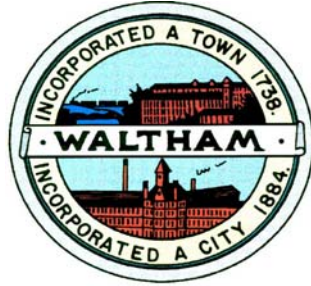


The City of Waltham



**Invites
Interested Parties
To propose the best offer and or bid
For the service or product herewith described:**

**PARKING VIOLATION PROCESSING AND
COLLECTION SYSTEM**

Bid opening: 10:00 AM Wednesday September 09, 2015

Last day for only written questions: 12 Noon August 24, 2015

(via e-mail to ipedulla@city.waltham.ma.us)

PARKING VIOLATION PROCESSING AND COLLECTION SYSTEMS REQUEST FOR PROPOSAL

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SECTION 1: NOTICE OF REQUEST FOR PROPOSALS
TO PROVIDE A PARKING VIOLATION PROCESSING AND COLLECTION SYSTEM

CITY OF WALTHAM
610 MAIN STREET
WALTHAM, MA 02452

The City of Waltham is soliciting proposals for a contractor to provide a Parking Violation Processing and Collection System (PVPCS) under a one year contract commencing January 1, 2016 and ending on December 31, 2016 with options on the part of the City to renew for two (2) successive twelve month periods. The major components of the desired system are: automated processing and collections of traffic and parking fines and penalties, acquisition of vehicle registrant data from Registry of Motor Vehicle agencies, noticing, and computerizing of vehicle impoundment. The work includes all labor, materials, and equipment required for furnishing and installing an integrated on-line computerized system.

Proposal documents containing system requirements, evaluation criteria and other pertinent information may be obtained at www.city.waltham.ma.us/open-bids

This proposal has been issued by the authority granted the City by MGL Chapter 30B. Proposers should familiarize themselves with the provisions of this Act.

Separate sealed envelopes, Four containing the non-price technical proposal marked "Technical Proposal Parking Ticket Violation System" must be received by Joseph Pedulla, MCPPO, Purchasing Agent, 610 Main St., Waltham, MA 02452, prior to **10:00 a.m. September 09, 2015**. **ONE PRICE PROPOSAL MUST BE SUBMITTED IN A SEPARATE SEALED ENVELOPE at THE SAME DATE AND TIME ABOVE STATED.**

Last Day for written questions only to jpedulla@city.waltham.ma.us is August 24, 2015 at 12 noon

A proposal bond consisting of a bid deposit in the amount of 5% of the bid amount. The 5% bid deposit, issued by a responsible bank or trust company, may be in the form of a bid bond, certified check, treasurer's or cashier's check made payable to the City. The bid bond shall be a) in a form satisfactory to the City, b) with a surety company qualified to do business in the Commonwealth and satisfactory to the City, and c) conditioned upon the faithful performance by the principal of the agreements contained in the proposal.

Upon awarding of the contract, the vendor must produce a performance bond in the amount of 100% of the value of the contract.

The successful proposer must demonstrate the ability to deliver a system that adheres to the specifications outlined in this document, support the PVPCS on an on-going basis, and provide references as to where the package has been successfully installed. The proposer must specifically

describe, explain and identify to what extent elements, features, benefits, components, systems, subsystems, and services are currently being provided in a production environment.

SECTION 2: OBJECTIVE OF THE REQUEST FOR PROPOSALS (RFP)

The purpose of this Request For Proposals (RFP) is to obtain from qualified companies detailed proposals for the provision and operation of an automated system that would integrate into a user-oriented system, activities associated with parking violation processing, adjudication, collection, enforcement; impounded vehicle management and management reporting. The system must include a sophisticated, fully integrated data processing system, and must be able to demonstrate that it can provide the required services, and fully support all processing and collection activities.

The PVPCS must also support registrant data acquisition, public inquiry/response, activity audit trails and controls, and management reporting and services. It must have the capability to be expanded to accommodate future improvements, including any updates to the Massachusetts Registry of Vehicle system, and have the flexibility to accommodate modifications and enhancements, and batch capabilities. The PVPCS must also include an integrated adjudication package. At a minimum the adjudication package must be able to retrieve the ticket, owner information, and a ticket image from the PVPCS. The adjudication package should have the ability to display an image of the actual ticket and all correspondence regarding the appeal. The successful proposer must be able to provide technical assistance and the necessary resources to implement new activities and programs as well as be able to provide verifiable information regarding previous experience relating to processing and collection activities.

The award will be for an initial term of twelve (12) months commencing **January 1, 2016** and ending December 31, 2016, with options on the part of the City to renew for two (2) successive twelve month periods. Any contract awarded pursuant to this RFP shall be subject to the availability of an appropriation in each fiscal year of the contract by the City Council. The City shall retain sole discretion in exercising the option(s), and no exercise of an option shall be subject to agreement or acceptance by the contractor.

Responses to this RFP must be prepared in accordance with the requirements contained herein. Evaluation of the responses will be made by the City's Proposal Review Committee (Thomas J. Magno, Martin T. O'Malley and Suzanne LaCava).

Selection of the successful proposer will be based upon an evaluation and analysis of the information and materials required under the RFP. Additionally, the city may contact references and conduct reviews of other operational sites.

SECTION 3: INSTRUCTIONS TO PROPOSERS

3.1 SIGNED AGREEMENT

By submitting a proposal, the proposer agrees that if the City makes an award to the proposer, a Contract shall be signed within 60 days of the award.

3.2 PRE-PROPOSAL CONFERENCE

A pre-proposal conference has not been scheduled.

3.3 UNIFORM PROPOSAL FORMAT

To facilitate responsiveness and to evaluate the proposals using the Comparative Evaluation Criteria, it is desired that a uniform format be employed in structuring each proposal. Every proposal must be made upon the form attached hereto and must contain the true name and address of every person, firm, joint venture, or corporation, who has or will have a direct or indirect interest in the proposal, and in the case of a corporation, the state in which incorporated, and the name and their address of the local agent or representative.

The proposer shall not add, delete, or alter the format of any document prepared by the City. If the proposer makes any changes to any of the documents, the City may reject the proposal. Any changes required, in the opinion of the proposer, should be attached as an addendum to the proposal form.

3.4 PROPOSAL SUBMISSION

Four (4) sealed copies of the technical proposal including all attachments thereto, and in a separate envelope one sealed price proposal must be delivered bearing on the outside of each envelope the name and address of the proposer, the proposal name in large letters "PROPOSAL FOR PARKING VIOLATION PROCESSING AND COLLECTION SYSTEM (PVPCS), and the proposal opening date to: **Joseph Pedulla, MCPPO, Purchasing Agent**, 1st Floor, City Hall, Waltham, on or before **10:00 a.m., September 09, 2015**.

3.5 FINANCIAL STRENGTH OF PROPOSER

A certified audited financial statement for the proposer and parent organization, if applicable, for the most recent fiscal year must be submitted with the proposal. Any proposal submitted without a certified, audited financial statement shall not be considered.

3.6 PROPOSAL BOND AND LIQUIDATED DAMAGES

The proposal shall be accompanied by a proposal bond in the amount of 5% of the bid amount. The surety must be in the form of bid bond, or a certified check, or a treasurer's or cashier's check issued by a responsible bank or a trust company, payable to the City of Waltham. Said surety shall be given as security that if the proposal is accepted, an agreement shall be entered into by the contractor and the performance of the contractor is properly secured.

The bid bond shall be forfeited by the proposer and surrendered to the City as the agreed amount of liquidated damages in case the successful proposer fails to enter into an agreement within 60 days of the award date (Saturdays, Sundays and legal holidays excluded).

The proposal bond will be promptly returned to non-successful proposers following the final contract award. The bond of the successful proposer will be returned following the execution of the Contract.

Upon execution and in any event, prior to the commencement of work, the successful proposer must deliver to the City a Performance Bond in the amount of 100% of the value of the Contract.

3.7 INSURANCE

- A. WORKMAN'S COMPENSATION: The Contractor shall provide by insurance for the payment of compensation and furnishing of other benefits under Chapter 152 of the General Laws of the Commonwealth of Massachusetts to all persons to be employed under this contract, the premiums for which shall be paid by the Contractor.
- B. COMPREHENSIVE GENERAL LIABILITY
- | | |
|------------------|-----------------------------|
| Bodily Injury: | \$1,000,000 Each Occurrence |
| | \$2,000,000 Aggregate |
| Property Damage: | \$1,000,000 Each Occurrence |
| | \$2,000,000 Aggregate |
- C. AUTOMOBILE (VEHICLE) LIABILITY
- | | |
|-----------------|-----------------------------|
| Bodily Injury | \$2,000,000 Each Occurrence |
| Property Damage | \$1,000,000 Aggregate |
- D. UMBRELLA POLICY \$2,000,000

Your bid response must include a Certificate of Insurance with the above limits as a minimum. In addition, the Certificate of Insurance must have the following text contained in the bottom left box of the Certificate: *"The City of Waltham is a named additional insured for all insurances under the contract, excluding Automobile and Workers Compensation coverage"*. Failure by the contractor to provide a current and updated insurance policy, during the entire duration of the contract, may result in additional legal liability. The Certificate of Insurance must be mailed directly to:

Office of the Purchasing Agent
Purchasing Department
City of Waltham
610 Main Street
Waltham, MA 02452

3.8 CONFLICT OF INTEREST

The proposer shall submit a notarized written statement that there is no conflict of interest with respect to any Contract between the City and the proposer.

3.9 AUTHORIZED SIGNATORY(IES)

The signature of the authorized official(s) of the successful proposer must be provided on all the proposal forms. In the case of a corporation, the title of the officer signing must be stated and partnership, the signature of all the partners must follow the firm name, using the term "members of the firm." In the case of an individual, use the term "doing business as" or "sole owner".

3.10 REVISIONS TO THE RFP

All interpretations of the RFP and instructions will be in the form of written addenda to the RFP specifications which, if issued, will be sent to all proposers.

3.11 REVIEW OF PROPOSALS

On the day following the date for submission of proposals, the Review Committee shall begin the review of each proposal to determine compliance with the criteria set forth in this RFP. The Committee reserves the right to obtain information concerning a proposer which it deems pertinent to the RFP from any and all sources and to consider such information in evaluating the proposers. All questions regarding proposals must be submitted in writing no later than seven (7) days prior to the date of the opening of the proposals to:

Jpedulla@city.waltham.ma.us

Purchasing Department, City Hall
610 Main Street
Waltham, MA 02452

The City reserves the right to accept or reject any or all proposals, waive any minor informality of the proposal, and to enter into discussion with proposers as appropriate to determine which proposal is most beneficial to the City, to modify or amend with the consent of the proposer any proposal prior to acceptance, to re-advertise for proposals, and to effect any agreement that the City deems to be in its best interest.

3.12 COMPETENCY OF PROPOSALS

The City will not award a Contract except to a responsible and eligible proposer capable of performing the work specified in the RFP. Before the award of the Contract, the proposer may be required by the City participate in a live interview and/or submit additional information in writing, in such form as the City may require, demonstrating that it has the skill, ability and integrity necessary to the faithful performance of the work.

3.13 CONSIDERATION OF PROPOSALS

By publication of this Request for Proposals (RFP), the City is merely soliciting proposals. The City reserves the right to accept proposals in whole, or in part, and to make an award with or without further negotiations with the apparent successful proposer, therefore, proposals should be submitted with the most favorable terms proposers can offer.

