

Larson, Erik

From: Conor Kelly <conor.kelly@passportinc.com>
Sent: Wednesday, February 13, 2019 5:37 PM
To: Larson, Erik
Cc: Giglio, Julie; Travers, James; Fedeli, Frank; Petise, Frank; Peterson, Gary M; Albanese, Michael
Subject: Re: Passport Best and Final RFP 746
Attachments: RFP 746 Request for Pricing Best and Final 02092019 (Passport).xlsx; City Stamford, CT BAFO.pdf

Erik,

This email is to confirm the two documents you sent are accurate. I have also attached Passport's Best and Final Offer for RFP 746.

On behalf of everyone at Passport, we thank you and the City of Stamford for this opportunity! Please let me know if you have any questions.

Thanks,
Conor Kelly
704-899-5302

On Sat, Feb 9, 2019 at 11:51 AM Larson, Erik <ELarson@stamfordct.gov> wrote:

Conor –

Please confirm the accuracy of the data in the attached Word file [City of Stamford (CT) Shortlist Notes 11.15.18] and Excel file [(RFP Request for Pricing detail (Passport))].

The Selection Committee is in the final phase of our evaluation process. We are asking that you present your best and final offer on the attached Excel file – RFP 746 Request for Pricing Best and Final 02092019

Please submit your response by Friday, Feb. 15, 2019.

Thank you - Erik

Erik J. Larson

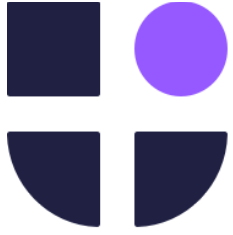
Purchasing Manager

City of Stamford

888 Washington Boulevard

Stamford, CT 06901

203-977-4107



Passport

EnforcementSM

RFP No. 746

**Parking Ticket, Permit and
Civil Citation Management
Services**

Best and Final Offer

Due: February 15th, 2019

For:
Stamford, CT
888 Washington Boulevard
Stamford, CT 06904

From:
Passport
128 South Tryon Street, Ste. 2200
Charlotte, North Carolina 28202
USA
(704) 837-8066

FEE PROPOSAL - Best and Final Offer

Year 1 Fees		
Description	Cost to City	Notes
Per Ticket written	\$1.15	
Per Letter or Notice Sent	\$1.30	Includes DMV lookup, Postage, Envelope, Paper, Labor. Up to 2 letters sent per violation for "primary" collections.
System Setup	\$24,550	Includes all necessary hardware and system provisioning.
Replacement Hardware	\$1,250 per Enforcement Kit	Enforcement Kit includes a configured Zebra ZQ320 printer with charger, battery, one roll of paper, shoulder strap, Samsung Note 7 (Android), rugged phone case, phone charger and a phone screen protector, one year warranty. Individual hardware components: \$900/printer and \$350/Android
Smartphone Data Plans	Not Included	Data Cost from the City's Cellular Provider
Lockbox Management Services	Included	Up to 10K payments processed annually
Integrations	Included	
Training	Included	
Maintenance	Included	
Hosting	Included	
Digital Permitting Platform	\$0.63	Per Permit (paid by the customer)
Custom Paper Stock	\$4.85 per roll	Order of 500 rolls, with approximately 66 tickets per roll. Cost will be incrementally higher if order is less than 500 rolls (Example: \$12.25 per roll for order of 100 rolls).
Merchant Processing	2.4% + \$0.25	Per Credit or Debit Card transaction processed by Passport as Merchant of Record. If the City elects to be Merchant of Record, this fee is Not Applicable.
Description	Cost to Violator	Notes
Per Ticket Paid Online	\$3.00	Paid by the Violator (Online, Mobile, IVR), does not include Merchant Processing Fees listed above.
Description	Optional	Notes
Collections Revenue Share	22%	Any Legacy ("Harvester") or "Secondary" Collections (after 2 penalties added and 2 letters sent) performed at the request of the City.

