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 Two

To: See Email Distribution List  
From: Mary Wheeler  
Manager of Contract Administration  
Date: January 4, 2019  
No Pages: 26

This addendum is issued on January 4, 2019 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. V-4 Component C P.6 is amended to read:
   Offerors must describe their overall approach to document management. Including a description of how they plan to inventory and assume control of all existing documentation and manage it moving forward. Offerors should describe the tools, processes and personnel that will be used to manage ongoing service related documentation.

2. Article XXIII – Section 23.1 of the sample contract is amended to read:

   From the Effective Date until termination or expiration of this agreement, the Contractor will obtain and maintain the performance bonds more particularly described in the RFP and will deliver proof of the same to the Authority from time to time during such period as reasonably requested by the Authority. Upon termination or expiration of this agreement, the Contractor will be entitled to terminate and release such performance bonds. The liability of the surety is limited to the penal sum of the bond as written or amended with sureties consent.

3. Handheld ticket and envelope specs are attached.

QUESTIONS

1. Question: Given the length of our audited financial statements (more than 200 pages), can the Offeror provide these documents in electronic format only?  
   Response: Yes.
2. **Question:** Given the requirement to provide narrative responses in Compliance Matrices may the Offeror port the contents of Appendices A, B and C into 11X17 word templates?
   **Response:** Yes.

3. **Question:** Regarding V-2, Clause E. Application Functionality, item 8.a) bullet 1 (pg. 26); is the communications expense to be borne by the Offeror?
   **Response:** No.

4. **Question:** Regarding V-2, Clause E. Application Functionality, item 7(pg. 26); for clarification, when the Authority uses the term zone, is it referring to enforcement beats?
   **Response:** Yes.

5. **Question:** Regarding IV-1, Existing Equipment, Intermec Handheld Device (4) (pg. 19); what are these devices used for and is the authority expecting the Offeror to replace them as part of this contract?
   **Response:** The Intermec handhelds are currently used by Parking Enforcement Officers to enforce a number of train station parking lots, using pay-by-space technology (Parkeon Strada meters). As referenced on page 19 of the RFP document, the Offeror will be responsible for replacing all handheld ticketing equipment in conjunction with the results of the pending meter procurement.

6. **Question:** Regarding V-2. Component A, para 3 (pg. 24); what handheld personal computers is the Authority seeking and what will they be used for? How many such devices are being requested? Will any wireless communications be required for these handheld personal computers?
   **Response:** Offerors are to propose equipment it feels are most advantageous to the Authority based on the required and desired specifications, including wireless capability.

7. **Question:** Regarding V-2, Clause A. Application Components, item 7 (pg. 25), Parking Meter Management; is the Authority only looking for this component for purposes of tracking outages and inventory? Is the Authority looking to implement demand-based pricing or revenue reporting or using the status to help determine enforcement beats and route personnel?
   **Response:** The Authority uses this information for a variety of purposes and is interested in maximizing the exchange of information between systems for maximum utility and improved performance.

8. **Question:** Regarding V-2, Clause Q. Quality Control and Validation, item 3 (pg. 33); is the Authority asking the Offeror to also provide the equipment to do the scanning? If so, how many?
   **Response:** Yes, the successful Offeror for Component A will provide the scanning equipment. The number of scanners will be determined by the Offeror.

9. **Question:** Regarding V-2, Clause A. Application Components, item 6 (pg. 25); is the Authority expecting the Offeror to provide a Tow Support system for the Philadelphia Police Department in this process?
   **Response:** The application must support the Authority’s booting, towing and impoundment responsibilities. The Philadelphia Police Department’s Impoundment Department must be able to access the system and input information. The system is not responsible to track the PPD dispatching of tow trucks.

10. **Question:** Regarding V-4. Component C, Clause A, Item 1.e (pg. 37); even though the responsibility for processing undeliverable mail is part of component C, please confirm that the responsibility for obtaining non-DMV updated addresses (i.e. skip tracing) still falls under the scope of Component A.
    **Response:** It is not a requirement of Component A to conduct skip tracing as Component A is a software system.

11. **Question:** Regarding V-2, Clause E. Application Functionality, item 8.e) (pg. 27); please confirm that the Offeror needs to account for the credit card clearing house expenses as part of the Offeror quote.
    **Response:** Confirmed.
12. **Question:** Regarding V-2, Clause E. Application Functionality, item 2 (pg. 26); in the pre-bid the PPA said that they will be issuing a separate RFP for collections of tickets aged > 90 days. Can the Authority please give an estimated time frame for this? Will tickets be assigned to collection agencies? Will the Authority or vendor(s) be using system based notices or will collection vendors send out their own notices?

**Response:** Not determined at this time.

13. **Question:** Regarding V-2, Clause E. Application Functionality, item 2 (pg. 26); please confirm that the Offeror for Component A will be responsible for generating files for all noticing including boot notices and registration suspend notices to be sent to the selected Offeror of Component C and the vendor selected under the upcoming RFP for Collection Noticing for tickets aged greater than 90 days.

**Response:** Component A is a software system that should be able to automatically generate notice files based on the Authority’s business rules. The vendor for Component C is responsible for mailing such notices.

14. **Question:** Regarding V-2, Clause E. Application Functionality, item 8. c) (pg. 27); as part of Component A is the Authority seeking a vendor who will provide a hearing calendar with the ability to schedule various types of hearings?

**Response:** Yes, the successful Offeror for Component A will provide a hearing calendar with the ability to schedule various types of hearings. Offerors are encouraged to consider and include non-specified requirements.

15. **Question:** Regarding V-2, Clause E. Application Functionality, item 8. c) (pg. 27); as part of Component A will the Offeror be responsible for generating post-hearing notification files and sending them to the selected bidder in Component C for printing?

**Response:** Component A is a software system that should be able to automatically generate notice files based on the Authority’s business rules. The vendor for Component C is responsible for mailing such notices.

16. **Question:** Regarding Article XXIV, Section 24.1 (pg. 75); is it still a requirement that employees of any vendor be paid the Living Wage regardless of the location where the employee physically works?

**Response:** Yes, the Living Wage of the municipality where the employees are located must be paid to all employees.

17. **Question:** Regarding V-2, Clause E. Application Functionality (pg. 26); please confirm that the bidder for Component A will be responsible for providing an Installment Payment Plan solution

**Response:** Confirmed.

18. **Question:** Will PPA consider proposals and pricing for optional services under Component A? If yes, please provide appropriate amendment to the pricing sheets.

**Response:** Yes, proposals for optional services will be accepted. Please use the forms provided and mark clearly as “Optional Services”. The Authority expects narrative descriptions to accompany any optional price proposal also marked clearly as “Optional Services.”

19. **Question:** Regarding V-2, Clause A. Application Components, item 1 (pg. 25); please confirm that the Authority is expecting the Offeror for Component A to post Red light delinquent citations to the parking master file - Boot eligibility, notice files, etc.?

