Appendix A
Attachment A

County's Minimum Functional Business Requirements

Parking Citation Processing Services
County's Minimum Functional Business Requirements

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	n.b. This set of requirements is not exhaustive. Proposers shall consider the following Functional Business Requirements as *minimum* requirements. An attempt has been made to provide an overview of the processes and procedures which, together with Appendix A, Statement of Work, describe in sufficient detail, the Department's Work requirements. Capitalized terms used herein without definition have the meanings given to such terms in Appendix F (Sample Contract), and if not defined therein, in the body of the SOW.	See Response Code Legend in the RFP, Subparagraph 2.8.5	
1.00	**AUTOMATION REQUIREMENTS - HARDWARE**		
1.01	The selected Parking Citation Processing Service (PCPS) provider shall provide to the Department's Parking Enforcement Administrative Unit, for use throughout the Term of the Agreement, up to as many as 8 personal computer workstations, monitors, and personal printers meeting the specifications listed in Attachment C to the SOW.		
1.02	The selected PCPS Service provider shall provide to the Department's Parking Enforcement Field Units, for use throughout the Term of the Agreement, up to as many as 40 handheld (digital and wireless) citation writing devices [handheld computers].		
1.03	The selected PCPS Service provider shall provide to the Department's Parking Enforcement Field Units, for use throughout the Term of the Agreement, up to as many as 20 Automated License Plate Recognition (ALPR) systems (digital and wireless).		
2.00	**SECURITY, FACILITIES**		
2.01	Proposer's facility security includes, but is not limited to:		
	1. Controlled entry to facilities		
	2. Facility alarms		
	3. Controlled access to processing areas		
	4. Security cameras and security guards at each public service center		
	5. Written policies and procedures for facility security		

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3.00	**CONTRACTOR'S STAFF**		
	In the event that Proposer is awarded an Agreement with County, Proposer agrees as follows:		
3.01	Proposer shall provide to the County, one full-time Program Manager, and one alternate, each of whom who shall have a minimum of five years' managerial experience overseeing parking citation processing and collection services.		
3.02	Proposer agrees to provide resumes of its proposed Program Manager, and one alternate, to the Department's Program Director for review and approval prior to commencing Work.		
3.03	Proposer agrees that any employee of Proposer may be required at any time to undergo a criminal history background examination, at the request of the Department, and at the Proposer's expense.		
3.04	Proposer's Program Manager or alternate shall be deemed acceptable to County only after approval by Department's Program Director.		Resumes and/or other qualifying credentials shall be submitted to the Department for review. The Department may request an interview with any proposed management-level staff.
3.05	Proposer's Program Manager and/or alternate shall be replaced within thirty (30) days when, as determined by Department's Program Director, either individual fails to perform effectively, and/or fails to ensure Contractor's compliance with the Agreement.		
3.06	Changes in the Contractor's Program Manager and/or designated alternate shall be subject to advance, written approval of the Department's Program Director.		
4.00	**PCPS AUTOMATION REQUIREMENTS - GENERAL**		
4.01	Proposer utilizes a centralized, relational database system (System) to manage all facets of the Parking Citation Processing Services, payment data, and subsystem interfaces.		
4.02	The System shall be remotely accessible to the Department via the Internet using a secure digital network in an on-line, real-time mode, utilizing a web-enabled graphical user interface (GUI) technology for all database queries, forms, and reports.		
4.03	The System, and its subsystems, must operate over a communications network of sufficient speed and band-width to support email, internet, GIS applications, client-server applications, file and printer sharing, FTP, server-to-server backup, and server to server anti-virus distribution.		

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4.04	Proposer shall provide to the Department, System-wide Help Desk support which provides, but is not limited to, the following:		
	1. System-wide Help Desk support during County's normal business operations (M-F, 8am- 5pm), excluding County holidays		
	2. Toll-free telephone dial-in support		
	3. On-line (internet) web support		
	4. Help and Support for all PCPS subsystems (see SUBSYSTEMS below), including, but not limited to, hand-held ticket-writer equipment and processing problems		
	5. Escalation process for unresolved problems		
4.05	The System shall provide to the Department, but not be limited to, all citation data, vehicle registered-owner data, processing status as well as complete records of all public contacts, whether by phone, internet, or mail.		
4.06	The System shall provide PCPS data both in summary and detail format [drill-down capabilities].		
4.07	The System is capable of processing both electronic and hand-written citations.		
4.08	All handwritten citations are scanned as high-resolution images to the System for immediate retrieval and viewing.		
4.09	All electronic citations may be viewed for immediate retrieval and viewing.		
4.10	All handwritten (scanned) citations and electronic citations are printable to any workstation or network printer in a full-color, high-resolution format.		
4.11	All handwritten (scanned) citations and electronic citations are exportable to txt, rtf, pdf, html, and jpeg formats.		
4.13	The System shall permit Contractor and Department personnel with manual data-entry override and processing of specified citation data.		
4.14	The System shall provide on-line, real-time display of multiple citation records for a single license plate.		
4.15	The System must include the capability of adding an incomplete citation record (Temporary Marker) to the database prior to the actual citation being posted to the system.		
4.16	The System records the processing dates, times, and codes for the Temporary Marker which must be retained and permanently recorded on the final citation record.		