SECTION 4: EVALUATION AND SELECTION CRITERIA

4.1 MINIMUM EVALUATION CRITERIA

THE CITY WILL REJECT ANY BID THAT DOES NOT MEET THE MINIMUM EVALUATION CRITERIA. A "NO" RESPONSE OR A FAILURE TO RESPOND TO ANY OF THE FOLLOWING MINIMUM EVALUATION CRITERIA WILL RESULT IN A REJECTION OF YOUR BID.

CIRCLE "YES" OR "NO" FOR EACH OF THE FOLLOWING CRITERIA.

4.1.1 Bidder has a minimum five years experience operating a computerize parking ticket processing system similar to the system outlined in this Request for Proposal and including at least three municipality for which the vendor successfully performed full service processing 20,000 newly issued parking tickets in each year of at least three consecutive years service.

YES NO

4.1.2 Bidder has a minimum of five years experience with the Massachusetts Registry of Motor Vehicles performing automated name and address acquisition.

YES NO

4.1.3 Bidder has five years experience in providing an on-line vehicle management system.

YES NO

4.1.4 Bidder must have a Virtual Private Network (or similar secure connection) on an Internet based system to connect to the existing City network. The software must be compatible with existing City hardware. If it cannot be run on the City's existing hardware, the bidder will supply the City with any required hardware at no cost.

YES NO

4.1.5 Bidder must have experience installing five municipal systems of similar size. (Size is determined by # of tickets issued, population, land area) The bidder will provide the City with a list of communities as well as a contact name. The City of Waltham reserves the right to contact any of the listed communities.

YES NO

4.1.6 Bidder is capable of accepting MasterCard, Visa, American Express and Discover Internet payments. Bidder must have three years of direct online payment experience. The Bidder must be able to customize the payment site using the City of Waltham banners. (Provided by the City.) In order to give the site the look and feel of the city's web site. All charges related to the credit card payments will be the responsibility of the bidder. The bidder may charge a convenience fee back to the individual paying the ticket. If a convenience fee is charged a schedule of the fees must be included with this RFP.

YES NO

4.1.7 Bidder must be able to issue violations using handheld computers as well as hand written tickets.

YES NO

4.1.8 Bidder must have an online adjudication system for parking ticket appeals

YES NO

4.1.9 Bidder must be able to supply the City with a current Service Organization Control (SOC) report

SECTION 4.2 EVALUATION OF THE PROPOSALS

The proposal will be screened and evaluated in accordance with MGL Chapter 30B. Price proposals will remain with the Purchasing Agent. The Purchasing Agent will screen the proposal to determine whether it meets all of the proposed submission requirements and minimum criteria specified in the RFP. Responsive proposal will be evaluated on the 5 Comparative Evaluation Criteria listed in section four of the proposal. Evaluations will assign a rating of highly advantageous, advantageous, not advantageous or unacceptable to each evaluation criteria. Composite ratings will be assigned after evaluations have assigned their individual ratings.

SECTION 4.3 COMPARATIVE EVALUATION CRITERIA

4.3.1 COMPANIES RESPONSIVE TO RFP, COMPANIES EXPERIENCE, REPUTATION, QUALIFICATIONS IN DEMONSTRATED EFFICIENCY AND EFFECTIVENESS IN PARKING TICKET PROCESSING AND COLLECTIONS.

Any proposal determined to be non-responsive to the technical specification of other requirements of the RFP, including instructions governing submission and format, will be disqualified without evaluation unless the Committee in its sole discretion determines that it is not in the City's best interest to disqualify the proposal.

The proposal will be viewed as an indicator of the quality of the work the proposer is capable of providing. Responses to the RFP should be concise without inclusion of irrelevant material. Documentation of the ability to provide proven and established system and subsystems whose components and features have been operationally tested in a production environment must be provided. The proposer must provide evidence of ability to comply with: service and user requirements, system and operational specifications, documentation criteria, technical capability and expendability, related descriptions, explanations, and conditions, etc. Special emphasis will be placed on the descriptive and explanatory information provided with respect to each of the requirements under SECTION 5 "Technical Specifications and Requirements."

The proposal shall provide all details regarding relevant experience and reputation with regards to five (5) largest clients. This must include the last 3 years collection percentage. (Collection percentage will be calculated by dividing original ticket amount paid by original ticket amount issued. DO NOT include any late fees.) Also, please provide a contact person at listed reference.

Parking violation revenue represents a major source of revenue for the City. The proposer must demonstrate how it's system/service will maximize the collection of outstanding parking tickets with minimal impact on the staffing and other resources of the Parking Violation Bureau. The proposal must define specific approaches that have been utilized in other municipalities to maximize net revenue.

4.3.2 Compliance with Scope of Services.

The proposal shall demonstrate the quality of data accuracy through timely update, controlled collection processing and cash management. Of particular importance will be: a) method and effectiveness of security measures during processing; b) audit trails and controls on all activities; c) thorough reconciliation of totals during each phase of processing; d) ability to meet time requirements for processing new tickets; e) maintaining an effective noticing program; and f) ensuring that the City receives all the revenue to which it is entitled.

The proposer must demonstrate conversion experience and the capability to accept and utilize existing violation information maintained by the City's current contractor. Additional criteria that will be considered are: a) hardware/software capability and expendability; b) maintenance capability; c) ability to meet time frame requirements; and d) ability to limit financial losses due to conversions problems/delays. The proposer must submit a conversion plan within sixty (60) days of the award.

4.3.3 Operations/Management Plan, Staff Dedication, Location of Critical Facilities.

Technical assistance, new system development capability and resource availability should be described in the proposal. The proposal shall state the number of systems professionals and the percent of time that they will be committed to assist the City in the daily operational matters and problem-solving. Proposers shall at the time of submission of their proposal be required to identify these individuals.

Additionally, the proposer shall designate a project manager whose identity and technical background must be revealed to the City together with an estimate of the amount of time he/she will be dedicated to this contract.

The proposer shall identify the location of the critical facilities.

4.3.4 Experience and Effectiveness in RMV Interfacing

The proposal shall provide all details regarding relevant experience and effectiveness with regards to a) interfacing, retrieving and processing registrant data from the Massachusetts Registry of Motor Vehicles and motor vehicle agencies in other states; b) interfacing and processing non-renewal mark and clear transactions to the Massachusetts Registry of Motor Vehicles; c) non-renewal balance for system changes d) client access to RMV ALARS.

4.4.1 Comparative Evaluation

CRITERION #1

Proposer's responsiveness to RFP, Proposer's experience, reputation, qualifications and demonstrated efficiency and effectiveness in parking ticket processing and collections.

HIGHLY ADVANTAGEOUS

1. The proposer has a minimum of seven years experience in providing large scale full service parking ticket processing and collections in a city similar to Waltham (in terms such as size, scope of systems, number and types of transactions, edits and quality controls and customer service).
2. It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current parking ticket processing experience, capabilities, qualifications and performance, in two or more cities with all or virtually all systems and subsystems required by the City, and provides the highest level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service, processing components and efforts, and collection rates can be prevented or extremely minimized.
3. The proposal thoroughly, comprehensively and clearly details extensive previous and current experience in the RFP Scope of Services in more than five installations similar to Waltham (in terms such as scope of internal operations, complexity and types of transactions, edits and quality controls, customer service capabilities, value and benefits) and provides the highest level of assurance that disruptions or risk the City's current level and quality of enforcement, components and effort, and collection rates can be preventative or extremely minimized.
4. The proposal thoroughly, comprehensively and clearly documents, details, substantiates and demonstrates their parking ticket processing and collection experience in terms such as background, growth, direct and indirect customer demands, ongoing and incremented improvement, major resign or technological advances, testing, debugging and implementation, and provides the highest level of assurances that the proposal system is thoroughly debugged, proven and successfully operating in cities such as Waltham and will be highly efficient in terms of the RFP requirement.

ADVANTAGEOUS

1. The proposer has a minimum of five years experience in providing large scale full service parking ticket processing and collections in a city similar to Waltham (in terms such as size, scope of systems, number and types of transactions, edits and quality controls and customer service).
2. It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current parking ticket processing experience, capabilities, qualifications and performance, in two or more cities with all or virtually all systems and subsystems required by the City, and provides a high level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service, processing components and efforts, and collection rates can be prevented or extremely minimized.
3. The proposal thoroughly, comprehensively and clearly details extensive previous and current experience in the RFP Scope of Services in more than one installations similar to Waltham (in

terms such as scope of internal operations, complexity and types of transactions, edits and quality controls, customer service capabilities value and benefits) and provides a high level of assurance that disruptions or risk the City's current level and quality of enforcement, components and effort, and collection rates can be preventative or extremely minimized.

4. The proposal thoroughly, comprehensively and clearly documents, details, substantiates and demonstrates their parking ticket processing and collection experience in terms such as background, growth, direct and indirect customer demands, ongoing and incremented improvement, major redesign or technological advances, testing, debugging and implementation, and provides a high level of assurances that the proposal system is thoroughly debugged, proven and successfully operating in cities such as Waltham and will be highly efficient in terms of the RFP requirement.

NOT ADVANTAGEOUS

1. The proposer has less than five years experience in providing large scale full service parking ticket processing and collections in a city similar to Waltham (in terms such as size, scope of systems, number and types of transactions, edits and quality controls and customer service).

2. It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates extensive previous and current parking ticket processing experience, capabilities, qualifications and performance, in two or more cities with all or virtually all systems and subsystems required by the City, and provides the marginal level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service, processing components and efforts, and collection rates can be prevented or extremely minimized.

3. The proposal thoroughly, comprehensively and clearly details extensive previous and current experience in the RFP Scope of Services in more than one installations similar to Waltham (in terms such as scope of internal operations, complexity and types of transactions, edits and quality controls, customer service capabilities value and benefits) and provides a marginal level of assurance that disruptions or risk the City's current level and quality of enforcement, components and effort, and collection rates can be preventative or extremely minimized.

4. The proposal thoroughly, comprehensively and clearly documents, details, substantiates and demonstrates their parking ticket processing and collection experience in terms such as background, growth, direct and indirect customer demands, ongoing and incremented improvement, major resign or technological advances, testing, debugging and implementation, and provides a marginal level of assurances that the proposal system is thoroughly debugged, proven and successfully operating in cities such as Waltham and will be marginally efficient in terms of the RFP requirement.

UNACCEPTABLE

1. The proposer has less than five years experience in providing large scale full service parking ticket processing and collections in a city similar to Waltham in terms such as size, scope of systems, number and types of transactions, edits and quality controls and customer service.
2. It is determined that the proposal thoroughly, comprehensively and clearly details, documents, substantiates and demonstrates generally deficient previous and current parking ticket processing experience, capabilities, qualifications and performance, in no city with all or virtually all systems and subsystems required by the City, and provides a generally deficient level of assurance that disruption or risk to the City's current level and quality of enforcement, customer service, processing components and efforts, and collection rates can be prevented or extremely minimized.
3. The proposal thoroughly, comprehensively and clearly details deficient previous and current experience in the RFP Scope of Services in more than one installations similar to Waltham (in terms such as scope of internal operations, complexity and types of transactions, edits and quality controls, customer service capabilities value and benefits) and provides a generally deficient level of assurance that disruptions or risk the City's current level and quality of enforcement, components and effort, and collection rates can be preventative or extremely minimized.
4. The proposal thoroughly, comprehensively and clearly documents, details, substantiates and demonstrates their parking ticket processing and collection experience in terms such as background, growth, direct and indirect customer demands, ongoing and incremented improvement, major resign or technological advances, testing, debugging and implementation, and provides a generally deficient level of assurances that the proposal system is thoroughly debugged, proven and successfully operating in cities such as Waltham and will be marginally efficient in terms of the RFP requirement.

