



REQUEST FOR PROPOSAL

CITY OF QUINCY, MASSACHUSETTS
PURCHASING DEPARTMENT
1305 HANCOCK STREET
QUINCY, MA 02169

Invites sealed bids/proposals for furnishing and delivering to the City of Quincy:

TRAFFIC & PARKING PARKING VIOLATION PROCESSING SERVICES JULY 11, 2013 @ 11:15 A.M.

The City of Quincy, Massachusetts ("the City") in accordance with M.G.L. Chapter 30B requests proposals from qualified persons or firms to enter into a contract to perform parking violation processing services for the City of Quincy. The City issues on average 20,000 parking citations annually and expects to maintain this volume in the coming years.

Detailed specifications are available on-line at the City of Quincy's website, www.quincyma.gov and also available at the office of the Purchasing Agent, Quincy City Hall, 1305 Hancock Street, Quincy, Massachusetts, 02169, between the hours of 8:30^{AM} and 4:30^{PM} for a non-refundable printing charge of \$25.00

Technical Bid/Proposals must be in a sealed envelope and price proposals must be in a separate sealed envelope. The outside of the sealed envelopes are to be clearly marked "**RFP - TECHNICAL PROPOSAL ENCLOSED**" with time/date of RFP and "**RFP - PRICE PROPOSAL ENCLOSED**" with time/date of RFP.

Bids/Proposals will be received at the office of the Purchasing Agent until the time and date stated above, at which time and date they will be opened and registered. Late Bids/Proposals, delivered by mail or in person, will be rejected.

If applicable, bids shall be in accordance with M.G.L. Chapter 30B, Chapter 149 as amended, and Chapter 30, Sections 39A, 39B and 39F-R.

The City reserves the right to reject any or all RFPs or to accept any part of an RFP or the one deemed best for the City, and waive any informalities in the bidding, if it is in the best interest of the City to do so.

Thomas P. Koch, Mayor

Kathryn R. Hobin, PURCHASING AGENT

LEGAL: JUNE 27, 2013
LEGAL: JUNE 24, 2013

P.O.#: S071113
GOODS & SERVICE

DEPT. CHARGED: TRAFFIC & PARKING



CITY OF QUINCY, MASSACHUSETTS
PURCHASING DEPARTMENT
1305 HANCOCK STREET, QUINCY, MA 02169

DETAILED SPECIFICATIONS AND REQUIREMENTS

ISSUE DATE: JUNE 24, 2013
BID CALL: JULY 11, 2013 @ 11:15 A.M.
DEPARTMENT: TRAFFIC & PARKING DEPARTMENT
ITEM: PARKING VIOLATION PROCESSING SERVICES

1. Certified check or 5% bid bond is not required.
 2. A 50% Payment or Bond is required.
 3. The following forms, **if contained** in the bid documents, must be completed and signed:
 - √ • Certificate of Non-Collusion
 - √ • Tax Compliance Certificate
 - √ • Certification Relating to Debarment and Suspension
 - √ • Signature Authorization Form
 - √ • Proposal Sheet 5 of 5 (Lines 28 – 39)
 - Certification of General/Sub-bidders on Public Construction Projects Regarding Health and Safety and Non-Collusion and
 - Form for General Bid
 4. Do not separate any sheets from this bid call.
 5. All prices are to include delivery F.O.B. destination unless noted otherwise.
 6. Wherever a manufacturer's name or model number is specified, it is to be clearly understood that the words "or approved equal" follow.
 7. All vendors must acknowledge in writing receipt of any addenda.
 8. The Purchasing Department shall accept questions in writing via facsimile up until 48 hours prior to the opening.
- * TO THE EXTENT APPLICABLE THE FOLLOWING SECTIONS OF MASSACHUSETTS GENERAL LAWS ARE INCORPORATED HEREIN BY REFERENCE:

**M.G.L. CHAPTER 30B, CHAPER 30, SECTIONS 39A, 39B AND 39F-R AND
M.G.L. CHAPTER 149, AS AMENDED.**

In the event of any inconsistency between the bid, Information for Bidders, Bid Forms, Conditions or any other Contract Document or potential Contract Document and these statutes; or any other applicable statutes, by-laws or regulations existing on the date on which the bid is submitted, then the statute, by-laws or regulations shall govern. Such inconsistency shall not be grounds for invalidating this invitation to bid.

LIABILITY, PROPERTY DAMAGE and WORKERS' COMPENSATION coverage is required of the successful bidder before any work can be started.

DATE: _____

SPECS: PARKING VIOLATION PROCESSING SERVICES

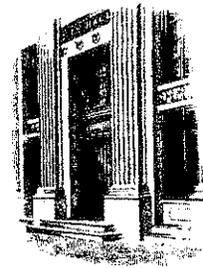
BIDDER: _____

ADDRESS: _____

TELEPHONE: _____



City of Quincy
City Hall
1305 Hancock Street
Quincy, Massachusetts 02169
Purchasing Department



THOMAS P. KOCH
Mayor

Kathryn R. Hobin
Purchasing Agent
Phone: (617) 376-1060
Fax: (617) 376-1074

Certificate of Non-Collusion

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the work "person" shall mean any natural person, business, partnership, corporation, union committee, club or other organization, entity or group of individuals.

