



Jim McDonnell, Sheriff

County of Los Angeles
Sheriff's Department Headquarters

*4700 Ramona Boulevard
Monterey Park, California 91754-2169*



March 24, 2015

Notice to Proposers:

**BULLETIN NUMBER 3
REQUEST FOR PROPOSALS
REQUEST FOR PROPOSALS #553-SH
PARKING CITATION PROCESSING SERVICES**

This Bulletin Number 3 is being issued to provide responses to questions that were received by March 11, 2015 (Written Questions), and from the Mandatory Proposer's Conference held on March 17, 2015. The responses are final and shall become part of the Request for Proposals (RFP) Number 553-SH for Parking Citation Processing Services (PCPS).

Questions (Italic) and Responses (Bold):

1Q. *Appendix A Statement of Work (SOW) Paragraph 4.2 states: "Contractor shall provide PCPS to the Department in satisfaction of the defined minimum County's Functional Business Requirements set forth in Attachment A to this SOW and any additional requirements which, in consultation with the Department, may be found to be unintentionally omitted from the County's Functional Business Requirements by the Department, yet are required to provide an optimum level of PCPS to the County."*

This requirement does not appear within Attachment A. Please clarify if a response is required to be included within Appendix A or other location within proposal responses.

1R. A response to this requirement in Attachment A of Appendix A is not required.

2Q. *Appendix A (SOW) Paragraph 4.4 states: "All processing activities, including direct public support (customer service) transactions, shall be subject to detailed audit by the Department, County, or other authorized entity."*

This requirement does not appear within Attachment A. Please clarify if a response is required to be included within Appendix A or other location within proposal responses.

2R. A response to this requirement in Attachment A of Appendix A is not required.

3Q. *Appendix A (SOW) Paragraph 5.2 states: "Contractor's failure to input data from hand-written citations issued by County (Paragraph 6.4 of this SOW) or to make citation data available via the System within the time frames set forth throughout this Agreement shall subject Contractor to the Billing Credits provision set forth in Section 18.0 (Contractor's Guarantee) of this SOW, and in the Agreement, Section 5.0 (Work)."*

This requirement does not appear within Attachment A. Please clarify if a response is required to be included within Appendix A or other location within proposal responses.

3R. A response to this requirement in Attachment A of Appendix A is not required.

4Q. *Appendix A (SOW) Paragraph 8.4 states: "Contractor shall submit all Management Reports (except for Item 6 (Habitual Parking Violator Report) above) on or before the 25th day of each month (or the next Business Day, if it is a Saturday, Sunday or a County holiday) for the completed prior month."*

This requirement does not appear within Attachment A. Please clarify if a response is required to be included within Appendix A or other location within proposal responses.

4R. A response to this requirement in Attachment A of Appendix A is not required.

5Q. *Appendix A (SOW) Paragraph 14.4 states: "County Project Director will provide to Contractor a listing of all County holidays for each calendar year, throughout the Term of this Agreement."*

This requirement does not appear within Attachment A. Please clarify if a response or acknowledgement is required to be included within Appendix A or other location within proposal responses.

5R. A response to this requirement in Attachment A of Appendix A is not required.

6Q. *Appendix A (SOW) Paragraph 14.11 states: “The conditions outlined in this Section 14.0 of this SOW are supplemental to those listed in Section 4.0 (Administration of Agreement – Contractor) of the Agreement.*

”This requirement does not appear within Attachment A. Please clarify if a response or acknowledgment is required to be included within Appendix A or other location within proposal responses.

6R. A response to this requirement in Attachment A of Appendix A is not required.

7Q. *Appendix A (SOW) Subparagraph 18.1.4 states: “Contractor shall, within five (5) Business Days of the close of each previous month, provide County Project Manager with a summary PCPS System Status Management Report. The summary Report shall minimally include: County’s required in-service hours, actual hours in service, percent of hours in operation, and billing credit due to County, if any.”*

This requirement does not appear within Attachment A. Please clarify if a response is required to be included within Appendix A or other location within proposal responses.

7R. A response to this requirement in Attachment A of Appendix A is not required.

