REQUEST FOR PROPOSAL
Parking Citation & Enforcement Management System

Bid Due Date: Friday, June 30, 2017 – 2:00 p.m. EDT

DELIVER BIDS TO:
Village of Chagrin Falls
Village Hall
21 W Washington St,
Chagrin Falls, OH 44022
Ref: Bid 2017-23b
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This Bid Document is comprised of the following sections. Please inspect this document on receipt. If ANY pages or sections are missing, it is the responsibility of the bidder to contact the Office of the Chief Administrative Officer at (440) 247-5050 for replacement pages.

NOTE:
Failure to complete and return ALL required forms by the Bid deadline may result in the disqualification of the Bid.

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Legal Notice

The Village of Chagrin Falls will receive sealed bid proposals delivered to the Office of the Clerk, Chagrin Falls Village Hall, 21 West Washington Street, Chagrin Falls, Ohio 44022 until 2:00 p.m. EDT on the June 30, 2017 for:

Parking Citation and Enforcement Management System

and such bids will be publicly opened and read immediately thereafter. Each bid must contain the full name or names of the party or parties making the same, with an affidavit as to interested parties, and in the case of a corporation not chartered in Ohio, with a proper certificate that such corporation is authorized to do business in Ohio, and be accompanied by a bond, or a certified or cashier's check on a solvent bank, made payable to the order of the VILLAGE OF CHAGRIN FALLS in an amount not less than ten percent (10%) of the total amount of the bid.

Copies of the Specifications, Instructions to Bidders, Forms of Proposals, and other contract documents are available on the Village website at www.chagrin-falls.org or on file at the office of the Chief Administrative Officer of the Village of Chagrin Falls, and may be obtained at no charge.

The bid bond, or a certified or cashier’s check, as the case may be, will be held as a guarantee that, if the bid proposal is accepted, a contract will be entered into between the bidder and the Village of Chagrin Falls, and the performance of such contract secured by said check or bond, and default thereof said check and/or bond, and the amount represented thereby, shall be forfeited to the Village of Chagrin Falls, as liquidated damages.

The Village of Chagrin Falls reserves the right to reject any and all bids, to waive any informalities in the bids received, and to accept any bid which they deem most favorable.

Chief Administrative Officer
Village of Chagrin Falls, Ohio
Village of Chagrin Falls
Invitation for Bids

The Village of Chagrin Falls is seeking bids for the Parking Citation and Enforcement Management System. The contract period is for sixty (60) days commencing at the issuance of the Notice to Proceed unless otherwise specified in the bid specifications. Bids shall be submitted by 2:00p.m. EDT on the 30th day of June, 2017 in sealed envelopes addressed to:

Office of the Clerk
Chagrin Falls Village Hall
21 West Washington Street
Chagrin Falls, Ohio 44022

and shall be plainly marked on the outside of the envelope with “Parking Citation and Enforcement Management System” and shall bear the name of the bidder.

TWO COMPLETE SETS OF BID FORMS SHALL BE INCLUDED WITH THE BID.

Bids received after the deadline will be returned unopened. Bids may not be withdrawn at any time. The bids will be publicly opened and read immediately after the deadline for submission. At the time and place fixed for opening bids, the contents of all bids will be made public for the information of all bidders and other interested parties who may be present in person or by representative.
Village of Chagrin Falls
General Instructions to Bidders

A. Each Bidder submitting a proposal shall first familiarize themselves with the Village, its ordinances, rules and polices, and with all conditions which might affect the Bidder’s work.

B. Sealed bids for Parking Citation and Enforcement Management System will be received at the Office of the Clerk, Chagrin Falls Village Hall, 21 West Washington Street, Chagrin Falls, Ohio 44022, until 2:00 p.m. EDT on the date specified in the Public Notice. Bids will be open and read publicly immediately thereafter. Said bids shall be enclosed in an opaque sealed envelope and shall be marked “Bid Proposal for Parking Citation and Enforcement Management System” and shall bear the name of the Bidder.

C. Two Complete sets of Bid Forms shall be included with the Bid. The forms shall be identically filled out, to the Village, sealed in an opaque envelope and clearly marked “Bid Proposal for Parking Citation and Enforcement Management System.”

D. Each Proposal shall be made on the attached “Proposal Form and Price Matrix in Section 5.” Each proposal shall contain the full name and address of each person or company interested therein. In the case of a partnership, the name and address of each partner must be stated on the Proposal Form. The partnership, corporate, limited liability company or individual name of the Bidder must be signed by the Bidder(s) in the space provided for signature on the Proposal Form. In the case of a partnership, the signature of at least one (1) of the partners must follow the partnership name and the designation “general partner” must be used. In the case of a corporation or limited liability company the title of the officer or manager signing must be stated. In the case of an individual, the designation “doing business as” or “sole owner” must be used. A Bidder, may, at its discretion, add other pertinent facts or data which it might deem desirable, but at a minimum, this information must be on the Proposal Form.

E. Prices bid for the various items shall be stated both in figures and words in the appropriate spaces provided in the proposal-contract form and on the Price Matrix in Section 5, and all bids will be considered informal which contain items not specified in said proposal-contract form. Prices for materials or equipment shall include hauling and delivery to any place designated on the order of the Village within the corporate limits of the Village.

F. Each Bidder must certify that it has complied with Ohio Revised Code Section 5719.042. Each Bidder must complete a Non-Collusion Affidavit. The Bidder’s signature on the affidavit MUST be notarized.

No bidder shall be considered a responsive and responsible bidder or eligible to be awarded the contract to which this Notice or Bid Specifications apply, if the bidder is listed on the Auditor of State’s Database as having a “Finding of Recovery” as that term is defined in Ohio Revised Code Section 9.24. No bidder shall be considered a responsive and responsible bidder or eligible to be awarded the contract to which this Notice or Bid Specifications apply unless the bidder has completed a certification that the bidder is in compliance with Ohio Revised Code Section...
3517.13. A copy of the certification is included with the instructions to bidders and must be submitted with the bid.

G. The personal property tax affidavit, which is part of the bidding documents, shall be properly executed and notarized. The personal property tax affidavit certifies that the Bidder is not charged with any delinquent personal property taxes on the general list of personal property of any county in the State of Ohio or that attached to the affidavit is a list of delinquent personal property taxes charged against the Bidder.

H. The personal property tax affidavit will be submitted to the Director of Finance stating and affirming under oath that the successful Bidder with whom the contract is to be made is not charged at the time the bid was submitted with any delinquent personal property taxes on the general tax list of personal property in Cuyahoga County; or that such successful Bidder was charged with delinquent personal property taxes on any such tax list, in which case the statement shall also set forth the amount of such due and unpaid delinquent taxes and any due and unpaid penalties and interest thereon. If the statement indicates the successful Bidder/taxpayer has been charged with any such taxes, a copy of this statement shall be transmitted by the Director of Finance to the County Treasurer within 30 days of the date it is submitted. A copy of the statement shall also be incorporated into the contract, no payment shall be made with respect to any contract unless such statement has been so incorporated as a part thereof.

I. No proposal will be considered unless accompanied by a bid bond, or a certified or cashier’s check drawn on a solvent bank and made payable to the Village of Chagrin Falls, Ohio in an amount not less than ten percent (10%) of the Bidder’s Base Bid, conditioned upon execution of the contract and the furnishing of a performance and payment in bond in the event the contract is awarded to the bidder.

Note: Bid Bonds must be from a surety licensed by the State of Ohio. The Bond must include full contact information for the surety, including name of firm, complete address, telephone number, fax number and email contact information. The Bond must include full contact information for the person writing the bond for the surety (name of person and firm, complete address, telephone number, fax number and email contact information), and a power of attorney demonstrating that the person issuing the bond is authorized by the surety to write such bonds.

J. Bids shall be submitted prior to the time fixed in the “Invitation for Bids.” Bids received after the time so indicated shall be returned unopened. At the time and place fixed for the opening of bids, the contents of all bids will be made public for the information of all bidders and other interested parties who may be present in person or by representative.

K. The Village reserves the right to reject any and or all proposals, including alternates, to waive technicalities or to advertise for new proposals, if in the judgment of the awarding authority the best interest of the Village will be promoted thereby.
L. The award of the contract, if it is awarded, will be made within sixty (60) calendar days after the opening of proposals to the lowest and best bidder whose proposal complies with the entire technical requirement prescribed. In no case will an award be made until all necessary investigations are made as to the responsibility of the bidder to whom it is proposed to award the contract. The successful bidder will be notified, by letter, mailed to the address shown in the proposal, that its bid has been accepted and that it has been awarded the contract.

M. The Village reserves the right to rescind the award of any contract at any time before the execution of said contract by all parties without any liability against the Village.

N. All proposal guaranties will be returned upon award of the contract, after a contract bond has been furnished, and the contract has been executed.

O. The successful bidder must within ten (10) days after it has received notice of the award to them and before entering into a contract furnish a Contract or Performance Bond in the form provided by section 153.57 of the Ohio Revised Code in the full amount of its proposal, which bond shall cover the entire contract until final acceptance by the Village of this improvement and receipt of the Maintenance Bond.

Note: Bond must be from a surety licensed by the State of Ohio. The Bond must include full contact information for the surety, including name of firm, complete address, telephone number, fax number and email contact information. The Bond must include full contact information for the person writing the bond for the surety (name of person and firm, complete address, telephone number, fax number and email contact information), and a power of attorney demonstrating that the person issuing the bond is authorized by the surety to write such bonds.

P. The contract shall be signed by the successful bidder and returned; together with the contract bond and other required contract documents, within ten (10) days after the bidder has received notice that the contract has been awarded. No proposal shall be considered binding upon the Village of Chagrin Falls until the execution of the contract. If the contract is not executed by the Chief Administrative Officer within twenty (20) days following receipt from the bidder of the required contract documents, the bidder will have the right to withdraw his bid without prejudice.

Q. Failure to execute the contract and file an acceptable bond shall be just cause for the cancellation of the award and the forfeiture of the proposal guarantee which shall become the property of the Village, not as a penalty, but in liquidation of damages sustained. Award may then be made to the next lowest responsive and responsible bidder, or the work may be re-advertised as the Chief Administrative Officer may decide.