CRITERION #2

4.4.2. Comparative Evaluation Criterion Compliance with Scope of Services.

HIGHLY ADVANTAGEOUS

1. The proposer's response provides details, documentation, explanations and descriptions relative to the RFP requirements that are extremely and uniformly thorough, comprehensive, clear, detailed and specific -- over and beyond the substantial detail provided in the RFP so that the features and benefits of the proposal could be ascertained -- and the content of said responses, explanations, descriptions, etc. provides the highest degree of assurance that the proposer possesses the proficiency, knowledge, skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPCS.
2. The proposer clearly and comprehensively provides an effective-date-specific statement of explicit and direct compliance for RFP required systems, subsystems, services, performance specifications and any other RFP requirement and, in the event that said compliance would be contingent upon certain conditions or alternatives, those conditions or alternatives were determined to pose no, or an extremely minimal, risk or potential for disruption to the City's current level of PVPCS activities, services and revenue -- or to the objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.
3. It is determined the proposal comprehensively and clearly documents, substantiates and demonstrates the ability to provide full compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be extremely beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.
4. The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system complies or can efficiently and effectively be modified to accommodate and comply with the City's data and information requirements for all or virtually all RFP required systems, subsystems and services.
5. The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system is highly efficient and effective for all or virtually all RFP required systems, subsystems and services in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, functionality, format and user-friendliness.
6. The proposer comprehensively and clearly documents, substantiates and demonstrates its quality control of data and the content of the response provides the highest degree of assurance that data/information integrity and accurate processing would be optimized.
7. The features and functionality of the proposer's systems, subsystems and services appear to provide the highest level of assurance that the City's relevant operational costs (in terms such as

staffing levels, operational efficiencies, level of required oversight) would not be increased and would be optimally minimized or reduced.

8. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be optimal.

9. The proposer provides the highest level of assurance that the City would have the ability to move forward on January 1, 2016 (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.

10. The structural and data management design and approach and software (in proposal terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:

- a) data management
- b) how data items are related to each other
- c) the file structure/data structure utilized by the software system
- d) the organization, coherence, linkage and unity of the various constituent system elements
- e) handling the large number and numerous types of transactions
- f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
- g) those elements of a proposer's PVPCS that actually execute actions and events, and
- h) ease of modification and enhancement;

are clearly and comprehensively detailed, explained and documented and are determined to provide an extremely efficient and effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- and are determined to accommodate the extremely efficient and effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would eliminate or extremely minimize any risk to the quality of performance or operation of existing applications and functions.

ADVANTAGEOUS

1. The proposer's response provides details, documentation, explanations and descriptions relative to the RFP requirements that are extremely and uniformly thorough, comprehensive, clear,

detailed and specific -- over and beyond the substantial detail provided in the RFP so that the features and benefits of the proposal could be ascertained -- and the content of said responses, explanations, descriptions, etc. provides the high degree of assurance that the proposer possesses the proficiency, knowledge, skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPCS.

2. The proposer clearly and comprehensively provides an effective-date-specific statement of explicit and direct compliance for RFP required systems, subsystems, services, performance specifications and any other RFP requirement and, in the event that said compliance would be contingent upon certain conditions or alternatives, those conditions or alternatives were determined to pose no, or an extremely minimal, risk or potential for disruption to the City's current level of PVPCS activities, services and revenue -- or to the objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.

3. It is determined the proposal comprehensively and clearly documents, substantiates and demonstrates the ability to provide full compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be extremely beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.

4. The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system complies or can efficiently and effectively be modified to accommodate and comply with the City's data and information requirements for all or virtually all RFP required systems, subsystems and services.

5. The proposer provides detailed and comprehensive explanations and real-life (hard-copy) illustrations which substantiate and demonstrate that the proposer's on-line information system is highly efficient and effective for all or virtually all RFP required systems, subsystems and services in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, functionality, format and user-friendliness.

6. The proposer comprehensively and clearly documents, substantiates and demonstrates its quality control of data and the content of the response provides the high degree of assurance that data/information integrity and accurate processing would be optimized.

7. The features and functionality of the proposer's systems, subsystems and services appear to provide the high level of assurance that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be optimally minimized or reduced.

8. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be good.

9. The proposer provides the high level of assurance that the City would have the ability to move forward on January 1, 2016 (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.

10. The structural and data management design and approach and software (in proposal terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:

- a) data management
- b) how data items are related to each other
- c) the file structure/data structure utilized by the software system
- d) the organization, coherence, linkage and unity of the various constituent system elements
- e) handling the large number and numerous types of transactions
- f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
- g) those elements of a proposer's PVPCS that actually execute actions and events, and
- h) ease of modification and enhancement;

are clearly and comprehensively detailed, explained and documented and are determined to provide an efficient and effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- and are determined to accommodate the efficient and effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would eliminate or extremely minimize any risk to the quality of performance or operation of existing applications and functions.

NOT ADVANTAGEOUS

1. The proposer's response provides details, documentation, explanations and descriptions relative to the RFP requirements that are only marginally or inconsistently thorough, comprehensive, clear, detailed and specific -- and/or are only marginally over and beyond the substantial detail provided in the RFP so that the features and benefits of the proposal could not be adequately ascertained -- and the content of said responses, explanations, descriptions, etc. provides the high degree of

assurance that the proposer possesses the proficiency, knowledge, skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPCS.

2. The proposer's substantiation and demonstration of its ability to comply with the RFP effective date requirement for the systems subsystems and services is only marginal -- and/or the proposer's compliance would be contingent upon conditions or alternatives that were determined to pose and undue risk or potential for disruption to the City's current level of PVPCS activities, services or revenue --or to the objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.

3. The proposer's documents, substantiates and demonstrates only marginal levels of compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness -- and/or the proposer documents, substantiates and demonstrates varying or inconsistent levels of compliance that results in an overall determination of only marginal compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.

4. The proposer's details, explanations and real-life (hard-copy) illustrations of its on-line information system are sufficiently unclear or lack details required to adequately assess compliance above a marginal level with the City's data and information requirements and/or the proposer's explanations or real-life (hard-copy) illustrations of its on-line information system are only marginal in regards to complying or in the ability of the system to efficiently and effectively be modified to accommodate and comply with the City's data and informational requirements for systems, subsystems and services.

5. The proposer's explanations or real-life (hard-copy) illustrations of its on-line information system are sufficiently unclear or lack details required to adequately assess the efficiency and effectiveness of the proposer's on-line information system above a marginal level (in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness)-- and/or the proposer's on-line information system is determined to be only marginally efficient and effective for RFP required systems, subsystems and services in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness.

6. The proposer's documentation, substantiation and demonstration of its quality control of data is sufficiently unclear or lacks details to adequately assess this area above a marginal level -- and/or, the content of its explanations is determined to pose an undue risk or potential for disruption to the City's objectives to optimize data/information integrity and accurate processing.

7. The features and functionality of the proposer's systems, subsystems and services provide only a marginal level of assurance that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be effectively minimized or reduced.

8. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be marginal.

9. The proposer provides an undue risk or potential for disruption to the City's objectives to move forward on January 1, 2016, (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.

10. The structural and data management design and approach and software (in proposal terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:

- a) data management
- b) how data items are related to each other
- c) the file structure/data structure utilized by the software system
- d) the organization, coherence, linkage and unity of the various constituent system elements
- e) handling the large number and numerous types of transactions
- f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
- g) those elements of a proposer's PVPCS that actually execute actions and events, and
- h) ease of modification and enhancement;

are only marginally explained and documented in (in terms of level of detail, clarity or and comprehensiveness) so that the features and benefits of the proposer's design and approach could not be adequately assessed; and/or, determined to provide only a marginally efficient or effective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- or are determined to accommodate only a marginally efficient or effective development and implementation of new applications, and modification or expansion of existing applications, in such a manner as would provide undue risk to the quality of performance or operation of existing applications and functions.

UNACCEPTABLE

1. The proposer's response provides details, documentation, explanations and descriptions relative to the RFP requirements that are deficient in terms of comprehensiveness, detailed or specificity -- and/or substantially repeats, paraphrases or reinterprets RFP wording without providing independent explanations so as to provide a negative assessment of the features and benefits of the proposer's PVPCS--and/or the content of said explanations and descriptions provides a substantial level of doubt that the proposer possesses the proficiency, knowledge , skills, abilities, expertise and resources commensurate with the City's extremely high expectations and demands for its PVPCS.
2. The proposer's substantiation and demonstration of it's ability to comply with the RFP effective date requirement for the systems subsystems and services is deficient -- and/or the proposer's compliance would be contingent upon conditions or alternatives that were determined to pose a substantial risk or potential for disruption to the City's current level of PVPCS activities, services or revenue --or to the major objectives of this RFP, particularly in terms of timetable or the provision and operation of efficient and effective system and service features and functionality.
3. The proposer's level of compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness is deficient and/or the proposer documents, substantiates and demonstrates varying or inconsistent levels of compliance that results in an overall determination of deficient compliance with the City's requirements and performance specifications for systems, subsystems and services and to deliver, provide and operate systems, subsystems and services that would be beneficial to the City in terms such as functionality, utility, efficiency and effectiveness.
4. The proposer provides a generally deficient level of detailed and comprehensive explanations or real-life (hard-copy)_ illustrations of its on-line information system for systems, subsystems and services -- and/or the proposer's explanations or real-life (hard-copy) illustrations of its on-line information system to efficiently and effectively be modified to accommodate and comply with the City's data and informational requirements for systems, subsystems or services.
5. The efficiency and effectiveness of the proposer's on-line information system (in terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness) is determined to be negative due to the provisions of deficiently detailed or comprehensive explanations or real-life (hard-copy) illustrations --and/or the proposer's on-line information system is determined to be deficient in regards to efficiency and effectiveness for RFP required systems, subsystems or service terms such as public responsiveness/customer service, ease of access, scrolling, organization and consolidation of data, integration of data, format and user-friendliness.

6. The proposer's documentation, substantiation and demonstration of its quality control of data is deficient --and/or, the content of its explanations is determined to pose substantial risk or potential for disruption to the City's objectives to optimize data/information integrity.

7. The features and functionality of the proposer's systems, subsystems and services provide a substantial level of doubt that the City's relevant operational costs (in terms such as staffing levels, operational efficiencies, level of required oversight) would not be increased and would be effectively minimized or reduced.

8. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be deficient.

9. The proposer provides substantial risk or potential for disruption to the City's objectives to move forward on January 1, 2016, (and throughout the full term of the proposed contract) with the continued generation, development and implementation of on-going enhancements and improvements to systems, system elements and services.

10. The structural and data management design and approach and software (including Data Base Management System [BBMS], if applicable) of the proposal (in terms such as size, volumes, scope/range of systems and operations, level of integration, sophistication, complexity, efficiency and effectiveness), in regards to:

- a) data management
- b) how data items are related to each other
- c) the file structure/data structure utilized by the software system
- d) the organization, coherence, linkage and unity of the various constituent system elements
- e) handling the large number and numerous types of transaction
- f) the capabilities and means of identifying, scheduling and producing transactions, events and activities on very flexible schedules, e.g., the production of the same notice type on a daily basis at various quantity levels specified by the City
- g) those elements of a proposer's PVPCS that actually execute actions and events, and
- h) ease of modification and enhancement;

are deficiently explained and documented in (in terms of level of detail, clarity or and comprehensiveness) so as to provide a negative assessment of the features and benefits of the proposer's design and approach; and/or are determine to provide an inefficient or ineffective multi-application, INTEGRATED set of systems, subsystems, system elements and collection of data -- or are determined to accommodate only a marginally efficient or effective development and implementation of new applications, and modification or expansion of existing applications, in such

a manner as would provide substantial risk or potential for disruption to the quality of performance or operation of existing applications and functions.