**Response:** Confirmed.

20. **Question:** Regarding V-2, Clause Q. Quality Control and Validation, item 3 (pg. 33); please confirm that the imaging application is part of Component C offering and that the Component A Offeror must only receive and store documents on the application.

**Response:** Confirmed.

21. **Question:** Regarding V-2, Clause A. Application Components, item 1 (pg. 25); please confirm that the Authority requires the Offeror under component A to support the amnesty program and that this would include monitoring
and tracking payments on outstanding installment payment plans, reactivating tickets on related entities in the event of default, dismissing tickets on related entities when plans are fulfilled as well as providing daily reports.

**Response:** Confirmed.

22. **Question:** Regarding V-2, Clause A. Application Components, item 1 (pg. 25); please confirm that the Authority requires the Offeror in component A to develop and provide interfaces with 3rd Party Collection Vendors. This would include but not limited to sending assignments, submitting outgoing files with updates on payments, recalls, and dispositions, processing inbound files with payments, settlements and adjustments from the collection vendors and providing daily and monthly activity reports.

**Response:** Confirmed.

23. **Question:** Regarding V-2, para 1 (pg. 24); will the Offeror in component A be required to replace existing computer equipment and the network at the Bureau of Administrative Adjudication? If so, please specify the equipment to be replaced.

**Response:** No, the Offeror in Component A is not required to replace computer equipment or the network at the Bureau of Administrative Adjudication.

24. **Question:** Regarding V-2, para 1 (pg. 24); will the Offeror in component C be required to replace all existing cashier work station equipment?

**Response:** V-2 para 1 (pg. 24) refers to Component A not Component C. Cashier work station equipment is considered a field peripheral to be replaced under Component A.

25. **Question:** Regarding V-2, para 1 (pg. 24); does the Authority require the Offeror of Component A to provide network equipment for PPA, Tow Lots, etc.?

**Response:** The Authority seeks a cloud-based solution with wireless connectivity to field equipment.

26. **Question:** Regarding V-3. Component B, para 1 and item C. Application Functionality (pg. 34 & 35); our assumption is that the BI platform will serve curbside parking. Can the Authority verify this?

**Response:** Offerors are encouraged to consider and include non-specified requirements.

27. **Question:** Regarding V-3. Component B, para 1 and item C. Application Functionality (pg. 34 & 35); the BI Platform must integrate with “sensors” and other sources. Is the Authority purchasing the requisite devices and/or contracting with agencies to provide the requisite data?

**Response:** The Authority seeks solutions with broad capability and functionality. Offerors should explain their offerings as broadly and as completely as possible.

28. **Question:** Regarding V-3. Component B, para 1 and item C. Application Functionality (pg. 34 & 35); to the degree the Authority is procuring sensors and wants to implement them in a sustainable manner (less than 100% coverage), is the Authority seeking analytical expertise to assist in the placing of sensors and gateways to reduce the Authority’s costs?

**Response:** Not as a part of this RFP but possibly in the future.

29. **Question:** Regarding V-3. Component B, para 1 and item C. Application Functionality (pg. 34 & 35); are there any BI components that the Authority is seeking outside of those occupancy, demand, duration, and turnover data visualizations? For instance, is Authority seeking analytics assistance with:

- Reviewing fine schedules
- Determining the return on investment (ROI) for various citations?
- Curbside time limit recommendations?
- Demand pricing recommendations?
- Information about parking meter maintenance and repairs?
- Creating enforcement zones, routing enforcement personnel, providing enforcement probabilities, and assisting with enforcement schedules?
‐ Performance management tools, including quantitative and qualitative citation assessments of enforcement personnel?
‐ Other analytics experience using data scientists to provide data-driven recommendations to the Authority?

**Response:** Offerors are encouraged to consider and include non-specified requirements.

30. **Question:** Regarding V-2, para 1 (pg. 24); please confirm that the Authority does not wish for the Offeror of Component A to replace the mobile LPR units. Please also confirm that the maintenance and repair of the said units will be the responsibility of the Authority.

**Response:** Both statements are confirmed.

31. **Question:** Regarding V-4. Section H (pg. 44); please confirm that the Offeror of Component C is responsible for a cashiering application for all walk-in locations and sending the real-time transactions to the selected bidder for Component A.

**Response:** The cashier application and station peripherals are to be included in Component A.

32. **Question:** How many parking sales are there per year, as in what is sold through the meters the city has deployed, including on and off street?

**Response:** On Street – approximately 9 Million. Off Street – approximately 300,000.

33. **Question:** If a firm does not comply with all of the parts of a mandatory requirement, but it does comply with most, would it check compliant or non-compliant? Shall a firm do anything else in this regard?

**Response:** Checking “non-compliant” is appropriate when not all the stated requirements are not met. The Product and Service Specifications Matrix states: “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 ramifications 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.

34. **Question:** What are the current on and off street parking rates for the on and off street parking in the PPA’s purview?

**Response:** Off Street Parking Rates – Please visit the PPA website at www.philapark.org. Off Street rates are located under the garages tab.

On Street Parking Rates –

<table>
<thead>
<tr>
<th>Areas</th>
<th>Rates</th>
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<tr>
<td>Core</td>
<td>$3.00 per hour (5mins per quarter)</td>
</tr>
<tr>
<td>4 and 12 hour meters</td>
<td>$1.50 per hour (10mins per quarter)</td>
</tr>
<tr>
<td>Fringe</td>
<td>$2.50 per hour (6mins per quarter)</td>
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<tr>
<td>4 and 12 hour meters</td>
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<td>UCY</td>
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<tr>
<td>4 and 12 hour meters</td>
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</tr>
<tr>
<td>Outlying</td>
<td>$1.00 per hour (15mins per quarter)</td>
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**Areas**

- **Core**- 4th-20th st. / Arch to locust
- **Fringe**- Locust-Bainbridge / Arch-Spring Garden
- Delaware River-4th st. / 20th-Schuylkill River
- **University City (UCY)**- Schuylkill ave.-40th/Spring Garden-Baltimore
35. **Question:** For in person or online payments, which Component, or the PPA, will be the credit card Merchant of Record?
   **Response:** The PPA is willing to be MOR. The Offeror’s system will need to integrate and be certified with the Authority’s processor. We are currently under contract with Heartland Payment Systems. The Offeror should propose a cost effective solution.

36. **Question:** What direction can the PPA provide in terms of the bank, processor, gateway, etc. that they have today or would like to use going forward and that would be required for the parking management system to accommodate?
   **Response:** The Authority will provide specific bank account information for immediate deposit of all funds collected. Heartland Payment Systems is the current processor for the Authority and is under contract until November 2019. The Authority expects a cost effective solution for processing.