R. The Bidder shall defend, indemnify, and hold harmless the Village and its officers and agents from all claims, demands, payments, suits, actions, recoveries, and judgments of every description, whether or not well founded in law, brought or recovered against it, by reasons of any act or omission of said Bidder, its agents or employees, in the execution of the contract or consequence of insufficient protection, or for the use of any patented invention by said Bidder,
in a sum sufficient to cover aforesaid claims, including attorney fees of the Village incurred as a result of such claims. In such event the Village may hold monies due or to become due to the Bidder under this contract, until such claim shall have been discharged or satisfactorily secured as determined by the Village.

5. The Contractor shall take out and maintain during the life of the contract, such Public Liability (Bodily Injury and Property Damage) Insurance as shall protect it and any subcontractor performing work covered by the contract from claims for damages, for personal injury, including accidental death, as well as from claims for property damage which may arise from operations under the contract, whether such operation be by itself or by any subcontractor or by anyone directly or indirectly employed by either of them. The Contractor shall maintain coverage of the types and in the amounts specified below. Proof of such insurance coverage shall be evidence by submitting a certificate of insurance (naming the Village as additional insured) to the Chief Administrative Officer, Chagrin Falls Village Hall, 21 West Washington Street.

The amounts of such insurance shall be as follows:

**Bodily Injury Liability**

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each Person</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Each Accident</td>
<td>$1,000,000</td>
</tr>
</tbody>
</table>

**Property Damage Liability**

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each Accident</td>
<td>$100,000</td>
</tr>
<tr>
<td>Med Pay</td>
<td>$5,000</td>
</tr>
</tbody>
</table>

**General Liability**

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each Occurrence</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Aggregate Per Project</td>
<td>$2,000,000</td>
</tr>
<tr>
<td>Products Aggregate</td>
<td>$2,000,000</td>
</tr>
<tr>
<td>Personal &amp; Advertising Injury</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Fire Damage</td>
<td>$50,000</td>
</tr>
</tbody>
</table>

**Umbrella Liability Limits**

$3,000,000

Such insurance shall remain in full force and effect during the life of the contract.

T. The Contractor shall keep fully informed of all Federal, State and local laws, ordinances, and regulations and all orders and decrees of authorities having any jurisdiction or authority which, in any manner, affect those engaged or employed on the work, or which, in any way, affect the conduct of the work. It shall at all times observe and comply with all such laws, ordinances, regulations, orders and decrees; and shall protect and indemnify the Village and its representatives against any claim or liability arising from or based on the violation of any such law, ordinance, regulation, order, or decree, whether by itself or its employees.
The Village of Chagrin Falls is an Equal Opportunity Employer and prohibits, in accordance with the law, discrimination on the basis of race, color, religion, sex, national origin, age or handicap. Minority Business Enterprise, Female Business and Small Business Enterprise shall be afforded full opportunity to submit bids or proposals for this project.

A **Minority Business Enterprise** is a small business that is at least 51% owned and operated by no less than one minority or, in the case of a publicly owned business, at least 51% of the stock of which is owned by no less than one minority and whose management and daily business operations are controlled by at least one minority.

A **Female Business Enterprise** is an enterprise that is at least 51% owned by no less than one woman who controls the firm by exercising the power to make policy decisions and operates the business by being actively involved in day-to-day management.

A **Small Business Enterprise** is independently owned and operated, and meets industry size and receipt requirements for small business per SBA13 CFR 121, Section 3 of the Small Business Act.

If Federal Funding is involved in whole or in part in the payment of goods or services contracted herein, the Contractor, during the performance of its contract, shall comply with Title VI and Title VII of the Civil Rights Act of 1984, 42U.S.C. Section 2000(d), (e) as amended by Executive Order No. 11246 (September 24, 1965), as amended by Executive Order No. 11375 (October 13, 1967).

Even when Federal Funding is not involved, the Contractor, during the performance of its contract, will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age or handicap. The Contractor will take appropriate action to ensure that applicants are employed without regard to their race, color, religion, sex, national origin, age or handicap. Such action shall include but no be limited to the following: employment, upgrading, demotion, transfer, recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

All equipment, materials and installation shall comply with the National Fire Protection Association, “National Fire Codes” and “National Electrical Code.” Equipment shall bear the “UL” label as required by these codes.

Contractor shall secure and pay for all permits and certificates of inspection incidental to this work required by foregoing authorities, be responsible for payments to all public utilities for work performed by them in connection with provision of service connections required under this Detail Specifications, and deliver all certificates to Engineer in duplicate.

**U.** Invoices will be due monthly after the work is performed, and will be payable within 30 days after presentation, provided all terms of the contract have been fulfilled to the full and complete satisfaction of the Village. All invoices should be mailed to the attention of Chief Administrative Officer. Payments may be made on a basis of estimated partial completion of
work or delivery and a percentage of each partial payment withheld by the Village until completion of the contract and a percentage of the final estimate withheld by the Village for a specified period, as a guaranty, if such a procedure is provided for in the special provision section. Should the material supplied or delivered to the Village under this contract fail at any time to meet the specifications required by this contract, then, in such event, the Village may cancel the contract upon written notice to the Bidder.

V. The Contractor shall receive and accept compensation provided for in the contract as full payment for furnishing all materials and equipment for performing all work under the contract in a complete and acceptable manner and for all risk, loss, damage or expense of whatever character arising out of the nature of the work or the prosecution thereof.

W. The bidder who is awarded a contract shall not assign, transfer, convey or otherwise dispose of said contract or, its right, title or interest in or to the same, or any part thereof, without previous written consent from the Village, endorsed on or attached to the contract

X. The successful Bidder to whom the contract is awarded shall file the proper forms and remit all municipal income taxes owed, both withheld from the wages of employees and net profits tax for any work performed in the Village of Chagrin Falls to the Regional Income Tax Agency, 10107 Brockville Road, Brockville, Ohio 44141-0800 for the Village of Chagrin Falls.

Y. In the hiring of common or skilled labor for the performance of any work under this contract or any subcontract or any subcontract hereunder, no contractor or subcontractor or any person acting on their behalf, shall by reason of race, national origin, religion, occupation, physical or mental disability, veteran status, color, age, or sex, discriminate against any citizen of the United States, who's qualified and able to perform the work to which the employment relates. No contractor or subcontractor or any person action on their behalf, shall in any manner discriminate against or intimidate any employee hired for the performance of work under this contract on account of race, national origin, religion, occupation, physical or mental disability, veteran status, color, age, or sex.

Z. The instructions to Bidders, the special provision section, and the specifications are part of this contract as effectively as though they proceeded the signatures of the parties. This contract is not valid until accepted and signed by the officials of the Village.
Village of Chagrin Falls
Proposal Contract

Bidder’s Address: ________________________________  Bidder ________________________________

____________________________________________  By: ________________________________

State Where Incorporated: ______________________  Title: ________________________________

Phone: ________________________________  Date: ________________________________

Federal ID No.: ________________________________

Buyer Acceptance:  By: ________________________________
Village of Chagrin Falls, Ohio  Mayor

Accepted as to Item Numbers:
& Costing Matrix on Page 49 of the RFP  Checked: Dept. Head: ______________________

Date of Acceptance: ________________________________  Bid ________________________________

Approved as to Form

____________________________________________  Minutes ________________________________

Director of Law

I, David Bloom, Finance Director of the Village of Chagrin Falls, Ohio hereby certify that the funds
necessary to pay the obligation of the foregoing contract in this fiscal year have been approved and are
unencumbered and are either in the treasury or in the process of collection

______________________________ , 20__  David B. Bloom, Finance Director

Village of Chagrin Falls
Non-Collusion Affidavit

This affidavit is to be filled in and executed by the proposer: if a Corporation makes the bid, then by its Chief Officer.

STATE OF OHIO............................
SS
COUNTY OF...............................)

________________________
________________________
being first duly sworn, deposes and says that

residing at______________________

and __________________________ residing at

(is) (are) the only person(s) interested with (him/her) (them) in the delivery of the materials quoted upon or the services performed under these specifications; that the said quotation is made without any connection or common interest in the profits with any other persons making any quotations or proposal for the said work; that the said contract is on (his/her) (their) part in all respects fair and without collusion or fraud; and also that no head of any department or any employee therein; or any office of the VILLAGE OF CHAGRIN FALLS, OHIO has directly or indirectly interested therein.

________________________
Signature

Subscribed and sworn to me this __________ day of ______________ , ______. (Notarial Seal)

________________________
Notary Public
Certificate of Compliance
with Ohio Revised Code Section 5719.042

Each bidder is required to comply with O.R.C. Section 5719.042, and in conformance therewith is REQUIRED TO SIGN ONE of the two statements set forth below. Section 5719.042 reads as follows:

“Sec. 5719.042. After the award by a taxing district of any contract let by competitive bid and prior to the time the contract is entered into, the person making the bid shall submit to the district’s fiscal officer a statement affirmed under oath that the person with whom the contract is made was not charged at the time the bid was submitted with any delinquent personal property taxes on the general tax list of personal property of any county in which the taxing district has territory or that such person was charged with delinquent personal property taxes on any such tax list; in which case the statement shall also set forth the amount of such due and unpaid delinquent taxes and any due and unpaid penalties and interest thereon. If the statement indicates that the taxpayer was charged any such taxes, a copy of the statement shall be transmitted by the fiscal officer to the county treasurer within thirty days of the date it is submitted.

A copy of the statement shall also be incorporated into the contract, and no payment shall be made with respect to any contract to which this section applies unless such Statement has been so incorporated as a part thereof.”

****READ AND SIGN ONE OF THE TWO CERTIFICATES BELOW****

Statement No 1:
The undersigned hereby certifies that he has read the foregoing Ohio Revised Code Sec. 5719.042 and further certifies under oath that they/he/she WAS NOT CHARGED at the time the bid was submitted WITH ANY DELINQUENT PERSONAL PROPERTY TAXES on the general tax list of personal property in Cuyahoga County, Ohio.

Signature (if signing here, do not sign Statement No. 2)

Statement No 2:
The undersigned hereby certifies that he has read the foregoing Ohio Revised Code Sec. 5819.042 and further certifies under oath that they/he/she WAS CHARGED WITH DELINQUENT PERSONAL PROPERTY TAXES on the general tax list of personal property in Cuyahoga County, Ohio, and that attached hereto is a true and correct statement of the amount of such due and unpaid delinquent taxes and any due and unpaid penalties and interest thereon.