8Q. *Appendix A (SOW) Subparagraph 18.1.6 states: “Contractor shall be considered by County to be in default of this Agreement, and County shall have the right to provide Contractor with notice thereof, if the PCPS System which is not in service, as defined in Paragraph 18.2 (Fidelity Information Services (FIS), Pay-by-Web, IVR, POS – Billing Credits) of this SOW, for thirty (30) consecutive calendar days and for which Contractor has not provided adequate remedy as provided in this SOW or determined by County.”*

This requirement does not appear within Attachment A. Please clarify if a response is required to be included within Appendix A or other location within proposal responses.

8R. A response to this requirement in Attachment A of Appendix A is not required.

9Q. *RFP Subparagraph 2.8.6.2 ALPR – Proposed Uses states: “...the Department currently uses data captured from patrol ALPR systems, and information attained through the issuance of “moving” citations, to aid in criminal investigations. Data captured via parking citation and parking ALPR systems could be of equal value to the investigative process. The Department currently uses Federal Signal’s PIPS BOSS® systems to view license plate scan data, and Crossroads™ and COPLINK® to view ticket information.”*

Is it the County’s expectation that the Contractor’s ALPR system be able to export and/or import data files to/from either the BOSS® system or COPLINK®?

9R. No. Currently, it is not the County’s expectation that the Contractor’s ALPR system be able to export and/or import data files to/from either the BOSS ® system or COPLINK ®. However Proposers are encouraged to provide detailed descriptions to the functionalities of their ALPR systems and indicate whether the Proposer’s ALPR systems are capable of exporting/importing data files to/from either the BOSS ® system or COPLINK ® system in the event that the above County’s expectation might change in the future.

10Q. *RFP Subparagraph 2.8.5.1 states: “...The narrative must also provide sufficient assurance to the County that the Proposer...is capable of executing the requirements, as written, without significant delay (90 calendar days or more) to the PCPS program implementation. RFP p30, 4.2, refers to a “conversion period” which “should not exceed thirty (30) calendar days” SOW p19, 11.5.4 “Contractor shall establish a working arrangement with FIS within six (6) months of the Effective Date of this Agreement.” SOW p20, 11.6.12, “Contractor shall implement the IVR system within six (6) months of the Agreement’s Effective Date.” SOW p21, 11.7.2, “Contractor shall implement the Pay-by-Web interface (website) within six (6) months of the Agreement’s Effective Date.” SOW p23, 12.1.1, “...The corporate center(s) shall be open...within three (3) months of the Effective Date of this Agreement.”*

10QA. *Would you please clarify the schedule according to which the selected Contractor must introduce the range of services required?*

10RA. The PCPS program is to be implemented within three (3) months of the Effective Date of this agreement with the exception of:

- a. **Data conversion - not to exceed 30 days (RFP Paragraph 4.2);**
- b. **Establishing a working arrangement with Fidelity Information Services (FIS) within six (6) months of the effective Date (SOW Subparagraph 11.5.4);**
- c. **Implementing the Interactive Voices Response system – within six (6) months of the Effective Date (SOW Subparagraph 11.6.12); and**
- d. **Implementing the Pay-by-Web Interface – within six (6) months of the Effective Date (SOW Subparagraph 11.7.2).**

10QB. *What provision will be made for online, telephone and walk-in payments during the interim between the contract's effective date and the required implementation of the services specified above?*

10RB. Payments in the form of checks or money orders can be made by mail during this interim period.

11Q. *RFP Subparagraph 2.8.6/3 states: "An overview of the five (5) automated license plate recognition (ALPR) systems which will be provided to the Department's Parking Enforcement Detail Parking Control Officers. The overview shall minimally include the following information:*

- *Quantity of ALPR systems;*
- *Brand and model number;*
- *Software operating platform;*
- *Data transmission platform/language;*
- *System capabilities/features;*
- *Communication architecture (general) and capabilities;*
- *How they function (a user's perspective); and*
- *Any special maintenance and/or handling issues of which the Department must be aware."*

What purpose will the ALPR's be used for (Scofflaw Only, Time Limit Enforcement Only, both, or other services)?

11R. ALPR's will be used for both Scofflaw and Time Limit Enforcement.

