

# **City of Owosso, MI Parking Ticket Processing Services 2018**

## **SCOPE OF SERVICES**

The City of Owosso (City) is seeking a complete fully integrated outsourcing parking violation issuance and ticket processing/collections solution. All proposals must include a detailed plan of all computer hardware, software, and other services to be developed. The City generates approximately 3,000 parking tickets per year. All proposals must include a detailed plan including all hardware and software, notices, reports, conversion of master files, and other items as specified herein

It is expected that all services be successfully implemented within ninety (90) days of the City of Owosso entering into an agreement with the selected vendor.

All computer mobile hardware collection tools provided will remain the property of the successful responder.

## **METHOD OF AWARD**

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

- Overall reputation of the vendor.
- Ability of the vendor to provide the services.
- Vendor must show experience with at least five (5) Michigan municipalities for a minimum of five (5) years from the date of this bid invitation through detailed references.
- Overall financial position of the vendor and its stability/ ability to provide specified insurances.
- The number and scope of any conditions included in the vendor's proposal.
- Quality of lightweight handheld units offered to the City along with simplicity of use. Replacement units must be available within 48 hours.
- Experience and understanding in working with the State of Michigan Secretary of State for processing registration requests
- Experience and access to the remaining out-of-state Department of Motor Vehicle (DMV) agencies.
- Vendor must not have been prematurely terminated from any similar contracts in the State of Michigan for the last five (5) year period.

## **CONTRACT PERIOD**

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

## **PAYMENT**

The City of Owosso will pay the successful responder for each ticket issued during the contract period, in addition to reimbursement for postage on delinquent notices and handheld ticket stock. Proposal should clearly state any appropriate fees.

## **SYSTEM UP-TIME**

Successful responder's computer system shall be online and all services shall be available to the City no less than ninety-five (95%) of the duration of Agreement. Failure to meet specified "up-time" shall be grounds for cancellation of contract.

## **BACKUP SYSTEMS**

A total backup for all software, hardware and other equipment is required. All data files and databases are to be backed up at least once per day.

## **DISASTER RECOVERY PLAN**

The responder should state what the disaster recovery plan is for their computer facility. It is expected that each responder should have an offsite, mirrored facility should an incident render the primary facility inoperable.

## **INSTALLATION TIME FRAME**

Responder's must demonstrate their ability to install and operate the proposed system within ninety (90) days' notice of award.

## **COMPONENTS OF SERVICE TO BE PROVIDED**

The successful responder chosen will provide the following at no additional charge:

- All hardware/ software and maintenance required to run an online computer service which meets the City's specifications
- Any installation costs
- A toll free number for the City to contact vendor service/ support (this number should be operational from 8:30 AM to 5:00 PM).
- All initial and ongoing training.
- Provide for retention of data for ten (10) years.

## **HANDHELD SPECIFICATIONS**

The City of Owosso is looking for the successful responder to supply handheld ticket writers for automated parking ticket issuance. The City would like the opportunity to select from multiple handheld options that meet the following specifications:

- Image capture and barcode reading capabilities
- Weigh less than 2 pounds
- Readable in all weather conditions
- Drop durability of four (4) feet to concrete
- Operating temperature of -4°F to 122°F
- Complies with the IP54 rating for dust and water-splash protection
- No loss of data while transferring data from handheld to server
- Customizable Programming

## **HARDWARE AND SOFTWARE NEEDS**

The following hardware and software is to be provided at no additional charge to the City:

- Cash Drawer
- Receipt Printer
- Barcode Reader
- Handheld Ticket Writers and all required peripherals (excluding ticket rolls)
- Software Licenses to vendor's Ticket Management System

All hardware to be provided must be the latest state-of-the-art, and fully operational. Malfunctioning equipment shall be repaired or replaced within forty-eight (48) hours of notification to vendor at no charge to the City. Consideration should be given into having spare stock of the City's necessary computer equipment to be able to meet this requirement.

## **RESPONSE TIME OF SYSTEM SERVER TO COMPUTER TERMINAL**

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

## **SECURITY FEATURES/ AUDIT TRAIL**

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

## **TRAINING OF CITY STAFF**

Responder shall provide training of City staff on the computer system until competency of hardware and software is achieved. Training will also be required, both classroom and field training, for all staff who will be utilizing the handheld units. Contract must include training of any new staff members. All requests for training by the City shall be honored at no charge. Proposal should include an explanation of how training shall be implemented.

## **IN-STATE PROCESSING**

Responder is required to directly interface with the State of Michigan Secretary of State and must have an account with the same for license plate lookup services. Registered owner name retrieval with the State of MI SOS must occur at least weekly. Proof of said account must be available for inspection by the City of Owosso. Proposal must show experience in accessing the Michigan Secretary of State for a minimum of ten (10) years.

## **OUT-OF-STATE PROCESSING**

Responder is required to interface with all of the remaining non-Michigan DMV agencies throughout the United States to acquire registration data; indicate how timely processing of out of state tickets will occur and clearly outline which states they have direct access to. Due to Owosso's close proximity to the States of Illinois, Indiana, Iowa, Ohio and Wisconsin, of particular importance is demonstrated experience of interfacing directly with the DMV agencies from these states. Vendor must be able to issue notices to non-Michigan violators for citations unpaid after the due date of the ticket.