Signature (if signing here, do not sign Statement No. 1)
Affidavit in Compliance with Section 3517.13 of the Ohio Revised Code

STATE OF OHIO
COUNTY OF ___________________________ SS:

I, the undersigned, after being first duly cautioned and sworn, state the following with respect to compliance with Section 3517.13 of the Ohio Revised Code:

1. I am the representative of and have the authority to make certifications for _____________________________, which entity may be or has been selected as a (Name of Entity) contractor/consultant/vendor for the Village of Chagrin Falls.

2. None of the following has individually made within the previous twenty-four (24) months and, if awarded a contract or contracts for the purchase of goods or services aggregating in excess of $10,000 in a calendar year, none of the following individually will make, beginning on the date the contract is awarded and extending until one year following the conclusion of the contract, as an individual, one or more campaign contributions totaling in excess of $1,000, to the Mayor or any Village Council member of the Village of Chagrin Falls or their individual campaign committees:
   a. myself;
   b. any partner or owner or shareholder of the partnership (if applicable);
   c. any owner of more than 20% of the corporation or business trust (if applicable);
   d. each spouse of any person identified in (a) through (c) of this section;
   e. each child seven years of age to seventeen years of age of any person identified in divisions (a) through (c) of this section (only applicable to contributions made on or after January 1, 2007).

3. None of the following have collectively made since April 4, 2007, and, if awarded a contract or contracts for the purchase of goods or services that aggregate in excess of $10,000 in a calendar year, none of the following collectively will make, beginning on the date the contract is awarded and extending until one year following the conclusion of the contract, one or more campaign contributions totaling in excess of $2,000, to the Mayor or any Village Council member of the Village of Chagrin Falls or their individual campaign committees:
   a. myself;
   b. any partner or owner or shareholder of the partnership (if applicable);
   c. any owner of more than 20% of the corporation or business trust (if applicable);
   d. each spouse of any person identified in (a) through (c) of this section;
   e. each child seven years of age to seventeen years of age of any person identified in divisions (a) through (c) of this section.

Signature_______________________________________
Printed Name:___________________________________
Title:________________________________________

Sworn to before me and subscribed in my presence this _______day of ____________, 20____.

Notary Public _________________________________
My Commission Expires:_____________________

12
Unresolved Findings for Recovery Certification

I, ________________________________  ________________________________
(Name of personsigning affidavit) (Title)

do hereby certify that ________________________________ does not have an outstanding
(Company or Individual Name)

unresolved finding for recovery issued by the Auditor of the State of Ohio as defined by

Ohio Revised Code (ORC) Section 9.24 as of ________________________________.

(Current date)

________________________________
Signature of Officer or Agent

________________________________
Name (Print)

________________________________

Sworn to and subscribed in my presence this ___________________ day of ___________________ , 20___.

________________________________
(Notary Public)
Information Sheet

The bid document is not intended to limit bids to one or several vendors. Therefore, bidders are encouraged to submit bids based upon their product’s design. Wherever such product does not comply with the bid specifications, the points of difference must be listed herein below.

The Point of Difference where the bid proposal does not comply with the specifications are listed as follows:

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Information Showing Qualification of Bidder

The undersigned states that the names and addresses of persons interested as principal in this proposal are as follows: (write first and last name in full). If partnership, limited liability company, or corporation, give the names and address of all partners, managers and officers.

_________________________________________  __________________________________________

_________________________________________  __________________________________________

_________________________________________  __________________________________________

The bidders also state on the line below, if a corporation, or limited liability company the name of state in which incorporated and the date of said corporation.

_________________________________________
_________________________________________
_________________________________________

The undersigned states that they are citizen(s) of the United States and that all the partners, officers, or principals interested herein are citizens of the United States. (Give full name and address)

_________________________________________  __________________________________________

_________________________________________  __________________________________________

_________________________________________  __________________________________________

The undersigned offers the following information relative to the facilities, ability and financial resources available for the fulfillment of the Contract if such be awarded to him/her/them.

Facilities: That he/she or they own and have available for immediate use on the proposed work the following plant and equipment:

_________________________________________  __________________________________________

_________________________________________  __________________________________________

_________________________________________  __________________________________________

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Information Showing Qualification of Bidder (Continued)

**References:** That he/she or they have performed similar work (provide company name, address of client, contact name and telephone number of FIVE (5) references:

________________________________________________________________________________________
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**Financial Resources:** That information relative to his/her or their financial resources can and may be obtained from the following (give name, business and address):

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Disclosure of Subcontractors

The Village of Chagrin Falls encourages Minority Business Enterprises, Female Business Enterprises and Small Business Enterprises participation as subcontractors. All bidders are encouraged to make a good faith effort to solicit and include MBE/FBE/SBE subcontractors. All bidders are required to disclose with their bid proposal the names of all subcontractors to be used on this project; a description of the services, supplies and materials to be provided by the subcontractor; and the dollar amount to be subcontracted. It is also required that any change in this information be communicated immediately to the Engineer for the Village of Chagrin Falls.

Subcontractor Information: (Make copies of this form as needed)

(Name)  (Address)

(Phone)  (City, State, Zip)

Work to be performed/supplies/and or materials to be furnished:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Dollar Amount of work listed above: $_____________________________

Please indicate if Subcontractor is:

  MBE: [ ]  FBE: [ ]  SBE: [ ]  Not Applicable: [ ]

Please list the agency(ies) that issued the Certification:

________________________________________________________________________

Signature of Bidder: Bidder ____________________________
(in ink)
Title ____________________________

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Financial Certification

I, David Bloom, Finance Director of the Village of Chagrin Falls, Ohio hereby certify that the funds necessary to pay the obligation of the foregoing contract in this fiscal year have been appropriated and are unencumbered and are either in the treasury or in the process of collection.

______________________________, 20__

David B. Bloom, Finance Director
Village of Chagrin Falls
Bid Guarantee

KNOW ALL PERSONS BY THESE PRESENTS, that we, ______ as principal and __________ as sureties, are hereby held and firmly bound unto ___________ as obligee in the penal sum of the dollar amount of the bid submitted by the principal to the obligee on _____ day of ________, 20___ to undertake the project known as ____________________. The penal sum referred to herein shall be the dollar amount of the principal's bid to the obligee, incorporating any additive or deductive alternate bids made by the principal on the date referred to above to the obligee, which are accepted by the obligee. In no case shall the penal sum exceed the amount of ___________________ dollars ($_________). For the payment of the penal sum well and truly to be made, we hereby jointly and severally bind ourselves, our heirs, executors, administrators, successors, and assigns.

Note: If the foregoing blank is not filled in, the penal sum will be the full amount of the principal's bid, including alternates. Alternatively, if the blank is filled in, the amount stated must not be less than the full amount of the bid including alternates, in dollars and cents. A percentage is not acceptable.

Signed this ________ day of ________, 2017. THE CONDITION OF THE ABOVE OBLIGATION IS SUCH, that whereas the above-named principal has submitted a bid for _________________.

Now, therefore, if the obligee accepts the bid of the principal and the principal fails to enter into a proper contract in accordance with the bid, plans, details, specifications, and bills of material; and in the event the principal pays to the obligee the difference not to exceed ten per cent of the penalty hereof between the amount specified in the bid and such larger amount for which the obligee may in good faith contract with the next lowest bidder to perform the work covered by the bid; or in the event the obligee does not award the contract to the next lowest bidder and resubmits the project for bidding, the principal pays to the obligee the difference not to exceed ten per cent of the penalty hereof between the amount specified in the bid, or the costs, in connection with the resubmission, of printing new contract documents, required advertising, and printing and mailing notices to prospective bidders, whichever is less, then this obligation shall be null and void, otherwise to remain in full force and effect; if the obligee accepts the bid of the principal and the principal within ten days after the awarding of the contract enters into a proper contract in accordance with the bid, plans, details, specifications, and bills of material, which said contract is made a part of this bond the same as though set forth herein;

Now also, if the said ____________ shall well and faithfully do and perform the things agreed by _______________ to be done and performed according to the terms of said contract; and shall pay all lawful claims of subcontractors, materials suppliers, and laborers, for labor performed and materials furnished in the carrying forward, performing, or completing of said contract; we agreeing and assenting that this undertaking shall be for the benefit of any materials suppliers or laborer having a just claim, as well as for the obligee herein; then this obligation shall be void; otherwise the same shall remain in full force and effect; it being expressly understood and agreed that the liability of the surety for any and all claims hereunder shall in no event exceed the penal amount of this obligation as herein stated.

The said surety hereby stipulates and agrees that no modifications, omissions, or additions, in or to the terms of the said contract or in or to the plans or specifications therefor shall in any wise affect the obligations of said surety on its bond.

_________________________   _______________________________
Principal                        Surety
Contract Bond

KNOW ALL PERSONS BY THESE PRESENTS, that we, the undersigned ________, as principal and ___________ as sureties, are hereby held and firmly bound unto ________ in the penal sum of _______ dollars, for the payment of which well and truly to be made, we hereby jointly and severally bind ourselves, our heirs, executors, administrators, successors, and assigns.

Signed this __________ day of ________________________, 2017.

THE CONDITION OF THE ABOVE OBLIGATION IS SUCH, that whereas the above-named principal did on the ____________ day of ________________, 2017, enter into a contract with ________, which said contract is made a part of this bond the same as though set forth herein;

Now, if the said ____________ shall well and faithfully do and perform the things agreed by ________ to be done and performed according to the terms of said contract; and shall pay all lawful claims of subcontractors, material suppliers, and laborers, for labor performed and materials furnished in the carrying forward, performing, or completing of said contract; we agreeing and assenting that this undertaking shall be for the benefit of any material supplier or laborer having a just claim, as well as for the obligee herein; then this obligation shall be void; otherwise the same shall remain in full force and effect; it being expressly understood and agreed that the liability of the surety for any and all claims hereunder shall in no event exceed the penal amount of this obligation as herein stated.

The said surety hereby stipulates and agrees that no modifications, omissions, or additions, in or to the terms of the said contract or in or to the plans or specifications therefor shall in any wise affect the obligations of said surety on its bond.

