

**The Philadelphia Parking Authority  
701 Market Street, Suite 5400  
Philadelphia, PA 19106**

**RFP No. 18-20**

**Parking Management Application, Business Intelligence Platform and Customer Support Services  
Addendum One**

To: See Email Distribution List

From: Mary Wheeler  
Manager of Contract Administration

Date: December 13, 2018

No Pages: 3 plus Part II (5 pages) and Appendix F (2 pages)

This addendum is issued on December 12, 2018 prior to the proposal due date to add, delete, modify, clarify and/or to respond to questions submitted by prospective offerors regarding the work included in the above referenced solicitation.

**CLARIFICATIONS, CHANGES AND ADDITIONS TO THE RFP DOCUMENTS**

1. Part II has been revised to add Tab O – Combined Proposals. See attached.
2. Component C - Page 40.C language is being replaced with the following language:

**C. Violation Notification and Collection Responsibility**

1. Violation Notification. The successful Offeror will provide notifications of violations pursuant to Philadelphia Code and the Authority’s policies and procedures utilizing the notices produced by the Application (Component A) for the time period prescribed in the contract, approximately every thirty (30) days for up to one (1) year from issuance of the violation. If pricing differs, Offeror should provide on separate Cost Proposal Forms pricing for providing such notices up to 90 days, 180 days and for 1 year.
2. Collection.
  - a. The successful Offeror must guarantee a minimum collection rate of 70% for violations less than ninety (90) days old. The current 90-day collection rate is approximately 72%. The collection rate will be evaluated on a quarterly basis.
  - b. Offerors are encouraged to propose any incentive based programs for achieving a significantly higher collection rate.
3. Blank Slate-Fresh Start Collections. Any violation issued prior to the execution of the contract will not count towards the minimum collection rate described above.

4. The successful Offeror will be required to provide monthly reports detailing both the number and dollar amount of past-due citations collected. Offerors should also demonstrate the ability to provide summary reports of past-due collection data, including age of citations cleared and number of citations per vehicle.
  5. Additional collection efforts will be at the discretion of the Authority.
  6. Deposit physical monies (coins, bills, etc.) payments in the Authority's bank account at its depository within 24 hours of receipt by the Offeror and reasonable agreed upon timeframe for credit card or debit card transactions.
3. Appendix F – Cost Proposal Form – Component C has been revised. Please see attached. If there is a cost difference between sending notices for tickets up to 90 days, 180 days and one year multiple cost sheets must be submitted with the proposal. If the cost remains the same indicate that by submitting one Cost Proposal Form and checking all three boxes.
  4. T2 Systems has been deemed an eligible Offeror.

## **QUESTIONS**

1. **Question:** For component C, on that one in particular, the agent breakdown that you have for CFR's at 16, one and three for the call center, it would be an additional 11 for the parking violations branch and etc. for municipal court?

**Response:** The agent breakdown provided in the RFP document is to illustrate our existing conditions. It is not intended to be a requirement. Offerors must propose the best arrangement for services and staffing based on their experience and based on the Authority's objectives. Hours of operation, days of the week, etc. are prescribed and required.

2. **Question:** In terms of the first 90 days and thereafter, can you just describe, in terms of the RFP, itself, what the lifecycle of an unpaid ticket would be in terms of your collection processes? Can that be explained in a little more detail in terms of the lifecycle of one of your parking tickets that eventually goes unpaid?

**Response:** The lifecycle of an unpaid parking ticket is governed by the Philadelphia City Code (Traffic Code: Chapter 12-2800). With the exception of Section 12-2809(5), parking tickets have a ten year statute of limitations. After a ticket is issued, the Authority's Parking Management Application (Component A) must access PennDOT to identify the name and address of the vehicle owner. Notices must be generated and mailed, by first class mail, as soon as practicable after learning of the name and address of the owner of the vehicle. As provided in Section 12-2805, the owner of the vehicle has ten (10) days from the date of the notice to respond. After the initial notice is sent, the Authority anticipates additional notices produced by Component A and sent by Customer Support Services (Component C) at least every 30 days for time period prescribed by the Contract and in accordance with Authority policies and procedures.