## **NEW TICKET PROCESSING**

Automated tickets shall contain a scan line containing ticket number and the successful vendor shall be responsible for providing all equipment and training for City employees to write, print, produce, sync, and transfer citations from the handheld ticket writers to the vendor software.

## **NOTICES**

Successful responder will be responsible for the issuing and sending of all parking ticket notices. Each type of notice should have the provision of up to twenty (20) line items. Notice text must be able to be changed within twenty-four (24) hours of request by the City.

Notices are to be printed at least twice a month for all vehicles having any tickets that previously have not been noticed and remain unpaid. The frequency of notice printing can be modified at any time during the contract.

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

Each notice should identify:

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

Each notice should also include the following:

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

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

## **HANDHELD IMAGES**

Images that are captured by the handheld ticket writers must be available for retrieval and viewing through the vendor's proposed parking system and to the ticket recipient via a vendor hosted web portal. Ticket images should be associated with the individual tickets that were issued.

## **ONLINE APPEALS**

The vendor must provide capability for the public to file disputes electronically through an interactive website. As disputes are processed the parking ticket database must be updated in real-time and the ticket(s) in question must automatically be put on hold pending the City's review of the appeal.

## REPORTS

Successful responder will be responsible for the programming and issuing of all reports listed below. This time can be used for the fulfillment of any new/special reporting requests as well as modifications to existing reports. The City should also have the ability to generate ad hoc reports directly from the successful responder's parking ticket system.

- *Monthly New Ticket Report* showing the new tickets entered on the master file, issued by date and fine amount.
- *Monthly Payments Collected Report* showing ticket payment processing by date of processing including ticket numbers, amount paid, pay date, issue date, notice mailing date and totals for each day and each report.
- *Monthly Out-Of-State Report* showing by state/plate, tickets issued to non-Wisconsin plates, including ticket number, issue date, issue time, ticket code, total fines, penalties, reductions, payments and total due, together with a summary showing total for each state and grand totals.
- *Monthly Report* listing all outstanding tickets on each plate sorted alphabetically by the name of the registered owner. The report will include the plate number, ticket number, fine, penalty, reduction, paid and due amounts.
- *Monthly Disposition Report* listing by state/plate number, the ticket numbers of tickets dismissed during the month on each plate, including the dollar amount for each ticket dismissed and total dollar amount for each plate and the total number of tickets dismissed that month and the total dollar value of tickets dismissed during the month.
- *Daily On-Line Cashiering Report* listing all payments and adjustments by ticket number, amount, method of payment, cashier, date and plate number.
- *Weekly Noticing Activity Report* showing by plate number, the noticing activity with mail date, ticket, number, name, address and amount due
- *Weekly DMV Make Match Failure Report* showing by ticket number the tickets that failed to match up with DMV file information.
- *Monthly Lease/Rental Report* showing by plate number, all tickets issued to lease/rental vehicles by company name, address, date of issue, location, make, color, and amount due.

- *Monthly Tickets Issued by Badge Number Report* listing the number of tickets issued by each officer by badge number by ticket code.

## **BOOTING AND TOWING**

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

Retrieval of boot/ tow information to include date and time vehicle was booted/ towed, location that the boot/ tow occurred, location vehicle was towed to, date and time that boot/ tow was released.

Automatic entry of boot/ tow, storage fees upon booting/ towing of a vehicle. These fees must be displayed on the inquiry terminal along with the appropriate message to alert the City of the action taken and be paid /accounted for on the cash registers.

## **SYSTEM INQUIRY**

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

## **RETURNED CHECKS**

Successful responder must provide the ability to reinstate tickets for checks that have been returned. When tickets are reinstated to the file, revenue accounting must reflect the reduction. In addition, the system must automatically notify an operator when a violator has previously issued a bounced check in the past, instructing them to no longer accept payments by check from this individual.

## **WEB-BASED PAYMENTS**

Responders should detail their solution for a vendor hosted payment website. Said website should provide ticket recipients the opportunity to review a copy of the ticket received, appeal citation issued and pay their tickets in full. The successful vendor must offer the ability to remit payment(s) directly to a City bank account via daily ACH. All credit card data must be protected using 128 bit encryption and successful responder must provide PCI Certification of Compliance.

## **CONVERSION FROM EXISTING SYSTEM**

In addition to the processing of new tickets, the responder's solution must be able to convert and take over the processing of master files that make up the City's existing parking ticket database. All costs for conversion must be absorbed by the responder.

## **PERMIT PROCESSING**

The vendor must have permit management software capable of issuing and tracking multiple permit types. The responder will be responsible for the conversion of the City's current permit database and all handheld ticket writer devices must be compatible with the permit program for tracking purposes.

The successful vendor will offer online permit management and will be responsible for the timely mailing of all parking permit renewal letters using First Class mail. These shall be delivered for mailing to the U.S. Postal facility no later than twenty-four (24) hours after the printing of the notices.

## **CUSTOMER SERVICE**

Proposers should have a designated contact for the City to provide both training and day-to-day support.