Name: _____

Address: _____

City, Town & Zip: _____

Email #: _____

Name of Business: _____



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: (617) 376-1060

Fax: (617) 376-1074

SIGNATURE AUTHORIZATION

At a duly authorized meeting of the Board of Directors of the

(NAME OF CORPORATION)

held on _____, at which all the Directors were present or waived notice, it was
(DATE)

VOTED, that:

(NAME)

(TITLE)

of this company, be and he/she hereby is authorized to execute Contracts and Bonds in the name and behalf of said Company, and affix its Corporate Seal thereto, and such execution of any Contract or obligation in this Company's name on its behalf by such _____ under seal of the Company, shall be valid
(TITLE)

and binding upon this Company. It was further voted that the City of Quincy may rely on such authorization of future Contracts until notified to the contrary.

A true copy,

ATTEST:

(CLERK'S SIGNATURE)

PLACE OF BUSINESS: _____

DATE OF THIS CONTRACT: _____

I hereby certify that I am the Clerk of the:

(COMPANY)

that

(NAME)

is the

duly elected _____ of said Company, and that the above VOTE has not been
(TITLE)

amended or rescinded and remains in full force and effect as of the date of this Contract.

CORPORATE SEAL



TAX COMPLIANCE CERTIFICATE

MASS. GENERAL LAWS, CH. 62C, S: 49A(b)

I hereby certify that I have complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding of child support.

Signed under the pains and penalties of perjury.

(1) Individual Contractor

(Contractor's Name and Signature)

Social Security Number

(2) Corporation, Association
or Partnership

(Contractor's Name)

Federal Tax ID Number, or
Social Security Number

By:

(Authorized Signature)

Note to Contractor: Please sign at (1) or (2), whichever applies.

CHAPTER 62C. ADMINISTRATIVE PROVISIONS RELATIVE TO STATE TAXATION

Chapter 62C: Section 49A Certification of compliance with tax laws as prerequisite to obtaining license or governmental contract

Section 49A. (a) Any person applying to any department, board, commission, division, authority, district or other agency of the commonwealth or any subdivision of the commonwealth, including a city, town or district, for a right or license to conduct a profession, trade or business, or for the renewal of such right or license, shall certify upon such application, under penalties of perjury, that he has complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support. Such right or license shall not be issued or renewed unless such certification is made.

(b) No contract or other agreement for the purposes of providing goods, services or real estate space to any of the foregoing agencies shall be entered into, renewed or extended with any person unless such person certifies in writing, under penalties of perjury, that he had complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

(c) Any such agency, which has been notified by the commissioner pursuant to section forty-seven A that a person who holds a license or certificate of authority issued by such agency or who has agreed to furnish goods, services or real estate space to such agency has neglected or refused to file any returns or to pay any tax required under this chapter and that such person has not filed in good faith a pending application for abatement of such tax or a pending petition before the appellate tax board contesting such tax or has been penalized pursuant to section 9 of chapter 62E for failure to comply with the provisions under said chapter 62E relating to reporting of employees and contractors, or has been penalized pursuant to paragraph (3) of subsection (f) of section 12 of chapter 119A for failure to comply with the provisions under said chapter 119A relating to withholding and remitting child support, shall refuse to reissue, renew or extend such license, certificate of authority, contract or agreement until the agency receives a certificate issued by the commissioner that the person is in good standing with respect to any and all returns due and taxes payable to the commissioner as of the date of issuance of said certificate, including all returns and taxes referenced in the initial notification or, if the licensee has been penalized for failure to comply with the provisions relating to reporting of employees and contractors under chapter 62E or withholding and remitting child support under chapter 119A, a certificate issued by the commissioner that the licensee is in compliance with said provisions.

(d) Any person who owns or leases a motor vehicle or trailer that is required to be registered in the commonwealth under chapter 90 and improperly registers the motor vehicle or trailer in another state or misrepresents the place of garaging of the motor vehicle or trailer in another city or town, shall be considered in violation of laws of the commonwealth relating to taxes under chapter 60A, chapter 64H or chapter 64I. The right, license or contract provided for in subsections (a) and (b) shall not be issued or renewed until the person or business entity has paid all taxes due at the time of application for such right, license or contract.

(e) Any person who, for the purpose of evading payment of a tax pursuant to chapters 59 to 64J, inclusive, willfully makes and subscribes any return, form, statement or other document pursuant to subsection (a), (b) or (d) that contains or is verified by a written declaration that is made under the penalties of perjury, and that contains information that he does not believe to be true and correct as to every matter material to his compliance with all laws of the commonwealth relating to taxes, shall be subject to section 73.