Year 2 Fees

Description	Cost to City	Notes
Per Ticket written	\$1.15	
Per Letter or Notice Sent	\$1.30	Includes DMV lookup, Postage, Envelope, Paper, Labor. Up to 2 letters sent per violation for "primary" collections.
Replacement Hardware	\$1,250 per Enforcement Kit	Enforcement Kit includes a configured Zebra ZQ320 printer with charger, battery, one roll of paper, shoulder strap, Samsung Note 7 (Android), rugged phone case, phone charger and a phone screen protector, one year warranty. Individual hardware components: \$900/printer and \$350/Android.
Smartphone Data Plans	Not Included	Data Cost from the City's Cellular Provider
Lockbox Management Services	Included	Up to 10K payments processed annually
Integrations	Included	
Training	Included	
Maintenance	Included	
Hosting	Included	
Digital Permitting Platform	\$0.63	Per Permit (paid by the customer)
Custom Paper Stock	\$4.85 per roll	Order of 500 rolls, with approximately 66 tickets per roll. Cost will be incrementally higher if order is less than 500 rolls (Example: \$12.25 per roll for order of 100 rolls).
Merchant Processing	2.4% + \$0.25	Per Credit or Debit Card transaction processed by Passport as Merchant of Record. If the City elects to be Merchant of Record, this fee is Not Applicable.
Description	Cost to Violator	Notes
Per Ticket Paid Online	\$3.00	Paid by the Violator (Online, Mobile, IVR), does not include Merchant Processing Fees listed above.
Description	Optional	Notes
Collections Revenue Share	22%	Any Legacy ("Harvester") or "Secondary" Collections (after 2 penalties added and 2 letters sent) performed at the request of the City.

Year 3 Fees		
Description	Cost to City	Notes
Per Ticket written	\$1.15	
Per Letter or Notice Sent	\$1.30	Includes DMV lookup (for any state), Postage, Envelope, Paper, Labor. Up to 2 letters sent per violation for "primary" collections.
Replacement Hardware	\$1,250 per Enforcement Kit	Enforcement Kit includes a configured Zebra ZQ320 printer with charger, battery, one roll of paper, shoulder strap, Samsung Note 7 (Android), rugged phone case, phone charger and a phone screen protector, one year warranty. Individual hardware components: \$900/printer and \$350/Android.
Smartphone Data Plans	Not Included	Data Cost from the City's Cellular Provider
Lockbox Management Services	Included	Up to 10K payments processed annually
Integrations	Included	
Training	Included	
Maintenance	Included	
Hosting	Included	
Digital Permitting Platform	\$0.63	Per Permit (paid by the customer)
Custom Paper Stock	\$4.85 per roll	Order of 500 rolls, with approximately 66 tickets per roll. Cost will be incrementally higher if order is less than 500 rolls (Example: \$12.25 per roll for order of 100 rolls).
Merchant Processing	2.4% + \$0.25	Per Credit or Debit Card transaction processed by Passport as Merchant of Record. If the City elects to be Merchant of Record, this fee is Not Applicable.
Description	Cost to Violator	Notes
Per Ticket Paid Online	\$3.00	Paid by the Violator (Online, Mobile, IVR), does not include Merchant Processing Fees listed above.
Description	Optional	Notes
Collections Revenue Share	22%	Any Legacy ("Harvester") or "Secondary" Collections (after 2 penalties added and 2 letters sent) performed at the request of the City.

Annual Extension Fees

Description	Cost to City	Notes
Per Ticket written	\$1.15	
Per Letter or Notice Sent	\$1.30	Includes DMV lookup, Postage, Envelope, Paper, Labor. Up to 2 letters sent per violation for "primary" collections.
Replacement Hardware	\$1,250 per Enforcement Kit	Enforcement Kit includes a configured Zebra ZQ320 printer with charger, battery, one roll of paper, shoulder strap, Samsung Note 7 (Android), rugged phone case, phone charger and a phone screen protector, one year warranty. Individual hardware components: \$900/printer and \$350/Android.
Smartphone Data Plans	Not Included	Data Cost from the City's Cellular Provider
Lockbox Management Services	Included	Up to 10K payments processed annually
Integrations	Included	
Training	Included	
Maintenance	Included	
Hosting	Included	
Digital Permitting Platform	\$0.63	Per Permit (paid by the customer)
Custom Paper Stock	\$4.85 per roll	Order of 500 rolls, with approximately 66 tickets per roll. Cost will be incrementally higher if order is less than 500 rolls (Example: \$12.25 per roll for order of 100 rolls).
Merchant Processing	2.4% + \$0.25	Per Credit or Debit Card transaction processed by Passport as Merchant of Record. If the City elects to be Merchant of Record, this fee is Not Applicable.
Description	Cost to Violator	Notes
Per Ticket Paid Online	\$3.00	Paid by the Violator (Online, Mobile, IVR), does not include Merchant Processing Fees listed above.
Description	Optional	Notes
Collections Revenue Share	22%	Any Legacy ("Harvester") or "Secondary" Collections (after 2 penalties added and 2 letters sent) performed at the request of the City.