CRITERION #3

4.4.3. Comparative Evaluation Criterion #3 Operations/Management Plan, Staff Dedication, Location of Critical Facilities.

HIGHLY ADVANTAGEOUS

1. The proposer has a minimum of seven years experience in parking violations installations similar comparable and analogous to Waltham. Three must be Massachusetts's municipalities of similar or greater size than Waltham.
2. The proposer has clearly and comprehensively detailed, described and substantiated its ability to provide an extremely efficient, effective and viable single point of contract role and responsibility where the vendor will be directly overseeing, managing administering, and quality controlling the parking violation processing and collection system.
3. The proposal has clearly and comprehensively detailed and described as well as substantiated the ability to provide a specific Massachusetts area office that will provide the highest level of assurances that the proposer's contract management plan and service plan is extremely effective, efficient and viable and will provide the proposer with the ability the very efficiently and effectively comply with the Scope of Service of the RFP, and moreover, the proposal has extensively demonstrated and proven its ability to provide similar organizational resources and structures that comprise a local parking violation processing and collection system in other installations similar to Waltham.
4. All or virtually all of the key personnel are proven to possess a very high level of actual and direct experience in installation similar to Waltham.
6. The effectiveness and efficiency of the proposer's project and organization and the quality and depth of the proposer's personnel provides the highest level of assurance that the city's relevant operational costs would be optimally minimized or reduced or would not increase.
7. The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's personnel provides the highest level of assurance that the City would have the ability to move forward on January 1, 2016, (and throughout the full term of the proposed contract) with the development and implementation of on-going enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.

8. The physical location of critical facilities and personnel, not including the main Data Center, are sited for the most part in proximity (close) to Massachusetts so the City employees particularly involved with this contract and located in Massachusetts conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities.

9. The proposer has identified experience and knowledge in parking management personnel who are available for assistance in all phases of parking management such as fine structure analysis, route analysis, organizational structure and staffing, and enforcement strategies.

ADVANTAGEOUS

1. The proposer has a minimum of five years experience in parking violations installations similar comparable and analogous to Waltham.

2. The proposer has clearly and comprehensively detailed, described and substantiated its ability to provide an efficient, effective and viable single point of contract role and responsibility where the vendor will be directly overseeing, managing administering, and quality controlling the parking violation processing and collection system.

3. The proposal has clearly and comprehensively detailed and described as well as substantiated the ability to provide a specific Waltham area office organization that will provide a high level assurances that the proposer's contract management plan and service plan is effective, efficient and viable and will provide the proposer with the ability the very efficiently and effectively comply with the Scope of Service of the RFP, and moreover, the proposal has adequately demonstrated and proven its ability to provide similar organizational resources and structures that comprise a local parking violation processing and collection system in other installations similar to Waltham.

4. A very extensive number of the key personnel are proven to possess a high level of actual and direct experience in installation similar to Waltham.

5. The proposal clearly and specifically has committed an adequate group in terms of numbers, quality and diversity of Waltham area-based and on-Waltham based support personnel that would be required to provide and operate Waltham parking violation processing and collection systems with effectiveness and efficiency.

6. The effectiveness and efficiency of the proposer's project and organization and the quality and depth of the proposer's personnel provides a high level of assurance that the city's relevant operational costs would be optimally minimized or reduced or would not increase.

7. The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's personnel provides a high level of assurance that the City would have the ability to move forward on January 1, 2016, (and throughout the full term of the proposed contract) with

the development and implementation of on-going enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.

8. The physical location of critical facilities and personnel, not including the main Data Center, are sited for the most part in Massachusetts so the City employees particularly involved with this contract and located in Waltham conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for an Advantageous rating, the Waltham Project Manager and other key local systems personnel shall be located within Massachusetts; the mail sorting operation, the lockbox and the Ticket Data Entry facilities shall be located within Massachusetts, a Prime Vendor administrative/management office shall be located within Massachusetts; postal facilities in Waltham shall be used for mail pick-up.

9. The proposer has identified experience and knowledge in parking management personnel who are available for assistance in all phases of parking management such as fine structure analysis, route analysis, organizational structure and staffing, and enforcement strategies.

NOT ADVANTAGEOUS

1. The proposer has a minimum of less than five years experience in parking violations installations similar comparable and analogous to Waltham.

2. The proposer has clearly and comprehensively detailed, described and substantiated its ability to provide a marginally efficient, effective and viable single point of contract role and responsibility where the vendor will be directly overseeing, managing administering, and quality controlling the parking violation processing and collection system.

3. The proposal has clearly and comprehensively detailed and described as well as substantiated the ability to provide a specific office organization that will provide marginal level assurances that the proposer's contract management plan and service plan is effective, efficient and viable and will provide the proposer with the ability the very efficiently and effectively comply with the Scope of Service of the RFP, and moreover, the proposal has marginally demonstrated and proven its ability to provide similar organizational resources and structures that comprise a local parking violation processing and collection system in other installations similar to Waltham.

4. A marginal number of the key personnel are proven to possess a marginal level of actual and direct experience in installation similar to Waltham.

5. The proposal clearly and specifically has committed an adequate group in terms of numbers, quality and diversity of Waltham area-based and on-Waltham based support personnel that would

be required to provide and operate Waltham parking violation processing and collection systems with marginal effectiveness and efficiency.

6. The effectiveness and efficiency of the proposer's project and organization and the quality and depth of the proposer's personnel provides a marginal level of assurance that the city's relevant operational costs would be optimally minimized or reduced or would not increase.

7. The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's personnel provides a marginal level of assurance that the City would have the ability to move forward on January 1, 2016 (and throughout the full term of the proposed contract) with the development and implementation of on-going enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.

8. The physical location of critical facilities and personnel, not including the main Data Center, are sited for the most part in Massachusetts so the City employees particularly involved with this contract and located in Waltham conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for a not Advantageous rating, the Waltham Project Manager and other key local systems personnel shall be located outside Massachusetts; the mail sorting operation, the lockbox and the Ticket Data Entry facilities shall be located outside Massachusetts; a Prime Vendor administrative/management office shall be located outside Massachusetts but within New England; postal facilities in Waltham shall be used for mail pick-up.

9. The proposer has identified experience and knowledge in parking management personnel who are available for assistance in all phases of parking management such as fine structure analysis, route analysis, organizational structure and staffing, and enforcement strategies.

UNACCEPTABLE

1. The proposer has a minimum of less than three years experience in parking violations installations similar comparable and analogous to Waltham of which a minimum of less two years experience is within the time period July 1, 2005 through July 1. 2014.

2. The proposer has clearly and comprehensively detailed, described and substantiated its ability to provide a deficient viable single point of contract role and responsibility where the vendor will be directly overseeing, managing administering, and quality controlling the parking violation processing and collection system.

3. The proposal has clearly and comprehensively detailed and described as well as substantiated the ability to provide a specific Waltham area office organization that will provide deficient level assurances that the proposer's contract management plan and service plan is effective, efficient and viable and will provide the proposer with the ability the very efficiently and effectively comply with the Scope of Service of the RFP, and moreover, the proposal has deficiently demonstrated and proven its ability to provide similar organizational resources and structures that comprise a local parking violation processing and collection system in other installations similar to Waltham.
4. A deficient number of the key personnel are proven to possess a deficient level of actual and direct experience in installation similar to Waltham.
5. The proposal clearly and specifically has committed an adequate group in terms of numbers, quality and diversity of Waltham area-based and on-Waltham based support personnel that would be required to provide and operate Waltham parking violation processing and collection systems with marginal effectiveness and efficiency.
6. The effectiveness and efficiency of the proposer's project and organization and the quality and depth of the proposer's personnel provides a deficient level of assurance that the city's relevant operational costs would be optimally minimized or reduced or would not increase.
7. The effectiveness and efficiency of the proposer's project organization and the quality and depth of the proposer's personnel provides a deficient level of assurance that the City would have the ability to move forward on January 1, 2016, (and throughout the full term of the proposed contract) with the development and implementation of on-going enhancements and improvements in public responsiveness and customer service, continued generation of operational efficiencies and increased revenues.
8. The physical location of critical facilities and personnel, not including the main Data Center, are sited for the most part in proximity (close) to Waltham so the City employees particularly involved with this contract and located in Waltham conveniently, from a time and distance perspective, inspect, monitor, quality control, access, communicate and conduct face to face meetings, etc. on a routine and ad hoc basis as needed. The evaluation will be based on an overall assessment of the locations of personnel and facilities. However, in general, to qualify for an unacceptable rating, the Waltham Project Manager and other key local systems personnel shall be located outside New England; the mail sorting operation and the Ticket Data Entry facilities shall be located outside New England, a Prime Vendor administrative/management office shall be located outside New England; postal facilities in Waltham shall not be used for mail pick-up.
9. The proposer has identified experience and knowledge in parking management personnel who are available for assistance in all phases of parking management such as fine structure analysis, route analysis, organizational structure and staffing, and enforcement strategies.

4.4.4. COMPARATIVE EVALUATION EXPERIENCE AND EFFECTIVENESS IN RMV INTERFACING.

CRITERION #4.

HIGHLY ADVANTAGEOUS

1. The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current direct on line access, experience, knowledge and capabilities and excellent performance and effectiveness with the City's RMV interface requirements based upon their provision and operation in PVPCS and comparable to Waltham (in terms such as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) and provides the highest level of assurance that the proposer can minimize disruption or risk to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts and collection rates.
2. The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current direct PVPCS interface experience, knowledge and capabilities and excellent PVPCS interface performance and effectiveness with the MASSACHUSETTS RMV and provide the highest degree of assurance that disruption or risk to the City's current level and quality of Massachusetts RMV interface services (in terms such as registrant identification, non-renewal mark and clear, and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.
3. The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current direct PVPCS computer interface experience, knowledge and capabilities and excellent interface performance and effectiveness with numerous Non-Massachusetts RMVs (in particular, with the following RMVs in order of priority: New Hampshire, Connecticut and New York) and provides the highest degree of assurance that disruption or risk to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.
4. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be optimal.

ADVANTAGEOUS

1. The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current direct on line access, experience, knowledge and capabilities and good performance and effectiveness with the City's RMV interface requirements based upon their provision and operation in PVPCS and comparable to Waltham (in terms such as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) and provides a high level of assurance that the proposer can minimize disruption

or risk to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts and collection rates.

2. The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current PVPCS interface direct experience, knowledge and capabilities and good PVPCS interface performance and effectiveness with an RMV Data Center with comparative size to Massachusetts RMV and provide a high degree of assurance that disruption or risk to the City's current level and quality of Massachusetts RMV interface services (in terms such as registrant identification, non-renewal mark and clear, and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.

3. The proposer comprehensively and clearly documents, substantiates and demonstrates extensive previous and current PVPCS computer interface experience, knowledge and capabilities and good interface performance and effectiveness with numerous Non-Massachusetts RMVs (in particular, with the following RMVs in order of priority: New Hampshire, Connecticut and New York) and provides a high degree of assurance that disruption or risk to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes) can be prevented or extremely minimized throughout the full term of the proposed contract period.

4. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be good.

NOT ADVANTAGEOUS

1. The proposer's detail, documentation, substantiation and demonstration of previous and current on line access, experience, knowledge and capabilities and performance with the City's RMV interface requirements based upon their provision and operation in PVPCS and comparable to Waltham (in terms such as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) is sufficiently unclear or lacks details required to adequately assess the relative value of the proposer's experience or performance above a marginal level;

AND/OR

The depth and/or duration of similar and comparable to Waltham experience (in terms such as size, volumes, etc.)--or the quality of performance and effectiveness with the City's RMV interface requirements -- is only marginal or is determined to pose undue risk or potential for disruption to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts or collection rates.

2. The proposer's detail, documentation, substantiation and demonstration of previous and current computer interface experience, knowledge, capabilities and performance with the Massachusetts RMV is sufficiently unclear or lacks details required to adequately assess the relative value of the proposer's experience or performance above a marginal level;

AND/OR

The depth and/or duration of Massachusetts RMV interface experience -- or the quality of performance and effectiveness of Massachusetts RMV or equivalent interface experience -- is only marginal or is determined to pose undue risk or potential for disruption to the City's current level and quality of Massachusetts RMV interface services (in terms such as registrant identification, non-renewal mark and clear, and adaptation to RMV changes).

3. The proposer's detail, documentation, substantiation and demonstration of previous and current interface experience, knowledge and capabilities and performance with Non-Massachusetts RMVs (in particular, with the following RMVs in order of priority: New Hampshire, Connecticut, New York) is sufficiently unclear or lacks details required to adequately assess the relative value of the proposer's experience or performance above a marginal level;

The depth and/or duration of Non-Massachusetts RMVs interface experience (in particular, with the following RMVs in order of priority: New Hampshire, Connecticut, New York--or the quality of performance and effectiveness of Non Massachusetts RMVs interface experience -- is only marginal or is determined to pose undue risk or potential for disruption to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes).

4. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be only marginal.

UNACCEPTABLE

1. The proposer's detail, documentation, substantiation and demonstration of previous and current on line access, experience, knowledge and capabilities, performance or effectiveness with the City's RMV interface requirements based upon their provision and operation in PVPCS and comparable to Waltham (in terms such as size, volumes, use and manipulation of RMV data, sophistication, number/types/frequency of transactions, edits and quality controls) is deficient so as to provide a negative assessment of the relative value of the proposer's experience, capability, qualifications or performance;

AND/OR

The level of similar and comparable to Waltham experience (in terms such as size, volumes, etc.)-- or the quality of performance and effectiveness with the City's RMV interface requirements -- is determined to be deficient or to provide substantial risk or potential for disruption to the City's current level and quality of enforcement and customer service/public responsiveness components and efforts or collection rates.

2. The proposer's detail, documentation, substantiation and demonstration of previous and current interface experience, knowledge, capabilities and performance or effectiveness with the Massachusetts RMV is deficient so as to provide a negative assessment of the relative value of the proposer's experience, capability, qualifications or performance;

The level of Massachusetts RMV interface experience or equivalent -- or the quality of performance and effectiveness of Massachusetts RMV interface experience -- is determined to be deficient or to provide substantial risk or potential of disruption to the City's current level and quality of Massachusetts RMV interface services (in terms such as registrant identification, non-renewal mark and clear, and adaptation to RMV changes).

3. The proposer's detail, documentation, substantiation and demonstration of previous and current computer interface experience, knowledge, capabilities, performance or effectiveness with Non-Massachusetts RMVs (in particular, with the following RMVs in order of priority: New Hampshire, Connecticut, New York) is deficient so as to provide a negative assessment of the relative value of the proposer's experience, capability, qualifications or performance;

AND/OR

The level of Non-Massachusetts RMVs interface experience (in particular, with the following RMVs in order of priority: New Hampshire, Connecticut, New York --or the quality of performance and effectiveness of Non Massachusetts RMVs interface experience -- is determined to be deficient or to provide substantial risk or potential for disruption to the City's current level and quality of Non-Massachusetts RMV interface services (in terms such as registrant identification and adaptation to RMV changes).

4. The credibility of the proposer's RFP responses in terms of demonstrated capability to comply with specified requirements throughout the full term of the proposed contract is determined to be deficient.

4.4.5. COMPARATIVE EVALUATION. Handheld ticket machines

CRITERION #5

HIGHLY ADVANTAGEOUS

Handheld unit has the ability to issue a ticket using the Massachusetts RMV barcode on the inspection sticker and has the ability to take and store color pictures of the violator.

ADVANTAGEOUS

Handheld unit has the ability to issue a ticket using the Massachusetts RMV barcode on the inspection sticker.

NOT ADVANTAGEOUS

Handheld unit has the ability to take and store pictures of the violator.

SECTION 5: DETAILED SCOPE OF SERVICES

5.1. VIOLATION PROCESSING

The Contractor shall be required to collect from the City, acknowledge receipt of, account for, and process according to the City's requirements, all violations issued within the jurisdiction of the City. A courier must pick up newly issued tickets three times a week from the City.

The Contractor shall also be required to enter voided violation information that shall at a minimum include the violation number, issue date, issuing agency, officer ID, and fine amount. Each void shall be treated as a closed violation and shall be displayed

through the on-line system as a voided violation. (The cost for processing voids shall be stated separately as required by the attached pricing schedule.)

The Contractor shall provide the capacity to process 20,000 violations per year in accordance with the specifications contained herein.

5.1.1 VIOLATION FILE UPDATE

Within two (2) working days after the receipt of the violations the Contractor will:

- A. Key punch all the information.
- B. Add new violation information to the Master Violation File.
- C. Match the vehicle registrations appearing on the Parking Violations against the most recent license plate records of the Contractor's Massachusetts and out-of-state Registry of Motor Vehicles file or, in the absence of such license plate records, create new vehicle registration records.
- D. Provide for the immediate on-line system access of violation information by vehicle registration number and violation number.

The Contractor shall request registrant information on a weekly basis for violations not paid within 21 days from Massachusetts and out-of-state motor vehicle agencies. The Contractor shall add matched and newly acquired registrant information, including but not limited to the following: name, address, vehicle make, license number, plate issue date, confirmation date, expiration date, plate type, plate color and error code to the Master Violations File. Upon acquisition of this information, the Contractor shall provide for the immediate on-line access of traffic violation information by registrant name and license number, and violation and registration number.

5.1.2 EDITS AND CONTROLS

The Contractor shall establish and continually utilize proper edits (including check digit test logic) and controls to ensure the integrity of the Daily File and to prevent the occurrence of unapplied payments and other dispositions against the Master Violation File.

5.1.3 ACTIVITY REPORTING

The Contractor shall have available (online and hard copy) to the City a comprehensive daily reporting package of all ticket processing activities that shall contain cumulative processing totals for the current week, month, and fiscal year.

5.1.4. BACK-UP SYSTEM

The Contractor shall develop a complete back-up system and capacity for all on-line systems including hardware, software communication lines and other equipment. The Contractor shall retain sufficient back-up files so that reconstruction of all processing activities can be accomplished for audit and emergency purposes.

5.1.5 STORAGE REQUIREMENTS

The Contractor shall be responsible for acquiring and maintaining, in a secure location within its control, all computer files relating to daily transactions processed by the Contractor pursuant to the agreement including unapplied transactions.

5.1.6 USER OF DOCUMENTATION

Within 30 days of the effective date of the contract entered into with the successful proposer, the Contractor shall provide the City with complete user documentation of all system flows, computer program logic, processing functions, and procedural and system controls for all ticket processing for which the Contractor is responsible. This documentation shall, in essence, explain:

- a. how all processing functions are carried out;
- b. the relationships or interfaces between subsystems;
- c. a functional organization chart;
- d. the locations at which such functions are carried out
- e. the timing for carrying out each function; and
- f. receipts reconciliation procedures.

The Contractor shall document all enhancements or modifications to the system and procedures and furnish the City with such documentation within 30 days of implementation. No proprietary information is requested but sufficient user information to operate and review system operation will be required at discretion of City.

5.2 PAYMENT PROCESSING

The Contractor will not be required to perform any direct payment collection functions for Parking Violations. All payments will be received at the Parking Violations Bureau as described in Section 5.3 of this document.

5.2.1 POST OFFICE LOCKBOX PAYMENTS

The Contractor shall arrange for a Lockbox, approved by the city, the contents of which shall be electronically downloaded to the Parking Violation Management System daily.

D. The Contractor shall provide the capability to apply any range of whole dollar amount payments to a violation, e.g. if a partial payment of fifteen dollars is remitted for a twenty dollars violation (fine only or fine plus penalties) then fifteen dollars must be applied and the new amount due would equal five dollars. The Contractor shall record on the database, and display on the on-line inquiry system, the location of where the payment was made, i.e. X, in addition to the method payment e.g. check or money order. The Contractor shall indicate on each check processed the violation numbers to which payments are applied, the date of payment and the amount applied to each violation number. Checks will be endorsed to the account of the City of Waltham, Parking. Checks and related documents will then be reconciled by their batch totals and/or on-line balancing procedures.

E. The total amount of all checks processed each day will be credited to a demand deposit account specified by the City which shall be entitled "Parking Ticket Account" under the same terms and conditions as would apply to direct deposits.

F. Checks that are returned unpaid will be redeposited once. If such items are returned again, the Contractor shall charge the Parking Account in the amount of the unpaid items and within three (3) working days after receipt of each returned check deliver such checks to the City. The Contractor must arrange for violations which correspond to unpaid checks to be reactivated as unpaid on the Master Violations File and to the status preceding the application of the unpaid check. The Contractor must have the capability to assess a bad check fee on a license plate level and/or violation level basis. A notation communicating the receipt of a bad check must be displayed on the license plate and violation level through the on-line inquiry system. The Contractor shall provide the City with a list of all returned check transactions charged to the Parking Ticket Account.

G. When the Contractor receives a payment with a vehicle registration number but without a violation number, it shall be responsible for carrying out the required file inquiries to apply such payment to violations outstanding against the vehicle registration number. If the payment can be applied to more than one violation, the Contractor shall first make payment against any tickets which are less than 21 days old and then the residual amount, if any, will be applied to other outstanding tickets on that plate.

H. When the Contractor receives a payment amount that exceeds the amount due on the enclosed violation, it shall conduct required file inquiries to determine if any other violations are outstanding against the payer's vehicle registration number. If one or more other violations are outstanding, the Contractor shall apply the excess payment amount to those violations. If the excess payment amount cannot be applied to other violations, the Contractor shall follow the overpayment instructions to be provided by City.

I. The Contractor shall, within two (2) working days of receipt of each unsigned check or unapplied payment (i.e., no violation or registration) return such items to the Parking Clerk.

J. The City shall provide the Contractor with appropriate procedures and forms for processing any other payments not previously described herein.

K. The Contractor shall, if requested, forward copies of all related correspondence to the Parking Clerk.

L. The Contractor shall apply all payments against the Master Violations File within two (2) working days, the first day of which includes the date of receipt by the Contractor of such

payments at the Post Office X. In addition, the Contractor shall establish appropriate controls and accounting procedures so that payment amounts that are applied to the Master Violations File can be reconciled with the amount deposited to the Parking Violations Receipts Account. (Three times a week, the Contractor shall deliver to the City a report of daily payment activity, and copies of deposits made.) The City must be provided on a daily basis payment activity and copies of deposits made. These reports can be printed by way of on-line access.