INDEMNITY AGREEMENT

In consideration of the award of Contract No. _____
by the City of Quincy, hereinafter referred to as INDEMNITEE, to the CONTRACTOR/BIDDER:

hereinafter referred to as INDEMNITOR, and for other good and valuable consideration, said INDEMNITOR agrees to hold INDEMNITEE, City of Quincy, and its various department and employees harmless from any and all liability, loss or damage that INDEMNITEE may suffer as the result of claims, demands, costs, including attorneys fees, or judgement or other actions against it by reason of any and all work done by or on behalf of the INDEMNITOR in connection with the above-referenced contract.

INDEMNITOR,

By Duly Authorized Agent

Date: _____

REQUEST FOR PROPOSAL PROCESSING PARKING VIOLATIONS

The City of Quincy, Massachusetts, hereafter referred to as the City, invites submission of Proposals from qualified persons or firms, hereafter referred to as the Contractor, interested in entering into a one-year agreement to perform parking ticket processing services for the City of Quincy. Historically, the City of Quincy has issued 20,000 parking citations annually. The City expects to maintain this volume in the coming years.

The City of Quincy seeks a state-of-the-art, database management system for processing all transactions and generating required reports. The system must have a high degree of flexibility to accommodate system modifications and enhancements. The on-line system must allow the user to query by violators' name, drivers' license number, ticket number and state plate.

Other services and/or equipment required include but are not limited to the following:

- a. Data entry/processing
- b. Computer terminals for inquiry
- c. One full page printer
- d. Appropriate telecommunications links
- e. System must have the ability to interface with automated citation issuance systems.
- f. Verifiable current DMV retrieval experience with Mass, Conn., Rhode Island, New York

Selection of a Contractor will be based upon evaluation of the information presented as required under the RFP. The Selection Criteria, which will be considered, are as follows:

1. Responsiveness to the RFP and quality of proposal
2. Experience in on-line parking ticket processing and accounts receivable collections.
3. Resources dedicated to staff assistance and problems
4. Quality of processing controls
5. Bidders ability to interface with Department of Motor Vehicles
6. Ability to interface with City of Quincy on all backlog tickets.

Further explanation of these criteria can be found below under Minimum Evaluation Criteria of the RFP. Specific instructions for completing your proposal are contained in Instruction to Bidders.

MINIMUM & COMPARITIVE EVALUATION CRITERIA

The proposals will be screened and evaluated in accordance with MGL Chapter 30B. The following is a list of criteria which vendors are required to submit with their proposals.

MINIMUM CRITERIA

All of the following criteria must be fully addressed to be fully qualified. Proposals that do not satisfy the minimum criteria will be rejected as non-responsive. "Technical Responses" must not include any cost information and be in submitted separately and marked "Technical Response". Cost should be submitted separately, clearly marked "Price Proposal" Please attach your response sheets.

1. Documented current experience with the Commonwealth of Massachusetts Registry of Motor Vehicles in implementing the automated marking and clearing procedures for license, registration non-renewal provisions of MGL Chapter 90, sec. 20A ½.
2. Documented current experience with the Commonwealth of Massachusetts Registry of Motor Vehicles in performing automated name and address acquisitions.
3. Bidder must provide training and support, on site, for cashiers who are employees of the City of Quincy.

COMPARATIVE EVALUATION CRITERIA

The following criteria will be used in the review of the proposals submitted and the selection of the successful proposer. The criteria set forth below will be evaluated as highly advantageous, advantageous and not advantageous. These criteria will be used in addition to all other criteria, including cost, when awarding the contract.

1. Documented minimum five years current experience operating an on-line parking ticket processing system substantially similar to the system outlined in this Request for Proposal. Including at least three municipalities for which the vendor successfully performed full service processing 20,000 newly issued parking tickets in each year, of at least the last two consecutive years' service.

Highly Advantageous (5 points)

More than two municipalities for which the vendor successfully performed full service processing for no less than 20,000 newly issued parking tickets in each year of at least the last two consecutive years service.

Advantageous (3 points)

One municipality for which the vendor successfully performed full service processing tickets in each year of at least two consecutive years service and a proven record of full service processing of at least two consecutive years for a municipality that generates no less than less than 20,000 newly issued parking tickets each year.

Not Advantageous (0 points)

No proven record of full service processing.

2. Documented minimum of five years current experience with the Registry of Motor Vehicles in Massachusetts, Florida, Maine, Rhode Island, New York, New Jersey, Pennsylvania, Connecticut & New Hampshire, in performing automated name and address acquisitions.

Highly Advantageous (5 points)

Documented experience of five or more years experience with the Registries of Motor Vehicles in the states listed in criterion #2 for name and address acquisition.

Advantageous (3 points)

Documented two years experience as detailed in criteria section numbered two.

