

ADDENDUM A

Date: October 23, 2019

To: Respondents, Automated Permit and Parking RFP

From: Laura Fairchild, Management Analyst

Subject: Q&A Response- Highland Park Automated Permit and Parking RFP

This Addendum A serves to answer any questions which were submitted, related to the City of Highland Park's Request for Proposals for Automated Permit and Parking Management Solution, issued by the Highland Park Police Department on October 7, 2019. This Addendum A is being posted on the City's website in the same location as the RFP at the following link:

https://www.cityhpil.com/bid_detail_T23_R211.php

ANSWERS TO QUESTIONS SUBMITTED FOR THE PERIOD OF 10/7/2019-10/21/2019

(questions and answers are listed in no particular order)

The information given in this Addendum shall be taken into account by each prospective proposer in the preparation of its Proposal. Receipt of this Addendum must be acknowledged in the proposer's proposal, and a copy of this Addendum shall be included with the proposal.

- **How many of the 4,552 permits are daily commuters?**

Answer: Daily parking tags are not included within the 4,552 permits; the City of Highland Park issued 25,705 daily hang tags that generated \$51,410 in revenue for calendar year 2018.

- **What is the City currently using for Permit Management, Citation Management and the issuance of tickets (if not handwritten)?**

Answer: Permits are currently issued manually, and permit/parking enforcement is conducted utilizing Cardinal Tracking, Inc. Please note that the City of Highland Park is in the process of implementing an ERP System from Tyler Technologies, along with the Brazos E-Citation module, which includes a parking citation module; therefore, please provide any information regarding integration between your parking solutions and LPR with Tyler's Brazos E-Citation platform

- **What pay station kiosk requirements are you looking for? A/C – hardwired or Solar?**

Answer: The City desires pricing for both; it is necessary to confer with the selected vendor regarding proper placement of the pay stations at the three commuter lots (inside or outside)



- **What communication are you needing? Ethernet or Wireless modem (AT&T or Verizon)?**

Answer: It has not been decided at this time; if possible, please provide information for both; Please note that network access is available at the three sites where pay stations are planned to be installed; however, until the exact placement of the kiosks at these locations is known, the City cannot confirm what type of communication will be required.

- **Are you providing pads or does the vendor need to?**

Answer: Vendor will need to provide pads if special requirements exist

- **Where are the locations for the three (3) kiosks?**

Answer: The three pay station kiosks will be located in three commuter lots, which happen to be Metra train station lots- Highland Park, Ravinia, and Braeside

- **What is your expectation for warranty for years 1-5?**

Answer: The City would like the following warranty provisions:

- **Pay Stations**- 5 year coverage on all hardware, software and computer components with replacement, at the expense of the vendor, of any system that cannot be repaired under the maintenance contract, or has defective materials or construction
 - **Hand-held Mobile Devices**- 3 year coverage on all hardware, software and computer components with replacement, at the expense of the vendor (or manufacturer), of any device that cannot be repaired due to defective materials or construction
 - **LPR Equipment**- 5 year coverage on all hardware, software, and computer components; replacement of any camera, or component of camera system, at the expense of the vendor, that cannot be repaired under the maintenance contract, or is defective.
 - **All systems** should be kept up-to-date by vendor with security updates and patches on a scheduled basis.
- **Does the City have a preference on using Pay Stations or Mobile Payment Apps around the City?**
 - **Would the City be open to using both?**

Answer: The City does desire both pay stations and the convenience of mobile payment applications

- **Is the project start date of 02/01/2020 a hard deadline that the City needs to meet?**

Answer: Yes, the City desires to begin the initial phase of the project on February 1, 2020, and will create a project timeline based on the proposed implementation schedule by the selected vendor.

- **Is the City looking for two sets of Mobile License Plate Recognition Systems or Fixed LPR Systems?**

Answer: The City desires two mobile LPR systems, to be affixed to two parking enforcement vehicles.



- **For citation issuance, would the City be okay with using a Mobile Application for officers to issue citations? If so, how many parking enforcement officers does the City have?**

Answer: The City utilizes seven Community Service Officers for parking enforcement, and would like the option of having both an app and a portal-based enforcement module; please note that the City is in the process of implementing Brazos E-Citation, which entails a parking module, and desires information regarding a parking enforcement module that can transfer citation data into Brazos.