12Q. *Appendix A (SOW) Subparagraph 11.3.2 states: "Contractor shall furnish to the Department and Participating Agencies, five (5) ALPR systems for use by the*

Department's Parking Enforcement Detail and Participating Agencies in accordance with the terms of this Agreement. Contractor shall be responsible for the periodic maintenance, repair, upgrade, and/or as-needed Replacement of nonfunctional ALPR systems throughout the Term of the Agreement."

Is the Sheriff's expectation that the contractor will provide onsite local support services for the ALPR units? If so, what response time is required and is the Sheriff expecting this service to be included as part of the provided pricing or billed separately on Time and Material basis?

12R. Yes, the contractor shall be required to provide onsite local support services for the ALPR units at the standard described in Paragraph 15.2 of Appendix A (SOW).

13Q. *Appendix A (SOW) Paragraph 11.4 states: "...Additional requirements for the Administrative Adjudication Hearings feature are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW."*

What are the additional requirements for the Administrative Adjudication Hearing Feature? We do not see these in Attachment A. Will contractor's staff be required to process administrative hearing decisions into the PCPS system (i.e. manually enter decisions returned from the Sheriff)?

13R. The contractor's staff shall be required to enter the following information into the PCPS system:

Date hearing is requested

Date hearing is scheduled

Hearing time of day

Location

Disposition Codes

Administrative Hearing Level II which includes boot/tow probable cause, and post-impound hearing data

Hearing type (in-person, by written declaration, boot/tow probable cause, and post-impound)

Amount of fine

Fees/tow charges

These requirements will be included in Paragraph 11.4 Administrative Adjudication Hearings Feature of Appendix A (SOW).

14Q. *Appendix A (SOW) Paragraph 11.8 states: "...Following is a sample list of standard Correspondence set forth in Attachment B (Sample Notices and Correspondences) to this SOW:*

- *Disabled Parking Privileges*
- *Disabled Vehicle*
- *30-Day Extension on Payment*
- *Permit Parking*
- *Deposit of Fine Prior to Hearing*
- *5204 (a) Equipment Violation*
- *Stolen Vehicle"*

Please provide a comprehensive list of all the additional correspondence that are being used by the Sheriffs in addition to what was provided in the SOW.

14R. The list provided in Paragraph 11.8 Automated Correspondence, of Appendix A (SOW) includes only samples of the most commonly used correspondences. A comprehensive list of all correspondence is not available.

15Q. *Appendix A (SOW) Subparagraph 12.1.1 states: "Contractor shall establish, operate, and maintain one or more fully operational corporate centers, centrally located in Los Angeles County. The County will be sole judge as to 'centrally located'."*

Currently there are 4 service centers being supported for the Sheriff's ticket processing contract. Is the assumption that the Sheriff's will require the same amount of service centers in the new contract?

15R. No, the Contractor is required to provide one or more of these fully operational corporate (payment) centers centrally located in Los Angeles County.

16Q. *Appendix A (SOW) Subparagraph 18.2.4 states: "Failure of Contractor to successfully establish, operate and maintain one or more fully operational POS centers (as described in Subparagraph 12.1.1) within three (3) months of the Effective Date of this Agreement shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month four (4), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees,*

installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.”

In addition to the 25% non-refundable billing credit for not successfully establishing one or more fully operational POS centers, is LASD planning on introducing other Service Level Agreements (SLA's), and monetary penalties for missing them, for services provided at the POS centers such as:

Maximum wait times for customers

Security Guards- providing guards at the service centers

Video Recordings- maintaining records of all transactions

Armored Courier- provided for transportation of cash and checks

Payment Processing (cash / credit cards / checks)

Spanish Speaking customer service representatives at POS- must be provided and staffed accordingly.

16R. No.

17Q. *Appendix A (SOW) Paragraph 18.3 Notices, Timely Delivery, states: “In accordance with guidelines provided for in the CVC and/or LACC and/or elsewhere hereunder, Contractor shall mail all Notices on unpaid citations within their prescribed timeframes.”*

In the last fiscal year we see that there were over 400,000 mailings. Is it the Sheriff's assumption that these volumes will remain the same during the term of the contract and that Contractor will be responsible for all mailing fees that include print, mail, remit envelopes, and postage?

17R. The volume of mailings may vary from year to year depending upon issuance rate, payment rate, collection rate, special notices, etc. The Contractor shall be responsible for all mailing fees concerned.