Not Advantageous (0 points)

No documented experience of a successful automated marking and clearing program as detailed in criteria section numbered two.

3. Responsiveness to Project Purpose.

Highly Advantageous (5 points)

The proposal is clearly written and provides additional information beyond the minimum requested; which is relevant to the successful completion of the project purpose.

Advantageous (3 points)

The proposal is clearly written and provides the minimum information requested by the RFP.

Not Advantageous (0 points)

The proposal provides the minimum information requested but is not clearly written.

**REQUEST FOR COMPETITIVE BID PROPOSAL
CITY OF QUINCY
PARKING VIOLATIONS DIVISION**

INSTRUCTION TO BIDDERS

1. PROPOSAL SUBMISSION

By submitting a proposal, the bidder agrees that if the City of Quincy makes an award to the Bidder, a formal contract shall be assigned within 30 days of the award. Each proposal must be a firm offer, good for a period of at least 90 days from the proposal due date.

2. CHANGES TO THE PROPOSAL

During completion of the proposal form, the bidder should not add, delete, or alter the format of any document prepared by the City of Quincy. If the bidder makes any changes to any of the documents, the City of Quincy may reject the proposal. Any changes required, in the opinion of the bidder, should be attached as an addendum to the proposal form.

3. SUBMISSION OF PROPOSALS

Every proposal must contain the true name and address of every person, firm, joint venture, or corporation, who has or will have a direct or indirect interest in the proposal. In the case of a corporation, the state in which incorporated, and the name and address of the local statutory agent.

Each proposal must indicate that the Contractor is an equal opportunity employer, has no conflict of interest regarding this Contract and must have the necessary applicable insurance coverage to protect workers and clients, i.e., Workers' Compensation, as may be required herein.

4. FINANCIAL STATEMENT

A certified audited financial statement from the bidder for the most recent fiscal year must be submitted with this proposal, unless the bidder is a wholly-owned subsidiary in which case the owning company's financial statements must be submitted for the most recent fiscal year.

5. DELIVERY OF PROPOSALS

One (1) original and three(3) copies of the proposal including all attachments thereto must be delivered in two separate sealed envelopes. (One marked "**Technical Proposal**" and one marked "**Price Proposal**") On the outside the name and address of the bidder, the name of the bid proposal and the proposal submission date to: Purchasing Department-1305 Hancock St. Quincy, MA, on or before **July 11, 2013 @ 11:15 am.**

6. ADDENDUM

All questions regarding this bid should be directed to Kathryn R. Hobin, Purchasing Agent through fax: 617-376-1074 and email: khobin@quincyma.gov and cc: to kimtrillcott@quincyma.gov Questions will be accepted until July 5, 2013 at 12:00 p.m.

7. REJECTION OF PROPOSALS

The City of Quincy reserves the right to accept or reject any or all proposals, waive any informality of the proposal, and to enter into discussion with bidders as appropriate to determine which proposal is most beneficial to the City of Quincy. To modify or amend with the consent of the bidder, any proposal prior to acceptance, to re-advertise for proposals, and to effect any agreement that the City of Quincy deems to be in its best interest.

8. DESCRIPTION OF EXPERIENCE

The bidder must provide verifiable information regarding previous experience relating to processing parking tickets.

9. TERM

The Contract awarded in response to these specifications shall be effective for a period of one year. Upon the satisfactory performances of the vendor; the City of Quincy may extend the contract for two (2) additional terms of one (1) year each. Contract shall automatically renew upon anniversary date of contract execution, unless notification of termination is given 30 day prior, in writing, by either party. The option to renew annually will be with the Director of Traffic & Parking.

Any and all change orders resulting from new or unforeseen requirements will be at the discretion of the Director of Traffic & Parking.

No sub-contracts for any portion of the work are to be let by the Contractor without prior approval in writing by the Director of Traffic & Parking, after the Contractor presents just reason for the same.

The contract service shall commence when contract are fully executed, and remain in effect for one year. If the renewal option is acted upon, the service will commence on the anniversary date.

10. CONTRACT

The City of Quincy shall be bound only upon negotiation and execution of a formal Contract document that complies with applicable laws, regulations and procedures. The formal Contract shall incorporate and be consistent with the selected Contractor's proposal. Inability to successfully negotiate and execute a formal Contract document within a reasonable period of time, as determined by the RFP administrator, shall constitute sufficient basis for rejecting a Contractor's Proposal.

11. PROPOSAL PREPARATION

The vendor shall wholly absorb all costs incurred in the preparation and presentation of this proposal. The proposal and supporting materials become the property of the City of Quincy.

12. REFERENCES AND DEMONSTRATIONS

The City of Quincy will check bidders' references. The city reserves the right to request site visits and demonstrations of existing vendor operations.