________________________________________          ______________________________________
Principal                                          Surety
Section 1: General Information

Bid Advertisement Date: June 9, 2017

Ref: Bid 2017-23b

Owner: Village of Chagrin Falls
Village Hall
21 W Washington St.
Chagrin Falls, OH 44022

Proposal Due Date: No Later than 2:00 p.m. EDT on June 30, 2017

Submit Inquiries to: Lisa Mariola
Chagrin Falls Police Department
Village of Chagrin Falls
21 W Washington St.
Chagrin Falls, OH 44022
Email: Lmariola@ChagrinFallsPD.com

Note: Submit inquiries in writing only, no verbal responses will be given.

Deliver Proposal to: Village of Chagrin Falls
Village Hall
21 W Washington St.
Chagrin Falls, OH 44022

Contract/Purchase Type: Fixed Price Contract

Bid Bond/Contract Bond/Performance Bond: See General Instructions to Bidders Section I.

Estimated Schedule:

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 9, 2017</td>
<td>Bid Advertised</td>
</tr>
<tr>
<td>June 16, 2017</td>
<td>Vendor’s Questions to be Submitted by 5:00 p.m. EDT</td>
</tr>
<tr>
<td>June 21, 2017</td>
<td>Addendum Issued with Answers to Vendor’s Questions</td>
</tr>
<tr>
<td>June 30, 2017</td>
<td>Bid Due by 2:00 p.m. EDT</td>
</tr>
<tr>
<td>July 12, 2017</td>
<td>Contract Award &amp; Notice to Proceed</td>
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</tbody>
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Proposal Evaluation Criteria Definitions

A. **Fee Schedule** (35%)
The total cost of the contract will affect 35% of the overall evaluation. The lowest responsive offeror will be given the full points for this criteria and higher offers will be scored proportionally using the following formula:

1. \[
\frac{\text{Lowest responsive offeror’s price} \times \text{Pre-weighted score}}{100} \times 35% = \text{Pre-weighted score} \times 35%
\]

B. **Vendor’s Qualifications** (20%)
Proposals will be evaluated for the Vendor’s qualifications, experience and references. The criteria will also include an evaluation of the Vendor’s longevity, projected financial stability, and performance on similar contracts.

C. **Contract Execution Plan** (20%)
Proposals will be evaluated for the Vendor’s ability to provide a comprehensive Parking Citation & Enforcement Management System for The Village of Chagrin Falls.

D. **Training, On-going support, and Technical Assistance** (15%)
Proposals will be evaluated for the vendor’s ability and willingness to provide training, on-going support and technical assistance throughout the contract term.

E. **Overall Quality of Proposal** (10%)
Proposals will be evaluated for its professionalism and thoroughness. Vendors should answer all questions in the order presented.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>MAX. Points</th>
<th>Total Points</th>
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<tbody>
<tr>
<td>1. Proposed Fee</td>
<td>35</td>
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<tr>
<td>2. Vendors Qualifications, Experience and References</td>
<td>20</td>
<td></td>
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<tr>
<td>3. Vendors Proposed Work Plan</td>
<td>20</td>
<td></td>
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<tr>
<td>4. Training, Ongoing Support and Technical Assistance</td>
<td>15</td>
<td></td>
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<tr>
<td>5. Overall Quality of Proposal</td>
<td>10</td>
<td></td>
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</tbody>
</table>
System Description – General

A. The selected system must have an open architecture that is able to be interfaced with third-party enterprise systems and allow for easy configuration for any third-party updates.

B. The system must be able to setup multiple payment methods and facilitate PCI compliant transactions.

C. The system must have a secured web-based module that, via a secure log-in, allows customers to complete such business as viewing their record including citations, permits, wait list status, parking fees, and boot/tow information.

D. Customers must be able to complete such business online as viewing their record including citations and permits, register for permits, file appeals, manage wait list requests and pay all outstanding charges.

E. The web-based module must interact in real-time with the Parking Citation & Enforcement Management System and support custom business rules for permit registration, wait lists, and citation payments.

F. Parking Enforcement devices must interact in real-time with the parking management system so that as citations are issued they are immediately transmitted to the parking system via Wi-Fi and or cellular network and as vehicles and permits are searched data is pulled in real-time from the parking management system.

G. Parking Enforcement must run on Android operating systems with a built-in cellular/Wi-Fi radio. “Cradles” or docking stations must not be necessary to transmit data from the parking enforcement device to the parking system.

1. Enforcement Application to be installed on Village provided Android Devices
2. Citation Management Processing
3. Credit Card Transaction Processing System
4. Permit Management System
5. Integration capability to future Mobile Payment Application & Vendor
6. Integration capability to Multi Space Meter Kiosks
7. Integration capability to License Plate Recognition System

H. The technical requirements for the project, as set out in this RFP, describe the system concepts, operational and technical requirements and various procedures, but not limited to, the design, development, programming, testing, installation and implementation of the Parking Citation & Enforcement Management Software.

I. The Village of Chagrin Falls will accept proposals on the Citation & Enforcement Management Software as a “Vendor-Hosted” Management Service only. Vendor to define clearly the hosting concept offered and provide a schematic of the system architecture.

J. The Village of Chagrin Falls is Tax Exempt.
Proposed Equipment Listing:

A. Provide the following:

1. Vendor to provide a hosted Parking Citation & Enforcement Software as a Service (SaaS) model.
2. Provide a SaaS agreement for a three-year period priced annually.
3. Provide renewal options for years four thru seven (4 thru 7)
4. Vendor to provide all new Software/Application releases as part of the SaaS agreement.
5. Three (3) User License Software Subscription (Parking Management Software).
6. Web E-Commerce Solution
7. Enforcement API (provides third party connection to pay by plate, pay by phone and pay by space solution providers).
8. Two (2) Mobile Enforcement Applications Installs for Android mobile devices along with Zebra Q510 Printer (Android device provided by Chagrin Falls and will communicates to the Enforcement network application in real-time through either Wi-Fi or a cellular network)
9. 3 Days Onsite Functional Training
10. 200 Rolls Custom Poly-Thermal Parking Tickets (100 Tickets/Roll) with design and layout charges included.
11. PCI Compliant Hosting Services
12. Three (3years) Software Support and Upgrades

Vendor Requirements

A. The Vendor shall furnish and install a completely operational Parking Citation & Enforcement Management Software with all necessary hardware, software and interface components required to make that system fully functional and compliant with the RFP requirements.

B. Vendor must assure that the system will be complete in every aspect, including all equipment and accessories necessary to perform the functions of the specified systems, and revenue collection functions regardless of whether those necessary components, devices or software are specifically identified in this RFP. The complete system shall be installed, tested and left in first class operating condition.

C. Any deviations from this RFP after award of the contract must be submitted to The Village of Chagrin Falls for review and approval at least thirty (30) days before procurement or installation. Submission of any system components or functional variations shall specifically identify any and all deviations from the RFP, referencing the specific requirement within the RFP by page and paragraph, and commenting on the effect of the deviation(s) when compared to the RFP.

D. Any associated cost reductions or increases must be identified and clearly stated for review and acceptance or rejection by The Village of Chagrin Falls. Submission of alternate systems, components or functionalities, without such specific identification of deviations, is not acceptable and will be rejected.
E. Vendor must have worked successfully with the approved manufacturer's software and applications for a minimum of three (3) years. Vendor shall furnish references and reference contact information for at least five (5) locations where the proposed system has been installed in similar sized applications. "Installed" is defined by the period after acceptance by the client as a completed, functioning installation.

F. Vendor shall provide regular same day service for software maintenance and repair of the entire Parking Citation & Enforcement Management Software as defined by this RFP and delivered and accepted by the owner.

G. Vendor shall show proof that it is able to provide remote emergency service and repair within a maximum of two (2) hours from notification.

H. Vendor must make available specialized programming support and assistance for the “hosted” software, systems and components. Training must be offered to personnel using "hands on" methodology. The programming and training must be made available per requirements set out in this document.

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.

B. The vendor is expected to offer and provide a fully functioning system, according to the terms of the RFP and will make accommodations for special needs of their specific system and technology to provide a fully functioning system at project completion.

Quality Control

A. Vendor of the Parking Citation & Enforcement Management Software shall provide an experienced field representative to meet with The Village of Chagrin Falls before any work begins, to review implementation plans and schedule as they relate to the installation.

B. The Vendor shall assume total responsibility for proper installation and operation of all components within the Parking Citation & Enforcement Management Software.

Transportation and Handling

A. Vendor shall be responsible for all transportation, handling and safe storage, including any associated costs, for all equipment and materials. Without limiting the generality of this responsibility, the Vendor shall:

1. Deliver equipment to the site packaged to prevent damage and marked for easy identification.
2. Store equipment and materials in a clean, dry location protected from damage.
3. Replace damaged equipment and materials at no cost to The Village of Chagrin Falls.
Warranty/Service Agreement

A. Provide Manufacturer’s Warranty

1. Warranty on the full Parking Citation & Enforcement Management System shall be for **ONE YEAR**, including all labor, materials and expenses. Warranty period shall include software/application updates, customer service and all scheduled maintenance and as recommended by the manufacturer.

2. Warranty shall commence when equipment is 100 percent operational and acceptable to The Village of Chagrin Falls and Consultant, as approved in writing by The Village of Chagrin Falls in accordance with the Acceptance provisions of this RFP. There will be no partial acceptance dates; only one final system acceptance date will be established.

3. The warranty service shall include all parts and labor necessary to provide preventative maintenance, repairs and adjustments to keep the full system, including all software and hardware, in first class working order for the duration of the service period.

4. Business Hours are defined as the period of 0700 ~ 2100, Monday thru Friday including all designated and published event dates. The designation of Business Hours affects warranty service work only as specifically described in this section.

B. Correction of MAJOR system failures:

1. MAJOR system failures shall be defined as all vendor provided services, software or hardware, application software and hosted services, or API failures that render any application inoperable or prevent proper accounting and reporting of transactions or revenue.

2. Vendor shall maintain all system equipment during the warranty period such that any MAJOR equipment failures shall be serviced and the system restored to full operation within two (2) business hours following notification by The Village of Chagrin Falls or its designee.

C. Correction of MINOR system failures:

1. MINOR system failures include all failures of equipment, that does not compromise the revenue control integrity of the system.

2. Vendor shall maintain all system equipment during the warranty period such that any MINOR equipment failures shall be remedied, within eight (8) Business Hours, following notification by The Village of Chagrin Falls.