- **Would the City need the vendor to supply the mobile devices (iOS or Android based)?**

Answer: The City desires pricing for the mobile devices by the vendor, and a decision will be made regarding the devices upon overall review of the proposal.

- **Are there any other third party systems that the City would want to have an interface within the desired solutions mentioned throughout the RFP?**

Answer: Please provide any interface capabilities between any parking permit management and parking session platforms and the Brazos E-Citation solution by Tyler Technologies.

- **Would the City like to see pricing for 3 years or 5 years?**

Answer: Please provide a five-year pricing plan

- **Is the City able to confirm how many spaces are available for metered or daily permit parking in each of the stated types of parking assets?**

- **11 Commuter Lots**
- **23 Customer Public Lots**
- **591 on street spaces**
- **4 leased private lots**

Answer: Please refer to the additional link on the webpage titled "HP Parking Brochure" to view the parking infrastructure

- **Is there a page limit for the response document?**

Answer: No page limit, but please provide a concise proposal

- **How many parking enforcement officers are currently employed by the City? Are there plans to increase or decrease this number?**

Answer: There are seven Community Service Officers conducting parking enforcement; no anticipated changes to that staffing level

- **What was the collection rate of parking violations in 2018?**

Answer: There were 5,035 parking citations issued in 2018



- **What was the total amount collected from parking tickets in 2018?**

Answer: There was \$173,049 in fines received from parking citations in 2018

- **For Violation Management, would the City be amenable to a service fee model, wherein the solution is paid for by a surcharge when violations are paid online, or would the City prefer to bear these costs directly?**

Answer: The City desires a service fee model, whereas the violator pays a surcharge when paying for a violation online

- **Does the City need to convert any data from an old system to this new system?**

Answer: Yes, license plate numbers would need to be imported into the vendor's system to track any annual or quarterly commuter permits purchased (and still current) prior to implementation. They are listed on an Excel document with multiple tabs.

- **What currency requirements are you needing?**

Answer: The City desires to have bills and debit/credit cards as the payment options

- **How many City staff members would be using the Permit and Citation Management System concurrently on a daily basis?**

Answer: In Finance, 2-3 personnel should have concurrent access to any permit management system, but 7 personnel overall; please note that the City's parking citation management may be managed through Incode

- **Does the City do any payroll deduction plans for staff members to pay for permits or pay for any citations they might have? If not, is this something the City would want to set up?**

Answer: No, the City currently does not have such a system in place, nor is it a consideration at this time.

- **Does the City need to send over financial data information to another system?**

Answer: Yes, a file should be provided in a format that is compatible with the City's ERP system for any financial data upload necessary to receive transactions from the prior day. However, the City would prefer the ability to view transactions in real-time.

- **Does the City use an outside agency for collections when a citation fine becomes delinquent?**

Answer: Yes



- Please confirm that, as between the parties, any selected mobile payment app provider retains all ownership rights in any personal information and usage data generated, collected, or processed through the mobile payment app provider's services.

Answer: The City is not amenable to this stipulation

- Please confirm that both parties retain all right, title and interest in and to their intellectual property rights.

Answer: Yes, the City is in agreement with this

- Please confirm that the City is willing to agree to a limitation of liability provision limiting both parties' damages to the total amount paid for the services during the 12-month period immediately preceding the event giving rise to the claim.

Answer: The City does not intend to agree to a limitation of liability provision at this time

- Does the City require valve stem positions to be recorded when chalking vehicles?

Answer: This procedure is currently under review, but the City would prefer to record valve stem positions with the use of LPR

- Does the City of Highland Park prefer a hosted solution or an on premise solution hosted by Highland Park

Answer: The City desires a hosted solution

- Please explain if the City of Highland Park prefers a real time Tyler Munis integration, file transfer, etc.

Answer: Please provide proposal solutions for both options; if only one solution can be provided, identify which one.

- Are ruggedized handhelds or cellular phones preferred for parking enforcement and how many are needed?

Answer: The City would like a quote for seven android or iOS devices

- How many concurrent users of the desktop system are needed?

Answer: the City desires for up to 7 personnel to have concurrent access to any desktop system

Please note that the questions above were answered based on the City's interpretation and current intent with regard to the Automated Permit and Parking RFP.