13. OWNERSHIP

The Contractor shall be responsible for providing all equipment and software and for maintaining all necessary data files. Data files are expressly the property of the City of Quincy. The City of Quincy

shall have the right to all software source code in machine-readable form and documentation developed pursuant to this contract, but solely for internal uses under the management and operational control of the City of Quincy. If the Contractor ceases business operations or discontinues parking violation processing, the City of Quincy shall be entitled to all documentation and machine-readable violation processing software source code developed by the Contractor. At least quarterly, a copy of such materials shall be prepared by the Contractor and placed with a custodian who is to be named at a later date.

The Contractor shall be responsible for obtaining files of Massachusetts motor vehicle registrations. Access to out-of-state registration data is essential for this processing. However, Contractors are encouraged to identify alternative approaches or capabilities for identifying violators.

14. MANAGEMENT REVIEW AND AUDIT

The Director of Traffic and Parking or his designee of the City of Quincy shall have the right to enter the Contractor's premises and have reasonable access to files during business hours to inspect, monitor or otherwise evaluate the work performed or being performed therein. The Contractor shall provide reasonable access and necessary information to auditors engaged by the City of Quincy, the State Auditor, or as part of a third-party review or other arrangements approved by the City.

DETAILED SCOPE OF SERVICES
TICKET PROCESSING

MASTER FILE

The Contractor shall be responsible for maintaining a Violation Master File with adequate flexibility.

1. Processing of Tickets by Contractor

The Contractor shall be responsible for entering data from hand-written tickets and processing ticket information that has been, either downloaded or entered, manually, into the system as well as process all mail-in payments. This shall be done in a timely fashion.

2. Ticket File Update

On at least a daily basis, the Contractor shall be responsible for applying all newly issued tickets, payments, payment adjustments, names and address changes, and scheduled hearings to the Violations Master File. Any payment/disposition transaction that fails to find a match in the master file must be retained and run against the master file as part of the update until a match is found.

In conjunction with the update of the Master files, management reports shall be prepared and shall include the following information:

- a. The number and value of new tickets added to master file.
- b. The number and value of payments and payment adjustments entered.
- c. Number of notices generated by type of notice.
- d. The number of scheduled hearings and dispositions entered.

3. Edits and Controls

The Contractor shall establish and continually utilize proper edits (including check digit test logic) and controls to ensure the integrity of the daily tape and to minimize the number of unapplied payments and other dispositions against the Master File.

4. Activity Reporting

The Contractor shall provide daily, weekly and monthly reports of all ticket processing activities. Specifications for the format of such reports are provided for in the RFP under "Management Reports".

5. Telephone Inquiries

The Contractor shall maintain at his own expense, a separate telephone line to receive all telephone inquiries on behalf of the Director of Traffic & Parking.

DISPOSITION PROCESSING

The Contractor shall provide the capability to process on-line penalty reductions and document any fine dismissals or adjustments.

1. Training

The contractor shall provide any necessary training, on site, for Parking Violations Division staff to process dispositions on-line, and, if requested by the City of Quincy to process such dispositions in batch.

OVERDUE PAYMENTS

The City of Quincy shall provide specifications to the Contractor as to the form, content, sequence and timing of the notices that are to be mailed to violators with outstanding parking tickets. The noticing system will be the same for both In-State and Out-of-State Registrations.

1. Overdue Payment Notices

The number of overdue payment notices to be sent, with respect to a single ticket, shall be two. The City of Quincy retains the right to modify the form, content, sequence and timing of notices that are mailed to violators, provided that the Contractor is given detailed specifications thirty (30) days in advance to implement such modifications. The City reserves the right to increase the number of notices sent if deemed in the City's best interest.

2. Notice Activity Reporting

The Contractor shall maintain proper documentation of all noticing activity undertaken. A weekly Noticing Activity Report shall be provided and shall contain: name and address, amount due, type of notice, mail date, plate number, and ticket number.

ON-LINE CAPABILITIES

Violators must have the ability to pay ticket fines on line (No Exceptions)

All on-line terminals must possess the following on-line capabilities.

Ticket Inquiry:	Enter ticket number and all information must be displayed for that ticket.
Registration Inquiry:	Enter registration number and all tickets for that registration must be displayed.
Name Inquiry:	Enter complete name and all violations for persons with that complete name must be displayed. Must also have generic name lookup capability.
License Number Inquiry:	Enter complete driver's license number and all violations for the person with that number must be displayed.
Ticket Maintenance	This must allow the Parking Violations Division to correct.
By Ticket:	On-line all inaccurate information on a ticket (security protected).
Ticket Maintenance By Plate:	This must allow the Parking Violations Division to correct on-line all inaccurate information on a plate, including names and addresses.

