

**REQUEST FOR PROPOSALS**

**City of Wilkes-Barre *Web Based Parking Ticket Issuance Hardware,  
Software and Payment Solutions***



**City of Wilkes-Barre  
40 East Market Street  
Wilkes-Barre, PA 18701**

**2018**

**INVITATION FOR REQUEST FOR PROPOSAL  
CITY OF WILKES-BARRE**

***City of Wilkes-Barre Web Based Parking Ticket Issuance Hardware,  
Software and Payment Solutions***

**INTRODUCTION**

The City of Wilkes-Barre is home to approximately 42,000 people and is the county seat of Luzerne County. There is a vibrant business and residential community in the core of Downtown Wilkes-Barre that has limitless potential to expand. Two higher-learning institutions, King's College and Wilkes University, anchor to the downtown business district along with a Barnes and Noble Bookstore, R/C Theaters Movies 14, Guard Insurance, and a litany of dining options. Wilkes-Barre ranks as the fourth (4<sup>th</sup>) largest downtown workforce in the commonwealth of Pennsylvania (15,000 daily workers).

**I. BACKGROUND OF ON-STREET METERED SYSTEM**

The city currently has 885 metered on-street parking spaces. In 2017, Wilkes-Barre budgeted \$525,000 in meter collection revenue. The hourly rate to park in a metered space is \$2 with a four-hour limit. Parking hours extend from 8:00 a.m. until 6:00 p.m. Monday-Saturday throughout the calendar year. The city issues approximately 20,109 tickets per year.

**II. PROJECT GOALS**

The City of Wilkes-Barre seeks a qualified vendor to provide:

- (a) Web based Parking Ticket Software
- (b) Ruggedized Parking Ticket Issuance Devices
- (c) Delinquent Parking Ticket Collection Services
- (d) Real-time Integration with Wilkes-Barre's Mobile Pay Vendor
- (e) Must Support Integrated PA DMV for License Plate Information
- (f) Out of The Box- Required PA AOPC Integration for submitting Citations and Printing of reminder notices for unpaid tickets
- (g) Must be able to print on tear proof, water resistant forms using thermal handheld printers.
- (i) Prefer cloud-based software package
- (k) The ability to Issue, Track, Print and Renew Parking Permits (RPP) w/ visitor passes and replacements

### **III. QUALIFICATIONS**

The successful respondent to the RFP will be expected to meet the following qualifications. Select YES or NO – These are items that DO NOT REQUIRE CUSTOMIZATION. Respondent can explain a NO response below the question:

#### **COMPANY:**

- |                                                                                                                               |          |
|-------------------------------------------------------------------------------------------------------------------------------|----------|
| Does your company have at least five (5) years of experience providing web based ticket issuance solutions to municipalities? | YES / NO |
| Does your company have at least five (5) Municipal clients                                                                    | YES / NO |
| Does your company have at least five (5) years of experience providing debt collection services to municipalities?            | YES / NO |
| Will your company provide a complete turnkey solution? (ie Hardware, Software)                                                | YES / NO |
| Do you provide free unlimited software upgrades and support?                                                                  | YES / NO |
| Is your company bonded?                                                                                                       | YES / NO |
| Is your company a US Based solution provider?                                                                                 | YES / NO |
| Does your company have an in-house printing and mailing department?                                                           | YES / NO |
| Does your company own and maintain all parking software and services?                                                         | YES / NO |

#### **SOFTWARE SOLUTION:**

- |                                                                                       |          |
|---------------------------------------------------------------------------------------|----------|
| Is the software Cloud based and “hosted” capable?                                     | YES / NO |
| Does your system have an online payment collection option for credit cards?           | YES / NO |
| Is there a Customer Portal to accept credit card payments?                            | YES / NO |
| Does the system utilize a Shopping Cart payment approach for multiple tickets?        | YES / NO |
| Is the database backend Oracle or SQL server?                                         | YES / NO |
| Is the system capable of multiple ticket tracking?                                    | YES / NO |
| Is the system capable of “SCOFFLAW” information tracking/identification in the field? | YES / NO |
| Is the system capable of creating multiple profiles/privileges for security purposes? | YES / NO |
| Is the system capable of “recalling and reprinting” an issued ticket?                 | YES / NO |

Is the system capable of tracking the customer appeals process? YES / NO

Does the system have real-time access/update capabilities? YES / NO

Does the system provide "audit trails" for transaction processing? YES / NO

**TICKET ISSUING DEVICES (TID):**

Do the TID's have real time, on screen integration with Pay by Mobile solutions? YES / NO

Are the TID's military grade, ruggedized devices? YES / NO

Do the TID's carry a 100% all inclusive warranty? YES / NO

Do the TID's auto sync with the backend database without needing to dock? YES / NO

Can the TID's store multiple pictures that relate to a ticket? YES / NO

Can the TID's search the backend database in real time from the field? YES / NO

Do the TID's support electronic chalking? YES / NO

Do the TID's have real time access to Scofflaw information from the field? YES / NO

Are the tickets and attachments (images/text) date, user, and terminal stamped? YES / NO

Does the system allow partial payments? YES / NO

Does the system allow payment plans? YES / NO

Does your product have all required PA AOPC Integration for submitting Citations? YES / NO

Does your product support integrated PA DMV license plate look up information? YES / NO

Does your product have the ability to Issue, Track, Print and Renew Parking Permits (RPP) w/ visitor passes and replacements? YES / NO