5.3 PAYMENT COLLECTION AT THE CITY

The Contractor shall provide an on-line real time payments system that will allow the City's cashiers to enter and record payments and payment adjustments to the Master Violations File as they are received and to provide receipts of transactions to the payer. The payment system's software and hardware must accommodate the volume and hybrid nature of parking violation payment. The Contractor shall provide the capability to apply any range of whole dollar amount payments to a violation, e.g. accommodate partial payments. Payments entered to the on-line system shall also be immediately reflected in the subsystem or system elements provided by the Contractor for use in determining penalty, notice and seizure eligibility. The Contractor shall record on the database, and display on the on-line inquiry system, the location of where the payment was made, i.e. the on-line payment system in addition to the method of payment i.e., cash, check, money order, and/or credit card. The on-line payment system shall also be capable of generating daily payment activity reports by violation type on a real time basis to facilitate and properly control cashier closing procedures at the end of each cashier shift. Audit control facilities must also be included, such as: a) balancing a computer produced cashing report to the log printed on the cashing terminal; b) password sign-on by operator c) cash-out by operator d) segregation of cash, check, money order, and credit card receipts, and "cash-out" total; and e) operator ID retained in all transactions.

The Contractor shall be responsible for updating the Master Violations File (through the on-line payment system and on the date of receipt) with all payments received by the City's cashiers on a twenty-four hour (24) basis. The City shall be responsible for providing all the required controls, reports, procedures, and documentation to ensure that all payments processed by the City's cashiers are distinguishable from those processed by the Contractor, and that each are reconcilable to the total monies received.

5.4 SKELETAL PAYMENTS AND DISPOSITIONS

All payments and other dispositions which cannot be applied to a violation number contained in the Master Violations File because the database is temporarily void of the violation records, shall be retained in that file as a Skeletal Payment/Disposition order to accommodate the processing of violation transactions the violation(s) in question have not yet been updated to the system. The Contractor shall provide the ability to create an on-line skeletal record containing, at a minimum, a violation number, and the payment/disposition date. On a daily basis, the skeletal transactions shall be matched against, and applied to the new violation records created on the MasterViolationsFile.

5.5 OTHER VIOLATION DISPOSITIONS

The Contractor shall provide the capability for on-line real time and batch processing of disposition requests and disputed violation claims against the Master Violations File. The City may communicate such dispositions through electronic media, paper forms or both.

Within two (2) working days of the receipt by the Contractor of such dispositions, the first working day of which includes the date of such receipt, they shall be reflected on the Master Violations File. The processing of such dispositions requires that the Contractor provide the capability to:

- A. Temporarily or permanently discontinue noticing of disputed violations;
- B. Hold late penalties temporarily in abeyance;
- C. Temporarily back-out penalties pending reactivation;
- D. Record dismissals of late penalties due of outstanding violations;
- E. Add any penalties to unpaid tickets that are authorized by law;
- F. Adjust violation information according to the City's written instructions;
- G. Reduce refund amounts;
- H. Generate detailed reports of dispositions recorded against the Master Violations File;
- I. Reassign names and addresses to outstanding violations; and
- J. Reactivate the normal processing of disputed violations.

5.5.1. TRANSACTION HISTORY

The system must also provide detailed history/audit trail of every transaction that is recorded against the Master Violation File and these audit trails must permit a reconciliation of all transactions against their associated source documents. This information must be available on-line for inquiry purposes. The Contractor may be required to produce additional accounting and control reports which will be billed on a cost and materials basis.

5.5.2. DELIVERY OF CORRESPONDENCE

Incoming correspondence without payments shall be forwarded to the Parking Clerk. The correspondence shall reflect the number of items, the date of retrieval from the post office, and the date of delivery shall be no later than two (2) working days following the date of retrieval.

5.5.3. CONTROLS AND REPORTS

The Contractor shall establish proper controls over the processing of dispositions to ensure that they are approved by authorized persons only. The Contractor must also maintain proper records of all dispositions processed by type, date, and source, and shall furnish such records to the City upon request. The Contractor shall have available to the City a daily report of all dispositions processed that shall contain cumulative processing totals for the current week, month, and fiscal year.

5.6 ON-LINE CORRESPONDENCE

The Contractor shall provide an on-line correspondence system or system element with the capability to process the disposition requests and disputed ticket claims against the Master Violations File. At a minimum the system shall require the capability to:

- A. notate the type of correspondence;
- B. suspend violation activity where applicable;
- C. add registrant name and address on-line when necessary;
- D. generate letters in accordance with specifications provided by the City.

The on-line correspondence system shall be capable of accommodating the disposition of requests and disputed ticket claims according to the requirements of the preceding section, i.e. Disposition Processing. This includes the capability to automatically schedule hearings based on hour, day and other scheduling parameters.

5.6.1. NOTICES

The Contractor shall provide an integrated dunning notice system that will involve two separate and distinct noticing program or elements: One for Massachusetts registrations and the other for out-of-state registrations. For any registration with eligible outstanding tickets the Contractor will be required to generate and print notices for individual tickets, and groups of tickets in the same status.

5.6.2. NOTICING SEQUENCE

The City shall provide specifications to the Contractor as to the form, content, sequence and timing of all notices that are mailed to violators having outstanding violations. The Contractor shall implement a noticing system provided in such specifications within thirty (30) days of their receipt.

The number of notices that the Contractor will be required to send with respect to a single ticket shall not exceed four (4). The Contractor shall provide the capability to notice violators on an ongoing basis of scheduled hearing dates and times so that the City can resolve outstanding violations through demand hearings.

Furthermore, the Contractor must have the capability to sort notices by zip codes and to include nine digit zip codes in order that the City qualifies for postage discounts.

5.6.3. NOTICING SCHEME MODIFICATIONS

The City retains the right to modify the form, content sequence and timing of notices that are mailed to violators, provided that the Contractor is given detailed specifications. The notice system provided by the Contractor must be flexible in order to accommodate changes. Any modification(s) shall be implemented within thirty (30) days of receipts of a written request from the City.

5.6.4. NOTICING RECORDS

The Contractor shall record in the Master Violations File the mail date(s) and type(s) of notice mailed in relation to each violation. It shall also maintain proper documentation of all noticing activity undertaken and shall provide the City with such documentation in accordance with a schedule determined by the City.

The Contractor shall maintain proper documentation of all noticing activity undertaken, and shall, each week, provide to the City, a notice log containing, but not limited to, the following information: type of notice, mail date of notice, date notice run to x, post office delivery date of notice run and number of notices, license plates and tickets in notice run. The City must approve the format of the notice log. Noticing records shall be available for violation and registration on-line inquiry at both the ticket and license plate level.

5.6.5. BAD ADDRESS NOTATION

In the event that a notice mailed to an address provided by the RMV is returned by the Post Office as undeliverable, e.g., forwarding address period has expired, etc., the Contractor shall provide and execute the capability to notate the database of this information. Such notation shall be displayed on-line.

In addition, upon notation of the database the Contractor shall provide the capability to exclude certain notice types from being generated for the notated record. The City will provide the Contractor with the specifications and scenarios that would disqualify a violation from being noticed. Upon the receipt of a new/updated address from the RMV the Contractor shall resume noticing of previously excluded notices.

5.7 ON-LINE ACCESS

The Contractor shall provide on-line access for all systems and system elements defined and specified in the Detailed Scope of Services. On-line access must provide detailed and comprehensive information to support all elements of the City's collection and adjudication efforts. In addition, on-line access must be operationally convenient, user friendly and must accommodate access configurations based upon user and terminal. The on-line system shall be available for use on a twenty-four (24) hour basis.

The on-line inquiry system provided by the Contractor shall be accessible by state plate and violation number, license number and name when supplied by the Massachusetts and out-of-state Registry of Motor Vehicles. The system must provide proper controls to identify different vehicle owners that have the same name. In addition, the Contractor shall continue to provide on-line

access to those violations that have been paid or dismissed for a period of two years after payment or dismissal, and all tickets not required herein to be maintained on-line must be reproduced in a machine-readable form as specified.

5.7.1 ON-LINE RESPONSE TIME/REPAIR

The response time for all on-line systems shall on the average be less than three seconds. The Contractor shall maintain an aggregate on-line system uptime of not less than 95% of available utilization time, and the on-line system update of not less than 90% of available utilization time of any given working day. The Contractor shall also notify the City of any foreseeable or anticipated downtime at least one hour before such downtime is to occur. The Contractor shall respond reasonably to reported equipment or software failure within one day of such reported failure.

5.7.2. FILE ARCHIVES

Not less than two years from the date of payment in full or other final disposition of a parking violation, the Contractor may archive, with the exception of skeletal or overpaid records, such violations from the Master Violation File for the purpose of creating additional file storage capacity, the Contractor shall, however, retain all information described in the preceding paragraphs on magnetic media for auditing and reporting purposes for the term of the contract and shall provide the City with one (1) copy in cumulative form of such archive violation information to the Master Violations File at the City's direction. Upon the archiving of violations, the Contractor shall notate the affected files with an "archive indicator" to be displayed through on-line inquiry.

5.8 REQUEST FOR VEHICLE OWNER INFORMATION

The Contractor will request, at a minimum, on a weekly basis, vehicle owner information from the Massachusetts Registry of Motor Vehicles. The Contractor will also be required to request, as needed, owner information from New Hampshire, Connecticut, New York, Rhode Island, Maine and Florida. It is of critical importance that the Contractor successfully matches the registered vehicle owner information and successfully matches the registrant data with ticket and license plate information on the database. The matching process may require the accurate and effective manipulation and/or interpretation of available data. For example, name and address information provided by motor vehicle agencies is dynamic and is not necessarily consistent. When tickets are issued to a specific registrant during more than one registration period of the same license plate and registration data varies even slightly between these periods then the undesirable creation of separate registration files may occur. To address this reality, the Contractor must provide automated, point-of-update logic to prevent a license plate from incorrectly separating (splitting) into more than one record. The Contractor must also provide the capability to correct records that were "split" because the level of variability in name and address information would require human judgment to resolve. The on-line correction of split registration records would, by necessity, be driven by a weekly Contractor provided split plate report in state plate order.

5.9 MULTIPLE OWNER, LICENSE PLATE TYPE AND COLOR REQUIREMENTS

The system must have the capability to segregate the ticket(s) of the license plate owner and report through the on-line system the fact that the license plate number has been issued to more than one registrant at different periods of time. The system must show the plate issue date of each registrant.

The system must have the capability to distinguish between license plate numbers that have identical configurations but that are distinct entities because they are different license plates, e.g., passenger plate 12456 and commercial plate 123456. The system must have the capability to segregate the tickets of the license plate owners and report through the on-line system whether the license plate is passenger, commercial, or trailer type. (The number of plate types required to be distinguished could substantially increase if the Massachusetts RMV were to alter its registrant information procedures.)

The system must also be able to distinguish between license plates according to the color (either green or red) of the plate characters. Plate color capture and utilization is required whether plate numbers are unique configurations or are identical differently colored plates.

5.9.1. RE-REQUEST OF VEHICLE OWNER INFORMATION

The Contractor shall provide a system for re-requesting vehicle owner information from both in-state and out-of-state motor vehicle licensing agencies for: a) tickets that fail violator noticing edit criteria such as vehicle make, match or license plate issue date match; and b) tickets assigned to plates that the MA RMV could not provide registrant data on the initial request. For any single violation, the City would typically require two distinct re-requests of vehicle owner information. Re-requests must be conducted, at a minimum, on a monthly basis for violations issued to MA license plates and on registrations. The City reserves the right to increase the required number of re-request.