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4.17	The System must be dynamic and capable of being readily and efficiently adaptable to changes in policy, user preference, or future changes in the processing, collection, and public service environment.		
4.18	An option to view, print, and export (.RTF, .TXT, .JPG, .HTML, .PDF) a selected scanned image of a citation.		
4.19	**Detailed Information accessible via Citation Number data query shall include, but is not limited to items 4.19.1 through 4.19.6:**		
4.19.1	Citation Information, general :		
	1. issue date		
	2. time		
	3. location		
	4. Los Angeles County Code		
	5. Vehicle Code (or other code) violated		
	6. fines [amount due]		
4.19.2	Citation Information, specific:		
	1. issuing agency (agency name)		
	2. badge number (enforcement officer)		
	3. location of the violation		
	4. meter number		
	5. reporting district (service area) number		
	6. comments or notes written on the citation		
	7. clearly visible 'drive-away' notation		
4.19.3	Citation Processing Data:		
	1. date citation information entered in the System		
	2. batch number		
	3. batch date (date when the batch was entered into the System)		
	4. date of next processing step		
4.19.4	Payment Data:		
	1. payment amount		
	2. payment source (lockbox, walk-in, DMV transfer, pay-by-phone, pay-by-web)		

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	3. method of payment (cash, check, *credit card, debit card)		*Credit card is defined below.
	4. payment processing date		
4.19.5	Fine Status:		
	1. original fine amount		
	2. late payment penalty (including exact date that late payment penalty was imposed)		
	3. total paid		
	4. total reduced		
	5. total due		
	6. amount overpaid		
	7. refund check number		
	8. refund check issuance date		
	9. overpayment amount (when applicable)		
	10. reason for refund		
4.19.6	Vehicle Information:		
	1. VIN (Vehicle Identification Number)		
	2. vehicle make		
	3. vehicle model		
	4. vehicle body type		
	5. vehicle color		
4.20	**Detailed Information accessible via License Plate data query shall include, but is not limited to items 4.20.1 through 4.20.4:**		
4.20.1	DMV 'Hold' Data:		A registration hold (or 'Hold') is defined as that point in time when the DMV prevents registration (or re-registration) of any vehicle which has encumbered any delinquent unpaid parking citations. A vehicle registration will be permitted only upon full payment of all delinquent citations.
	1. the number of citations charged to the license plate that are currently confirmed and on Hold at the DMV		
	2. transaction detail on the Holds that have been released indicating the date when a citation has been:		
	a. paid		

	b. canceled		
	c. suspended		
	d. rejected		
	3. date Hold sent to DMV		
	4. date Hold subsequently released, if appropriate		
4.20.2	Seizure Data (Scofflaw):		Scofflaw means: A vehicle is considered a 'scofflaw' when it has encumbered five (5) or more unpaid parking citations.
	1. number of citations counting toward eligibility for immobilization (booting) or seizure (towing)		
	2. total amount of fines these citations represent		
4.20.3	Financial Summary Data:		
	1. total amount of fines and fees due for an individual vehicle		
	2. current balance		
4.20.4	Summary of Fees: all fees charged against the responsible party for a vehicle license plate, with any payments or fee waivers recorded and displayed.		
	1. fees charged against the responsible party for a vehicle license plate		
	2. payments received		
	3. fee waivers applied (if any)		
4.21	**Inbound Correspondence Processing**		
4.21.1	Contractor shall receive client correspondence via mail, internet (website), or the IVR subsytem.		
4.21.2	The System must include a processing log to record all correspondence received.		
4.21.3	The processing log must be capable of tracking and verifying that each correspondence received has been accounted for and processed.		
4A:	**PAYMENT PROCESSING FUNCTIONS**		
4.22	The System shall be capable of receiving and processing a citation payment for single citations, or multiple citations.		
4.23	The System shall be capable of receiving and processing a citation payment for one or more vehicle license plates.		
4.24	The System shall be capable of receiving and processing a citation payment for a citation(s) not yet entered to the System.		