D. Failure of the any primary hosting service, and/or e-Commerce component that makes normal processing of credit card charges inoperable shall be considered a MAJOR failure and shall be remedied within two (2) hours notification if such notification is given within the service period of 0700 ~ 2100, Monday thru Friday including all designated and published event dates. Such failures shall be remedied within three (3) hours of notification if that notification occurs outside of the standard service period. These timeframes shall not apply if the cause of the failure has been clearly identified as a system or communication problem at the clearinghouse over which the service provider has no control.

E. Warranty shall include software support and upgrades as released.
F. Warranty shall cover all equipment furnished under this RFP - excluding misuse, vandalism or casualty.

G. The Vendor must commit to support the system provided after the warranty period. The support shall be the same preventative, routine, and emergency services as previously described. The Proposer will provide to The Village of Chagrin Falls, the first year costs of a comprehensive maintenance and software support agreement. Under no circumstance shall the Vendor’s fee for maintenance services be increased more than five-percent (5%) over the previous year. The Vendor shall guarantee that The Village of Chagrin Falls annual maintenance prices shall be protected with continued availability of system components from the manufacturer for a five (5) year period.

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.

B. All software and all software updates/upgrades shall be provided to The Village of Chagrin Falls for a minimum of 5 (five) years at no cost, including PCI compliance and/or PA-DSS certified compliant credit card software. The Vendor shall provide normal software improvement releases (updates when they become available or when delivered to other clients (whichever comes first).

C. Where software problems are identified by The Village of Chagrin Falls and are agreed to be minor, that is not affecting the parking operations functionality, these problems shall be corrected in a new software release to be available to The Village of Chagrin Falls within three (3) months of notification.

D. All upgrades or improvements must be documented, approved and presented to The Village of Chagrin Falls for major software problems that are defined as those causing erroneous financial transactions, system inability, database corruption, etc., the Vendor shall correct these identified problems on a priority bases not to exceed two (2) weeks.
Section 2: Technical Specifications

General Requirements
1. System must be fully responsive browser based application. System must operate on all modern browsers, including, but not limited to: Internet Explorer, Chrome, Firefox, Safari, Opera, etc.
2. System must fully operate on desktop, tablet, and smartphone browsers, included but not limited to: Apple, Android and Microsoft operating systems
3. System must employ a fully relational database that allows data to be manipulated, linked, and queried.
4. System must be available for use with Oracle, and MS SQL databases
5. System must be able to be hosted by the software provider.
6. Tasks and activities must be easily initiated via context-sensitive menus.
7. All information must be accessible and editable from one single screen.
8. System tasks must be scheduled to run automatically at user-defined intervals.
9. System must be capable of interaction with external relational databases with real time and/or batch processes.
10. System must display a graphical dashboard to the end user of key performance indicators such as citations issued, permit capacities, waiting list requests, online permit requests, tickets in appeals, etc.
11. System must be completely third-party vendor agnostic and allow the institution to choose from a variety of PARCS, Pay-By-Phone, Meter Companies, LPR systems for integration. Vendor must not lock the institution into any particular third-party vendor.

User Security/Control Requirements
1. System must allow for a wide range of user security and control.
2. System must have the capability to optionally enforce strong passwords and password expiration.
3. System must have the capability for the end-user to login and authenticate via a third-party system (LDAP, Active Directory or similar)
4. The system must allow the creation of a profile for each individual user.
5. This profile specifically details the rights and privileges as defined by the system administrator.
6. Rights and privileges must be configurable per screen and range from read-only to full supervisor permissions.
7. Ability to clone user profiles must exist.
8. The system must contain an audit trail of modifications and/or transactions executed by a particular user. Transactions must be date, user and terminal stamped.

Citation Management Requirements
1. All features below must be initiated from a single screen.
2. Entry (via keyboard entry and/or automatic real-time upload via handheld citation issuance devices), viewing, and printing citations. All information normally associated with a specific citation such as: Ticket #, Plate #/Yr./State (or Province), Plate Type, Meter #, Date Issued, Time...
Issued, Officer Badge, Location, Infraction, Vehicle Info. (Make, Model, Color), VIN #, Public and Private comments must be entered and viewed on a single screen.

3. Detailed violation information including fine structure (base amount, uplifts, accumulations, late fees, discounts, etc.) must be viewable on screen.

4. System must include the ability to add notes field (including date of the note, note type, and comments). Notes must be date/time, user and terminal ID stamped.

5. System must display detailed status information regarding balance due, addition of late fees and fine increments, administrative holds, and adjustments.

6. System must allow application of skeletal payments for citations not currently in the system (citations paid off the windshield).

7. System must track all changes and adjustments made to a citation to a specific individual, date and time using a ticket tracker.

8. System must display the complete history of transactions associated with the citation without exiting the screen.

9. System must allow for the monetary amount of a citation to be adjusted.

10. Vehicle, hearing, receipts, notes/attachments, and pre-paid citation data must all be viewable from the citation record.

11. The attachment of scanned documentation, digital images, voice memos and/or other electronic items to the citation must be supported.

12. Attachments must be date, user and terminal stamped.

13. A visual indicator must display on records with attachments, hearing schedules or warning codes.

14. Hearing information must be directly accessed from the citation record.

15. Receipt (payment) information must be displayed directly on the citation screen.

16. Payments must be able to be posted directly on the citation screen, without the need to open a separate cashiering module or add items to a shopping cart.

17. A mechanism for rapid and convenient entry of hand-written citations utilizing defaults from the previously entered citation such as date, officer number, location, etc. must be provided.

18. Full data edit and delete capabilities must be restricted to authorized users.

19. The system must have the capability to reassign citations to a different customer (ex. from vehicle leasing company to vehicle lessor).

20. Scofflaws rules must be defined, tracked and downloaded to handheld enforcement units. Scofflaw criteria may consist of number of tickets issued, number of unpaid tickets, and number of tickets issued or unpaid within a defined date range, or number of tickets issued/unpaid related to a specified violation code.

21. Direct access to customer, vehicle, appeal and payment information must be provided from the citation screen.

22. The system must include the ability for notification letters to be generated, printed and/or emailed, while maintaining an audit trail within the application. Direct access to letter history must be provided and a copy of the letter must be stored in the attachments section of the citation.

23. System must have the ability for one or more violations per citation.
24. Aggregate violations must be supported.
25. System must be able to define whether a violation uses aggregate, discount or uplifts.
26. Financial information related to the citation must be accessible directly on screen. This includes payments, adjustments, late/fees, etc.
27. Fine uplifts/late fees must be automatically assessed to citations meeting criteria without the user initiating the process.
28. System must have the ability to setup custom business rules for consistent and efficient selection from a pick-list. This data includes officer badge ids, locations, violation codes, void codes, appeal codes, and vehicle descriptive data.
29. System must be capable of generating custom letters directly from the citation screen.
30. System must notify users if the ticket issue date is X amount of days past due.
31. System must support custom user-defined surcharges, which may be applied directly onscreen or automatically assessed.
32. Ability to post payments to a citation without leaving the screen.
33. Ability for authorized users to reopen a ticket without leaving the screen.
34. Ability for authorized users to correct data entry errors directly on screen. This data includes ticket number, plate correction and plate ownership correction.
35. Ability to group ticket violations under a "Bylaw".
36. Ability to define precincts and group citation locations.
37. Ability to setup “Automatic surcharges" based upon violation.
38. Ability to assess a hold based upon number of issued or unpaid tickets and transfer holds to a third-party system.
39. Ability to resend a specific ticket to DMV for lookup.

Citation Appeal Management Requirements

1. The parking system must track the citation appeal and hearing process. When an appeal record is created (either in the software, or through the Internet), the information relating to a citation must be automatically copied into the appeal record as the citation number is entered.
2. The appeals and hearings manager must include the ability to do all of the following.
   a. Adjust ticket status based upon appeal status (e.g. Appeal Pending, Appeal Approved).
   b. Attach digital pictures, files or documents. Attachments must be date, user, and terminal stamped.
   c. Adjust the citation’s final amount due and keep track of all adjustments made to the record.
   d. Put citations on hold (no further accumulation of late fees or notices) while appeal is in process.
   e. Provide built-in court hearing schedule report.
   f. Define court schedule (including available dates, times, number of hearings, etc.).
   g. Define court locations and hearing officers.
   h. Generate/print and/or e-mail appeal decisions and/or letters on demand for a single hearing or in batch for multiple hearings. The hearing/appeals manager must call up
one of several user-defined letters in the database file, which includes information about the citation, customer and vehicle.

i. Direct access to letter history must be provided as well as storing a copy of the letter in the history.

j. An appeal decision code may be defined for the purpose of notifying customers of the reason why an appeal was upheld or denied. This information must be printed on appeal decision letters.

k. Ability for a customer to appeal multiple citations at a single time.

l. Ability to access financial information directly from the citation appeal record. This includes payments, adjustments, late/fees, appeal reductions, etc.

m. Ability to define a court fee may and apply to an appealed citation.

n. Ability to generate a packet containing a bar-coded facsimile of the ticket, detailed ticket history, customer history (number of tickets issued, financial records, outstanding balances, permits, vehicles, etc.), customer appeal history (previous appeal requests, reasons, and decisions), officer/office comments, and all attachments including correspondence and digital images without leaving the screen.

o. Ability to view previously void/appealed tickets on screen.

p. Reports for appealed tickets, fines reduced due to appeal, tickets pending appeal, appeal denied tickets, and hearing schedules must be provided.

q. Payments must be automatically credited to the ticket holder’s account upon appeal approval.

r. The user must be able to free form enter appeal requests, parking department recommendations, and appeal decisions.

s. The user must be able to view citation, customer, and receipt records directly on screen.

t. Ability to partially appeal a ticket is required.

Vehicle Management Requirements

1. The parking management system must provide complete control of the vehicle registration process.

2. All activity associated with a vehicle including owner information, citations, permits and warning codes must be viewable from a single screen.

3. Ability for multiple vehicles to be associated with a single customer.

4. Ability for vehicles to be manually assigned to a warning list (e.g. VIP, Scofflaw). Warnings must be sent to the handheld ticket writers.

