquire on permit data by street address, name, and permit number. The inquiry function must be able to accept a partial search. Permit data must be able to be updated real-time. Permit system must accept new permits and provide a function that interfaces with the ticket system to inquire for delinquent tickets. The permit system must have the flexibility to allow the user to issue or not issue (based on supporting documentation) new permit.

TOWING

The successful proposer must provide the capability of providing networking services for the City's authorized agent/s regarding towing and booting. Paylock is currently the authorized booting agent of the City of Stamford.

The System shall enable the City's parking staff to perform the following on-line inquiries, updates, and processes:

- On-line inquiry of habitual violator status within the ticket database;
- Lists of violators eligible for towing;
- Ability to track authorization of tow by individual
- Upload of scofflaw lists to handheld ticket issuance computers
- Inquiry by:
 - License plate number
 - Vehicle owner's name
 - Vehicle Identification Number (VIN)
 - Ticket number
 - City of residence

This module must include the ability to integrate and update, on a daily basis, motor vehicle taxes due along with outstanding parking tickets. Data sent must be compatible with the City's LPR system.

In an effort to provide increased levels of customer service to those individuals who have been towed, the City requires the capability of accepting payment for all fees due (tickets, boot/tow fee, and/or taxes) at the point of vehicle impoundment. This requires a real time online cashiering terminal with the same online capabilities as those found within City offices. All information required for the release of a towed vehicle should be available at this terminal. This terminal should have the ability to accept cash, credit and debit cards.

This terminal, placed at the authorized agent location(s), should maintain the same level of reporting capabilities as those placed at City of Stamford offices and shall be password level protected to allow access to specific modules as determined by the City of Stamford.

BOOTING

The City currently uses Paylock as their self-release booting subcontractor. The proposer's system shall enable the City's parking staff to perform the following on-line inquiries, updates, and processes:

- On-line inquiry of habitual violator status within the ticket database;
- Lists of violators eligible for booting;
- Upload of scofflaw lists to handheld ticket issuance computers
- Inquiry by:
 - License plate number
 - Vehicle owner's name
 - Vehicle Identification Number (VIN)
 - Ticket number
 - City of residence
 - Make and Model

Both the Tow and Boot system modules will enable the City of Stamford, its towing and booting contractors to track the status of vehicles from the point of apprehension to the point of release or disposal. All data must be compatible with the City's LPR system. The requisite notices will be generated at designated milestones within the City's custody of the vehicle.

ON-LINE CASHIERING

The proposer shall provide point of sale functionality and equipment at the City's Accounts Receivable Department for accepting over-the-counter payments for tickets and residential permits, providing receipts, updating the ticket status, and controlling and balancing cash receipts. The equipment shall enable user access to the ticket number, permit number, license plate number, and vehicle owner name. The equipment shall apply all payments and adjustments directly to the database on a real-time basis.

The equipment shall be equipped in such a manner as to provide continuous cashiering operations in case of computer or communication outages.

The cashier equipment shall enable the user to perform the following transactions:

- Payment of an individual ticket, beach permit, garage/lot permit or residential parking permit.
- Payment of selected tickets issued to a given license plate.
- Payment of all tickets issued to a given license plate number with a single entry.
- Payment of all boot, impoundment and storage fees.
- Printing of a receipt, which displays all tickets or permits paid and total amount paid.
- Display of fund totals collected by cashier in the following categories: cash, check, money order, and credit card.
- Adjustments of amounts paid.
- Listing of all payment and adjustment entered.

Audit Control– The cashiering equipment shall possess a full audit log, including, but not limited to the following audit control features:

- Balancing a computer-produced cashiering report to the log printed on the cashiering terminal.
- Password sign-on, by operator.
- Daily balancing of separate reports by individual operators.
- Segregation of cash, check, and money order, receipts in balancing totals.
- Operator ID retained in every transaction.

COLLECTION FOLLOW UP

Proposer must provide ticket collection services to the City. Proposer will be responsible to program all required fine and penalty escalation logic in accordance with Stamford Municipal Code of Ordinances. All notice language will be programmed in accordance with Stamford specifications for the various types of notices.