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4.25	System shall auto print a payment receipt.		
4.26	Receipts shall minimally include the following information:		
	1. citation(s) paid		
	2. citation amount due		
	3. itemization of penalty fees and all other charges identified		
	4. itemization of 'other charges' and/or credits applied		
	5. total amount paid		
	6. amount tendered and change made		
	7. license plate(s)		
	8. i.d. or name of processing clerk		
	9. date and time payment made		
4.27	Contractor shall accept payments made at Contractor's Point-of-Sale (POS) center (cashiering function) using cash (U.S. Currency), checks and money orders.		
4.28	The POS center shall accept credit card (MasterCard, American Express, and Discover Card) and PIN-based debit card payments within 10 months of the Agreement Effective Date, and shall utilize a secure Application Processing Interface (API) provided by County's electronic payment service provider, LINK2GOV. (*VISA exempted from POS*)		Hereafter, 'credit card' shall mean any and/or all of the following: VISA, MasterCard, Discover, American Express, and debit card.
4.29	Contractor's provision of the POS services, including but not limited to Contractor's POS devices and communication system, shall satisfy the most current available PCI-POS PIN Entry Device (PED) Security Requirements, PCI-Encrypting PIN PAD (EPP) Security Requirements, and the PCI Security Standards Council Approved PIN Entry Devices, throughout the Term of the Agreement with County.		PCI-DSS means: Payment Card Industry-Data Security Standard
4.30	The System shall accept payments made with a credit card, utilizing an Interactive Voice Response (pay-by-phone) subsystem.		see Section 7C below
4.31	The System shall accept payments made with a credit card, utilizing a public-use website (pay-by-web) subsystem.		see Section 7D below
4.32	The System shall be capable of identifying whether payments were made with cash, check, money order, or credit card.		
4.33	The System shall be capable of processing all imposed fees, including but not limited to returned check fees.		
4.34	The System shall fully support a 'time-payment-plan' option. (See INSTALLMENT PAYMENT PROCESSING below)		

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4.35	The System shall provide an audit trail of payments which must include: citation number, payment date and time, payment amount, payment method, and the name or identification of the clerk that accepted payment and made the entry.		
4.36	The System shall take appropriate action when necessary to release DMV 'holds', or change vehicle seizure eligibility, based upon citations that have been paid.		
4.37	The System shall immediately notify the Department upon release of boot-and-tow status upon satifactory remittance of applicable fees.		
4.38	All work stations in the public service center shall automatically reflect any special fees required to effect a boot-and-tow release.		
4.39	The System shall immediately update all work stations in the public service center with boot-and-tow release information upon satisfactory remittance of fees.		
4.40	The System must capture and provide for the daily collection and processing of payment transactions received through the U.S. mail to Contractor's established Post Office Box.		
4.41	The System permits Contractor personnel to execute manual financial adjustments to transactions to accurately reflect conditions which occur after a citation payment is received; i.e. returned checks, refunds, reversing entire payments, modifying payment amounts.		
4.42	The System shall automatically adjust all facets of the citation status, after a manual financial adjustment is executed; such as: reopening a citation, alerting of 'amounts due' to close a citation, generating appropriate notification letters advising customer of recent activity to the account.		
4.43	Mail pick-up from the Post Office and delivery to the Contractor's secured place of business shall be provided by a bonded courier or bonded employee at least once each business day (Monday through Friday).		
4.44	Contractor has procedures for batch counts that are verified to ensure an accurate starting record for control throughout payment processing.		
4.45	Contractor has the ability to process items that must be handled separately such as:		
	1. any correspondence that is included with a payment		
	2. payments received without accompanying source documents, such as a citation or delinquent Notice		
	3. cash payments		

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4.46	All payments received and processed must be copied and archived so as to be promptly retrievable.		
4.47	All mail-in payments received and processed must be endorsed and encoded with a unique control number for each citation paid.		
4B:	INSTALLMENT PAYMENT PROCESSING		
4.48	The System shall accept and process installment payments (Installment Payment Processing) on parking fines subject to approval by the Department.		
4.49	The Installment Payment Processing feature shall:		
	1. Allow flexible payment amounts		
	2. Allow flexible payment due dates		
	3. Output 'Payment Plan' Notices based on an individual's payment schedule		
	4. Automatically reinstate standard collection activities in event of default		
	5. Allow authorized user override of standard collection activity reinstatement		
	6. Automatically reinstate DMV 'holds' when applicable in event of default		
	7. Allow authorized user override of DMV 'hold' reinstatement		
	8. Automatically generate 'default letter' Notice when due dates are missed		
	9. Allow installment payments at all public service centers		
	10. Generate customer receipts for all installment payments		
	11. Automatically apportion and apply installment payments to the appropriate outstanding citations		
	12. Provide System 'users' with summary view of payment plan status.		
	13. Provide authorized users with both an automatic, and manual capability to modify an existing installment payment plan [i.e., adding/deleting/modifying citations and/or citation information, modifying payment plan schedules and amounts, etc.].		
4.50	The Installment Payment Processing data sets shall minimally include:		
	1. current status (distinguish between paid in full, in compliance, or default)		
	2. name and address of participant		
	3. vehicle license plate number(s)		
	4. original amount due		
	5. down payment amount received		
	6. agreed-upon payment schedule (weekly, bi-weekly, monthly, bi-montly, etc.)		
	7. payment start date		

