



ADDENDUM NO. 1
REQUEST FOR PROPOSALS FOR:

PARKING CITATION & ENFORCEMENT MANAGEMENT SYSTEM

PROSPECTIVE BIDDERS AND RFP SPECIFICATIONS HOLDERS:

Date Issued: June 19, 2017

Addendum No. 1 is being issued to the Notice to Contractors, Special Provisions, Proposal and Contract for the **PARKING CITATION & ENFORCEMENT MANAGEMENT SYSTEM**, in the Village of Chagrin Falls, Ohio.

The prospective bidder's attention is directed to the following:

- 1. Response to Vendor Questions Submitted by the close of business on June 16, 2017.**

Please sign and date this Addendum #1 in the space provided and attach it to your proposal.

Should this signed and dated addendum not be attached to the proposal, the proposal could be considered non-responsive.

Date: June 19, 2017

Sincerely,

Ben Himes
Chief Administrative Officer, Village of Chagrin Falls

Firm

Representative

Title



1. How many citations does the City issue each year?

#1 - Owner Response: Currently we issue about 5200 citations, however we just hired another parking enforcement officer and we have doubled our enforcement hours. We do not expect ticket volume to double, but we would anticipate a yearly total of about 7500 – 8500 citations.

2. What is the average annual revenue generated by parking citation issuance within the village?

#2 - Owner Response: 2015 – approx. \$60,000.00
2016 – approx. \$66,500.00

3. What is the average collection rate % on parking citations issued?

#3 - Owner Response:

Initial issue:	75%
Late notice:	75%
Registration Block:	100%

4. Is there a current backlog of citations that will have to be turned over to the new citation management system?

#4 - Owner Response: No.

5. Please confirm the hardware the Village is looking to purchase. If certain hardware is being provided by the Village, please specify.

- a. Handheld Ticket Device:
- b. Mobile Printer:

#5 - Owner Response: The Village of Chagrin Falls will utilize a Verizon Cellular product, such as a tablet, and will require the selected Vendor to provide the Bluetooth compatibility printer and API to operate.



6. What percentage of citations go uncollected each year?

#6 - Owner Response: In 2015 less than 1% went uncollected and in 2016, 2.5% went uncollected.

7. What is the escalation schedule for citations?

#7 - Owner Response: Day 1-30, original fine
Day 31-60, additional \$20.00
Day 60+, additional \$20.00 and a registration block.

8. What is the average fine for each citation and the penalty fine for each escalation period?

#8 - Owner Response: General parking violations - \$20.00
Handicap Parking - \$250.00
Fire Lane - \$50.00

9. Please clarify on the following requirements in the RFP:

- a. Work Included: A. "The Work of this Section shall include furnishing all material, equipment, labor, and supervision to provide a fully operating "hosted" Parking Citation & Enforcement Management Software as specified herein. Included will be supply, delivery, unloading, system start up and testing of all associated equipment. Also, included shall be on-site training for the Village of Chagrin Falls staff as described further in this RFP along with continued warranty service as agreed to in the contract."

Question: Is the Village wanting the vendor to provide an employee for issuing citations?

#9a - Owner Response: No.



- b. Software Upgrades: A. "Copies of all software (and software updates/upgrades made during the warranty period) must be provided to The Village of Chagrin Falls at the conclusion of the warranty period."

Question: What would the Village like to accomplish with these copies?

#9b - Owner Response:

As a hosted service client, the operating versions of the Citation, Enforcement and Permit Applications shall be the most current available to all clients. As particular versions are updated, the Village of Chagrin Falls shall be operating with the most current versions of all hosted software applications.

10. Our question related to these items in the RFP is are these response/remedy times 'set in stone?' Or can these be discussed after award and a compromise be made between the Village and the vendor?

- c. Page 25 of the RFP (page 28 of the PDF) F and G: Same day service of software and 2 hour response time for emergency service and repair.
- d. Page 26: Major and Minor failures have a 2 hour and 8 hour remedy time.
- e. Page 27—Additional requirements on software upgrades/issues and response times.

#10 - Owner Response:

As a hosted service client, the operating versions of the Citation, Enforcement and Permit Applications shall be expected to be functional and reliable 24/7. Should there be scheduled maintenance and install upgrades planned, the Village must be made aware of 7 days in advance to sufficiently plan their business functions. Unable to access their Citation, Enforcement and Permit operating applications will impact the Village police and financial operating departments.

Service response times, as defined by the RFP are critical to the functional operation of the department. As a hosted service, the response times must be adhered to and communication must be very high to insure the Vendor's hosted service and environment is providing 100% service.