The following data will be included on the Stamford notices:

- a. Notice number
- b. Mail date
- c. Ticket issue date and time
- d. Ticket number
- e. Location of violation
- f. Violation code
- g. Fine amount
- h. Penalty amount
- i. Total due for all listed tickets
- j. All tickets and motor vehicles taxes due for the plate holder on all vehicles
- k. name of owner
- l. plate number
- m. Other (capability to add additional data line at a later date)

In conjunction with the generation of Notices, a Notice Register will be generated listing, by state/plate, all tickets for which a notice is prepared. Information contained on the notice register will reflect the information contained on the notice.

Each plate holder's file must contain documentation of all noticing.

SYSTEM IMPLEMENTATION, TRAINING & MAINTENANCE

The Proposer shall:

1. Conduct site surveys and prepare sites as necessary for installation and operation of the System.
2. Oversee installation of required communication lines.
3. Install all hardware and software at the City sites mutually agreed upon, in conjunction with City Information Technology staff, and initialize the System.
4. Perform unit and interface tests on the installed hardware and communication lines.
5. Develop a test system designed to aid in the training of various personnel throughout the implementation and operations phase of the project. This system shall be separate from, but parallel to, the operational version of the System to facilitate hands-on training without the possibility of inadvertently affecting live data on the actual production database.
6. Develop user manuals containing procedures relating to the ongoing operation of the System.

7. Train specified City personnel in the use of the System. Conduct ongoing training of City staff in the operation and maintenance of the System.
8. Create and validate databases.
9. Affect a transfer of data from the current Vender's system. The proposer shall provide a complete schedule and report, based on its experience and expertise, of how to convert the entire system, including all historical data and electrical requirements of the site.
10. Start up and monitor the entire System, taking immediate corrective action on areas that are not operating in accordance with the requirements contained herein.
11. Provide system management reports to the City on a regular basis to aid in monitoring system performance.
12. Respond immediately to reports from the City of system failure and take corrective action.
Proposer will be responsible for all revenue lost due to untimely response to System failures.

MONTHLY/OTHER MANAGEMENT MEETINGS

1. The Respondent must be available to have quarterly meetings
2. The Respondent must provide the technical services and when required to come to the City to rectify and issues in which any system/module is not working and in which the City/vendor is unable to transact business

REPORTS

Proposer shall provide a full complement management reports for the City of Stamford. Time range on these reports shall be available for any desired range of the City's choosing. The City shall have full accessibility to all data at all times. The Proposer shall provide in its proposal examples/samples of all standard reports in its database, including electronic online reports, as well as the following:

1. Report of revenue collected for a selected time period, report of tickets issued with violation code and fine, plus penalty amounts added to delinquent tickets during the reporting period
2. Status reports on all parking violations processed
3. Payment report identifying collection results by month in which parking violations issued, to also include delinquent notices and DMV holds
4. Habitual Violators Report listing registered violations include the latest DMV registered owner name and address
5. Status report of open and closed parking violations
6. Aged Accounts Receivable Report
7. Citation issuance reports, including gap analysis, first and last issuance, officer productivity and issuance mapping
8. Ticket void reports

REPORTING REQUIREMENTS

The City must have the ability to run and print all standard management reports in real-time at any computer, laptop or tablet accessible by any person(s) with proper account privileges. All reports must be exportable in Excel or .CSV format.

The system shall have the ability to schedule and send any report chosen by the City via email or printed at a City location.

TICKET ISSUANCE CONTROL

Reports must include, but not be limited to, the following:

- Missing Ticket Analysis Report: Identifies missing tickets within active ticket books by the name of the officer to whom the book was issued.

- Ticket Issuance by Officer: Displays the number of tickets issued by each officer by type of violation. Type of violation is identified by the violation code.
- Ticket Disposition by Officer: Displays by issuing officer, the tickets issued, paid, dismissed, unmatched at DMV, and voided.
- Issuance Performance by Officer: Provides a summary of ticket writing errors by officer.
- Violation Analysis by Issuing Agency: Displays the tickets issued by each issuing agency by the number and percentage of total tickets issued for each violation.
- Ticket Issuance by Location: Displays the number of tickets issued for each agency by violation broken down by location.
- Ticket Disposition by Location: Summarized issuance by area with disposition results.
- Citation Location Issuance: Mapping of officer's location throughout the day, including ticket issuance locations.

TOWING

Reports must include, but not be limited to, the following:

- Tow Activity Report. Issued monthly. Sorted by company, reflects how many vehicles were towed, the date towed, where the vehicles were towed, the number of tickets outstanding against individual vehicles, the value of the tickets, and the date the ticket was paid.