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	8. payment amount required		
	9. payment amount received		
	10. current balance due		
	11. transaction history		
4C:	**PAYMENT DEPOSIT TO COUNTY - Cash and Checks (personal and Money Orders)**		
4.50	All cash and check payments are deposited daily directly to the Department's financial institution via armored, bonded courier.		
4.51	All payments shall be deposited directly to the Department's financial institution within 24 hours of collection.		
4.52	The System is capable of storing scanned check images.		
4.53	The Sytem shall permit querying of the scanned check images using citation number.		
4.54	The Sytem shall permit querying of the scanned check images using license plate number.		
4.55	The Sytem shall permit querying of the scanned check images using registered owner (or responsible party) name.		
4.56	The Sytem shall permit querying of the scanned check images using check number.		
4.57	The Sytem shall permit querying of the scanned check images by amount paid.		
4D:	**ELECTRONIC PAYMENT CLEARING HOUSE TO COUNTY - LINK2GOV INTERFACE**		
4.58	All electronic citation payments (credit card, debit card) shall be processed to County, by County's electronic payment service provider, LINK2GOV.		See Item 4.28, and Sections 7C and 7D. *POS electronic payments shall accept MasterCard, American Express, and Discover Card, as well as PIN-based Debit Cards. Additional to the above modes of payment, the Pay-by-Web and IVR subsystems shall also accept VISA credit cards and PIN-less debit card transactions.
4.59	Contractor shall to establish a service agreement with County's electronic payment service provider, LINK2GOV, within 6 months of the Agreement Effective Date.		
4.60	The PCPS System shall interface to County's electronic payment service provider LINK2GOV, within 6 months of the Agreement Effective Date.		
4.61	Contractor shall process [deposit to County] electronic payments directly through LINK2GOV. (Contractor is only a facilitator and does not pass any money through its bank accounts.)		

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4E:	**SYSTEM SECURITY**		
4.63	The System security features include, but are not limited to:		
	1. Restricted access to the System by time of day (i.e., local time)		
	2. Restricted access to the System by workstation		
	3. Restricted access to the System based on variety of security clearance 'levels'.		
	4. Restricted access to certain functions based on a user's profile [logon / password].		
	5. Restricted access based provided upon proper authorization		
	6. Written, System security policies and procedures		
	7. Written, System security training program		
	8. Unique user access identification must be changed at periodic intervals (e.g., number of days)		
	9. Anti-virus detection and control		
	10. Anti-spyware detection and control		
	11. System 'firewall' protection		
	12. Internet 'firewall' protection		
4F:	**DATA SECURITY - DATA INTEGRITY**		
4.64	The System includes data security and data integrity processes which include, but are not limited to, the following:		
	1. Mirrored data servers providing real-time data redundancy in event of System failure.		
	2. Nightly serial 'tape' backups of System data - or similar feature.		
	3. Audit trails and reports are permanently retained for each citation, including the date, time, and identification of any System user making a correction/change to citation data.		
	4. Transaction histories for every transaction.		
	5. Data control and reconciliation procedures for every system update.		
	6. Reports 'as-needed' to verify compliance.		

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5.00	**OTHER PCPS SYSTEM PROGRAMS**		
5A:	**HABITUAL PARKING VIOLATOR PROGRAM (Boot-and-Tow)**		
5.01	The System must provide an on-line, real time 'boot-and-tow' query feature in support of the Habitual Parking Violator Program by identifying vehicles that are eligible (five or more unpaid citations) for immobilization (boot) or seizure (tow).		
5.02	The System shall accept and confirm booted or towed vehicle information.		
5.03	The System shall display booted or towed vehicle status.		
5.04	The System 'boot-and-tow' query feature shall provide the user with query-style calculations based on time or other criteria used to determine seizure status.		
5.05	The System shall be capable of distinguishing between placing a boot on a vehicle and towing a vehicle.		
5.06	The System shall have the capability of loading Scofflaw (item 4.20.2 above) information to handheld electronic ticket writing machines that are used by a County officer.		
5.07	The System shall produce and mail boot-and-tow Notices as required by the Department.		
5.08	The System shall be capable of separately tracking and reporting all boot-and-tow fees.		
5.09	Boot, tow, storage, and other potential fees must be accessible in an on-line, real-time manner and included in the total amounts owed to have the vehicle released.		
5B:	**FLEET VEHICLE PROGRAM**		
5.10	The System shall support special processing for citations issued to vehicles owned by companies operating fleets of vehicles, such as Federal Express or UPS, or rental car companies such as Hertz or Avis.		
5.11	The System shall allow on-line additions, modifications, or terminations of Fleet participants.		
5.12	The System shall allow on-line data-entry of additions or deletion of individual Fleet vehicles.		
5.13	The System automatically resumes normal collection activites when Fleet participants, or Fleet vehicles are terminated from the Fleet program.		
5.14	The System shall permit fleet operators to register their vehicles in the system so that they are exempt from seizure.		
5.15	The System shall auto-generate a monthly Notice (see NOTICING) to Fleet participants of of all citations issued to their vehicles.		