5. System must have the ability to manage and process DMV plate lookups.

6. A history of vehicle ownership information must be maintained.

7. The attachment of scanned documentation, digital images or other electronic items on the record must be supported.

8. Attachments must be date, user and terminal stamped.

9. A visual indicator must display on records with attachments.

10. Existing citations must be viewable on screen with the ability to click and swap to the detailed information.
11. Existing permits must be viewable on screen with the ability to click and swap to the detailed information.
12. Vehicles may be reassigned to a specific account along with any citation information.
13. Plates may be edited or removed from a customer’s account.
14. Vehicles with unknown owner information must be exported for import to a plate lookup system. Likewise, owner information may be imported into parking system.
15. Vehicle owner information may be manually entered.
16. Warnings must be automatically generated. Criteria includes: number of tickets issued to a specific plate, number of "open" tickets assigned to a specific plate, number of either issued/open tickets that contain a specific violation, and/or any of the above criteria within a specific defined date range.
17. Warning messages must be displayed in color for easy recognition.

**Permit Management Requirements**

1. System must have the capability to set up, issue, track and manage permits. A permit may be issued to a person (or persons) or a group. When a permit is issued, a relationship should be established between a customer, a vehicle and the permit. The software must provide for the complete control of the parking permit issuance process.
2. The system must have the ability to view all activity associated with a permit including vehicle and account information.
3. The system must be able to manage three (3) types of permits: Inventoryed, Incremental, and Non-inventory/incremental.
4. Each permit type must be inventoried within the system. Permit numbers may be automatically assigned from inventory either on an individual or batch basis.
5. Each parking location must be inventoried. The system must automatically calculate and display available inventory on screen as each permit is assigned.
6. A returned permit may be re-issued.
7. System must record a permit’s effective, issuance and expiration dates.
8. System must allow automatic re-issuance of a permit through the system by permit type and expiration criteria.
9. System must allow the user to track prior permits.
10. A permit bar code may be scanned at point of sale.
11. System must allow the tracking of gate cards in conjunction with a permit or as a unique permit type.
12. System must be configurable to interface with gate arm software for permit issuance, eliminating the need for entry in multiple systems.
13. System must be open to interfacing with any PARC system available on the market.
14. System must allow more than one vehicle to be registered to a permit.
15. System must allow for staff to charge to a payroll deduction plan. When using this payment option, an export file is automatically created that can be set to various departments e.g. Payroll.
16. System must allow the selling of a permit to a customer and charge the transaction to an approved 3rd party.
17. System must display permit account balance.
18. System must allow an unlimited number of customer-defined permit status indicators including: active, lost, stolen and returned.
19. Permit records must be downloadable to handheld ticket writers by possession status (lost, stolen, returned, etc.), permit type and location.
20. System must allow for complete tracking and simplified issuance of temporary permits.
21. System must allow for monetary adjustments.
22. System must be able to issue a batch of permits to an individual, agency or department and bill for the amount due.
23. System must allow direct access to financial information related to the permit. This includes payments, adjustments, additional fees, refunds, etc.
24. System must display the population of permits for inventory management.
25. System must allow for the prorating of permit sales/returns and automatically calculate value based on user-defined rules (i.e. weekly, monthly, daily, etc.)
26. Attachments may be attached to the permit record (including digital pictures or documents).
27. System must allow for on-demand permit printing: ability to print permits at the time of a sale to a laser or thermal printer.
28. All aspects of the on-demand permit must be customizable. This includes page layout, font size, and fields available for print.
29. Specific permit types can be setup to print to specific printers.
30. System must display a visual indicator displays on records with attachments.
31. Attachments must be date, user and terminal stamped within the system.
32. System must allow the generation and printing of permit renewal letters while maintaining an audit trail within the application. System must store a copy of the letter in history.
33. A detailed audit trail for activity related to the permit record must be maintained.
34. System must allow the generation of customized permitting letters based on as many different criteria (e.g. specific permit location, status, expiration date). Additional parameters include accounts with email address, phone number, with specific address.
35. System must automatically determine which permits the customer may receive based upon status, an account category or custom logic. Permit amounts and parking locations may also be calculated based on status or account category.
36. System must allow the issuance of a permit with or without an expiration date.
37. System must allow a floating expiration date (i.e. X number of days after the issue date, where X is user configurable).
38. System must be able to automatically calculate a permit amount based upon a daily rate.
39. System must include capability for permit types to be tied together by a "family" code to aid in reporting, automatic assignment, and tracking.
40. Unique sequential permit numbers can be automatically created that are part of an inventory which will never be duplicated.
41. System must allow spaces to be reserved within a predefined inventory.
42. Permits may be prorated by permit type and issuance date.
43. Permit types may be marked "inactive" so that historic data is retained in the system while disabling new permit sales of that type.
44. Specific parking spaces may be defined for each permit lot.
45. Permit sales may be limited based upon "oversell" rule.
46. Automatic re-issuance of permits may be batched, eliminating the need for re-issuance of permit information every year/semester.
47. Permit invoices may be generated on a daily, weekly, bi-weekly, quarterly, and annual basis.
48. System must allow for specific hangtag or decal layouts by permit type, or a single layout for all permit types.
49. An unlimited number of user-defined letters may be generated for batch mailing or emailing without leaving the screen. These may also be generated for individuals.
50. Payments must be posted directly on screen without having to open additional windows, a payment manager or shopping cart.
51. System must allow for the editing/deletion of permits (security protected).
52. Multiple locations may be assigned to one permit.
53. Permits may be assigned to a single space.
54. Permit numbers may be automatically generated.
55. System must allow oversell rules to be controlled by a percentage, by permit type or by permit "family".
56. System must create a transaction trail when data edits occur (such as changing of a permit status). Record date of the change, user that made the change and the terminal id where the change occurred.

**Permit Wait List Requirements**

1. System must manage multiple wait lists based on a specific permit location or type, while linking this information to permit inventories. The wait list feature provides complete control of the waiting list management.
2. Wait lists may be based on priority or lottery (prioritizing can be based on date and custom fields).
3. Waiting list information must be viewable by location/type or as a whole.
4. System must automatically update the waiting list position if a permit is issued to an individual on the waiting list.
5. System must record waiting list notification (e.g. phone, in person, email, etc.).
6. A grace period may be applied (e.g. if the grace period is set to 5 days, once the 5th day of notification has passed, the record is removed from the waiting list).
7. Permits may be issued from the waiting list without re-entering information provided on the waiting list.
8. Individuals may apply to the waiting list online.
9. System must contain full audit capability for individuals added, notified and removed from the waiting list. Audit includes date, user and terminal id.
10. System must allow for a customer to prioritize the desired location. Ex. Lot A is first choice, Lot B second choice, etc.
11. A customer can join a wait list for several locations or permit types.
12. Waiting list may be sorted by any field collected in either ascending or descending order.
13. A list of customers can be printed that have been notified of an available space.
14. Waiting list may be searched by account number, last name and/or location.

**Account/Payment Management**

1. System must provide the ability to view all activity associated with individuals and groups that park or are responsible for parking. Track contact information related to a customer including multiple addresses, phone numbers, and e-mail.
2. Ticket/Vehicle/Permit Contact Information must be viewable on a single screen without scrolling.
3. System must support a barcode reader, receipt printer and electronic cash drawer for a complete point of sale station.
4. System must include the ability to post payments directly on the record’s screen without opening a separate payment manager or utilizing a shopping cart.
5. System must utilize one unique account number issued to a customer and link all related records (citations, permits, waiting list entries, tow/boot entries, vehicles and fees) to the unique account.
6. The balance due, with detail, for totals based upon citations, permits and fees must be viewable directly on screen.
7. Posting of payments for citations, permits, NSF and fees may be applied on one screen.
8. Payments can be applied automatically (FIFO) or manually to specific items. Split payments must also be supported (ex. Payments in cash and check may be applied in one single transaction).
9. All transactions must be tracked by cashier or cash drawer/terminal.
10. Payments may be posted in full or partial. Credits from an existing customer balance may be applied.
11. A receipt may be printed/emailed as necessary that clearly identifies individual transactions and/or items purchased.
12. User-defined payment methods must be supported and interface with third-party systems where applicable (i.e. cash, check, payroll deduction, credit card, interdepartmental check).
13. Fields for check number, credit card number, and authorization number or expiration date must be available.
14. A complete cash drawer closeout process must be included with a detailed reconciliation report.
15. System must include the ability for receipts to be printed, emailed and reprinted/emailed on demand.
16. A barcode may be printed on citations and scanned at point of sale to facilitate rapid data entry and lookup.
17. System must support establishment and tracking of payment plans
18. System must be able to process NSF checks, with assessment of an optional fee, and a flag may be placed on the account (flag must appear on any screen where a payment may be applied).
19. A summary, with direct access to all information and invoices associated with a customer must be viewable on one screen.
20. System must contain the ability to apply overpayments to a customer account with a complete audit trail.
21. System must include the ability to generate user-defined customer statements in a variety of formats.
22. Complete account history including all vehicles, citations, permits, fees and transactions on an account must be viewable, with the ability to print and/or email.
23. System must include the ability for addresses to be defined as invalid. Accounts with invalid addresses should be removed from the billing queue and sent back to DMV for updated address information if requested.
24. Potential duplicate customer records may be identified with the option to merge the duplicate records.
25. Scanned documentation, digital images or other electronic items may be attached to the record.
26. A visual indicator must display on records with attachments.
27. Direct access to receipts (payments) associated with the customer must be available for viewing or printing.
28. System must allow authorized users to issue refunds and credits to a customer.
29. System must allow unlimited, user-defined unique ID numbers to be associated with one customer account.
30. System must support custom messages added to an account that will pop up each time the account is called up on screen (account alert).
31. System must allow search by unique ID number, name, address, custom fields, citation, permit number, and plate number. Searches may be performed from any screen.

**Event Management**

1. The system must include an Event Module to track and bill Events, including resources, staffing and financials.
2. The system must be able to generate bills for events with the ability for parking staff to post payment directly on the event record, or for the event billing contact to post payment via the web.
3. The system must include the ability to assign an event to a specific location.
4. Capacities must be configurable and tracked for events.
5. Event parking permits can be made available for sale online and printed by the event guest.
6. System must provide robust reporting on events, resources, and associated financials.
7. The Event screen must display all permit activity associated with the event.
8. Optionally, system can validate pre-paid event permits via an Android App in the field.
9. The Android App should interface with a Bluetooth printer and track whether or not the permit is currently in use (checked-in)
10. Optionally, the system can “check-in” and “check-out” pre-paid event permits.
11. Optionally, the system must be able to sell event permits in the field via cash or credit card from an Android App. Event permits sold must be transferred to the parking system in real-time.
Carpool Management
1. The system must include a Carpool Module to allow customers to form/join/leave carpools and automatically adjust pricing dependent upon the number of riders.
2. The system must email carpool members when they have been invited and allow them to accept or decline the invitation.
3. The system must allow online payment of carpool permits once the carpool group has been formed.
4. The system must allow the parking staff to manipulate carpool records.
5. The system must track and display all transactions associated with a carpool.
6. The system must link carpools to customer accounts.
7. The Carpool Module must allow customers to search for other members to join their carpool based upon zip code, location or key words.
8. The system must track permit inventories and restrict purchasing of carpool permits if inventory has been reached.
9. The system must provide reporting on carpool groups and permits.