3. **Question:** When you say that you're issuing a City Ordinance in terms of the ticket itself, it still remains as a city ticket owned by the PPA? You're actually not creating a Pennsylvania traffic citation, like many smaller municipalities do, is that correct? When you associate that City Ordinance to it, is that the same City Ordinance that is issued on the street, or is there some linking that stuff?

**Response:** Correct. The ticket remains a City of Philadelphia parking violation, not a State of Pennsylvania traffic citation. Details of the process can be found in the Philadelphia City Code, Title 12: Traffic Code. The parking ticket itself is not a city ordinance.

4. **Question:** Any ticket that gets past 90 days, that's a separate contract, a separate RFP? Would you like to see that included as a value added here, or should we keep that separate?

**Response:** This RFP does not create a debt collection contract. The Authority anticipates that the Offeror awarded Component A will, after the initial notices required by Philadelphia Code, continue to produce notices every thirty (30) days for the time period prescribed by the Contract (**up to 1 year**) and the Offeror awarded Component C will send those notices and provide customer support for those citations. The Authority may release a separate RFP for debt collection at a later date.

5. **Question:** Within the 90 days, if there is an appeal, does the appeal stay with the successful bidder? If appeals take over 90 days, sometimes, is that, essentially, the collection period?

**Response:** During the appeals process, violations will be placed in a suspend status. Upon the conclusion of the appeal, vendors will be expected to abide by the noticing procedures described in the answers to questions 1 and 4.

6. **Question:** You ask for a guarantee of 70% collection rate, how do you define that? Does that include voids and tickets for an appeal process?

**Response:** The Authority currently collects on 70% of total tickets issued within 90 days of ticket issuance. Total tickets issued does not include voids, rescissions, or appealed violations.

7. **Question:** On the cost form, if we were to offer two of the services and one offers a discount if we're selected for both, how would you want that represented in the form?

**Response:** Each component that you are submitting an offer for needs to have its own proposal form. Tab O is being added to provide offeror a place to submit combined offers.

8. **Question:** Would you identify the current vendors that are providing A, B, and C?

**Response:** Component A is Conduent, Component B does not exist, and Component C is Conduent with PRWT acting as its subcontractor.

9. **Question:** You provided the agent-answered calls as 27,352, what percentage of those are collections, if none of those are collections, what is the additional inbound and outbound number of calls for collection?

**Response:** The current customer service center does not handle collection efforts.

10. **Question:** Component A consist of several key items, such as; integrated enforcement, processing back office and permit management. Can a vendor submit a partial Component A such as integrated enforcement and not be penalized during the scoring process?

**Response:** The Authority is unable to accept incomplete proposals for any single component. Offerors that provide some but not all requirements of a single component have the option of teaming with others to meet the Authority's objectives.

**END OF ADDENDUM ONE**

## **PART II**

### **INFORMATION REQUIRED FROM OFFERORS**

#### **II-1. Proposal Format**

All proposals submitted must conform to the following format requirements. A transmittal letter signed by a person authorized by the Offeror to engage the Authority in a contract must be included in your proposal. Proposals must be submitted on letter size (8 ½" x 11") paper. The point size font for text must be 10 to 12, and 6 to 8 for exhibits. All documents must contain a one-inch margin. For exhibits, 11" x 17" paper is acceptable. An electronic version of the Cost Proposal Form can be provided to all prospective Offerors upon request. Forms that are altered by the Offeror may be grounds for rejection of the Offeror's response.