**SUPPORT AND IMPLEMENTATION**

Do you provide all supplies free of charge (thermal paper, ink, etc)? YES / NO

Do you provide online support via a web portal or internet connection? YES / NO

Do you provide a ticket payment kiosk at no cost? YES / NO

|                                                                                 |          |
|---------------------------------------------------------------------------------|----------|
| Do you provide delinquent letter printing and mailing at no cost?               | YES / NO |
| Do you provide lockbox and online payments at no cost?                          | YES / NO |
| Do you provide free report customizations?                                      | YES / NO |
| Is the system compatible with a License Plate Recognition System?               | YES / NO |
| Can the system be integrated with the Police Department's booting program?      | YES / NO |
| Are you using Sub-Contract Services to provide any part of the entire solution? | YES / NO |
| Can the system be implemented in under 60 days?                                 | YES / NO |

#### **IV. WORK SPECIFICATIONS DURING CONTRACT TERM**

The successful vendor must:

- convert all parking ticket data provided by the City of Wilkes-Barre.
- provide integration with the License Plate Recognition (LPR) system
- have the ability to print and mail delinquent parking notices
- have the ability to arrange and manage a system that can collect delinquent debt
- provide all software, equipment, services and supplies at no upfront cost and the City does not own the equipment at the end of the contract
- provide a detailed description of the proposed equipment, software, operation, maintenance and management plan in conformance with the terms and conditions of the RFP.
- develop useful management reports for system analysis and utilization, problem resolution; and create increased consumer responsiveness and satisfaction.
- Develop and submit an implementation plan within 10 (10) days of contract award.
- take all necessary measures to secure any sensitive financial or personal information provided by the public to use the payment service. These security precautions shall be completed according to applicable federal and state laws or regulations as well as credit card industry standards

The successful vendor agrees that:

- no data, financial or otherwise, gleaned through utilization of the payment services may be sold, or displayed to a third party by the vendor without the expressed written authorization of the City of Wilkes-Barre. Such authorization shall only be given if there is a compelling public interest to do the so and will be publicly acknowledged by the City Administration at the next regularly scheduled meeting of City Council.
- no customer shall receive marketing emails, text messages, or other communications without the expressed written authorization of the City of Wilkes-Barre.
- upon contract termination or expiration, any customer data shall be deleted and/or returned to the City of Wilkes-Barre so that it cannot be sold or used after the contract expires.
- shall provide secure administrative password access to the back office system to authorize city personnel for financial accountability, reporting, querying, revenue reconciliation, and adjudication.
- shall supply any reports or information as deemed necessary by the City of Wilkes-Barre to monitor and manage the Vendor's performance under the terms of the contract.
- shall provide onsite and/or web-based training for authorized city personnel to navigate and utilize the back office system. Real-time user support should also be available.

## **V. PENNSYLVANIA RIGHT TO KNOW LAW**

Vendor shall comply with all provisions of the Pennsylvania Right to Know Law to the extent that documents of the agency are related to services rendered under the terms of the service contract with The City of Wilkes-Barre.

## **VI. PROPOSAL FORMAT, REVIEW PROCESS AND SCHEDULE**

**GUARANTEE OF PROPOSALS:** Proposals as quoted must be guaranteed for sixty (60) days from the opening date.

- Respondents shall submit their responses no later than 2:30 p.m. EST on Thursday, February 1, 2018.
- The City of Wilkes-Barre requires three (3) copies of the proposal to be submitted.
- Proposals must be sealed and identified by "City of Wilkes-Barre Parking Ticket Issuance Hardware, Software and Payment Solution," and delivered or mailed to the Clerk's Office at the address stated above.

City officials will review the responses and notify all respondents of the official selection. City officials may elect to interview representatives of some or all of the respondents at their discretion prior to making a selection.

The City of Wilkes-Barre reserves the right to reject any and all proposals submitted and are not obligated to accept the lowest priced proposal.

Responses should include a cover letter that details the following company information:

- Company name, address, phone, and email
- Listing of company principals
- Number of years that the company has been business and brief company history
- Designated project administrator from the company
- Sample implementation plan and timeline
- Detail any projects of similar size and/or scope
- List of references and contact information for current or former municipal clients in the United States

All proposals submitted to the City of Wilkes-Barre are required to include a certificate of insurance of the prospective vendor's insurance coverage. The City requires the successful bidder to carry Professional Liability insurance at a minimum of \$1,000,000 occurrence/aggregate. All insurance coverage must be kept in effect during this contract period. The loss of insurance coverage may result in contract termination.

The City of Wilkes-Barre requires that any and all convenience fees or charges be clearly delineated in the proposals.

**EXHIBIT A**  
**COST PROPOSAL**

**UPFRONT COST**

|                                         |          |
|-----------------------------------------|----------|
| Hosted Back Office Web-Based Software   | \$ _____ |
| Five (5) Ticket Issuing Devices (TID's) | \$ _____ |
| Ticket Payment Kiosk                    | \$ _____ |
| Data Conversion                         | \$ _____ |
| Onsite Implementation and Training      | \$ _____ |

**TOTAL UPFRONT COST** \$ \_\_\_\_\_

**ONGOING MONTHLY COST**

|                                         |          |
|-----------------------------------------|----------|
| Monthly Maintenance Fee for Software    | \$ _____ |
| Monthly Maintenance Fee for TID's       | \$ _____ |
| Monthly Data Fee for TID's              | \$ _____ |
| Data Conversion Cost                    | \$ _____ |
| Onsite Implementation and Training Cost | \$ _____ |

**ONGOING MONTHLY COST** \$ \_\_\_\_\_

**COST PER TICKET** \$ \_\_\_\_\_

Include all necessary documents and contracts explaining pricing, products and services provided above.