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5.16	The System shall allow fleet owners the ability to resolve citations by payment of the fines, or in the case of rental vehicles, by providing information on the person who rented the vehicle at the time of the violation.		
5.17	The System shall allow rental vehicle fleet participants the ability to defer responsibility [via mail, or via electronic interface] for a citation to the 'responsible party' which rented the vehicle at the time of the violation.		
5.18	The System shall request names and addresses of 'responsible parties' from car rental agencies by mail (Noticing), or through an electronic interface.		
5.19	The System shall allow manual on-line updates of rental vehicle 'responsible party' citation data.		
5.20	The System shall automatically update rental vehicle 'responsible party' citation data when 'responsible party' data is communicated through an electronic interface.		
5.21	**Fleet Program Required data fields:**		
5.21.1	Fleet operator unique identification number		
	1. Name and address of fleet operator		
	2. Contact persons for fleet operator		
	3. Effective date of entry into fleet program		
	4. Effective date of termination from the fleet program		
	5. Date of last update to fleet information		
	6. License plate numbers of vehicles registered in the fleet program		
	7. VIN numbers of vehicles registered in the fleet program		
5.21.2	The System displays an indicator for every license plate record which is part of the fleet program.		
5.21.2	The System displays an indicator for every license plate record was a part of fleet program, but is now terminated.		
6.00	**OTHER SYSTEM QUERY FEATURES**		
6.01	General query capabilities: The System shall provide the Department with user-specified methods of query capability, described in part in 6.04 below (Citation Number Query).		
6.02	Basic 'partial information' query functions shall be allowable on the following fields: Full or partial License Plate Number, Full or partial Citation Number (6-13 digits), Full or Partial name of Registered Owner, Agency Name/Location (e.g., SH/Compton).		

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6.03	**License Plate Number Query requirement displays (but is not limited to):**		
6.03.1	All citations assigned to a license plate.		
6.03.2	Current registered owner(s).		
6.03.3	The option of displaying only those citations which are 'open' with a positive balance owed.		
6.03.4	An indicator for the citations that have met the Department's criteria for vehicle seizure eligibility.		
6.03.5	An indicator for all citations currently marked at the DMV for a hold on registration renewal along with a date marked at DMV and, if appropriate, a release date from DMV.		
6.03.6	An indicator which gives an on-screen warning that additional license plate records exist for an individual vehicle owner or operator. *[This will be used as an indicator that further research is required. State law allows the collection of all fines owed on all vehicles as a condition of releasing any seized vehicle.]*		
6.03.7	The System shall display all license plate numbers related to an individual, or registered owner, on a summary screen in order to improve the Department's ability to collect fines from owners of multiple vehicles.		
6.04	**Citation Number Query requirement displays:**		
6.04.1	Summary Citation Data: citation number, registered owner(s), license plate number and State of issuance, parking meter number, vehicle code violation with description, issue date and time, location, amount due, and current processing status.		
6.04.2	Enforcement Data: badge number of the issuing officer, issuing agency code, division number, and reporting district number.		
6.04.3	Vehicle Data: VIN, vehicle make, vehicle color, vehicle type, registered owner name, and address as provided by the DMV.		
6.04.4	Financial Data: the original fine amount plus any penalty or fees that have been added, such as a late payment penalty that includes the amount and exact date that the payment penalty was imposed, returned check fee, or fee for obtaining a copy of a citation.		
6.04.5	Mail Data: the mail date and description of all Notices or correspondence letters mailed and received. All returned mail must be noted and marked within the database, including the address used.		

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6.04.6	Processing Data: the processing batch date and number, microfilm number (if applicable), date the citation was updated to the Contractor's system, the date registered owner information was requested and received from the vehicle registry, and the date that a registration hold was placed, confirmed, and released at the DMV. Each field must be clearly delineated and marked.		
6.04.7	Adjudication Data: for administrative adjudication hearings, the date, time, office location, and disposition for both in-person and by written declaration hearings for citations and for post-impound hearings.		
6.04.8	Suspend Data: the date and time a temporary suspension is applied that stops normal processing, the identification of the person processing the suspension, type of suspension, and the date the suspension will be removed and processing resumes.		
6.04.9	Correspondence Data: the date, time, code, and sufficiently detailed and readable description of all correspondence mailed relating to a citation along with the address used.		
6.04.10	Payment Data: payment date, payment type, payment source, amount, method of payment, payment batch number, along with the availability within a time frame specified by the Department of a readable copy for research and investigation purposes.		
6.05	**Citation History Activity Query displays:**		
6.05.1	All processing transactions associated with a single citation.		
6.05.2	Displayed transactions shall default to reverse chronological order (most recent transaction activity listed first).		
6.05.3	Displayed transactions may be sorted using any query-accessible field provided under the citation number query requirement.		
6.05.4	Transaction Data shall include, at a minumum:		
	1. Transaction date.		
	2. Transaction type (payment, hearing, etc.)		
	3. User identification of the person who processed the transaction.		
	4. Any and all other codes and information applicable to the transaction.		
	5. Collection activity.		
	6. Collection and Notices (outbound correspondence) by type, date and mail date.		
	7. Cashiering activity.		
	8. Complete historical data such as name and/or address changes		