The tab requirements are as follows:

- Tab A Transmittal Letter
- Tab B Qualifications and Experience
- Tab C Reference Information
- Tab D Technical Response Component A – Parking Management Application\*
- Tab E Technical Response Component B – Business Intelligence Platform\*
- Tab F Technical Response Component C – Customer Support Services\*
- Tab G Key Personnel
- Tab H Implementation Schedule
- Tab I Proposal Form Component A
- Tab J Proposal Form Component B
- Tab K Proposal Form Component C
- Tab L Certificate of Insurance
- Tab M Financial Statements
- Tab N Proposed Amendments to Contract Terms
- Tab O Combined Proposals

\*Include the appropriate component Product and Service Specifications Matrix

#### **II-2. Transmittal Letter (Tab A)**

Submit a cover letter, signed by an authorized principal or agent of the Offeror, which provides an overview of the Offeror proposal, as well as the name, title, email address and phone number of the person to whom the Authority may direct questions concerning the proposal. Include a statement by the Offeror accepting all terms and conditions contained in this RFP, signed by an officer or individual with authority to bind the company.

### **II-3. Qualifications and Experience (Tab B)**

Describe relevant experience in providing the services defined in the Work Statement and provide a listing of all installations within the past five (5) years, detailing the client, scope of the project and any other relevant project information. Provide evidence of financial soundness and financial resources to complete a project this size.

### **II-4. References (Tab C)**

References provided by the Offeror will be used to determine whether the Offeror's performance on similar contracts has been satisfactory. Provide contact information for a minimum of three (3) clients of services comparable to those described in this RFP. For each reference, detail:

1. Name of firm;
2. Address of firm;
3. Name, title, e-mail address, phone, and fax of a contact for the firm;
4. Number of years Offeror has served the firm; and
5. Brief summary of scope of services provided.

### **II-5. Technical Response Component A – Parking Management Application (Tab D)**

Provide a detailed explanation of the Offeror's ability to provide the goods and services detailed in the Work Statement. Each line item of the Work Statement must be addressed either with "compliant", "non-compliant" or with a written response. Any item that is "non-compliant" should have a written explanation or an alternative to the requirement. All exceptions and/or alternatives will be clearly identified, and the written explanation will include the scope of the exception, the ramification of the exception for the Authority and a description of the advantages to be gained by the Authority as a result of any exception and/or alternative.

Although the Work Statement in this RFP represents the Authority's anticipated needs, there may be instances in which it is in the Authority's best interests to permit exceptions to the Work Statement and accept alternatives.

Offeror must complete the Product and Service Specifications Matrix *Appendix A* in addition to providing a narrative form technical response. Note that there are separate Product and Services Specification Matrices for each requested component.

### **II-6. Technical Response Component B – Business Intelligence Platform (Tab E)**

Provide a detailed explanation of the Offeror's ability to provide the goods and services detailed in the Work Statement. Each line item of the Work Statement must be addressed either with "compliant", "non-compliant" or with a written response. Any item that is "non-compliant" should have a written explanation or an alternative to the requirement. All exceptions and/or alternatives will be clearly identified, and the written explanation will include the scope of the exception, the ramification of the

exception for the Authority and a description of the advantages to be gained by the Authority as a result of any exception and/or alternative.

Although the Work Statement in this RFP represents the Authority's anticipated needs, there may be instances in which it is in the Authority's best interests to permit exceptions to the Work Statement and accept alternatives.

Offeror must complete the Product and Service Specifications Matrix *Appendix B* in addition to providing a narrative form technical response. Note that there are separate Product and Services Specification Matrices for each requested component.

#### **II-7. Technical Response Component C – Customer Support Services (Tab F)**

Provide a detailed explanation of the Offeror's ability to provide the goods and services detailed in the Work Statement. Each line item of the Work Statement must be addressed either with "compliant", "non-compliant" or with a written response. Any item that is "non-compliant" should have a written explanation or an alternative to the requirement. All exceptions and/or alternatives will be clearly identified, and the written explanation will include the scope of the exception, the ramification of the exception for the Authority and a description of the advantages to be gained by the Authority as a result of any exception and/or alternative.

Although the Work Statement in this RFP represents the Authority's anticipated needs, there may be instances in which it is in the Authority's best interests to permit exceptions to the Work Statement and accept alternatives.

Offeror must complete the Product and Service Specifications Matrix *Appendix C* in addition to providing a narrative form technical response. Note that there are separate Product and Services Specification Matrices for each requested component.