NEW TICKET PROCESSING

Complete editing should be performed during or near data entry to minimize errors and research/correction time. The following data fields must be accepted and verified:

- a. Ticket number, consisting of:
 1. One-character series identifier
 2. Nine-digit sequence number
- b. Date (MM-DD-YY)
- c. Time (00:00-12:00, a.m./p.m.)
- d. Registration state (two-character abbreviation, converted automatically to two-digit standard state code).
- e. Registration number (standard, free-form entry format, with automatic right justification and insertion of leading blanks; up to eight characters; accepting special designation of particular registration series, such as “commercial” or “trailer”).
- f. Make (standard abbreviations; optionally with automatic determination of secondary make, for example, a “Cutlass” would also be identified as an “Olds”).
- g. Color (standard abbreviations for basic colors)
- h. Meter number for meter violations (if entered, automatically converted to a street location as well).
- i. Violation location (number and street name or automatically generated from meter number).
- j. Violation code (one character and two digits)
Contractor shall provide ability to add violations such as Residential Permit Violation
- k. Badge number
- l. Fine amount
- m. Vehicle type
- n. Any other information fields that the Registry of Motor Vehicles may require the City to include on its tickets.

At the time of data entry, a historical listing of tickets should be produced by batch, indicating missing sequence numbers and formatting data in columns. Such a listing may be an error/edit report, so long as there are provisions to assure that indicated errors have been corrected and resubmitted.

REGISTRY OF MOTOR VEHICLE INTERFACE

The Contractor will request, on a weekly basis, vehicle owner information from the Registry of Motor Vehicles. The Contractor will also be required to request on an ongoing basis, vehicle owner information for vehicles out-of-state and out-of-state vehicles licensing agencies for tickets that fail violator noticing edit criteria such as vehicle make match or license plate effective date match.

The Contract shall contract for all Registry of Motor Vehicle services a specified under these requirements.

1. Multiple Owner Program

The system must have the capability to segregate the ticket(s) of one plate owner from another.

2. Non-Renewal Program

The Contractor shall provide the capability to refer violator names and/or license plate numbers to the RMV for the purpose of vehicle registration and driver's license non-renewal for unpaid tickets. The capability to interface with the RMV must be in accordance with RMV specifications for large volume non-renewal transactions. Such interface must also include the capability to provide each week to the RMV the subsequent deposition of tickets by payment or otherwise. The Contractor shall also develop proper accounting for all fees, which are owed to the RMV for non-renewal transactions. Issuance of a signed release form authorized by the RMV, to be issued at the cities teller window for clearance of customer from their non-renewal state.

HEARINGS

The system shall have the capability, as required by law, to schedule hearings and send the required notices on all tickets not paid within 21 days.

1. Scheduling

In situations where hearings are requested, because the ticket is being disputed, the Contractor shall provide the following capabilities:

- a. On-line scheduling of hearing dates and times.
- b. Ability to place a ticket on hold to suspend further noticing pending the outcome of the hearing.
- c. Ability to enter hearing dispositions on line with Vendors software

LEASE/RENTAL SYSTEM

Tickets issued to lease/rental vehicles should be processed.

1. Lessee Noticing Program: The system should allow for the following:

- 1) Change of owner's name and address upon identification of the lessee by the owner:
- 2) Send notices to the lessee.

OTHER REQUIREMENTS

1. Equipment

The Contractor shall provide the City of Quincy with the following equipment and shall bear the cost of purchase or leasing, maintaining and servicing such equipment. The Contractor shall contract, with its equipment contractors, and such suppliers to obtain service agreements.

1. One on-line intelligent terminal
2. One full page printer
3. All lines, modems and other telecommunications devices required to operate the terminals.
4. Six (6) hand held automated citation issuance systems
(Use of which will be at the discretion of the City of Quincy)
5. Hand-held ticketing devices must have photo capabilities and the ability to scan Massachusetts' inspection stickers

2. On-Line System Availability

The on-line system shall be available to the City of Quincy, during the hours of 8:30 a.m. through 4:30 p.m. weekdays.

The Contractor shall maintain an aggregate on-line system uptime of not less than 95% of available utilization time, and an on-line system uptime of not less than 90% of available utilization time of any given working day. The Contractor shall also notify the City of Quincy of any foreseeable or anticipated downtime at least one hour before such downtime is to occur.

The Contractor shall respond reasonably in reported equipment or software failure.

3 Supplies and Materials

The Contractor shall provide processing forms, noticing forms, all hand held thermo printer rolls and envelopes. The number of processing forms, notices and the City of Quincy will determine envelopes, at the time of the purchase request.

CONTRACT COSTS

Prices should incorporate all required costs, including training, overhead, equipment, supplies, postage, communications, receipts, security, handling, data entry, computer usage, and regular reports. Any different costs for out-of-state processing shall be noted. The price should be stated for a one-year period. Should the city exercise its option to renew, if different prices will apply during the second and/or third years, separate, clearly marked Pricing Schedules should be submitted. Postage associated with notice mailings shall be included in the Pricing Schedule.