5.9.2 LICENSE AND REGISTRATION NON-RENEWAL

The Contractor shall provide the capability to refer violator names and/or license plate numbers to the RMV for the purpose of vehicle registration non-renewal and driver's license non-renewal for unpaid violations. The capability to interface with the RMV must be in accordance with RMV specifications for large volume non-renewal transactions. Such interface must also include the capability to provide each month to the RMV subsequent disposition of tickets by payment or otherwise. The Contractor must provide a report, in alphabetical-by-registrant-name format, identifying all registrants that have been marked for license or registration non-renewal. The Contractor must also develop proper accounting for all fees that are owed to the RMV for non-renewal transactions.

Upon RMV confirmation of non-renewal a twenty dollar Registry Fee must be assessed to each affected registration in accordance with state law. Registrants affected by non-renewal actions must be so notified through the Noticing Program and informed of the revised dollar amount due.

The Contractor must identify the reasons why a referred violator name and/or renewal license plate number was not accepted by the RMV for non-renewal action and provide the capability to re-refer those names and/or plate numbers to the RMV for non-renewal.

5.9.3 LICENSE PLATE SWAP PROGRAM

The purpose of the Swap Program is to:

- a) identify and link vehicle license plates that have expired,
- b) and have the reporting capability to identify all past current license plates of a registrant so that a determination can be made whether to link the name and address.

Historically, the MA RMV has often issued "new" plates for "old" plates. As part of the new MA plate configuration incorporating plate types (e.g. passenger, commercial, etc.) all commercial plates were re-issued on January 1, 1988. A replacement of all passenger plates has been scheduled by the RMV for 1990. In order to assure that the City is able to collect on tickets that have been issued to a vehicle owner's returned license plate as well as those tickets that have been assigned to the newly issued plate, the Contractor shall provide the capability to link in a batch or on-line mode all tickets issued to a vehicle owner and to report such linkage on an integrated, on-line basis. When a vehicle owner's file is accessed through the on-line system the retired license plate number(s) as well as the current number(s) must be presented. The noticing program must consolidate/accommodate the Swap information and notice all outstanding tickets whether they were issued to an old or current plate.

5.10 LEASE/RENTAL VEHICLE SYSTEM

Currently lease, rental, and taxi registrants are not held liable for the violations incurred by the vehicle operator given that the registrant complies with the provisions of Massachusetts General Laws, Chapter 90, Section 20E as amended by Chapter 699, Acts of 1985. In summary, the law requires that the registered owner of the ticketed vehicle be notified of the specifics of the violation, and within forty-five days of such notification the owner must return the name, address, date of birth, and license number of the vehicle operator.

The Contractor must generate and send the initial dunning notice to the registrant. Upon receipt of the vehicle operator information the Contractor must generate and send a dunning notice to the operator. The system must have the capability to retain by plate number the registrant data, and by ticket number the operator and notice data for on-line viewing.

5.11. FLEET VEHICLE SYSTEM

The Fleet Vehicle System is designed to centralize the noticing and payment processing for companies operating numerous commercial vehicles in the City of Waltham. To assist companies

in making timely payments or appeals for violations, a monthly billing report is generated for each company rather than multiple dunning notices being mailed.

To participate, interested companies are required to sign an agreement letter with the City specifying their intentions to pay or appeal all violations when billed monthly. Participating companies will then supply the City with the registration numbers of all vehicles in their fleet.

Note: The City utilizes the required capabilities and features of the Fleet System to administer a segment of the City's Government Vehicle Program. Government agency vehicles are registered on a batch system with the fleet vehicles.

5.12 EQUIPMENT SUPPLIES AND MATERIALS

The Contractor shall provide the City with the following equipment and shall bear the cost of purchasing and/or leasing, maintaining, and servicing such equipment. The Contractor shall contract with its equipment and supplies contractors to obtain service agreements requiring such contractors and suppliers to respond within 2 hours of a reported equipment failure.

- A. All lines and other telecommunications devices required to operate the systems.
- B. The Contractor shall be responsible for supplying violations, notices, and sufficient paper for the terminals and full page printers.

The Contractor shall provide parking violation tickets in sufficient quantities to insure the availability of tickets for the purposes described herein.

The Contractor shall also contract for the purpose of parking tickets, processing forms, noticing forms and envelopes. The number of tickets, processing forms, notices and envelopes will be determined by the City at the time of the Contractor's purchase request.

5.13 MANAGEMENT REPORTING REQUIREMENTS

The Contractor shall carry out all computer programming that is necessary to generate the reports as detailed in the Section. The Contractor shall deliver to the City all such reports within two working days of their specified computer run dates.

Manual logs of receipts should be balanced daily with computer reports of receipts processed and bank deposits. A separate statement should be prepared and reconciled monthly showing daily reconciliation. Bank account deposits must be reconciled to the monthly statement.

All reports must be implemented within 6 months of the effective date of the contract. All reports whether they be required on a weekly or monthly basis shall have corresponding beginning and ending dates to the greatest extent possible. All reports must be available both on line and in paper form. As a minimum the Contractor shall generate reports as specified in the following list:

1. Daily On-Line Cashiering Report listing all window payments and adjustments by ticket number, amount, method of payment cashier, date, and plate number.
2. Daily On-Line Disposition Report listing all dispositions by code number, ticket number, amount, hearing officer, and terminal operator.
3. Monthly RMV Make Match Failure Report showing by plate number the noticing activity with mail date, ticket number, name, address and amount due.
4. Monthly RMV Make Match Failure Report showing by ticket number the ticket that failed to match up with REV file information.
5. Weekly Activity Summary Report showing for the current period and fiscal year to date, issuance (number and amount due), partial payments (number and amounts), full payments (number and amounts), dispositions (number and amount), all by location of issue, location of payment, and by notice.
6. Weekly "Hot Sheet" showing all plates with at least five unpaid tickets each of which must have been noticed at least once. The list must also include plate, color, make, location, time and the total amount owed.
7. Bi-weekly Scheduled Hearing Report showing all tickets scheduled for hearing with ticket number and amount, date of issuance, hearing date and time, state plate, name and address of owner.
8. Monthly New Tickets Report showing the ticket number, issued date, fine amount, and state plate, of new tickets entered onto the Violations Master File.
9. Monthly Voided Ticket Report listing voided ticket numbers within books of tickets issued to date.
10. Monthly Missing Ticket Report listing missing numbers within books of tickets issued to date.
11. Monthly Payments Collected Report showing post office and window payment processing by date of processing including ticket numbers, amount paid, pay date, issue date, notice mailing dates and totals for each day and each report.
12. Monthly Out-of-State Report showing, by state/plate, tickets issued to non-Massachusetts plates, including ticket number, issue date, issue time, violation code, total fines, penalties, reductions, payments and total due together with a summary showing total for each state and grand totals.

13. Monthly State/Plate Cross Reference Report showing the payment status of each ticket by plate number, date of issue, payment date, and RMV identification number for plates that meet non-renewal requirements.
14. Monthly Year to Date Payment Stages Report showing by month of issue and year to date at what stage tickets from each month are paid. Stages include 1) without penalty; 2) with first penalty; 3) with second penalty; and 4) at the non-renewal stage. The report should include amount and percent for each category.
15. Monthly and Year to Date Unapplied Transaction Report showing all payment transactions that failed to find matches in the Violations Master File.
16. Monthly RMV Mark Report showing by ticket number the total ticket marked for non-renewal at the Registry of Motor Vehicles.
17. Monthly RMV Clear Report showing by ticket number the total tickets cleared at the Registry of Motor Vehicles.
18. Monthly Issuance by Location Report showing ticket number, time of issuance, violation code, and date of issuance.
19. Monthly Lease/Rental Report showing by plate number all tickets issued to lease/rental vehicles by company name, address, date of issue, location, make, color, and amount.
20. Annual Issuance by Violation Code Report listing by location of issue all tickets by violation code.
21. Monthly Handicapped plate issuance and collection reports.
22. Daily Balancing Report showing Previous balance, all activity by entry date including payments, adjustments, dispositions, new tickets, penalties added, ending balance

5.14 CONTRACT COSTS

The costs associated with processing and collection activities for parking violations, should incorporate all required costs, including personnel, overhead, equipment, supplies, communications, receipts, security handling, data entry, computer usage, and regular reports. The city may require the bidder to supply (1) a hearing officer and/or (2) a customer service representative upon request. The bidder should list a daily cost for each on the pricing schedule separate from the pricing of the processing and collection costs of the PVPCS system. All costs must be quoted as required by the attached Pricing Schedule contained herein as Appendix B. Prices should be fixed for the entire contract. Price proposals must be sealed in a separate envelope marked "Price Proposal Parking Ticket Violation System."

5.15 MULTI-YEAR CONTRACT

The award will be for an initial term of twelve (12) months commencing January 1, 2016 and ending December 31, 2016, with options on the part of the City to renew for two (2) successive twelve month periods ending on December 31, 2018. Any contract awarded pursuant to this RFP shall be subject to the availability of an appropriation in each fiscal year of the contract by the City Council.

The City requires a fixed not-to-exceed price per item for each of the three years of the contract. The City will accept other pricing formulas, but must have formula basis for comparison of current contract costs.

5.16 TICKET ISSUANCE

Vendor will provide five hand held computer ticket printers and system support (approved by the City). Vendor will provide listing of experience with hand held products and specifics on proposed products. Vendor will also provide all paper tickets.

5.17 TICKET PROCESSING

System must handle input and processing for both hand held computer devices and hand written tickets.

5.18 RMV CONNECTION

Vendor must supply on-line connection to Massachusetts RMV for on-line mark/clear from Treasurer's Office.

5.19 ABANDON VEHICLES

System must have capability to enter abandon vehicle tickets by registration number or vehicle identification number.

APPENDIX A

Required Statistics

This appendix provides the statistical information required as part of the Comparative Evaluation in section 4.3.1 and 4.3.4 of the Waltham RFP. Those sections specifically identify notices, registrant data request, registry marks and clears transactions by year for each client as an evaluation factor.

Please provide data for the categories listed above for a minimum of five municipalities for the last three years.

APPENDIX B

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PRICING SCHEDULE PER ITEM PROCESSING COSTS

Price proposal must be in a separate sealed envelope marked "Price Proposal Parking Ticket Violation System".

<u>ITEM</u>	Items(P/Y)	Estimated		
		<u>2016</u>	<u>2017</u>	<u>2018</u>
Tickets Issued	20,000	_____	_____	_____
First notice	12,000	_____	_____	_____

Demand Notice	10,000	_____	_____	_____
Ticket payments	28,000	_____	_____	_____
Registry Notification	2,000	_____	_____	_____
Total		_____	_____	_____
Backlog Processing		_____	_____	_____

The above charges are all inclusive of all administrative and logistical expenses

Daily rate for a hearing officer _____ **(all inclusive)**

Daily rate for a customer service rep _____ **(all inclusive)**

Note:

Costs of items above should include forms and postage. No other charges will be paid.

No range of pricing will be accepted.

Price proposal must be in a separate sealed envelope marked "Price Proposal Parking Ticket Violation System".

APPENDIX B

PAGE 2

PRESENT VALUE CALCULATIONS FOR MULTI-YEAR CONTRACTS

Price evaluation will be based on the present value cost for each year. The City will calculate present value using the following method:

Year One: Present value is the full bid price for the first year.