#### **II-8. Key Personnel (Tab G)**

Identify how the project will be staffed, along with identifying key staff members, their resumes, and their experience in this field.

#### **II-9. Implementation Schedule (Tab H)**

The Authority requires that the software and hardware is installed, tested and fully implemented for a go-live date within the month of July 2019. Contracted labor services will commence August 1, 2019.

#### **II-10. Proposal Form Component A (Tab I)**

For Offerors proposing on Component A, the Proposal Form attached as *Appendix D* must be submitted in its entirety.

### **II-11. Proposal Form Component B (Tab J)**

For Offerors proposing on Component B, the Proposal Form attached as *Appendix E* must be submitted in its entirety.

### **II-8. Proposal Form Component C (Tab K)**

For Offerors proposing on Component C, the Proposal Form attached as *Appendix F* must be submitted in its entirety.

### **II-9. Insurance Requirements (Tab L)**

The successful Offeror will be required to submit insurance coverage as outlined in *Appendix G*. Each proposal must include a sample certificate of insurance from a recent project that meets the requirements or a letter from its insurance company indicating that they will provide the required insurances as outlined in this RFP if awarded a contract.

### **II-10. Financial Statements (Tab M)**

Financial statements for the last three years that have been audited or reviewed by an independent certified public accountant that is not an employee of the Offeror must be submitted. Financial statements need only be included with the original proposal or in a separate envelope marked “Confidential – Company Name”.

Provide a summary and the status of any current or ongoing legal actions, suits, proceedings, claims or investigations pending with any governmental agency with which the Offeror has had or currently has a contractual relationship. The existence of any such pending actions, suits, proceedings, claims or investigations may be a factor considered by the Authority in determining which Offeror should be awarded that contract but will not automatically disqualify the Offeror from consideration. Should there be no legal actions, suits, proceedings, claims or investigations pending with any governmental agency with which the Offeror has had or currently has a contractual relationship, a statement to that effect will be included.

### **II-11. Proposed Amendments to Contract Terms (Tab N)**

If successful, this procurement process will result in the presentation of a completed final-form contract to the Authority’s Board for approval at a public meeting. To advance that goal, a sample contract is included in part VI of this solicitation. Please review the sample contract carefully. Any exceptions or requested changes to the contract **must be clearly noted in the proposal** to be considered.

Exceptions or requested changes to the sample contract will be considered a **part of the response**. Exceptions or requested changes to the sample contract should be made with great care. The Authority may reject all or some of those changes or exceptions, in its sole discretion.

## **I-22. Combined Proposals (Tab O)**

Offerors may submit combined proposals that will bring value and cost savings to the Authority. Note that you must also submit cost proposals for each component separately. You may submit a combined cost proposal and technical response in this Tab.



**APPENDIX F: COST PROPOSAL FORM – COMPONENT C**

The completion and submission of this Cost Proposal is mandatory. No other proposer supplied pricing shall be evaluated for award. No other proposer supplied pricing shall constitute the pricing for any resulting Agreement. All costs must be included and, in enough detail, to reflect that the Offeror understands the scope of services and products requested.

- Notices issued for 90 days     
  Notices issued for 180 days     
  Notices issued for one year

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
<b>TOTAL COST:</b> Firm/Fixed, Fully Burdened Total Cost for labor, hiring, training, licensing, and seven (7) years of Customer Support Services (broken out in table below). This cost must include ALL items listed as required in this RFP, which are included in your proposed Customer Support Service:							
Salaries & Wages							
Payroll Taxes & Burden							
Health, Welfare & Pension							
Workers Compensation							
Uniforms & Laundry							
Printing							
Amenities & Supplies							
Repairs & Maintenance							
Liability Insurance							
Rental Expense							
Depreciation/Amortization							
Vehicle and Equipment Financing							
Postage & Freight							

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- Notices issued for 90 days     
  Notices issued for 180 days     
  Notices issued for one year

Telephone										
Employee Processing										
General Expense										
Meter Communication/Credit Card Processing & Fees										
Base Management Fee										
Employee Processing										
General Expense										
Other Expenses (explain in detail)										