37. **Question:** Which Component is responsible for providing computer hardware to access the parking management software?
   **Response:** Component C requires all necessary expenses including computer hardware to perform the duties outlined in Component C including accessing software provided in Component A. Component A will in all instances provide POS equipment to component C.

38. **Question:** Which Component is responsible for providing internet access to the parking management software?
   **Response:** Component C requires all necessary expenses including Internet access to perform the duties outlined in Component C including accessing software provided in Component A.

39. **Question:** Which Component is responsible for providing point of sale hardware such as receipt printers, cash drawers, credit card terminals? If they are provided by Component A, how will they determine quantity? If they are to be provided by Component C, are they to be standalone or interfaced with parking management system?
   **Response:** Cashier station peripherals are to be included in Component A. The quantity is to be determined by the Offeror based upon the service standards outlined in the RFP.

40. **Question:** Can the PPA provide some additional description or expectation around the booting process such as criteria to boot, who installs and releases boots and how are they notified, what boots are in inventory and being used, what are the boot fees and how and where can payment be made?
    **Response:** The criteria to be booted is 3 or more delinquent parking tickets and or red light camera tickets and those who have their license suspended. PPA Booting department boot the vehicles in pairs. Using LPR technology, the booters are assigned by crew to an area to scan. When a boot is paid on-line or in person the vehicle is listed as pending release. The releases are manually assigned to a booter by the Communications department. Boots are also released to tow operators for impound. Currently we use the Universal Boots; 158 Regular and 20 Wide Body in current inventory. Payment can be made in person at 909 Filbert Street and 2501 Weccacoce Avenue or on-line at www.philapark.org.

41. **Question:** Can the PPA provide some additional description or expectations around the tow process such as criteria to tow, who tows and how are they notified, what are the tow fees and where can payment be made?
    **Response:** The PPA tows in the City for the following reasons: Rush hour tows, safety tows, accidents, live stops, booted vehicles, courtesy and relocates. Live Stops, boots and accident tows are dispatched by Communications. Rush hour and straight tows are called into Communications by the driver. Communications inputs all relevant information into the system. Payments must be made in person at 800 Spring Garden Street, 909 Filbert Street and 2501 Weccacoce Avenue. If a vehicle is live stopped the citizen must pay a release fee at Philadelphia Municipal Court Traffic Division prior to paying the PPA for towing & storage fees.

42. **Question:** Can the PPA provide some additional detail or business process around the fleet program and how they would expect the parking management system to support the tracking of information and reporting?
Response: The Authority's fleet program is a monthly billing system for companies that have ten or more vehicles. An invoice is generated on a monthly basis (without penalties added to current tickets) that reflects all violations issued to the company's account. Currently, the invoice is listed as (current, past due and disputed). Payments are made via check or website. Specific companies have the option to change the responsibility of the ticket. All vehicles enrolled are exempt from enforcement on outstanding violations, registration suspends and individual violation notices.

43. Question: For Component A, is the imaging application that is defined, something that the PPA has today and would like to integrate into the parking management system or something that the Offeror will provide?
   Response: Offerors of Component A should include in their proposal a replacement of the existing imaging application.

44. Question: How many Genetec Mobile LPR vehicles does the PPA have operating?
   Response: The Authority's Booting department has 6 LPR vehicles in use. The Authority's Ticketing department has 1 LPR vehicle in use for RPP enforcement and plans to add a second vehicle.

45. Question: Are any permits that are expected to be sold in the parking management system contain an access credential valid at any of the off-street PARCS locations? If so is there any integration expected to send valid credential information to the PARCS system?
   Response: Not at this time.

46. Question: Is the current NCIC connection a batch interface or is it a per plate inquiry?
   Response: For Registry information we currently do a batch interface thru NLETS for name, owner and address information. On a daily basis the staff uses NCIC to run per plate inquiries.

47. Question: What is the expectation by the PPA to “process” red light camera violations in the parking management system? Describe the type of integration the PPA desires.
   Response: The Red light vendor has the RL violation the first 30 days. DMV and 2 notices are sent out by this vendor. Once a RL violation becomes 30 days past due, penalties will start to accrue. This is when the violation is sent to the winning Offeror of this RFP. After the 30 day mark, a notice (usually sent at 35 days) will be sent to the owner stating that the violation is now $120 (additional 30 days later $145, additional 30 days $175). At this point, the violation will be seen on both systems (RL Vendor and Offeror system). If a payment is made during the penalty phase, Offeror would process it and then notify the RL vendor that the violation has been paid. Currently, this is done through a FTP file every night at midnight. In the future, this would be done in real time. If the RL violation remains outstanding, it will be added to a citizen’s file and be part of boot eligibility if the file has three or more outstanding RL or parking violations.

48. Question: Can the PPA describe the data and format needed for the integration with the Philadelphia Municipal Court Traffic Division?
   Response: Philadelphia Municipal Court Traffic Division (Traffic Court) integrates with our current system. When a vehicle is impounded, we enter the live stoppable code information under boot and tow which generates the $75 fee on the Traffic Division side. When the citizen pays the $75 at Traffic Court, they hit a release key. This automatically generates a release code in our current system.

When a citizen has a suspended driver's license and fails to appear in court or has a warrant, the two systems integrate and a vehicle will be booted for the Scofflaw violation. If a citizen is booted for Traffic Court they need to follow the same procedure as above.

49. Question: Can the PPA provide more information around the “Live Stop” program?
   Response: Pennsylvania’s Live Stop law instructs police officers to immobilize drivers’ vehicles for certain traffic violations. These violations include driving without a license, driving with a suspended or revoked license, driving with expired registration, and driving without registration. The Authority tows these immobilized vehicles to an
impoundment lot. The owner must pay all outstanding fees and costs before the vehicle is released from the impoundment lot.

50. **Question:** Can the city provide a copy and specifications of the current citation media – sample?
   **Response:** Size: 3”x 8”, **Roll Diameter:** 1.88”, **HH/Roll:** 108, **Paper:** 200-3.2 white Polythermal 
   **Colors:** black; PMS 185 Red; 2728 Blue, **Horizontal perforation every 8”**.

51. **Question:** Does the authority provide envelopes with each citation and if so, can the city provide specifications?
   **Response:** Size: 3.38” X 8.25”, **Die:** COIN, **Flap:** 1.38, **Seam:** CS, **Glue:** PEEL n SEAL, **Paper:** 22# Water resistant, 
   **Color:** 1 PMS BLUE, **Window:** 3”ht x 1” w, from left 1.75” from right 4.1875”.

52. **Question:** Will the city require spare devices for immediate swap out?
   **Response:** No.

53. **Question:** How many supervisors would require devices? Supervisor and PEO exact amounts?
   **Response:** The Ticketing department uses a total of 354 handheld devices, as referenced on page 19 of the RFP 
   document (350 Motorola; 4 Intermec). The Ticketing department Supervisors and PEOs share the same 
   equipment. The handhelds are not segmented by job title.