Cost proposal must include two options:

- Option A** Cost to include six (6) handheld automated issuance systems
- Option B** Cost without hand-held ticketing systems
- Separate Bid for backlogged tickets** (See Price Bid Sheet)

1. Back-up System

The Contractor shall develop a complete back-up system and capacity for all on-line systems including hardware, software, communication lines and other equipment. The Contractor shall retain sufficient back-up files to that reconstruction of all processing activities can be accomplished for audit and emergency purposes.

2. Storage Requirements

The Contractor shall be responsible for acquiring and maintaining, in a secure location within its control, all computer tapes relating to daily transactions processed by the Contractor pursuant to the agreement including unapplied transactions.

MANAGEMENT REPORTS

The following reporting features should be provided. All reports, whether they be required on a weekly or monthly basis shall have corresponding beginning and end dates:

DAILY REPORTS

Daily Input Edit List-	Daily Edit ensuring all newly issued ticket transactions are in balance and error free.
Ticket Transmittal Listing-	Listing of all newly issued ticket transactions processed.
Daily Cash Receipts Proof-	Daily edit ensuring all payments and disposition transactions are in balance and error free.
Daily Cash Receipts and Disposition Report-	Listing and disposition transactions processed.
Miscellaneous Maintenance-	Listings of all miscellaneous maintenance processed (i.e. name and address changes, etc.)
Machine Generation Transactions	Listing of all payments and dispositions positions by plate.

WEEKLY REPORTS

Outstanding Ticket Listings-

Listing of all outstanding tickets with current status.

Weekly "Hot Sheet"

Showing all plates with at least five (5) unpaid tickets each of which must have been noticed at least once. The list must also include plate, color, make, location, time and the total amount owed.

Monthly Sample Reports

Summary of Issued and Disposed Tickets-

Monitors Collection rate and revenue intake by violation.

Monthly Disposition Summary-

Total of tickets by disposition/action code.

Listing of Monthly Disposed Tickets-

Listing of all tickets that have been paid in full or received a disposition code of void – storage of these tickets is accomplished on microfiche if requested.

Listing of Severely Delinquent Tickets-

Listing of all tickets that are still outstanding after receiving notices.

Daily Audit Control-

A complete listing of all issued ticket activity for every day of a month.

Notices Generated-

A transmittal showing all tickets that appear on a particular type of notice, (i.e. Delinquency, Final and Tow).

Issuance by Officer Report-

A standard summary report showing violation description, number of tickets issued for said violation and total dollar amount for each Parking Control Officer.

Ticket Control-

A listing for every ticket that monitors "the life" of a ticket from time of printing to full disposition.

Production Report-

This report will monitor all activity that has occurred within a particular reporting month. It will also provide opening and closing balance.

Lookup Discrepancy report-

Listing of all tickets where Division of Motor Vehicles' information and ticket information do not agree. Additional research is needed on these tickets before they can appear on a notice.

NOTICING PROGRAM

The Director of Traffic & Parking shall approve the form of such notice.

1. First Notice

The "Final Notice of Overdue Parking Violations" will inform violators that parking tickets have not been paid within the 21-day limit. The Fine has been increased to \$35.00 and other information concerning the issuance and payment procedure. This notice will include a date and time of hearing, as required by M.G.L.

2. Second Notice

Will be a Notice of non-renewal for MA plates.

**CITY OF QUINCY
PARKING VIOLATIONS PROCESSING**

ACKNOWLEDGEMENTS AND CONDITIONS

1. Bidder acknowledges that it has received and read the Proposal Invitation including Attachment, which contains some of the Standard Contract Provisions, which the City of Quincy currently requires in this type of agreement. The Standard Provisions are incorporated by reference in this Proposal. Bidder agrees that if their proposal is accepted and upon the satisfaction of each of the conditions set forth herein, the Bidder will execute an Agreement with the City of Quincy.
2. To secure performance of the contract, the successful bidder will be required to submit within five (5) days of Notice of Award from the Purchasing Department: a performance bond for 50% of the bid from responsible surety company authorized to do business in the Commonwealth of Massachusetts and a certificate of professional liability.
3. By submitting a proposal, the Bidder authorizes the City of Quincy to contact any and all parties referenced by the Bidder regarding financial and operational information.
4. In the event the conditional selected Contractor fails to meet any of these conditions the City of Quincy shall then make a second conditional award to the next qualified bidder subject to the same terms and conditions hereunder.
5. Bidder must provide (2) separate proposals, 1 marked “**Technical Proposal**” and the other marked “**Price Proposal**”, and should contain one (1) original and two (2) copies of each.
6. All questions regarding this bid should be directed to Kathryn R. Hobin, Purchasing Agent through fax: 617-376-1074 and email: khobin@quincyma.gov and cc: to kimtrillcott@quincyma.gov Questions will be accepted until July 5, 2013 at 12:00 p.m.

If you have received this bid from either the City of Quincy Website or through an email it is your responsibility to check for addenda (at www.quincyma.gov) before you turn in your proposal. The City of Quincy will not be responsible any bids received omitting addenda acknowledgement.