MONTHLY SUMMARY MANAGEMENT REPORT

Information required on these reports includes, but not be limited to, the following:

- Monthly and year-to-date fine collections;
- Monthly and year-to-date new ticket processing;
- Monthly and year-to-date dismissals and suspensions;
- Number of void/cancellations for the current month and year-to-date by ticket type;
- Number of complaints received for the current month and year-to-date.

AD-HOC REPORTING REQUIREMENTS

The System shall possess a user-friendly report writer feature to allow the City to query and generate ad hoc reports on-line. Proposer shall provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool must directly access data in the master database to provide accurate real-time information. All reports must be exportable into a usable excel format.

MANAGEMENT DASHBOARD

To optimize the utility of violation and other data for the Parking and Transportation Department's management staff, Proposer will generate customized graphs, bar charts, pie charts, scatter-plot diagrams, conical diagrams, and many other presentations of program data that allows for the rapid identification of performance trends. Additionally, all data shall be exportable to a usable excel format. The reporting "dashboard" will be set as the home page for designated City users. The dashboard will provide up-to-date information on performance, including activities by day, month-to-date, year-to-date, and graphic illustrations to identify the year-to-date trend as compared to the prior year.

FORMS

All forms, delinquency and late notices, and correspondence shall bear the City of Stamford seal and information and conform to all applicable state and local laws and regulations. Prior approval by the City of Stamford shall be obtained before use of or changes to any such forms or notices.

SYSTEM SUPPORT

For the term of the agreement, proposer shall provide on-going support to the City of Stamford for access and interface with the parking ticket and residential parking permit database.

Proposer shall provide an on-line user's manual, which includes systematic instructions for accessing computer database information, and a list and description of any codes used in screens accessed by the City of Stamford.

Proposer shall provide orientation and training on the use of software and the database.

Proposer shall provide system backup procedures for system failures.

Proposer **must** provide a comprehensive system disaster plan.

Proposer must complete the repair and replacement of all hardware devices that fail to perform as specified. The proposer shall respond within one (1) working day of a reported equipment or software failure by providing the on-site technical support at the City's premises if the fault lies at a City site.

Proposer **must** be on-site the date of the system launch.

PROPOSER QUALIFICATION

As five (5) years' experience by the Proposer of processing municipal parking tickets and providing processing and collection services equal to or superior to those detailed in this document are not required, it is preferred.

Proposer must be a fully accredited collection agency legally qualified to contract for collection services in the State of Connecticut and be a current member of the American Collectors Association (ACA).

Proposer must have a current contract with the State of CT DMV to access violator information.

PROPOSER BACKGROUND INFORMATION

Proposer must demonstrate its history and experience in Parking Ticket processing. Proposer shall provide a listing of all its corporate officers and the specific staff persons that will oversee and provide services to the City of Stamford.

Proposer will provide four (4) references showing experience providing similar parking ticket processing and collection services. Information required;

- Contract start date
- Scope of services
- Number of tickets processed annually
- Name, address, phone and email of contact person.

Proposer will provide a listing of all former ticket processing clients and the reasons why the Proposer no longer maintains those contracts. Proposer will also provide listing of any ticket processing contracts that have been terminated, lost, canceled, and abandoned throughout the history of the company.

SECURITY

The Proposer shall possess security features that limit System access to authorized personnel. The System and its procedures shall contain audits trails and controls to account for all dispositions, notices, transactions, and payments, from ticket issuance through final resolution and archiving. Additionally, the Proposer shall establish and maintain procedures in all data control areas that will reduce the opportunity for an employee to damage, alter, or compromise data.

PROPOSAL INSTRUCTIONS

Letter of Transmittal

Please limit to one or two pages. Briefly state the proposer's understanding of the work to be done and make a positive commitment to perform the work on a timely basis.

The proposal itself shall include at least the following information:

- a. Full name and address of your organization. Include name of lead professional personnel, titles and departments to be assigned to the City of Stamford project.
- b. Brief description of your firm, including qualifications, experience and ability to fulfill the scope of work described in this RFP. Identify relevant special licensing or registrations held by key professionals assigned account responsibilities with state, federal or other regulatory agencies.
- c. Resumes and lists of engagements of those individuals who will act in an advisory capacity to the City. The proposer must identify the single point of contract who will be responsible for managing the project on behalf of the proposer.