Boot/Tow Management
1. System must include a fully integrated boot/tow module for tracking of vehicle eligible for boot/tow.
2. System must allow for boots/tows to be recorded on the enforcement device.
3. Enforcement device recording boots/tows must support recording of vehicle damage via picture capture with the ability to draw on the picture to indicate any vehicle damage.
4. System must be able to assess a fee for boots/tows.
5. System must display boot/tow information to the customer via the web.
6. System must support payment of boot/tow fees within the office or online.
7. System must track the status of the boot/tow record (active, released, etc).
8. Boot/Tows recorded from the enforcement device must be sent in real-time to the parking system.
9. Robust reporting on boots/tows must be provided, including financial information.

Invoicing/Letter Generation
1. The system must be able to print and/or email a variety of invoices related to citations, permits, events, and boot/tow data.
2. The system should automatically attach sent correspondence to the pertinent record.
3. The system must allow for setup of unlimited custom letters.
4. The system must support sending letters to a group of people or individually.
5. The system must generate notices, or billing letters, for overdue citations.
6. The system must include the ability to generate billing letters based upon a variety of user-defined criteria.
7. System must be able to generate permit renewal notices.
8. Letters may be printed on a standard printer directly connected to the workstation or accessed via a network.
9. Letters may be “rolled back” if generated in error.
10. An audit trail exists to track all notification letters within the system.
11. Notices may be printed on letterhead.
12. The system must have the capability of generating notices without user intervention via a task scheduler.
13. System must be able to generate customer statements for mail or email.
14. Hearing notification letters/results may be generated for mailing or email.
15. System must allow the user to define and create different types of letters specifically for on-demand generation from the record’s screen with the letter being stored on the account for future reference.
16. System must send waiting list notification letters.
17. System must be able to email a group of permit holders and/or accounts custom letters.

**Reporting**

1. The parking system must include several pre-defined reports concerning citation, permit and financial information.
2. Systems must not require technical skills or query writing abilities to generate reports.
3. Reports must be selectable by date or date range and may be sorted in a variety of ways.
4. Reports must be exportable to common formats such as csv, xls, and pdf.
5. The parking management system must include the ability to automatically email reports to designated staff without user intervention (i.e. schedule report generation).
6. The system must include a fully-integrated report designer for modification of standard reports. Modified reports must appear within the main reporting menu. Third-party software for generating reports (i.e. Crystal) must not be required.
7. Vendor must supply a complete database dictionary.
8. Parking System should include a Query Builder.
9. Reports must be accessible both from within the parking system.

**Customer Self-Service/E-Commerce**

1. The parking system must include a customer self-service/e-commerce module for online vehicle registrations, permit purchase, ticket payments/appeals, account viewing, waiting list management and secure online payments.
2. The e-commerce module must allow sign on through a single sign on portal, support Shibboleth, LDAP, Active Directory and other commonly used authentication methods.
3. The e-commerce module must interface in real-time with the parking management software to enforce business rules, update capacities in real-time, and send requests/payments in real-time.
4. The e-commerce module must redirect customers to a secure payment gateway for PCI compliant credit card payments.
5. The e-commerce module must allow customers to pay by credit card, payroll deduction, student account billing, and departmental billing.
6. The e-commerce module must automatically restrict available payment types by customer classification.
7. The e-commerce module must allow the customer to perform all of the following features:
   a. View all current parking activity including contact information, citations, permits, boot/tow, fees, vehicles and wait list status on one screen
   b. Pay entire account balance
   c. Join/Leave Waiting List
   d. Register Vehicle
   e. Purchase Permit
   f. Request Permit Changes to assigned location, type or vehicle
   g. Request permit inactivation
   h. Pay/Appeal Ticket
   i. Upload attachments with appeal request
   j. View tickets, including exact reprint, associated pictures, past billing statements
   k. Purchase and Print Temporary Permits
8. Support Guest Online Permits for departmental purchase.
9. The e-commerce module must allow departmental logins and self-service.
10. The e-commerce module must be fully brandable to match the institution’s branding rules.
11. The e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.
12. The e-commerce module must support business rules to restrict permit purchase to authorized customers.
13. The e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.
14. The e-commerce module must generate, display and email receipts to the customer.
15. The e-commerce module must support an automated customer inactivity timeout.
16. The e-commerce module must operate over a secure network connection including SSL.
17. The e-commerce module must include an interface for parking staff to view a real-time Dashboard
18. The Dashboard must include all of the following widgets:
   a. Current parking system users
   b. Current e-commerce activity and server load
   c. Graphs of Hourly and Daily e-commerce users
   d. Permit capacities
   e. Permit requests
   f. Issued tickets
   g. Appeal Requests
   h. Waiting list data
19. The e-commerce module must allow parking staff the ability to generate all reports available in the parking system from any location via a browser.
20. The e-commerce module must support all commonly used browsers including Internet Explorer, Chrome, Firefox, Opera, and Safari.
21. The e-commerce site must automatically scale to support mobile and desktop browsers.
**System Integration/Task Automation**

1. The system must be capable of transferring/importing customer, citation, permit, vehicle, tow, wait list, and financial information through data file imports and exports.
2. The system must be capable of read/write ASCII and Unicode character sets.
3. The system must be able to read/write fixed, delimited CSV, SML, tape, and customized file formats.
4. The system must include advanced configuration abilities for data field mapping, ordering, formatting and must be able to work with either file headers or footers.
5. The system must be able to automatically backup, copy, move, delete and process data files for both import and export through a scriptable procedure.
6. The system must be able to upload/download files to or from remote servers using network shares, mapped drives, FTP, sFTP and scp.
7. The system must log all file transfers and report on job statuses by date range and/or process name.
8. File transfers must include:
   a. Demographic import/export
   b. Citation import/export
   c. Permit import/export
   d. Vehicle import/export
   e. Payment import/export
   f. Custom payroll interface
   g. GL interface
   h. Registered Owner Lookup
9. The system should be capable of real-time integration with other software systems
10. The system should be capable or real-time integration through web services, stored procedures, tables and views.
11. The system must include a task scheduler for automation of all system processes, including:
    a. Fine escalations
    b. Permit expiration/status change
    c. Bill/Invoice Generation
    d. All file transfers
12. The task scheduler must allow scheduling by date, day of the week or time.
13. The task scheduler must run unattended on the server without an operating system user logged in.
14. Input and output of tasks must support any of the following: ASCII, API, stored procedure, network share, ftp site.
15. The task scheduler must log process activity and display warnings and errors.
16. The task scheduler must be capable of emailing process logs and activity to multiple email addresses.
17. The task scheduler must allow configuration by process (distinct schedules per job)

**Enforcement Software/Equipment**

1. This proposal must include an Android Enforcement app, operating on the smartphone or tablet of our choice, including Bluetooth printer for all enforcement activities.
2. The institution must be able to procure the smartphone/tablet from the carrier of our choice.
3. The Enforcement App must communicate in real-time with the parking software via Wi-Fi and/or Cellular networks.

4. The Enforcement app must include the following functionality:
   a. Citation issuance
   b. Ability to capture unlimited, high resolution color pictures with a single ticket
   c. Ability to record unlimited voice memos with a single ticket
   d. Permit searching
   e. Vehicle Searching
   f. Electronic Tire Chalking shared across all enforcement devices in real-time
   g. Boot/Tow recording and tracking

5. The Enforcement App must send citations to the parking system upon print, including any pictures or recorded voice memos.

6. The Enforcement App must send boot/tow information in real-time.

7. The Enforcement App must search vehicles and permits in real-time.

8. The Enforcement App must track the enforcement officer’s GPS path and display this on a map within the parking software.

9. Tickets issued from the Enforcement App must display the GPS coordinates on a map, directly on the citation screen.

10. Pre-selected information, including violation codes, makes/models, and other data collection fields must be sent to the Enforcement App via Wi-Fi or cellular network for batch backup.

11. The Enforcement App must require a valid Badge ID an optional password for log-in.

12. The Enforcement App must be menu operated for ease of use.

13. The Enforcement App must support both touchscreen and voice data entry.

14. The Enforcement App must track issuer productivity.

15. The Enforcement App must allow reprint of a citation.

16. The Enforcement App must allow authorized enforcement staff to void tickets in the field.

17. The Enforcement App must allow the issuer to review tickets written for the date or date range from the Enforcement App.

18. Multiple user-defined warnings (tow lists, scofflaw, VIP, etc.) must be stored in the Enforcement App and accessed real-time from the parking management system. Should one of these plates be entered, the issuer is immediately notified on screen and audibly.

19. Additional warnings, previously determined by the Administrator in the system, must also appear upon entry of a plate number associated with that particular warning.
25. Data must be selected from user-defined tables to prevent incorrect entry and reduce keystrokes (e.g. a violation code not within the established table cannot be entered).

26. The Enforcement App must support both public and private comment codes and free-form comments. Public comments are to be printed on the citation; private comments are to be stored within the parking system for parking department viewing.

27. The Enforcement App must communicate in real-time with the parking management system’s application server. Cradles and “host communication PCs” must not be necessary to sync data.

**Enforcement API**

1. The system must have an API that facilitates real-time communication between the Enforcement App in the field and Pay-by-Plate, Pay-by Space, Meter and LPR Systems.

2. The API must be capable of communication to a variety of third-party companies for pay-by-phone integration to gather real-time pay-by-phone parking information.

3. The API must be capable of communication with a variety of Meter manufacturers to gather real-time meter information.

4. The API must be capable of communication with a variety of LPR systems for real-time display of LPR hits on the Enforcement App.