Year Two: The City will assume a 2.5% per year inflation factor. Present value will be calculated by subtracting 2.5% from the full bid price for Year Two.

Year Three: The City will assume a 2.5% per year inflation factor. Present value will be calculated by subtracting 2.5% from the full bid price, and then subtracting another 2.5% from the resulting amount.

The lowest bid will be the bid for which the total aggregate present value cost of all three years is the lowest.

APPENDIX C

CITY OF WALTHAM

PARKING VIOLATION PROCESSING AND COLLECTION SYSTEM

ACKNOWLEDGEMENTS AND CONDITIONS

- 1.** The Proposer acknowledges that it has received and read the RFP including Appendices which will be incorporated by reference into the contract. Proposer agrees that if this proposal is accepted and upon the satisfaction of each of the conditions set forth herein, the Bidder will execute an Agreement with the City.
- 2.** This proposal constitutes a firm offer. Attached to this proposal is a Proposal Deposit in the form of a certified check or Bond for 5% of the total bid amount. If a check is submitted it is made payable to the City of Waltham. The Proposer agrees that in the event that it is awarded the opportunity to execute the Agreement substantially in accordance with the form of his/her

proposal, but fails to execute the same within ten (10) days of the award through no fault of the City, the Proposal Deposit may be retained as liquidated damages by the City. All deposits from unsuccessful proposers will be returned upon award of the contract.

3. By submitting a proposal, the proposer authorizes the City to contact any and all parties referenced by the proposer regarding financial and operational information.

4. In the event the conditionally selected Contractor fails to meet any of these conditions the City shall then make a second conditional award to the next qualified proposer subject to the same terms and conditions hereunder.

5. If the selected Contractor successfully implements the terms of this contract, the City will return the certified check within thirty (30) days of contract implementation. Submitted, with all terms and conditions of the Proposal Invitation and Attachments thereto, expressly hereby acknowledge and agrees to.

Name of Contractor

Authorized Signature: _____

Print Name: _____

Title: _____

Date: _____

APPENDIX D

PAGE 1

PROPOSAL FORM
CITY OF WALTHAM
PVPCS PROCESSING

PROPOSAL/APPLICATION

TO: CITY OF WALTHAM
Mr. Joseph Pedulla, MCPPO
WALTHAM CITY HALL
PURCHASING DEPARTMENT
610 Main Street

WALTHAM, MA 02452

1. _____, acknowledge receipt of the City of Waltham Request for Proposal for A Parking Violation Processing and Collection System, and hereby submits the following proposal in response thereto.

2. This proposal includes addenda numbered: _____, _____, _____, _____, _____, _____.

3. The contract cost is as set forth in a separate envelope marked "PROPOSAL FOR PARKING VIOLATION PROCESSING SYSTEM"

4. Proposer is a/an _____
(Individual, Partnership, Corporation Joint-Venture)

4a. If the proposer is a PARTNERSHIP, state the name and residential address of all general and limited partners:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

APPENDIX D
PAGE 2

4c. If the proposer is a JOINT VENTURE, state the name and the business address of each person, firm or company that is a party to the joint venture:

_____	_____
_____	_____
_____	_____

A copy of the Joint Venture agreement is on the file at _____
and will be delivered to the Official on request.

4d. If the proposer is a TRUST, state the name and residential address of all Trustees:

_____	_____
-------	-------

The Trust documents are on file at _____
and will be delivered to the Official on request.

5. Bank references: _____

6. If the business is conducted under any title other than the real name of the owner, state the time when, and place where, the certificate required by General Law, c. 110, s. 5, was filed: _____

7. The Federal Taxpayer Identification Number of the proposer (the number used on Employer's Quarterly Federal Tax Return, U.S. Treasury Department Form 941 is: _____.

8. Proposer has been in business under present business name ____ years.

9. State whether the proposer has ever failed to complete any work awarded (if yes, state circumstances): _____.

Company: _____

Authorized Signature: _____

Print Name: _____, Date _____

APPENDIX E

CERTIFICATE OF AUTHORITY (For Corporations only)

_____(current date)

At a meeting of the Directors of the _____ (name of Corporation)
duly called and held at _____ on the _____ day of
_____, 20____, at which a quorum was present and acting, it was VOTED, that
_____ (name) the _____ of this
corporation is hereby authorized and empowered to make, enter into, sign, seal and deliver in

behalf of this corporation a contract for Traffic Violation Processing and Collection Services with the City of Waltham, and a performance bond in connection with said contract.

I do hereby certify that the above is true and correct copy of the record, that said vote has not been amended or appealed and is in full force and effect as of this date, and that

_____ is the duly elected _____
(Corporation Name) (Officer)

ATTEST: _____
(Clerk)

(Secretary) of the corporation

Affix Corporate Seal Below

APPENDIX F

PROPOSER EXPERIENCE FORM

Use one form per project/system, for a maximum of five projects/systems. Select projects which are most similar to the systems requirements as stated in the City's Detail Scope of Services for a Parking Violation Processing and Collection System.

Project/System Name: Client Organization Name:

Duration of involvement: Type of Business:

From:_____ To:_____

Conversion Phase: Contact Person and Title:

From:_____ To:_____

Operational Phase: Address and Telephone No.

From:_____ To:_____

Project/System Profile:

1. Number of Violations/year:_____

2. Gross Violation Collection /year:_____

Explain why we should consider this reference a viable PVPCS experience. In light of our proposal, relate the functionality, components and capabilities of this system to the elements of our proposal. Please note various processing volumes for elements, components, services, etc.

NOTE: Up to two additional pages may be attached for each Proposer Experience Form if needed to fully describe the project/system. No, or limited credit will be given for responses using other formats or for projects/systems which cannot be verified.

APPENDIX G

PAGE 1

PVPCS EMPLOYEE BACKGROUND FORM

This form is intended to identify vendor employee backgrounds as they directly relate to PVPCS experience. This form should be used to provide employee backgrounds for: a) conversion staff, b) post-conversion staff and c) on-call staff. CONVERSION STAFF are those employees who would plan and execute the system conversion that would be required if the selected contractor is not the existing contractor. POST-CONVERSION STAFF are those employees responsible for the system's ongoing operation, maintenance, alterations, development, enhancement, etc. ON-CALL STAFF are those employees unassigned to ongoing operation or developmental responsibility who would be available for assistance as the need arises.

-Proposer's Name: _____

Employee's Name/Title: _____

Employee's years of experience with a) Parking Systems _____

b) Related System _____

Employee's assigned for the City's project/system (mark appropriate categories):

a) Conversion _____ b) Post-conversion _____ c) On-call _____

Description of planned role in the City's Project/System:

Percentage of employee's time to be devoted to the City's project/system (for on-call staff, enter the maximum percentage of availability):

Conversion: _____% Post conversion: _____% On-call: _____%

APPENDIX G

Page 2

Identify a maximum five(5) projects/system that are/were most similar to the City's PVPCS that provided the employee with PVPCS experience. No or limited credit will be given for incomplete responses, responses using other formats, or for projects/systems which cannot be verified by the references given. One additional page may be attached for each of the five projects/systems if needed to fully describe the employee's role.

PROJECT/SYSTEM NAME 1: Duration of involvement:

_____ from: _____ to: _____

Employer's Name if not proposer Client Organization's Name

Employer Reference: Client Reference:

Name: _____ Name: _____

Tel. # _____ Tel. # _____

Describe the project/system and the employee's role in the project/system. We are most interested in the relationship between the employee's experience and the systems and elements of our proposal.

APPENDIX G

PAGE 3

PROJECT/SYSTEM NAME 2:

Duration of Involvement:

from: _____ to: _____

Employer's Name if not Proposer

Client Organization's Name

Employee Reference:

Client Reference:

Name: _____

Name: _____

Tel. #: _____

Tel. #: _____

Describe the project/system and the employee's role in the project/system. We are most interested in the relationship between the employee's experience and the systems and elements of our proposals.

PROJECT/SYSTEM NAME 3:

Duration of Involvement:

From: _____ To: _____

Employer's Name if not proposer

Client Organization's Name

Employer Reference:

Client Reference:

Name: _____

Name: _____

Tel. #: _____

Tel. #: _____

Describe the project/system and the employee's role in the project/system. We are most interested in the relationship between the employee's experience and the systems and elements of our proposal.

APPENDIX G

PAGE 4

PROJECT/SYSTEM NAME 4: _____ Duration of Involvement: _____

Employer's Name if not Proposer _____ Client Organization's Name _____

Employee Reference: _____ Client Reference: _____
Name: _____ Name: _____
Tel. # _____ Tel. # _____

Describe the project/system and the employee's role in the Project/system. We are most interested in the relationship between the employee's experience and the systems and elements of our proposals.

PROJECT/SYSTEM NAME 5: _____ Duration of Involvement: _____

Employer's Name if not Proposer _____ Client Organization's Name _____

Employee Reference: _____ Client Reference: _____
Name: _____ Name: _____
Tel. # _____ Tel. # _____

Describe the project/system and the employee's role in the Project/system. We are most interested in the relationship between the employee's experience and the systems and elements of our proposals.

APPENDIX H

PAGE 1

MOTOR VEHICLE AGENCY INTERFACE EXPERIENCE FORM

Use this form to describe capabilities and features utilized, experience gained, and effectiveness demonstrated with Motor Vehicle Agency interfaces within the last five (5) years. One(1) additional page per question may be attached if needed to fully describe the capabilities, features, experience and demonstrated effectiveness.

1. On a separate page(s), list the specific Motor Vehicle Agency(ies) with whom you have interfaced to retrieve and process registrant data, the specific cities/entities requiring this interface, the timeframes (dates: from ___/___/___ to ___/___/___), and duration (total number of years) of involvement, the volume and frequency of transactions. A description of the respective critical data elements should be provided. What type of information do you request from the Motor Vehicle Agencies, and what data do they actually provide? Responses may be in paragraph, chart, matrix or graph form.

2. Describe your motor vehicle agency interface to retrieve registrant data:

[illegible]

APPENDIX H

PAGE 2

3. Describe and substantiate your success rate for obtaining registrant data; also, enumerate the reasons why registrant information is not secured:

4. Describe your procedures to edit and utilize the registrant data provided:

APPENDIX H

PAGE 3

5. Describe what happens to registration records when no data is returned from the Motor Vehicle Agency:

6. Describe your experience and capability to interface and process non-renewal of license/registration mark and clear transactions to motor vehicle agencies. List the specific motor vehicle agencies with whom you have interfaced, the specific cities/entities requiring this interface, the timeframes of involvement and the volume and frequency of transactions.

PAGE 4

[illegible][illegible]

APPENDIX I

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under the penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals.

(Signature of Individual submitting bid or proposal)

(Name of Business)

CERTIFICATE OF TAX COMPLIANCE

The undersigned certifies under penalty of perjury that the Bidder/Proposer has filed all tax returns and paid all state taxes required under law.

(Signature of Individual submitting bid or proposal)

(Name of Business)

APPENDIX J

TECHNICAL PROPOSAL SUBMISSION REQUIREMENTS

A. Certified Audited Financial Statements

- Proposal Bond
- Conflict of Interest Statement
- Minimum Evaluation Criteria Responses
- Appendices C, D, E, F, G, H & I

Submit your price proposal (Appendix B) in a separate sealed envelope labeled "PARKING VIOLATION PROCESSING AND COLLECTION SYSTEM, PRICE SHEET"