Assumptions:

70,000 tickets written per year
 1000 Manual Citation per year of the 70,000
 40,000 permits issued every year

NO PAPER PERMITS

Assume 25% mail in payments for permits
 Assume Permit fees charged to consumer
 12 units requested in proposal
NO LEASING ALLOWED
 6 cashier computers
 Priced with 2 piece units
 Tickets per roll - use your tickets
 10%of citations go into appeals
 15% out of State Citations
 15% mail in (32 % walk in or cash or mail in)
 3 notices sent - 1st, 2nd and Scofflaw

other assumptions

Use market Percentages for 1st notice,
 2nd notice and scofflaw

Data Cost from City's Cellular Provider
 Merchant Processing is optional
 Total per permit fee based on permit
 volume/annual fee
 Fee can be paid by City or Customer, at
 the City's discretion

51% Paid on time; 15%
 were paid with the second
 violation; overall
 collection rate is 81%

	year 1	year 2	year 3		Example
Per Ticket Written	\$1.15	\$1.15	\$1.15		0.8
Per Citation Manual	\$1.15	\$1.15	\$1.15		0.05
Delinquent Notice	\$1.30	\$1.30	\$1.30		0.5
Assessment Notice	\$1.30	\$1.30	\$1.30		0.5
Scofflaw Notice	\$1.30	\$1.30	\$1.30		0.5
DMV Look up local	included	included	included		0.1
Out of State costs	included	included	included		0.1
DMV/NLETS communication	included	included	included		0.1
Telephone Customer Service	included	included	included		0.1
Mail in Payments	included	included	included		0.05
Return Mail Processing	included	included	included		0.1
System Set up	\$24,500	N/A	N/A		0.4
Cashiering Station	included	N/A	N/A		0.1
Replacement Hardware- android	\$350	\$350	\$350		0.1
Replacement Hardware - printer	\$900	\$900	\$900		
Replacement Hardware- iPhone	N/A	N/A	N/A		0.1
Replacement Hardware- Star Micronics	N/A	N/A	N/A		0.1
Hand held Ongoing Fees	N/A	N/A	N/A	NA	
Lockbox Mgmt. Services	included	included	included		0.1
Integrations	included	included	included		0.2
Maintenance	included	included	included		0.1
Hosting	included	included	included	NA	
Custom Paper Stock - for handhelds	\$4.85	\$4.85	\$4.85		0.1
ROVR	N/A	N/A	N/A		
Merchant Processing	2.4% + \$0.25	2.4% + \$0.25	2.4% + \$0.25	Libor + 2%	
Per Ticket Paid on Line (Paid by consumer)	\$3.00	\$3.00	\$3.00		2

Kiosk plus annual maintenance	included	included	included
Additional Kiosks	\$5,495	N/A	N/A
Self Service Computer	included	included	included
Self Service Computer Maintenance & Stocking	N/A	N/A	N/A
IVR System (no recording, storing or transcript)	included	included	included
IVR System record and store calls	included	included	included
On Line Appeals Software	included	included	included
1st Level Manual Adjudication Services	included	included	included
Reporting	included	included	included
Conversion of 7 year of data	included	included	included
Reconciliation of Daily and Monthly Accounts	included	included	included
FTB Processing	included	included	included
FTB Collections	included	included	included
Total Per citation	\$2.08	\$1.73	\$1.73
Annual Digital Permitting Platform/ Permit setu up	included	included	included
Digital Permitting Platform Set up	included	included	included
Permits with standard fulfillment Charge to purchaser	\$0.63	\$0.63	\$0.63
Permits with virtual fulfillment charge charged to purchaser	\$0.63	\$0.63	\$0.63
Additional correspondence	\$1.30 per notice	\$1.30 per notice	\$1.30 per notice
IVR Monthly Fee	included	included	included
Mail in Payments	included	included	included
Online and IVR Secure CC Payments Fee charged to Public	\$0.63	\$0.63	\$0.63
Merchant Account and Processing Fees	2.4%+\$0.25	2.4%+\$0.25	2.4%+\$0.25
Total Per Permit	\$0.63	\$0.63	\$0.63