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	9. Any manual or automated corrections or revisions.		
6.06	**Habitual Parking Violator Query (Boot-and-Tow)**		
6.06.1	In addition to the System Citation Data Query, the 'boot-and-tow' query feature shall provide the user with query-style calculations based on 'time', or other criteria used to determine seizure status.		
6.06.2	The System shall provide a Query feature which returns all 'Boots' that are currently on the street.		
6.06.3	The System shall provide a Query feature which returns all current towed [siezed/impounded] vehicles.		
6.07	**Fleet Vehicle Program Query**		
6.07.1	In addition to the System Citation Data Query, the Fleet Vehicle Program Query shall minimally include queries on the following data fields:		
	1. Fleet Operator identification number		
	2. Fleet Operator, Name		
	3. License plate numbers of vehicles registered in the Fleet program		
	4. VIN numbers of vehicles registered in the Fleet program		
7.00	**SUB-SYSTEM SERVICES / FEATURES**		
7A:	**CALIFORNIA DEPARTMENT OF MOTOR VEHICLES DATA LINK (CA-DMV)**		
7.01	Contractor's Sytem shall utilize a real-time, on-line data link to California DMV records.		
7.02	The System automatically compares the issue date of each citation with the vehicle registration date information on file at the DMV.		
7.03	The System uses registration date information to assign legal responsibility for each citation to a registered owner based on the effective date the license was assigned to a particular individual by a motor vehicle registry. (Citations issued before a change in registered owner must be assigned to the previous owner.)		
7.04	The System automatically updates processing actions [status] when crucial data fields, such as violation code or license plate, are corrected; i.e., processing a new name and address request to the DMV, or reinstatement in the Noticing cycle.		

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	**Parking Citation Processing Services**		
7.05	The System shall utilize continuous on-line, real time placing and releasing of vehicle registration holds with the California DMV.		
7.06	Participating U.S. DMVs (various, non-California) [*As part of the Proposal, Proposer shall list all participating non-California DMVs affiliated with Proposer along with the established level of data sharing capability.*]		
7.07	The System shall utilize a real-time, on-line data link to all participating non-California DMVs.		
7.08	The System shall utilize continuous on-line, real-time placing and releasing of vehicle registration holds with all participating non-California DMVs.		
7.09	The System shall query DMV data for registered-owner information.		
7.10	The System shall obtain registered-owner information from DMV within 48 hours of the new citation record being updated or entered in the System.		
7.11	The System shall cyclically re-request information DMV on license plates initially returned as "no hits" (name and address information not available).		
7.12	The System shall cyclically re-request information from DMV on license plates initially returned for all vehicles that have reached Scofflaw status.		
7.13	The System shall be capable of processing all DMV name and address transactions and provide all necessary transaction history for adjudication hearing examiners in boot/tow hearings (see below, Admin Adjudication Hearings Lvl II).		
7.14	**DMV Registration 'Holds'**		***A registration hold (or 'Hold') is defined as that point in time when the DMV prevents registration (or re-registration) of any vehicle which has encumbered any delinquent unpaid parking citations. Vehicle registration will be permitted only upon full payment of all delinquent citations.
7.14.1	The System's on-line, real-time interface capability with the DMV shall be capable of placing, 'Holds' on vehicles having five (5) or more unpaid parking citations.		
7.14.2	The System's on-line, real-time interface capability with the DMV shall be capable of releasing 'Holds' within 24 hours of a citation disposition.		
7.14.3	The System's on-line, real-time interface capability with the DMV shall [as permitted by the DMV] be capable of, reactivating a registration 'Holds' when appropriate, and as determined by the Department.		
7.14.4	The System's on-line, real-time interface capability with the DMV shall purge any 'Hold' from the PCPS System within thirty (3) days of citation disposition.		

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7.15	**Name and Address Processing**		
7.15.1	System must compare the issue date of the citation with the registered owner information on file at the DMV to determine the registered owner responsible for the citation.		
7.15.2	System compares citation issue date and effective date of vehicle registration to assign responsibility to correct registered owner(s).		
7.15.3	System shall split a record (and create a separate record(s)) when two or more distinct owners exist for a single vehicle license plate - assigning responsibility for citations based on the effective date of registration.		
7.15.4	System must be able to immediately process all DMV name and address transactions required to support Department operations		
7B:	**INTERACTIVE VOICE RESPONSE (IVR) Subsystem (Telephone)**		
7.24	**Interactive Voice Response (IVR) requirements:**		
7.24.1	The IVR sub-system shall be fully integrated with the parking citation database (the System) to provide the public with real-time, on-line, status information on citations and an individual's record.		
7.24.2	The IVR subsystem shall be available to the public 24 hours per day, 7 days per week.		
7.24.3	The IVR sub-system shall provide pre-recorded information, and receive messages in, both English (Default) and Spanish (Option).		
7.24.4	The IVR subsystem shall be 'text telephone' (also 'TTY') enabled for the hearing impaired.		
7.24.5	The IVR sub-system shall provide the public with updated information regarding their account, current account activity, amounts owed, and status and deadlines.		
7.24.6	The IVR sub-system shall provide callers with the option to speak with a live customer service representative during normal business hours.		
7.24.7	The IVR sub-system shall mark the parking citation database with an indicator on the citation history record showing that a telephone call was received, and the general nature of the call, including all requests for information, and the appropriate action taken.		