54. **Question:** Can the city share information on all interfaces required for all Component A systems and functions?
   **Response:** See pages 19-20 of RFP 18-20.

55. **Question:** Can the city confirm if they require 2D barcode scanning as part of the handheld device?
   **Response:** Page 19 of the RFP document references the 8 Motorola MC9598 Scanners that are currently in use at 
   the Authority’s impoundment lots. These handheld devices require 2D barcode scanning. The 354 handheld 
   devices utilized by the Ticketing department do not require 2D barcode scanning.

56. **Question:** How many years of data do you want migrated?
   **Response:** Any and all data will need to be migrated.

57. **Question:** If permits/registrations are pro-rated, please explain how the rate is calculated. Based on the remaining 
   number of months or based on a percentage etc.? Ex: for 1 year its $240, then if a resident applies in the middle 
   of the year, does he have to pay $120?
   **Response:** The Authority does not pro-rate for permits.

58. **Question:** Does the city charge for a visitor pass?
   **Response:** Yes, the Authority does charge a fee for a visitor’s pass.

59. **Question:** Do you offer group permits to businesses?
   **Response:** The Authority does not offer group permits to businesses.

60. **Question:** For the tab requirements: Is it allowable to exclude the tabs for the other components sections (A, B, 
   or C) that are not being bid on by the Offeror in the response? Or as an alternative, can the Offeror include all 
   component tabs, but insert a sheet stating“ Left Blank intentionally” in the tabs for components not being offered?
   **Response:** Yes, you can exclude tabs that you are not submitting a proposal on.

61. **Question:** If an Offeror is only bidding on (1) component, does the “Performance Bond” and “Material Payment 
   Bond” equal to one hundred percent (100%) of the total Contract Amount apply equally over all components?
   **Response:** The bonding requirements only pertain to the components that you are submitting a proposal for.

62. **Question:** Is the minimum requirement limit of $20,000,000 applicable to all components (A, B, C) or only 
   specifically for the technological components (A, B)?
Response: The insurance requirement is applicable to all components.

63. Question: Will customer service support component C be responsible for enrolling adjudicated and or non-adjudicated tickets into payment plans?
Response: No.

64. Question: The Authority identifies an Impounded Vehicle Auctions and Tow Lot Management component of the Parking Management Application. From our previous experience, these components are generally customized based on each individual customers’ processes and workflows based on local and state laws. Could the Authority please provide the Authority’s specific requirements and/or a flow diagram of requested functionality for these components?
Response: When a vehicle is towed it is given a unique control number entered into the system with type of tow, location, make, year, etc. This tow date generates the auction date. The employees run each VIN number for owner information thru NCIC and enter this information into the system. The day after the tow, a notice to the owner is automatically generated and mailed. The system must provide proof of mailing. The system calculates the tow fee and storage fees based on the type of tow. A file is created and transferred to the auction database weekly. Once a vehicle is reading to be sold the system will reflect a “Pending Auction” status. After the auction an employee manually changes the status to “Auctioned”. The proceeds from the sale of the auction are entered manually on each plate individually.

65. Question: How many concurrent users does the Authority anticipate for the handheld devices as well as the back-end management software?
Response: If you are referring to the handheld ticketing devices, there are approximately 190 Parking Enforcement Officers working on a daily basis. Back end users for the Authority would be approximately 150.

66. Question: In Part IV of the RFP, titled Existing Conditions, the Authority identifies 2 Epson receipt printers under Miscellaneous Equipment. What are the specifications and intended use of these devices? Would a respondent to Component A be required to provide similar equipment in equivalent quantities?
Response: These are machines used to print receipts for the Auction and Registration Suspend Departments. When a citizen has a suspended registration they pay at 35 N. 8th Street. The Epson printer generates the same receipt as if they paid at Traffic Division, Lot 1 or the Parking Violations Branch. The Epson printer is used in the Auction department after an auction to generate a receipt roll of all money applied with the auction proceeds. Similar equipment is acceptable.

67. Question: How many citations were paid online in FY 2017/2018? What was the average citation value of those paid online?
Response: Citations paid online for FY17= 819,877. The total amount paid was $48,915,804, making the average payment $59.66. Citations paid online so far for FY18 is 787,418. The total amount paid was $47,910,620, making the average payment $60.85.

68. Question: Regarding the 61,300 permits issued by the Authority, would those permits be physically placed on vehicles? If so, would the printing and fulfillment be the responsibility of a respondent to Component A or Component C?
Response: These permits are generated and delivered by the Authority.

69. Question: The Authority identifies that they utilize Genetec vehicle mounted ALPR. What current enforcement integrations exist between Genetec ALPR and the existing enforcement citation management system?
Response: The LPR vehicles are used for booting and Residential Permit Parking enforcement.

70. Question: Will the contractor be held to pay city living wage rates for employees?
Response: See response to Question #16.
71. **Question:** For the locations, outside of the call center area, will space be provided for staff at no charge or will there be cost involved in housing these employees?  
**Response:** Yes, there will be a cost; $20.00/sq ft plus utilities. Currently the space has 2,600 square feet. Utilities are approximately $4,000/year.

72. **Question:** The RFP identifies the need for a potential vendor to provide Point of Interaction Credit Card Data Processing Devices. Is the expectation of the Authority that this be provided by respondents to Component A or C, and what quantity of units will need to be provided by a successful vendor?  
**Response:** Payment Card Industry Standards are required for both Component A and C. Point of Contact and Point of Interaction device requirements are specified in Component A. The quantity of units will be determined by Component A.

73. **Question:** Regarding IV-3 Application Interfaces (pg. 19); it is stated that “the Authority currently connects to the Pennsylvania Department of Transportation (PennDOT) and the National Crime Information Center (NCIC) through physical connections to the existing Contractor’s network.” Please answer the following questions regarding this statement: Please describe the type of interface by which the Authority connects to PennDOT, such as real-time access from Authority user desktops, batch SFTP, or other methods.  
**Response:** The Authority currently uses a terminal emulator to access PennDOT services.

74. **Question:** If the interface provides real-time access to Authority users, is this interface embedded in the current vendor’s application with Authority users logging into the vendor application to access PennDOT, or is it a separate interface? How many users would require this real time access, if it is available?  
**Response:** Authority users access PennDOT through a separate interface. Currently there are 40 users.

75. **Question:** With the PennDOT interface, what information is exchanged with the Contractor?  
**Response:** For the Registration Suspend Department an FTP file transfer occurs every other week. The file is sent from the Contractor to PennDOT and contains plates, owner name, and address and suspension request details. The file is then returned back from PennDOT with the accepted or rejected suspensions. The accepted suspensions are uploaded electronically into the system with an effective date. On a daily basis PennDOT is used for inquiry purposes by active users. Also the auction department uses PennDOT to title all vehicles sold at auction. The Registration Suspend Department uses PennDOT to remove any suspensions necessary.

