



**Addendum 5: Questions and Answers
Parking Enforcement System**

Q1: The RFP mentions that the "City utilizes several parking control officers who cover routes...". Can you please give an exact number of parking control officers and how many handhelds are being requested to accommodate these parking control officers.
 A1: We have 3 parking officers and are seeking one handheld . However, we will accept alternate bids for additional units.

Q2: Can you please provide the parking violation revenue generated for the past 3 years as well as the number of parking violations issued in the past 3 years.
 A2: Numbers are approximate

2013	2012	2011
\$707,170	\$578,758	\$367,265
18,003	18,926	19,444

Q3: The RFP mentions that the handheld system must be able to operate off of a monthly 2MB data plan. For a real-time ticketing solution with the ability to take pictures and integrate with pay-by-phone and LPR solution, is City willing to raise the 2MB data plan to a 2GB data plan?
 A3: Yes

Q4: Could you please provide more information on the life cycle of a citation ticket all the way through the collections process once the ticket is being issued from enforcement handheld?
 A4: Refer to the detailed explanation at the end of this document.

Q5: What does the City use the Tyler Technologies Munis software and Sungard Public Safety Software system for?
 A5: Refer to the detailed explanation at the end of this document.

Q6: What levels of interface does the City require for integrating Tyler Technologies Munis software and Sungard Public Safety Software system? Can the vendor push/pull data to/from the systems? Please provide more information on the integration requirements and objectives.
 A6: Refer to the detailed explanation at the end of this document.

Q7: For the 3 years of the contract will we have to interface to any other systems than SunGard and Tyler technologies.
 A7: No

Q8: What pay station technology and vendor are you using currently.

A8: We currently do not use any pay station technology

Q9: Do you currently have a pay by phone vendor?

A9: No.

Q10: Can you clarify the requirements for the online/permit registration and validation system. Is this supplied by the Contractor or by the City

A10: The contractor would be expected to manage this in collaboration with the Police Department Records Division (as it currently exists) and the Clerk-Treasurer's office.

Q11: Will the field officer be responsible for payments or will the payments be managed by the back office?

A11: No. All payments would be handled by the Clerk-Treasurer's office.

Q12: Will the officer productivity tracking be done on the hand held and/or the mobile ALPR systems?

A12: Yes for both.

Q13: Is it mandatory that the LPR Camera manufacturer and the originator of the in-vehicle software be the same company.

A13: No

Q14: Is it mandatory the system is required to have two wheel imaging cameras?

A14: Yes as officers need the ability to determine whether or not a vehicle has been moved.

Life cycle of a parking ticket. The process flow should include the following components. Police issue tickets; tickets uploaded daily by batch from handhelds or manually into parking ticket database; payments entered and/or uploaded into database daily; payment options now are in person, mail, drop box, or online ticket search with daily batch updates to ticket search; delinquency notices after 14 days and tickets double; wheel lock notices sent biweekly based on 2 delinquent tickets and \$100 unpaid balance; daily batch upload from database of scofflaw list; parking ticket appeals filed online or in person have police review and city court hearings. Monthly notices are sent to Indiana registered owners when there are 3 unpaid parking tickets and BMV is notified to suspended new vehicle registration. Notices are printed and mailed by 3rd party.

Below is an excerpt from the Munis parking ticket questionnaire:

Existing Parking Ticket Processes:

The process is split between Police (ticket issuance, scofflaw enforcement-wheel locks, review of parking ticket appeals) and the Clerk-Treasurer's office (parking ticket database, collections, customer service, delinquency notices, intake of parking ticket

appeals and city court scheduling for appeals.) Police issue parking tickets through two methods:

1. Cardinal TickeTrak handheld units and 2. Manual tickets written on multipart ticket forms. TickeTrak tickets are uploaded by the Clerk-Treasurer's office into our legacy parking ticket database/collections system from a file produced by the handheld TickeTrak devices. The legacy database system is used to generate a scofflaw file daily that the Police upload into their handheld devices for wheel locks. An additional wheel lock fee is due when a wheel lock is placed. Payment of all parking tickets and the wheel lock fee is due within 24 hours of a wheel lock or the vehicle is towed.

The legacy database system does not interface with the Indiana BMV. Registered owner information must be looked up in a Police IDACS system and then manually entered into the parking ticket database. Indiana reuses license plates in a 2-3 year cycle. Therefore we cannot use plate number alone to link tickets. Our legacy system has a function that produces a potential match list between new tickets that have the same or similar registered owner information as existing tickets in the system but with a different plate. We review the potential match and either link the records of different plates to one registered owner or affirm they are different owners.

Tickets that are unpaid after 14 days are doubled and a file is generated to send to a third party service for printing and mailing delinquent notices. Registered owners are designated as on the scofflaw list and eligible for wheel lock if they have two delinquent tickets.

Registered owners with Indiana license plates that have 3 or more unpaid tickets (do not have to be doubled) are eligible for a license plate suspension notice. This process is ran every 30 days. We send a notice to the registered owner letting them know they have 30 days to take care of the balance due. If after the 30 days they have not paid, their license plate is suspended through the BMV by the Clerk-Treasurer's office (city court). Payment is made to our office regardless of whether they have been suspended or not. We notify the BMV to release suspension when payment is received.

Payment of parking tickets can be made online through our legacy ticket lookup and secure gateway (authorize.net). We upload a file of outstanding parking tickets each morning. We plan to use Munis CSS for online ticket payment. We do not know the capability for hosting the ticket lookup in CSS. Payment of parking tickets can also be made by mail by check and at the counter by cash or credit card. No credit card fee applies to payment at the counter, only to payment made online. We will be using Tyler Cashiering for payment entry.

West Lafayette has a city court which handles parking appeals. A parking appeal may be submitted online through a link on our eGov website. We would like the parking appeal form to be handled on CSS. Parking appeals may also be submitted in person on a multipart form at the counter. Parking appeals are assigned a court date. A Police review is required. A ticket is dismissed by the Police prior to the court data or the appeal is

handled in city court. We have separate court software but we must be able to indicate which tickets are under appeal. Fines do not double on unpaid tickets under appeal.

We would like to be able to utilize a collection agency for high dollar unpaid ticket scofflaws so we need the ability to flag those records.

- Tyler Technologies is the City's MUNIS ERP software that encompasses financials, payroll, permits & code enforcement and revenues. The parking ticket module is fully integrated with all customer, billing, payment platform and accounting processes. The parking ticket has notice generation capability. We are currently in analysis with Tyler Technologies to develop the implementation plan for the parking ticket module, and determine how much of Munis functionality will be used versus functionality in the parking system vendor system.
- MUNIS is a SQL database system. The specifications for the current available off the shelf interface with handheld devices was provided in my last email to you. The vendor would need to provide specifications for accepting import files from Munis. A custom interface could be built.
- SungardPS/OSSI is a software suite overlaying a SQL database system. It has multiple modules used by law enforcement and other public safety entities in our area. Data collected from tickets, specifically ticket and vehicle data will need to be directed the RMS (records management system) server. The parking tickets will be 'managed' outside of the SungardPS/OSSI product line we will only need ticket and vehicle information sent to RMS, no data will need to be pulled from RMS.