- d. List of municipalities or other entities with which your firm has served as a contractor for the past two (2) years. Include a brief description of the contract and a list of references including names, addresses, phone numbers, contact persons and their relationship to the projects.
- e. A proposed timeline for completion of the installation of the new system and transfer of data.
- f. Include any topics not covered in the Request for Proposals that you wish to disclose to the City, which further describes your firm's level of qualifications for this project.

Fee Proposal

Each proposal should include a detailed fee proposal based on parking tickets issued. The proposer will bill the Office of Operations on a monthly basis. A separate proposal is acceptable for a vendor acting as a Collection Agency.

Proposal Selection Criteria

Proposals will be evaluated by representatives of the City of Stamford, convened for this purpose as the Parking Ticket Management Services Review Committee.

Written proposals will be evaluated on the basis of the following criteria:

Understanding of Engagement

Demonstration of the full understanding of the work to be performed.

Qualifications and Experience of Proposer

Experience and expertise of personnel proposed for the City of Stamford engagement.

The service provider's experience and expertise to fulfill the scope of work described in this RFP.

Proposed Fee

Vendors may be asked to present their proposals to the selection committee and/or to respond to questions. Based on the information provided in the proposal and any additional information presented, a final selection will be made.

The City of Stamford reserves the right to reject any and/or all proposals submitted, to request information from any vendor and to negotiate with any of the vendors regarding the terms of the engagement. The City of Stamford intends to select the vendor that, in its opinion, best meets the City's needs, not necessarily the vendor that proposes the lowest fees.

CITY OF STAMFORD
PROVISION FOR REQUIRED INSURANCE
Parking Ticket Management Services

The Consultant hereby agrees to maintain at its own expense comprehensive general liability, automobile liability, professional liability and workers' compensation insurance during the term of this Agreement in amounts determined to be sufficient by the City's Risk Manager. The commercial general liability insurance policies shall contain minimum limits of liability of \$1,000,000 combined single limit per occurrence for bodily injury and property damage and shall name the City of Stamford and its officers, agents and employees as additional insureds. The commercial general liability insurance policy shall contain an aggregate limit of liability of not less than \$2,000,000. The general liability policy shall contain, but not be limited to, operations liability, contractual liability, which insures any indemnities contained in the Agreement, products liability and completed operations, which shall be maintained for a period of not less than three years following completion of the work under the Agreement, personal injury and advertising liability and broad form property insurance.

The Consultant shall also maintain commercial automobile liability insurance, subject to minimum limit of liability of \$1,000,000 per accident for bodily injury and property damage. This insurance shall include coverage for all owned, non-owned and leased / rented vehicles. The City of Stamford and its employees, agents and officers shall be designated as additional insureds.

The Consultant shall maintain professional liability insurance, which covers the services to be provided pursuant to the Agreement between the City of Stamford and the Consultant. The minimum limit of liability shall be \$1,000,000 per claim or per incident and \$2,000,000 in the aggregate. The aggregate shall apply separately to each project on which the Consultant is working.

The Consultant further agrees to maintain at its own expense workers' compensation and employer's liability insurance, which insure all employees of the Consultant. The workers' compensation insurance shall comply with all workers' compensation laws and regulations of the state of Connecticut. The employer's liability insurance shall contain limits of liability of not less than \$100,000 for each accident, disease each employee and disease policy limit.

All such insurance required hereunder shall contain provisions requiring the insurance company(s) to provide thirty (30) days prior written notice to the Risk Manager for the City of Stamford in the event of cancellation, termination or material change to any policy terms and conditions.

Any insurance required hereunder written on a "claims made" rather than on an occurrence basis shall contain a retroactive date no later than the earlier of the commencement date of the services under the Agreement or execution of the Agreement

and shall provide that insurance policy shall contain extended discovery endorsement (Tail Coverage), which shall be available for at least sixty (60) months following termination of the services under the Agreement or termination of the Agreement, whichever occurs later.

The Consultant agrees to waive any right of claim against the City of Stamford and its employees, agents and officers for any losses, damages and expenses arising out of the services in the Agreement between the City of Stamford and the Consultant. All insurance required hereunder shall contain waivers of subrogation against the City of Stamford and its employees, agents and officers.

The insurance required hereunder shall be primary insurance, not excess or contributory, without any right of contribution by any insurance maintained by or on behalf of the City of Stamford.