76. **Question:** Does the current vendors system provide real-time or batch access to NCIC?  
**Response:** They provide the connectivity to NCIC in real time.

77. **Question:** How many users have access to NCIC and what is the business purpose for each group of users’ access?  
**Response:** Approximately 70 employees have a NCIC user ID. The purpose is to enter tow and relocate information into NCIC and to lookup owner and stolen information.

78. **Question:** Since NCIC access requires sponsorship by a government law enforcement entity, will the Authority assist any new vendor to establish this NCIC access?  
**Response:** The Authority will assist in filling out required forms. All other requirements will be the responsibility of the successful Offeror.

79. **Question:** Are there any transactional costs or connectivity costs associated with access to the NCIC network?  
**Response:** No.
80. Question: Regarding IV-3 Application Interfaces (pgs. 19-20); the RFP states that integrations are required with red light and speed camera systems. Please fully describe the data exchanges, the exchange timing, and the communication interface methods in use today to interface with these systems.

Response: The Red light vendor has the RL violation the first 30 days. DMV and 2 notices are sent out by this vendor. Once a RL violation becomes 30 days past due, penalties will start to accrue. This is when the violation is sent to the winning Offeror of this RFP. After the 30 day mark, a notice (usually sent at 35 days) will be sent to the owner stating that the violation is now $120 (additional 30 days later $145, additional 30 days $175). At this point, the violation will been seen on both systems (RL Vendor and Offeror system). If a payment is made during the penalty phase, Offeror would process it and then notify the RL vendor that the violation has been paid. Currently, this is done through a FTP file every night at midnight. In the future, this would be done in real time. If the RL violation remains outstanding, it will be added to a citizen’s file and be part of boot eligibility if the file has three or more outstanding RL or parking violations.

81. Question: Regarding IV-3 Application Interfaces (pgs. 19-20); The RFP states that integrations are required with the Philadelphia Municipal Court Traffic Division. Please fully describe the data exchanges, the exchange timing, and the communication interface methods in use today to interface with the Traffic Division.

Response: The Authority would request that specific personnel at Municipal Court have access to the Offeror’s system to review files, update records, and add payments or court notes.

82. Question: Please provide the number of violations issued in 2016, 2017, and 2018 YTD. Please break these out into parking violations and red light photo enforcement violations.


83. Question: Please provide the approximate percentage of violations that are issued to license plates in Pennsylvania, New York, and New Jersey.

Response: Pennsylvania (78%), New Jersey (11%), New York (2%).

84. Question: Please provide the number of processing notices mailed (notices mailed within first 90 days of issuance) by the current vendor in 2016, 2017, and 2018 YTD.


85. Question: Please provide the approximate annual number of payments processed by payment source (e.g. Mail, Over-the-counter, Phone, Online, Other).


86. Question: Regarding V-2 Component A –Section A.7 (pg. 25); the RFP states that meter management is required in the application. Since the Authority uses several meter vendors and has also issued an RFP for kiosks, please describe the meter management functionality that would be required in the Proposer’s system.

Response: In terms of Meter Management the Offeror’s system should show the following:

1. The Meter Management system should contain the complaint/repair history for each individual meter/kiosk.
2. Each meter should have its own detail screen listing:
   - Meter/Kiosk Number, manufacturer, and installation date
   - Maintenance route, meter status (in-service, not-in-service, or removed), address, and collection route information.
   - Rate, days/hours of operations, hour limit, and parking prohibited times
   - Each detail screen should also list collection routes
3. The meter management system should also accept and generate a report for complaints pertaining to loose, bent, knocked out meter poles to be addressed by the Pole Crew Technicians.
4. A citizen will contact THE PARKING VIOLATIONS BRANCH after receiving a citation while parked at a broken meter. At that time, The Parking Violations Branch will put the complaint Component A against the meter in
question and put the citation on suspend for a meter investigation. The following day, the Authority’s
technicians will receive printed-out reports that list meter complaints. If a technician repairs a meter that
has an active complaint against it, the corresponding citation is automatically canceled. The Authority’s
analysts also receive a “Daily Suspend Report,” which is used on a daily basis to determine if any contested
citations need to be investigated. Investigations can be triggered by broken meter complaints, or by
complaints claiming that the posted parking regulations are in conflict with the operation of the meter. The
analysts are authorized to recommend citations for cancellation if they determine that the corresponding
meter had been repaired within 15 days of the complaint.

87. Question: Regarding V-2 Component A – Section E.b.5 (pg. 26); the RFP states
“Summary Inquiry – All fields must be searchable”. Please describe in further detail what data elements would be
part of the “Summary Inquiry”
Response: All data from all fields should be searchable.

88. Question: Regarding V-2 Component A – Section E.7 (pg. 26); the RFP requires “accounting and audit trails by zone
or a region dynamically configurable by the Authority.” Please explain what zones and regions represent, how
they are formed, and what they help the City manage?
Response: Zones and regions are defined broadly and can include parking enforcement beats, neighborhoods,
districts or any other geographic area as defined from time to time by the Authority. The purpose of this
requirement is to provide the Authority the ability to identify a specific area geographically and extract
information from that area.

89. Question: Regarding V-2 Component A – Section E.8.a.4 (pgs. 26-27); the RFP states that the application must
have the capability to update a disposition prior to the posting of the original citation. Can you provide an example
of how this functionality will be used?
Response: Since the system is in live mode, this should not happen. If the system is not updating as expected
and a citizen wishes to pay a violation prior to the system having the violation in the database this function would
be utilized. Also, this functionality would be necessary if a police officer writes a paper ticket and the citizen would
like to make a payment prior to the posting of the paper ticket.

90. Question: Regarding V-2 Component A – Section E.8.a.5 (pg. 27); the RFP states, “The Offeror must provide an
interface between the Application and the sub-systems that are required to communicate, load, and read
information to and from handheld ticket issuance devices. The Offeror must ensure the integrity of the data during
transmission.” Please list and describe any City managed sub-systems that will require an interface related to
ticket enforcement.

91. Question: Regarding V-2 Component A – Section J.4 (pg. 29); the RFP states that all data from the City's current
system must be converted. Please provide the following information regarding the data in the City’s current
system: The ticket issue date range for records to be converted. Is there a historical cutoff date?
Response: 1987 to the present. There is no historical cutoff date.
   a. The approximate number of ticket records to be converted and the current storage usage for this data.
      Response: 24.4 million. 500 GB.
   b. The approximate number of permit records to be converted and the current storage usage for this data.
      Response: 421,000. 123 MB.
   c. The number of attachments to be converted (i.e. notice images, violation photos, permit applications,
      etc.), a listing of the file formats used (i.e. .docx, .pdf, .jpg, etc.), and the current storage usage for this
data.
      Response: 48 million. 3.2 TB.