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Section Number	County's Minimum Functional Business Requirements	Vendor Response	Comments
7.25	IVR 'pay-by-phone' requirements:		
7.25.1	The IVR pay-by-phone function shall accept credit cardpayments within 10 months of the Agreement Effective Date, and shall utilize a secure Application Processing Interface (API) provided by County's electronic payment service provider, LINK2GOV.		LINK2GOV specifications are provided in *Attachment E (LINK2GOV Interface)* to the Statement of Work.
7.25.2	Contractor's provision of IVR services, including but not limited to Contractor's IVR devices and communication system, shall satisfy the most current available PCI-DSS encryption standards, throughout the Term of the Agreement with County.		
7.25.3	Contractor shall work with LINK2GOV to ensure that all IVR pay-by-phone payment transactions shall update to the PCPS System in real time, and minimally shall include: citation number(s), registration number, date and time of transaction, authorization status, and amount of payment(s).		
7.25.4	Contractor shall work with LINK2GOV to ensure that all IVR pay-by-phone credit card payments for clients with multiple citations shall, by default, credit the oldest unpaid citation on record first; and then, in sequential order by date, credit each unpaid citation from the oldest to the most recent citation on record.		
7.25.5	Contractor shall work with LINK2GOV to ensure that all IVR pay-by-phone credit card transactions shall update to the System in real time, and shall 'auto-transfer' all payments to County's e-payment service provider, LINK2GOV, for real-time processing to County's dedicated e-deposit account.		
7C:	PUBLIC WEBSITE / PAY-BY-WEB INTERFACE subsystem		
	Contractor shall develop a public information website (e-commerce application, or 'storefront') which permits electronic payments of citations.		
7.37	The Pay-by-Web subsystem shall be available 24-hours a day, 7 days per week.		
7.38	The Pay-by-Web subsystem shall interface directly with the PCPS System, and shall provide information to the public regarding outstanding citation fees, and account status.		
7.39	The Pay-by-Web subsystem shall accept credit card payments for one or more parking citations.		
7.40	All fees to be charged to the customer must be identified.		
7.41	Provide a Pay-by-Web subsystem (public website) feature (in a format approved by the Department) which permits credit card payments via electronic internet services to the public.		

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7.42	Contractor shall imbed on its public website, a fully functional HTTPS (hyperlink) e-payment connection to County's electronic payment service provider, LINK2GOV, within 6 months of the Agreement Effective Date.		The LINK2GOV specification is provided in *Attachment E (LINK2GOV Interface)* to the Statement of Work.
7.43	Pay-By-Web credit card and debit card transactions shall update to the the PCPS System in real time, and shall 'auto-transfer' to County's e-payment service provider, LINK2GOV, for real-time deposit to County's dedicated e-deposit account.		
7.45	Pay-by-Web customer access and privacy is achieved using citation number, vehicle license plate number, and zip code of vehicle owner's registration. (If other, please explain.)		Proposers: Please describe, in detail, public website access constraints, and Proposer's methods to ensure customer privacy concerns.
7D:	**HAND-HELD E-TICKET WRITER subsystem**		
7.46	Hand-held Electronic Ticket-Writer data is remotely uploaded to the System.		
7.47	Ticket-Writer data [citation data] is accessible across all System interfaces in real time from web-enabled personal computer workstations.		
7.48	The System creates an automatic 'log' entry, or timestamp, when data is uploaded from a handheld device.		
7.49	The log entry includes a code which identifies the handheld device transmitting the data, the name of the 'user' executing the upload, as well as the location from which the data is uploaded.		
7E:	**AUTOMATED LICENSE PLATE RECOGNITION subsystem (ALPR)**		
7.50	ALPR data is remotely uploaded to the System.		
7.51	ALPR data is accessible across all System interfaces in real time from web-interfaced personal computers.		
7.52	ALPR 'hits' automatically alert the users (enforcement officer) to initiate review.		
7F:	**ADMINISTRATIVE ADJUDICATION HEARINGS feature - Level II**		
7.53	Basic hearing information includes:		
	1. date hearing is requested		
	2. date hearing is scheduled		