PRICING SCHEDULE / PRICE PROPOSAL

PROCESSING COSTS.

Estimated volume on ticket issuance, 20,000 tickets.

Prices should incorporate all required costs, including training overhead, equipment, supplies postage, communications, receipts, security, handling, data entry, computer usage and regular reports. Any different costs for out-of-state processing shall be noted. The price should be stated for a one-year period. Should the City exercise its' option to renew, if different prices apply during the second and/or third years, separate, clearly marked Pricing Schedules should be submitted. Postage associated with the notice mailings is to be included in the Pricing Schedule.

Option A: Cost to include six (6) handheld automated
Issuance's systems \$ _____

Option B: Cost without handheld ticketing systems \$ _____

Price proposals must be sent separately sealed and marked "**Price Proposal**" Ticket Violation System".

Submitted, with all terms and conditions of the Proposal Invitation and attachments thereto, hereby expressly acknowledges and agrees.

The City of Quincy shall award a contract based on the lowest responsive and responsible bidder.

Receipt of Addendum No. _____ acknowledged by: _____

Company Name: _____

Address: _____

Telephone #: _____

Date: _____

Bid Signed By: _____

Title: _____

BIDDER'S EXPERIENCE FORM

Use one form per project/system, for maximum of five projects/systems. Select projects, which are most similar to the systems requirements as stated in the City's Detail Scope of Services for a Parking Violation Processing and Collection System.

Project/System Number:

Client Organization Name:

Duration of involvement:

From: _____ to _____

Type of Business:

Conversion Phase:

From: _____ to _____

Contact Person and Title:

Operational Phase:

From: _____ to _____

Address and Telephone Number:

Project/System Profile:

- 1 Number of Violations/year: _____
- 2 Gross Violation Collection/year: _____

Explain why we should consider this reference a viable PVPCS experience. In light of our proposal, relate the functionality, components and capabilities of this system to the elements of our proposal. Please note various processing volumes for elements, components and services, etc.

NOTE: up to two additional pages may be attached for Proposer Experience Form if needed to fully describe the project/system. No or limited credit will be given for responses using other formats or for projects/systems which cannot be verified.

Identify a maximum five (5) projects/systems that are/were most similar to the City's PVPCS that provided the employee with PVPCS experience. No or limited credit will be given for incomplete responses, responses using other formats, or for projects/systems which cannot be verified by the references given. One additional page may be attached for each of the five projects/systems if needed to fully describe the employee's role.

PROJECT/SYSTEM NAME 1:

Duration of involvement:

From: _____ to: _____

Employer's Name if not Proposer

Client Organization's Name

Employer Reference:

Client Reference:

Name: _____

Name: _____

Telephone #: _____

Telephone #: _____

Describe the project/system and the employee's role in the project/system. We are most interest in the relationship between the employee's experience and the systems and elements of our proposal.

PROJECT/SYSTEM NAME 2:

Employer's Name if not Proposer

Employer Reference:

Name: _____

Telephone #: _____

Duration of involvement:

From: _____ to: _____

Client Organization's Name

Client Reference:

Name: _____

Telephone #: _____

Describe the project/system and the employee's role in the project/system. We are most interest in the relationship between the employee's experience and the systems and elements of our proposal.

PROJECT/SYSTEM NAME 3:

Employer's Name if not Proposer

Employer Reference:

Name: _____

Telephone #: _____

Duration of involvement:

From: _____ to: _____

Client Organization's Name

Client Reference:

Name: _____

Telephone #: _____

Describe the project/system and the employee's role in the project/system. We are most interest in the relationship between the employee's experience and the systems and elements of our proposal.

PROJECT/SYSTEM NAME 4:

Employer's Name if not Proposer

Employer Reference:

Name: _____

Telephone #: _____

Duration of involvement:

From: _____ to: _____

Client Organization's Name

Client Reference:

Name: _____

Telephone #: _____

Describe the project/system and the employee's role in the project/system. We are most interest in the relationship between the employee's experience and the systems and elements of our proposal.

PROJECT/SYSTEM NAME 5:

Employer's Name if not Proposer

Employer Reference:

Name: _____

Telephone #: _____

Duration of involvement:

From: _____ to: _____

Client Organization's Name

Client Reference:

Name: _____

Telephone #: _____

Describe the project/system and the employee's role in the project/system. We are most interest in the relationship between the employee's experience and the systems and elements of our proposal.

PROJECT/SYSTEM NAME 6:

Employer's Name if not Proposer

Employer Reference:

Name: _____

Telephone #: _____

Duration of involvement:

From: _____ to: _____

Client Organization's Name

Client Reference:

Name: _____

Telephone #: _____

Describe the project/system and the employee's role in the project/system. We are most interest in the relationship between the employee's experience and the systems and elements of our proposal.