92. Question: Regarding V-4 Component C – Section A.1.c (pg. 37); the RFP states that the Parking Management
Application must have the capability to initiate “back-end work flow for requests such as a broken meter
investigation, a defective sign, etc.” Please describe how the current vendor’s system provides workflow requests for this purpose, such as meter and/or sign maintenance departments using the vendors’ workflow application to view the workflow requests and to enter the required details into the workflow.

**Response:** A citizen will contact the Parking Violations Branch after receiving a citation while parked at a broken meter. At that time, THE PARKING VIOLATIONS BRANCH will put the complaint into Component A against the meter in question and put the citation on suspend for a meter investigation. The following day, the Authority’s technicians will receive printed-out reports that list meter complaints. If a technician repairs a meter that has an active complaint against it, the corresponding citation is automatically canceled. The Authority’s analysts also receive a “Daily Suspend Report,” which is used on a daily basis to determine if any contested citations need to be investigated. Investigations can be triggered by broken meter complaints, or by complaints claiming that the posted parking regulations are in conflict with the operation of the meter. The analysts are authorized to recommend citations for cancellation if they determine that the corresponding meter had been repaired within 15 days of the complaint.

93. **Question:** Regarding V-4 Component C – Section C.1.a (pg. 37); it is stated that the successful Offeror must guarantee a minimum collection rate of 70% for primary collections. Please further describe the annual evaluation process in terms of typical month of evaluation, what issuance period is evaluated, what impact secondary collections may or may not have in this evaluation, and whether services directly related to achieved collection rates may reside in other components of the Authority’s RFP, such as whether vehicle owner acquisition services are considered in evaluation. Lastly, please explain the collection rate formula used to determine collection rates.

**Response:** Currently the 70% is based off of payment of tickets issued, minus rescissions, voids, and cancellations. The vendor will be evaluated on all citations once the 90 day mark has been reached. This would be a rolling evaluation based off of new tickets reaching this timeline on a daily basis. If we take each day of the month and it averages out to 70%, then the goal has been achieved. Secondary collection agencies that are procured by the PPA should not be included in the 70% if the payment was made after the file was assigned to them and they have performed collection methods.

94. **Question:** Regarding V-4 Component C – Section G.1 (pg. 43); the RFP references the ability to take payments. Are the Point of Sale System, equipment, and functionality being provided by the Parking system, by the proposer for this section, or by a third-party vendor used by the City? In Section A, there is no reference to any requirements to provide a POS system.

**Response:** This is a requirement of Component A, see response Question #39.

95. **Question:** Regarding V-4 Component C – Section H (pg. 44); the RFP states that the Offeror will pay rent and utilities for the space occupied in the Parking Violations Branch. Can the Authority provide detail on rent and utility cost associated with this space?

**Response:** The successful Offeror will pay $20.00/sq ft plus utilities. Utilities are approximately $4,000/year. An annual CPI increase will also apply. Currently the space is 2,600 square feet.

96. **Question:** Regarding V-4 Component P – Section H.6 (pg. 46); can the City confirm if this section is in reference to assuming control of existing documentation such as training materials, manuals, call scripts, correspondence language, and policies and procedures? What other types of existing documentation will be assumed prior to contract implementation?

**Response:** V-4 Component C P.1a-e relates to customer service support related documentation this is original to the selected contractor for Component C whereas the Authority expects the contractor to maintain user training materials, manuals, call scripts, correspondence language and policies and procedures.

V-4 Component C P.6 is amended to read:

Offerors must describe their overall approach to document management. Including a description of how they plan to inventory and assume control of all existing documentation and manage it moving forward. Offerors should describe the tools, processes and personnel that will be used to manage ongoing service related documentation.
97. **Question:** Regarding Article I Definitions – Section 1.4 (pg. 49); the RFP states that ““Application” means the new, state-of-the-art enforcement, citation, and permit and customer relationship management system as described in the RFP, Proposal, and this Agreement. For purpose of clarification, and not by way of limitation, the Application includes all manuals and documentation set forth in the RFP and will in all cases be composed entirely of new equipment.” Does the requirement for new equipment refer only to equipment either supplied to the Authority users, or used at local facilities if the proposers’ solution is hosted in a cloud environment?

**Response:** The requirement relates only to equipment supplied to the Authority users.

98. **Question:** Regarding Article XXIII – Section 23.1 (pg. 74); the draft contract states the bond must be in place from the Effective Date until Final Acceptance, which is to occur on or before 7/31/2019. Please confirm if the Contractor can terminate the bond at this time.

**Response:** Article XXIII – Section 23.1 of the sample contract is amended to read:

From the Effective Date until termination or expiration of this agreement, the Contractor will obtain and maintain the performance bonds more particularly described in the RFP and will deliver proof of the same to the Authority from time to time during such period as reasonably requested by the Authority. Upon termination or expiration of this agreement, the Contractor will be entitled to terminate and release such performance bonds. The liability of the surety is limited to the penal sum of the bond as written or amended with sureties consent.

99. **Question:** Please confirm that item # V4-D. is an inadvertent duplicate of item #V4-C. and if this should be replaced with V-4 Component C – Section D – Page 41, Lockbox Processing and all listed requirements.

**Response:** Regarding Appendix C, yes. Please replace the language with the correct V-4D language on page 41.

100. **Question:** Can the city clarify which component that delinquent collections falls under?

**Response:** Please reference Addendum #1. Delinquent collections will not be included in this contract.

101. **Question:** Can you please provide a step by step process once the ticket is issued?

**Response:** Please see Addendum #1; Question #2.

102. **Question:** Regarding Component A or B Work Statement (pg. 25); can the PPA elaborate on its desire for a subscription based model for the proposed software solution? Is this in reference to pricing? If so, please provide additional detail on how the PPA would like this model to be submitted.

**Response:** Subscription-based software relates to a monthly or annual licensing model, allowing users to pay a per user fee. Customers typically pay an initial subscription upfront and are entitled to use the software only during the subscription term, unlike a perpetual license, allowing them to use software indefinitely. The subscription payment includes software licenses, access to support services and new versions of the software as they are released.

103. **Question:** Regarding Component A Part IV Existing Conditions: IV‐3 Application Interfaces (pgs. 19‐20); Can the Authority elaborate on its current responsibilities for processing red light camera violations and desired future responsibility for processing speed camera violations. Do you anticipate interfaces with red light and speed camera systems to allow the Authority to manage speeding and red light citations through our back office? Or is the intent to be able to offer payment tools on these violations as well as data transfer capabilities when applicable for adjudication purposes? An in-depth explanation of the functionality required for this topic will be greatly appreciated.