5. The API must be capable of displaying LPR hits for boot/tow vehicles, overtime parking, and permit verification.

6. The API must populate a listing of vehicles that have purchased parking via pay-by-phone systems. The listing must be color-coded to indicate valid plates/spaces, plates/spaces that are due to expire, and expired plates/spaces. The enforcement officer must be able to initiate the ticket issuance process directly from this list.

7. The Enforcement API must populate a listing of vehicle hits send in real-time from the LPR system. The enforcement officer must have the ability to issue a citation directly from this screen.

**Credit Card Payments and Compliance Questions**

A. Describe in detail and provide a flowchart of the entire credit card process including all third-party appliances and software.

B. Is the process for credit card processing PCI DSS 3.0 and/or PA-DSS compliant? Describe your cardholder processing systems’ Payment Card Industry (PCI) Payment Application status.

C. Does the implementation, including any mobile application or API, store the card holder PAN on The Village of Chagrin Falls servers, workstation or any mobile devices for any length of time, at any time during the credit card payment process?

D. Please provide information on where The Village of Chagrin Falls can verify your application and/or payment gateway compliance - on the PCI Standards validated payment applications list or on the VISA’s Global Registry of Service Providers – PCI DSS Validated Entities compliance list?
Section 3: Execution

Inspection

A. Inspect all hosting application, e-Commerce, Permit and Parking Management software, including all supplied hardware components and report any damages or delays to the installation schedule immediately in writing to The Village of Chagrin Falls, as required in the General Conditions, including any conditions of Related Work which are unsuitable for proper execution of this Work.

Installation

A. Install Parking Citation & Enforcement Management System in accordance with Manufacturer's recommendations.

B. Include training and assistance to The Village of Chagrin Falls with interfacing the Parking Citation & Enforcement Management System with The Village of Chagrin Falls web site for all real-time parking e-Commerce and web portal account management.

C. Installation shall be by factory-trained technicians experienced in installation of application software of this type.

D. Installation schedules shall be coordinated with The Village of Chagrin Falls representative to minimize disruption to ongoing parking operations. At a minimum, Vendor shall comply with the scheduling limitations with respect to office hours, personnel schedules or Events.

E. Vendor shall provide The Village of Chagrin Falls with an initial Installation Plan within 5 days of the Notice-to-Proceed, which describes the sequence of software installation and application functional plan.

F. An updated Installation Plan shall be provided to The Village of Chagrin Falls on Monday of each week. The plan updates shall include a progress report and any proposed changes in the installation sequence or schedule.

G. Subject to the operational needs of The Village of Chagrin Falls, Vendor may make adjustments to the Installation Plan through the weekly updates, except that changes occurring within 5 working days of the update shall require specific written permission from The Village of Chagrin Falls.

Documentation, Shop Drawings, And Manuals

A. Two weeks prior to acceptance of the system, the Vendor shall provide The Village of Chagrin Falls with all operational and systematic manuals for training.

B. Prior to system acceptance and testing, the Vendor shall submit for approval a draft of the Manufacturer’s operating manuals.

Training

A. Provide twenty-four (24) hours of on-site instructions to Village of Chagrin Falls staff. Specific allocation of training time between police administrative staff, enforcement staff, cashiering
personnel, audit staff, and accounting managers will be determined by The Village of Chagrin Falls.

B. Instructions shall include but not be limited to the functional and service use of the enforcement application, Web E Commerce, Activity Dashboard, central management software, use and operations of Permit configurations, production of "on demand" reports, specialized report creation, and methods of controlling revenue and auditing transactions available within the system specified as well as any other IT issue as it relates to the software.

C. Coordinate schedule with Village of Chagrin Falls to accommodate shift schedules.

D. All instruction courses shall consist of classroom instruction and actual “hands-on” experience. Classes shall be set up in a room designated by Village of Chagrin Falls. The Vendor shall provide one instructor for the duration of each program. The instructor shall speak fluent English in a clear and precise manner.

E. Class content shall be coordinated and developed with Village of Chagrin Falls so that procedures for all transaction types are included. The class material shall include schematics, as well as an overview and descriptions of the equipment and software. The Village of Chagrin Falls reserves the right to videotape all training sessions for future instruction purposes or Vendor shall supply Web Meeting demos if available.

F. Vendor shall provide (2) two complete product Service & Support technical manuals on all hardware and software in print and a CD with all in a PDF format.

G. Vendor shall provide (2) two complete Software Operating & Support technical manuals on all Software modules contained within the management system in print, and a CD with all manuals in PDF format.

Disaster Recovery Plan

A. The final documentation shall include a disaster recovery plan. The plan shall provide the step-by-step procedures for disaster recovery for each point of failure. These procedures shall be comprehensive.

B. The first steps shall be in diagnostics. The remaining steps shall provide procedure for resolution in order to bring the system back to full operational status.

C. Should disaster occur immediately following, or as a result of, a patch or software update the disaster recovery plan shall return the system to the software version in effect prior to the patch or update being applied.

D. Points of failure shall include each component and sub-components in complex units, including system servers.

E. The disaster recovery plan shall include requirements for and the location of spares.

System Acceptance

A. The Parking Citation & Enforcement Management System will only be considered as accepted by the Owner once all of the details contained within this RFP are agreed upon.
B. All software “punch list” items have been corrected.

C. After being 100 percent operational and after having performed satisfactorily for thirty (30) continuous business days with no more than six (6) hours of cumulative down time, for all devices combined, which is defined as a system malfunction that causes a device to be inoperable. Down time shall be defined as the time between the time that notice of the malfunction is given to vendor’s service representative, or a 24-hour contact point, and restoration of the device or system to full service. When a paging device is the only means of contact, down time shall commence fifteen (15) minutes after initiation of the page regardless of the response, or lack of response, from the service representative.

D. After demonstration, to the satisfaction of The Village of Chagrin Falls that all reporting processes are functioning properly and accurately for a full month reporting period, including all month-end reports with 100% accuracy.

E. After The Village of Chagrin Falls or an authorized representative has signed a formal Letter of Acceptance confirming that these conditions have been satisfied.

Company Background

A. List any current or previous legal actions against your company or its officials in the past five (5) years. Include the date(s) of action(s) and resolution.

B. Has your firm or any of its current officials ever filed for bankruptcy protection?

C. Has your firm or any of its current officials ever had tax liens filed in any state or federally?

D. Has your firm or any of its current officials had any judgments against it by any taxing authority within the past ten (10) years? If so, list the dates, name of authority, and disposition.

E. Has your firm been found guilty of any patent or trademark violations in the past ten (10) years? If so, provide complete details including case number and jurisdiction.

F. In what state is your firm incorporated and where is its headquarters located?

G. List any names your firm has previously operated under since beginning operations.

Financial Proposal

A. The Financial Summary shall contain the complete financial offer made to The Village of Chagrin Falls fully describing all aspects of the proposal and the costs that include hardware/equipment, software, software license, service support/maintenance/upgrades, customization and modifications, system manuals and documentation, training, any transaction and remittance fees as well as professional services to be provided by the Vendor and any third party initially and per year beyond those listed in this RFP.

B. Describe in detail the financial proposal you are offering The Village of Chagrin Falls for the Products and Services to be provided. Any transaction fees paid by The Village of Chagrin Falls shall be clearly identified.

C. Provide (1) Original Proposal - bound complete, and 4 Copies of your proposal, and (1) Flash Drive will an electronic version of your proposal.
D. The pricing proposal shall include an itemization of all costs to The Village of Chagrin Falls on the Costing Matrix tables located in Section 5 of this RFP.

E. Respondents should be creative in presenting various alternatives for providing services at the least possible cost to The Village of Chagrin Falls. The Village of Chagrin Falls will select the financial option that best meets the overall needs of the business.

F. It is the Vendor’s responsibility to verify any information and obtain any clarifications prior to submitting the bid response. The Village of Chagrin Falls is not liable for any errors or misinterpretations made by the vendor in response to this RFP.

G. Include an example of your firm’s standard software support/maintenance agreement and provide a copy of your software EULA, if applicable.

H. If using a third party credit card processor/gateway detail any and all credit card transaction fees associated.

I. Quote hourly rate for work not covered by maintenance agreements.

Project References

A. Respondent shall supply names, addresses, and telephone numbers of five (5) business references for whom the Vendor has provided products and services similar to those outlined within the RFP.

B. The Respondent shall grant permission to The Village of Chagrin Falls to contact the references. If prior permission is required of the business reference in order to provide this information, the Vendor shall obtain permission to include this information with the proposal.

C. For each reference, include:

1. Name, address, phone number, fax number and email address of the Reference
2. Brief narrative of the project including installation/transition start and completion dates.
Section 4: Parking Map

Village of Chagrin Falls, Ohio
## Pricing – Schedule A
### Village of Chagrin Falls, Ohio
#### Parking Citation & Enforcement Management System

<table>
<thead>
<tr>
<th>Annual Hosting Service</th>
<th>Year #1</th>
<th>Year #2</th>
<th>Year #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>(SaaS) Hosted Parking Citation &amp; Enforcement Management Software (3 Concurrent User License)</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Includes all of the following items:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Two Mobile Enforcement Application Installs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permit Management Module</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Zebra ZQ510 Printer</td>
<td></td>
<td></td>
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<tr>
<td>Web E-Commerce Solution</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Enforcement API to future 3rd Party Meter Payment Kiosks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Qty: 200 Rolls of Custom Poly-Thermal Parking Tickets (100 Tickets/Roll) with design and layout charges included.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PCI Hosting Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yearly Support &amp; Software Upgrade</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24 Hours of Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freight</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Addendum Receipt Form

Re: Bid 2017-23b

Vendor Name: ________________________________________

RFP DUE DATE:  Friday June 30, 2017, AT 2:00 PM EDT

Description of Work:

Supply all labor, material equipment, and related items necessary to complete the project as described on the Request for Proposals, Specifications, and Drawings:

Addendum Acknowledgement:

Addendum #1 ___________  Addendum #2 ___________  Addendum #3 ___________

___________________________________  CORPORATE NAME OF RESPONDENT
___________________________________  SIGNATURE OF RESPONDENT
___________________________________  LEGAL ADDRESS OF RESPONDENT
___________________________________  TELEPHONE NO (INCLUDE A/C)

DATE

NOTE: Please be sure to place proposal in a sealed envelope clearly marked, "Parking Citation & Enforcement Management System at the Village of Chagrin Falls"