18Q. *As part of the Special Collections process, will Sheriff's reimburse contractor for FTB filing fees including SSN acquisition fees?*

18R. Yes.

19Q. *Attachment C of Appendix A (SOW) - “This appears to have two different standards for two components: 8GB DDR3 RAM and later, 16GB DDR3 Ram; and for video support, 1 GB AMD Radeon HD8350 and later, NVIDIA GeForce GT 640.”*

Would you please clarify?

19R. The two different standards for two different components are offered as viable alternatives. Either standard in each component will be considered acceptable.

20Q. *Appendix A (SOW) Paragraph 11.2 – “In discussing handheld and printer requirements, the SOW does not state a required implementation timeframe, as it does for other requirements.”*

How many days or months from the Effective Date of the Agreement will the Contractor have to implement the handhelds and printers?

20R. Three (3) months.

21Q. *Appendix A (SOW) Subparagraph 11.6.4 states: “Contractor shall ensure that all calls are answered by the fourth ring and shall be personally answered by a Contractor representative in not more than three (3) minutes from the time of receipt by the IVR.”*

“Is answering by the fourth ring at the time the IVR answers the call, or at the time caller presses 0 to transfer to a Contractor representative?”

Should the three (3) minutes be 3 minutes from the time the call transfers to a Contractor representative instead of from the time of receipt by the IVR? The caller may spend some period of time within the IVR menu prior to transferring to a representative that is outside the control of the representative.

21R. The call should be answered by the fourth ring at the time the IVR answers the call. The three 3 minutes should be 3 minutes from the time of receipt by the IVR.

22Q. *Appendix A (SOW) Paragraph 19.3 - “Re: Upgrade of desktop computing hardware.”*

Does the “minimum” of one upgrade refer to the original deployment as part of the original implementation or is it ADDITIONAL at some point during the contract? Also, with regard to upgrades in response to upgrades required by changes in the LASD Desktop Computing Standards, is the County willing to state a maximum number of upgrades under this requirement. It is difficult, otherwise, to provide pricing for such an open-ended requirement.

22R. The “minimum” of one upgrade refers to the original deployment. It is reasonable to expect not more than one upgrade per contract year.

23Q. *Subparagraph 1.4.3 of the RFP states: “Proposer must demonstrate that Proposer is currently processing a minimum of 15,000 parking citations per month.”*

To confirm, is this minimum requirement requiring that the proposer currently process a minimum of 15,000 citations per month for a single agency (i.e. have the proven capability to support a single agency with minimum volumes of 180,000 citations per year)?

23R. The Minimum Mandatory Requirement at Subparagraph 1.4.3 of the RFP is for the Proposers to have the experience of processing a minimum of 15,000 parking citations a month whether or not the parking citations are coming from the same single agency.

24Q. *Can the corporate office be contained within an existing parking office location or does it need to be a dedicated office within the County of Los Angeles?*

24R. The question probably refers to corporate centers and not corporate offices. Fully operational corporate centers meeting all the requirements stipulated in Subparagraph 12.1.1 of Appendix A (SOW), and centrally located in Los Angeles County will be accepted.

25Q. *Is the ALPR to be handheld or mounted on a car?*

25R. Both.

26Q. *Subparagraph 11.6.9 of Appendix A (SOW) – “Is the \$2.49 fee assessed by the County? May the vendor assess a further convenience fee to the customer for IVR and/web payment services?”*

26R. The electronic processing transaction fee of \$2.49 is assessed by Fidelity Information Services (FIS) and not by the County. If the contractor wants to assess a further convenience fee to the customer for IVR and/web payment services, the contractor should include the fee in the “Per-citation Processing Cost” in the Pricing Sheet, Form B-11 of Appendix B, Required Forms.