**Response:** See answer to question #47. Currently, the ordinance is not set for Speed Camera in the City, we anticipate the same flow as red lights. The only red light and speed camera violations that the Offeror would be
responsible for are violations that are past due. The first 30 days the current red light vendor will have, the Offeror will only see the violations that go past due after 30 days. Once they are past due, the Offeror would be expected to be able to accept payments on these violations.

104. **Question:** Regarding Component A Appendix A V-2 C. (pg. A-1); can the Authority clarify its requirements around impounded vehicle auctions and tow lot management? Does our back end system need to manage tow lot inventory and auction events?

**Response:** The system must provide a tow lot inventory. Currently we manage 4 impound lots and 3 auction lots. While the PPA does have its own Auction database, the new back end will have to provide a system that tracks the vehicles from impound to sale.

105. **Question:** Component A Part V Work Statement V-2 A-1 (pg. 25); Regarding Please provide additional information on the PPA’s expectation for the vendor to process and manage Bureau of Administrative Adjudication (BAA) Disputes for citation appeal reasons that do not fall into one of the following categories that allow the violator to appeal to Parking Violations Branch (PVB): A broken parking meter, Having a valid kiosk receipt, or possessing a valid permit/disabled placard for the location you were parked, Sign discrepancy. Will the successful vendor’s system be required to offer the online ability to submit an appeal or request a hearing to Bureau of Administrative Adjudication (BAA) Disputes?

**Response:** Refer to RFP, page 27, #3 (under "E-8" from previous page) and also c) & d) on page 27.

106. **Question:** Regarding Component A Part V Work Statement V-2 A-6 (pg. 25); Does the PPA maintain its own towing trucks and capabilities or is the PPA partnered with a 3rd party towing company? If the latter, do you utilize one or multiple towing companies? Please provide the names of the towing companies if you maintain relationships with a 3rd party vendor. Does the City intend to replace the towing vendor(s) in the foreseeable future?

**Response:** The PPA has its own fleet of tow trucks and will use the system to track all tows and impounds. The PPA uses Rob’s Automotive and Philly Towing & Transport as a sub-contractor for Tractor Trailers as needed. At this time we do not plan on making any changes in this area.

107. **Question:** Regarding Component A Part V Work Statement V-2 A-6 (pg. 25); please provide the name of the vendor that supplies the immobilization boots that the PPA utilizes. Does the City intend to replace the boot vendor in the foreseeable future?

**Response:** Our current boot vendor is Universal Boot. The contract is for 3 years. We use their regular boot and the wide body boot.

108. **Question:** Component A Part V Work Statement V-2 A-7 (pg. 25); Please explain the expected responsibilities and functions of the vendor’s Parking Meter Management system.

**Response:** In terms of Meter Management the vendors system should show the following:

1. The Meter Management system should contain the complaint/repair history for each individual meter/kiosk.
2. Each meter should have its own detail screen listing:
   - Meter/Kiosk Number, manufacturer, and installation date
   - Maintenance route, meter status (in-service, not-in-service, or removed), address, and collection route information.
   - Rate, days/hours of operations, hour limit, and parking prohibited times
   - Each detail screen should also list collection routes
3. The meter management system should also accept and generate a report for complaints pertaining to loose, bent, knocked out meter poles to be addressed by the Pole Crew Technicians.
4. A citizen will contact the Parking Violations Branch after receiving a citation while parked at a broken meter. At that time, the Parking Violations Branch will put the complaint into Component A against the meter in question and put the citation on suspend for a meter investigation. The following day, the Authority’s technicians will receive printed-out reports that list meter complaints. If a technician repairs a meter that has an active complaint against it, the corresponding citation is automatically canceled. The Authority’s analysts also receive a “Daily Suspend Report,” which is used on a daily basis to determine if any contested citations need to be investigated. Investigations can be triggered by broken meter complaints, or by complaints claiming that the posted parking regulations are in conflict with the operation of the meter. The analysts are authorized to recommend citations for cancellation if they determine that the corresponding meter had been repaired within 15 days of the complaint.

109. **Question**: Regarding Component A; in regards to the Public Facing Tool – to provide traffic, vehicle occupancy and utilization, and other data graphically which allows any user to bring parking data together onto one screen: Who is the intended user and what are the expected use cases? Can the authority define what it means by “traffic?” Is this parking-specific data or some other sort of data?

**Response**: The Public Facing Tool is a requirement of Component B not Component A. Please see V-3 Component B. A.1. (page 34). Intended users are the Authority and the general public. “Traffic” means vehicular traffic and the Authority is interested in exploring integrating both parking-specific and other data together to provide useful access and mobility information to the public.

110. **Question**: Regarding Component A; in regards to Fiscal Model Tool – to automatically collect and disseminate parking revenue and other key fiscal performance data as defined by the Authority: Is the Authority seeking to streamline existing parking revenue funds flows, including the responsibility of payment processing or is the “dissemination of parking revenue” only in reference to the distribution of funds into different accounts based on the current setup?

**Response**: This requirement relates specifically to the collection, analysis and dissemination of financial information within the Authority and does not include payment processing.

111. **Question**: Rather than a handwritten signature, Is it sufficient for parking tickets to have an electronic copy of signatures from parking enforcement officers to satisfy the requirement stated in the Philadelphia City Code (12-2804, #5)?

**Response**: Yes, that is sufficient.

112. **Question**: Regarding Component A Part V Work Statement V-2 A-3 (pg. 25); Do any of the following items need to be supported with the Permit Management Application component:

- Pricing Tiers (not mathematical prorating) - **required**
- Municipal Vehicle Registration requirements
- Permits within gated lots/garages
- Ad hoc or a la carte parking rights (“permit” or “pass” by virtue of a residential permit (i.e. guest passes, game day passes)
- Approval process for business/employer based permits
- Permits not related to typical monthly or annual parking rights (construction / dumpsters, meter bagging)
- Permits not related to any parking rights (collection / processing / payment of municipal code based (requirements

**Response**: Offerors are encouraged to consider and include non-specified requirements.
113. **Question:** Regarding Component C Part V Work Statement D-4 (pg. 26); since the successful proposer for Component C will be responsible for physically handling POS transactions, should the appropriate PCI compliance (PCI SSC) be a requirement of Component C rather than Component A? Therefore, the successful proposer for Components A&B would be responsible for interfacing with the Component C POS system for accepting and swiping in-person credit & debit card payments (“POS”)?

**Response:** PCI-DSS Compliance will be the responsibility of everyone and anyone involved in any way with the storage, transmission, or Processing of Card Data. In some instances an organization can choose to work with a company that they know will impact the security of card data, but opt to incur the responsibility and risk of that vendor being non-compliant thus falling under their compliance effort. Since it is required for A to provide the actual payment systems to C, then A will always have to be compliant. The Authority is requiring that both A and C fully understand and acknowledge their impact on the security of our customer’s card data or all card data for that matter, by being full PCI Compliant, as it relates to People, Processes, Devices and their impact on physical security as well.

