



CITY OF STAMFORD
OFFICE OF ADMINISTRATION
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ADDENDUM NO. 1
(January 28, 2023)

Request for Proposals No. 895
Parking Ticket, Permit and Civil Citation Management Services

Addendum No. 1 is being issued to all potential respondents to provide the items and attachments set forth herein which shall act to qualify, clarify, or otherwise modify the RFP Documents previously issued regarding the above referenced project. These items, whether of omission, addition, substitution, or clarification, shall be incorporated into the proposals submitted by all bidders, and receipt of this document and its attachments should be acknowledged in the space provided on the RESPONDENT'S INFORMATION AND ACKNOWLEDGEMENT FORM. Failure to do so may subject the Bidder to disqualification.

Responses to inquiries received follows:

Question 1:

If you are short listed for presentations can you tell me when you will be having those? Are they in person or can they be zoom?

Answer 1:

We will schedule the interviews once we short list vendors. The interviews can be held in zoom.

Question 2:

Please confirm the total number of tickets issued per year. Please also break this down between electronic and paper/handwritten tickets.

Answer 2:

The number of citations issued is listed in Section 1 of the Scope of Services. The number of handwritten tickets is unavailable however the number is minimal, less than 5%.

Question 3:

Please provide the total number of payment transactions through the following methods:

- a. Online: 43,327
- b. IVR: 0
- c. Mail-in: 2,691
- d. In-Person: 7,400

Answer 3:

See above in red.

Question 4:
How many delinquent notices are mailed out each year?

Answer 4:
Approximately 58,000.

Question 5:
How many RO's requests annually?

Answer 5:
The current vendor is responsible for the RO's. The citation stats are in the Scope of Services provided.

Question 6:
What LPR system is the city currently using?

Answer 6:
We currently use Genetec.

Question 7:
How many Residential Parking Permits are sold each year? Will all of these permits be purchased online?

Answer 7:
In 2022 we sold approx. 18,500 Beach Parking Permits and 1,600 Residential Parking Permits.

Question 8:
Will the city please elaborate on what is meant by "Ticket Book Inventory and Control" under the General Comments section.

Answer 8:
This is intended to mean the database of citations.

Question 9:
Does the lockbox for mail-in payments need to be located in CT?

Answer 9:
Preferable

Question 10:
Is there a standard price proposal format that should be followed?

Answer 10:
We do not have a standard format for the proposals.

Question 11:
How do you fulfill physical permits?

Answer 11:
The permits are picked up from our office – only resident passes and beach sticker are on line.

Question 12:

Will the city please provide additional detail on this statement below? Is the city expecting the proposer to review and make a decision on all contested citations? Who handles this now? Give we are not a neutral party this could raise some concerns.

Tickets contested will be the responsibility of the proposer. The first line of customer service will be the proposer. All tickets 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.

Answer 12:

The City of Stamford currently handles the first line of appeal, if rejected then violators are referred to a formal hearing. This process will not change. Please disregard the proposer having to review and make a decision on contested citations.

Question 13:

Is it acceptable for lockbox payments to be deposited digitally/ACH or is a check required?

Answer 13:

Digitally/ACH is preferred

Question 14:

Is Section 2 – General Comments meant a reference only section or are the expectations to answer each of these questions?

Answer 14:

Section 2 covers all of the features that the proposer must provide the City.

Question 15:

Will a “Hotlist” be required to be accessible on the handheld unit?

Answer 15:

The scofflaw plates on the hotlist should automatically notify the enforcement officers on their handheld devices when the plate is entered and should automatically come up in the vehicles equipped with LPR.

Question 16:

What is required specifically for the Broken Meter Reporting function?

Answer 17:

The ability to enter a broken meter and send notification to meter technicians via email or integrate with our reporting system.

Question 17:

What is required specifically for the Damaged Sign reporting function?

Answer 17:

The ability to enter a damaged sign and send notification to the traffic maintenance foreman via email or integrate with our reporting system.

Question 18:

What Collections services will the system be required to manage? Strictly reporting or will there be more specific needs of the Cashiering and Permitting Department?

Answer 18:

All correspondence (delinquent notices, scofflaw letters, late payment and assessment notices) are sent through the vendor.

Question 19:

Will the Proposer be required to provide Ticket books, or will the system just be required to manage and report on the inventory?

Answer 19:

We will purchase handwritten ticket books from our local vendor.

Question 20:

Will we receive mail-in payments, or will the system just need to process those that are mailed to the City?

Answer 20:

Yes you will receive mail in payments

All other terms and conditions of **RFP No. 895** remain the same.

Erik J. Larson
Purchasing Agent

Cc: Frank Petise, Transportation Bureau Chief
Purchasing Department File