- 27Q. *“Does the County have a preference for the structure of pricing? i.e., Upfront purchase of software and handheld devices, percent of revenue collected, per ticket, per citation, pet permit, monthly fee or a combination of any of these (or others)?”*
- 27R. **Yes, please refer to the Pricing Sheet, Form B-11 of Appendix B, Required Forms.**
- 28Q. *“5.1 and 11.6.2; currently where are the remote locations at? Please provide the physical addresses?”*
- 28R. **The remote locations are the Sheriff’s Department’s local patrol stations. Please refer to the attached link for the physical addresses:**
<http://sheriff.lacounty.gov/wps/portal/lasd/residents/patrolstations>
- 29Q. *RFP Subparagraph 2.8.8, will a narrative bio instead of full resumes be sufficient?”*
- 29R. **No, a full resume is required.**
- 30Q. *“How many mail in payments are processed annually?”*
- 30R. **54,862.**
- 31Q. *“How many delinquent notices are sent out annually?”*
- 31R. **132,389.**
- 32Q. *“How many parking tickets were issued in 2014?”*
- 32R. **213,117.**
- 33Q. *“What is the range of fines?”*
- 33R. **\$10 - \$338.**
- 34Q. *“What is the range of penalties?”*
- 34R. **Double the base fine.**
- 35Q. *“How much revenue for parking tickets was collected in 2014?”*

35R. \$11,532,493.

36Q. *"How many unpaid tickets were there in 2014?"*

36R. 66,026.

37Q. *How much, approximately was the revenue value of all unpaid 2014 tickets?"*

37R. \$10,539,087.

38Q. *"How many unpaid tickets were there in 2013?"*

38R. 49,202.

39Q. *"How much, approximately was the revenue value of all unpaid 2013 tickets"*

39R. \$7,394,700.

40Q. *"Does your agency issue warning tickets? If so, what is the policy for issuing warning tickets? Some - not sure what the PEO guidelines are."*

40R. Warnings are routinely issued for prompt removal and/or advice that a vehicle may be parked in violation of a State or local ordinance such as:

Vehicles parked on the street 72 or more consecutive hours may be removed.

Vehicles abandoned on public or private property may be removed.

Continued violation may result in the removal of the vehicle or citation.

41Q. *"How many locations are there for paying for parking tickets?"*

41R. Four (4).

42Q. *"How do you currently obtain registered owner name and address information?"*

42R. The information can be obtained from the Department of Motor Vehicles.

43Q. *"Do you have a parking permit program?"*

If so, please indicate what kind of permits you have?

43R. Yes, residential and other (County owned lots)

44Q. *"How many permits did you sell in 2014?"*

44R. The Sheriff's Department does not sell permits. The permits are obtained from the Los Angeles County Department of Internal Services.

45Q. *"What was the total permit revenue in 2014?"*

45R. The Los Angeles County Sheriff's Department does not receive any revenue from the residential parking permit program.

46Q. *"If you don't qualify for certain forms, such as SBE Preference Form, must you still complete/submit the form?"*

46R. Yes, Proposers are advised to fill out all forms requested in the RFP. Proposers can put down "Not Applicable" in Forms that are not at applicable to them.

46Q. *"Is supporting equipment/accessories and warranties to be included in the desktop computing hardware?"*

47R. Yes.

48Q. *"Are you looking for wireless communication in handheld devices?"*

48R. No.

49Q. *"So, basically you just need cradling capabilities at the end of shift to upload all citation information?"*

49R. Yes.

50Q. *"Is the full price monthly usage costs to include accessories and warranties?"*

50R. Yes.

51Q. *"Is the Sheriff's Department looking to purchase any equipment up front?"*

51R. No, the Contractor is required to provide all equipment, and any monthly usage/maintenance fees should be included in the pricing sheet.

52Q. *“So there is a one-time implementation cost, and everything else after that should be rolled up into the Per-Citation Processing Cost or the monthly usage cost of the Pricing Sheet – Form B-11 of Appendix B-Required Forms?”*

52R. Yes.

53Q. *“The pick-up of all handwritten citations is currently conducted minimum four (4) times a week. Is the scanning of citations and delivering them an available option?”*

53R. No, the original handwritten citations are required.

54Q. *“Regarding forms that need signature, would web signature or e-signature be accepted?”*

54R. No, only the original handwritten signature will be accepted.

All other Terms and Conditions of the RFP shall remain unchanged.

Should you have any questions, please contact Contracts Analyst William Smith via email at wksmith@lasd.org

Sincerely,

JIM McDONNELL, SHERIFF

Susanne Cousins

for

Glen Joe, Director
Fiscal Administration