114. **Question:** Is a bidder mandated to pay the Philadelphia city living wage if operating the PPA call center outside of Philadelphia?

**Response:** See response to Question #16.

115. **Question:** What is the estimated size of the existing portfolio (the backlog) in terms of both the number of accounts and the dollar amount outstanding? The average balance owed per account? Per debtor?


116. **Question:** What is the age of the oldest accounts in the portfolio?

**Response:** 87 tickets go back before 1987.

117. **Question:** What is the estimated size, in terms of both the number of accounts and dollars outstanding, of annual referrals going forward (i.e. new/future placements)?

**Response:** The PPA along with Police and other agencies issue approximately 1.8 million tickets per year and collects around 86 to 88 million dollars per year.

118. **Question:** If applicable, who is your current collection provider? If applicable, how long has your current collection provider been under contract?

**Response:** A contracts with Debt Litigation and Harris and Harris went into effect June 2017. Files did not start going to the vendors until October 2017 for the new contracts. Parking tickets over four years old or red light tickets over 180 days old are currently referred to them.

119. **Question:** If applicable, what is your current collection provider’s annual recovery rate (i.e. on accounts placed for one year)?

**Response:** Current Vendor receives payments of 85.3% of parking violations the first year and 52.8% for red light violations. Once a file is assigned to the collection agency, they average a 16% collection rate on red light violations (over 180 days old) and 1-2% on parking violations (over 4 years old).
120. Question: If applicable, what is the fee percentage (e.g. 33% of all monies collected on all referred accounts) charged by your current collection provider?
  Response: Debt Litigation, 18%, Harris & Harris 18.49%.

121. Question: If applicable, how much collection fees were paid to/earned by your current collection provider this past calendar year? The year prior to that?

122. Question: If applicable, how many dollars and what number of accounts were collected by your current collection provider this past calendar year? The year prior to that?

123. Question: Will accounts referred to your current collection provider be recalled and re-referred to the collection provider chosen pursuant to this procurement process? And if so, can bidders propose a higher fee percentage for these previously worked accounts (i.e. second placements)?
  Response: Please reference Addendum #1. Delinquent collections will not be included in this contract.

124. Question: Are litigation services required/desired? If so, can bidders propose a higher fee percentage for accounts requiring litigation services?
  Response: Litigation services are not desired or required.

125. Question: We assume that you do not/will not allow your collection providers to add convenience and/or payment processing fees in addition to their contingency fees? If such fees are allowed, can you clarify that you will require bidders to fully disclose the amounts to be charged so the same can take the same into consideration when evaluating pricing?
  Response: Please reference Addendum #1. Delinquent collections will not be included in this contract.

126. Question: What is the anticipated award date for this contract?

127. Question: What are your in-house collection methods (e.g. number of mailings, calls, etc.) used on the referred accounts prior to referral to your collection provider?
  Response: The current vendor handles all noticing during the time they have the file assigned to them.

128. Question: How will account/collection information or data be communicated to the successful bidder (i.e. electronic via an FTP site)?
  Response: The successful Offeror for Component A will have to communicate with the Authority’s current vendor to ensure a secure transfer of account/collection information. The Authority will audit the transferred data for accuracy.

129. Question: Will the City consider extending the deadline for proposal submissions?
130. **Question:** What is the average balance per parking citation?
   **Response:** $74.32

131. **Question:** What is the average number of tickets per violator?
   **Response:** 2.50 tickets per violator.

132. **Question:** Under some of the customer service requirements, the proposal indicates the current amount of volume at various venues in Philadelphia. Does the PPA anticipate having the Offeror replace all current Parking Authority staffers at these locations? Or will there be a mix between Parking Authority employees and Offeror employees? If the latter, does the Offeror pay only their share of the rent/utilities or the entirety?
   **Response:** No Authority staff is being replaced.

133. **Question:** The duration of collections under the contract is only from issuance until 90 days, but is that period tolled if/when an offender challenges the citation either in court or online?
   **Response:** Please reference Addendum #1.

134. **Question:** Under C.(4) the RFP mentions additional collection efforts will be at the discretion of the Authority. Does this relate to collection methods or collection periods, specifically for citations over 90 days old?
   **Response:** Please reference Addendum #1. Delinquent collections will not be included in this contract.

135. **Question:** Addendum #1 states that this RFP does not create a debt collection contract. For purposes of clarification, does Component C of the RFP encompass a collection component of citations that are 90 days past due in its customer support process?
   **Response:** Component C will collect/receive payments for citations, regardless of age, unless and until they are assigned by the Authority to a collection agent.

**END OF ADDENDUM TWO**
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The undersigned being duly sworn, upon oath deposes and says that in the City of Philadelphia, Pennsylvania, the vehicle identified above was observed in violation of the Philadelphia Traffic Code specified herein and a copy of this notice was served upon the violator as required by law.

SIGNATURE OF OFFICER | DIST. PLAT. SECT. | BADGE NO.

- 12 METER EXPIRED $25
- 15 STOPPING PROHIBITED $51
- BETWEEN POSTED HOURS $61
- PARKING PROHIBITED $41
- ANYTIME IN THIS STREET $81
- STREET CLEANING $81
- OVER TIME LIMIT $25
- HANDICAPPED SPACE $301
- PASSENGER LOADING ZONE $31
- OTHER 12. $ (WRITE THE VIOLATION BELOW)

COMMENTS

Within 15 calendar days of the date of this citation, you must either admit liability and pay the applicable fine OR appeal this parking citation. If payment of fine is not received within 15 calendar days, significant late penalties will be added. You or an authorized person may make payment in person at the Parking Violations Branch, 913 Fifteenth Street, Philadelphia. For more information, or to pay by phone (215) 686-3563, or internet payment at www.phila.gov, please record ticket number on check. DO NOT MAIL CASH.

WWW.PHILAPARK.ORG (Visa/Mastercard).

PEEL OFF TAPE AND FOLD FLAP TO SEAL ENVELOPE

(Rev. 04/11)
INSTRUCTIONS:
This notice may be returned by mail, personally or by an authorized person. A hearing may be obtained upon written request to the Bureau of Administrative Adjudication, P.O. Box 13860, Philadelphia, PA 19101. For ticket and hearing information, make a copy of the complaint or to request a sign language interpreter go to www.philapark.org or call 1-888-561-3636. All other written inquiries or complaints should be addressed to the Parking Violations Branch, P.O. Box 41818, Philadelphia, PA 19101. Failure to obey this notice within 15 calendar days will result in significant late penalties. Please refer to this ticket number when making payment, appeal, or other inquiry. NOTICE: Returned checks are electronically represented and a fee charged as permitted in PA.

FAILURE TO PAY PARKING FINES MAY SUBJECT MOTOR VEHICLES TO SEIZURE.

CHECK BOX HEARING REQUEST ☐