The Consultant agrees to provide the Risk Manager for the City of Stamford with certified copies of all insurance policies of insurance required hereunder or certificates of insurance, whichever the Risk Manager deems appropriate, prior to commencement of services under this Agreement and throughout the full term of this Agreement and upon expiration or termination or change in any insurance coverage required hereunder.

The insurance requirements of the Agreement are an integral part of the Agreement. Any defect in the insurance program required in the Agreement may result in termination of the Agreement, as stipulated in the Agreement. No employee or the Consultant can modify the terms of the Agreement without the prior approval of Corporation Counsel for the City of Stamford and the Chief Administrative Officer or his/her designee. The existence of insurance maintained by the Consultant shall not serve to limit the liability of the Consultant with respect to any services provided pursuant to this Agreement.

The Consultant shall require all its contractors / sub-contractors to maintain, at a minimum, the same insurances, which the City of Stamford requires of the Vendor. Failure to require its contractors / subcontractors to maintain such insurance could result in termination of this Agreement.

AGORD.		CERTIFICATE OF INSURANCE								
PRODUCER		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.								
Full Name of Insurance Agency										
Street Address										
City, State Zip Code										
Telephone Number / Facsimile Number										
		COMPANIES AFFORDING COVERAGE								
INSURED										
Name of Named Insured		COMPANY A		Name of Insurance Company						
Street Address		COMPANY B		Name of Insurance Company						
City, State Zip Code		COMPANY C		Name of Insurance Company						
Telephone Number / Facsimile Number										
COVERAGES										
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.										
CO LTR	TYPE OF INSURANCE		POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS				
A	GENERAL LIABILITY (FOREIGN)		XXXXXXXXXX	XX/XX/XX	XX/XX/XX	GENERAL AGGREGATE		\$ 2,000,000		
	X	COMMERCIAL GENERAL LIABILITY				PRODUCTS-COMP/OP AGG		\$1,000,000		
						PERSONAL & ADV INJURY		\$1,000,000		
		CLAIMS MADE				X	OCCUR	EACH OCCURRENCE		\$1,000,000
	OWNER'S & CONT PROT					FIRE DAMAGE (Any one fire)				
						Each claim / incident		\$2,000,000		
A	AUTOMOBILE LIABILITY		XXXXXXXXXX	XX/XX/XX	XX/XX/XX	COMBINED SINGLE LIMIT		\$1,000,000		
	X	ANY AUTO				BODILY INJURY (Per Person)		\$		
		ALL OWNED AUTOS				BODILY INJURY (Per Accident)		\$		
	SCHEDULED AUTOS									
	HIRED AUTOS									
	NON-OWNED AUTOS									
						PROPERTY DAMAGE		\$		
GARAGE LIABILITY					AUTO ONLY – EACH ACCIDENT		\$			
ANY AUTO					OTHER THAN AUTO ONLY:					
					EACH ACCIDENT		\$			
					AGGREGATE		\$			
EXCESS LIABILITY					EACH OCCURRENCE		\$			
UMBRELLA FORM					AGGREGATE		\$			
OTHER THAN UMBRELLA FORM							\$			
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		XXXXXXXXXX	XX/XX/XX	XX/XX/XX	X	STATUTORY LIMITS	\$		
	EMPLOYERS' LIABILITY					EACH ACCIDENT		\$100,000		
	THE PROPRIETOR/PARTNERS/ EXECUTIVE OFFICERS ARE:					DISEASE - POLICY LIMIT		\$100,000		
		X				INCL	DISEASE – EACH EMPLOYEE		\$100,000	
			EXCL							
C	Professional Liability		XXXXXXXXXX	XX/XX/XX	XX/XX/XX	\$1,000,000/\$2,000,000				
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/SPECIAL ITEMS:										
City of Stamford and its employees, agents, and officers designated as additional insureds under commercial general liability and automobile liability. All insurance required hereunder are primary, not excess or contributory, to any insurance maintained by or on behalf of City of Stamford. Waivers of subrogation on all insurance required hereunder apply to City of Stamford and its employees, agents, and officers.										
CERTIFICATE HOLDER				CANCELLATION						
Risk Manager, City of Stamford				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, INSURANCE COMPANY WILL ENDEAVOR TO MAIL _30_ DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.						
888 Washington Boulevard										
Stamford, CT 06904-2152										