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	4. hearing time of day		
	3. location		
	5. disposition		
7.54	Administrative Hearing Level II includes boot/tow probable cause, and post-impound hearing data.		
7.55	The Sytem provides hearing scheduling for all of the Department's adjudication office locations.		
7.56	The Sytem provides for a hearing-date availability calendar.		
7.57	The Sytem calendar can be modified in an on-line, real-time environment to accommodate:		
	1. workload fluctuations		
	2. administrative changes		
	3. holidays		
	4. vacations		
	5. changes in Department policies and procedures		
	6. State laws		
7.58	The Administrative Hearing feature allows for on-line, real-time updating of citation dispositions at the time a hearing examiner's decision is rendered; including:		
	1. hearing type (in-person, by written declaration, boot/tow probable cause, and post-impound)		
	2. hearing date		
	3. amount of fine		
	4. fees/tow charges		
	5. vehicle storage fees (if any amount is still due)		
	6. "not liable" decisions		
7.59	Superior Court Appeal Information:		
	1. hearing date scheduled		
	2. location		
	3. time of day		
	4. disposition		
	5. Court-ordered refund (when applicable)		
	6. Court filing fees (when applicable)		

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7.60	Case Status:		
	1. amount due		
	2. amount paid		
	3. current suspend code		
	4. suspend code description		
	5. date of temporary suspension removal		
	6. "Contest Status" (a field that shows where a citation may be on the administrative adjudication time-line)		
7.61	Administrative Review Summary data includes:		
	1. citation issue date		
	2. date of administrative review		
	3. reason for administrative review		
	4. investigation type		
	5. date processed		
	6. last date to contest the citation		
	7. administrative review decision		
	8. date decision entered		
	9. date decision mailed to registered owner or complainant		
	10. address of client/complainant		
	11. reason for permanent suspended citation		
8.00	**PCPS REPORT GENERATING REQUIREMENTS**		
8.01	The System shall provide an 'ad hoc' report generator utilizing 'field-chooser' / 'drag-and-drop' report-writer technology. *[Contractor shall provide to the County, maximum flexibility in determining accessible data sets for this feature.]*		
8.02	The System shall, using the above ad-hoc feature, provide a comprehensive Habitual Parking Violator Reporting capability for the identification and seizure of habitual parking violators, and for all towed vehicles.		
8.03	The System shall, using the above ad-hoc feature, provide a comprehensive Installment Payment Plan Reporting capability		
8.04	The System shall, using the above ad-hoc feature, provide a comprehensive Administrative Adjudication Hearing Reporting capability		

	Parking Citation Processing Services		
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9.00	**NOTICING and CORRESPONDENCES**		
	Notices differ from Correspondences in that Notices are generated by the System automatically when violators have failed to respond to a citation within specified time frames pursuant to the CVC or LACC. Correspondences are generated by the System in response to a written inquiry from a customer/violator regarding any number of parking violation matters, including their citation, initial review, Administrative Hearing, or customer service.		
9.01	The System must automatically generate all Notices and/or Correspondences required to support the PCPS program.		All automated NOTICES shall be subject to advance, written approval of the County's Program Director, and shall conform to notification standards and timelines established by (in order of priority) the CVC, LACC, and Los Angeles County Sheriff.
9.02	The System Noticing/Correspondencegenerating capability shall be flexible, and accommodate time-based as well as criteria-based selection variables to generate a specific type of Notice.		
9.03	The System automatically generates Correspondences to customerss in response to customer written communication concerning citation status, payment status, or other matters. Such Correspondence shall be sent to respondent within three (3) working days of receipt of client's letter.		
9.04	The System shall provide for an on-line, real-time review of all Notice/Correspondence activity by type of Notice/Correspondence.		
9.05	The System shall permit users to research specific Notice runs, individual Notice/Correspondence record information, and the response rate or payment return rate.		
9.06	The System shall default display in reverse chronological listing [by date] (most recent listed first) a complete listing of each Notice/Correspondence mailed, including Notice description and Notice type, and actual mail date displayed.		
9.07	The System shall record when any mailed Notice/Correspondence is returned as not deliverable. This shall include the address or addresses used.		

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10.00	CLIENT / CUSTOMER SERVICES		
10.01	Contractor provides cashiering and citation support services to the public at all POS facilities.		
10.02	Contractor is be capable of receiving and processing citation payments during System failure.		
10.03	Contractor is be capable of manually receiving and processing citation payments for single citations, multiple citations, and citations on one or more vehicle license plates for citations not yet entered to the System.		
10.04	Contractor is capable of generating/issuing a manual receipt in the event of System failure.		
10.05	Manual Receipts shall minimally include the following information:		
	1. citation(s) paid		
	2. total amount paid		
	3. amount tendered and change made		
	4. license plate(s)		
	5. i.d. or name of processing clerk		
	6. date and time payment made		
10.06	Contractor customer service staff is sufficiently trained to review vehicle history records, locate any additional vehicles registered to the same owner, and accurately inform an individual of the amount of the fines that must be paid, including amounts owed on other vehicles.		