

Addendum #4 - Questions and Answers to Pre-Proposal Conference  
RFP Citation Issuance and Management System  
RFP 2016-26

No.	Question	Answer
1.	Would the City consider a compromise for the mandatory requirement of adding multiple infractions on one citation, i.e. the handheld citation software provides the capability of filling out both infractions within the same screen, but when the ticket is printed, it is printed on two separate tickets. The system would generate 2 different ticket numbers.	No.
2.	Appendix I – 11.01: documents states "Traffic control has License Plate Readers". 1) Provide make/model of these "license plate readers", along with a brief description of the current functionality related to parking? 2) Provide any future desired for license plate reader functionality, not currently in place (if applicable)?	<p>Only 3 of our vehicles are equipped with this. These do not currently interface with our existing ticket writer system.</p> <p>SLATE-810-LE-P Police ALPR PAGIS unit to include: (4) four P662 dual lens low profile LPR cameras with Infrared and color overview; cabling; PIPS SuperRex 3 ALPR processor-trunk mounted</p> <p>Used to find scofflaws, stolen vehicles and hit and run accident vehicles.</p> <p>We are hoping at some point in the future that a date, time and GPS coordinated file could be used for limited time zone enforcement and for critical (residential parking permit) parking enforcement.</p>
3.	Is the City looking to issue multiple violations from different citation types on a single ticket? How would this work if warning and tow tickets require separate sets of numbers?	The court issues each ticketing entity a specific range of numbers for tickets only. Warnings and tow slips have to use a different numbering system, but in the case of a tow slip, has to relate to a ticket issued and so the data has to appear together on ticket look up files.
4.	Requirement 3.08 of Matrix: Could the City please clarify what they mean by "input source"?	Data files can contain audio files, picture files, scanned data as well as data typed into ticket form.
5.	Who is the City's LPR provider?	3M
6.	Requirement 11.03 of Matrix: In reference to Describe any Snow Emergency capabilities your software provides, what kind of Snow Emergency capabilities is the City looking for?	Quick issuance and print out of citation and tow slip. Perhaps, locking down the violation to be used each day, so an error cannot occur in whether the odd or even side ordinance

		section is used. Various GPS and mapping abilities would be helpful to analyze workload and impact.
7.	Requirement 11.06 of Matrix: Mechanism to read Driver's License and populate a field on the device, how does the City plan to use this feature?	A few of our parking violations and our administrative violations require that the driver be identified. Scanning or other electronic input would be faster and more accurate than typing all of the information in.
8.	Item 26 Audit Requirements for Cloud – Based Storage of City data makes reference to a SSAE 16 requirement. If the proposers solution is not cloud based at present, would the SSAE 16 still be a requirement and would that be at time of submission or time of award?	No.
9.	On page 20 of the RFP, the City describes requirements related to the current computing environment. Please confirm that section 2 is not applicable if the solution is hosted in the Consultant's own data center.	To align with the City's strategic technology management objectives, Consultant systems hosted in the City's environment are expected to operate acceptably within these standards.
10.	Provide both Appendix II and Appendix III.	These are posted on the City's website, along with all Addendums at: <a href="http://www.minneapolismn.gov/finance/procurement/rfp">http://www.minneapolismn.gov/finance/procurement/rfp</a>
11.	Provide more detail on how the TOPS interface supports two requests.	Currently, Code Enforcement Specialists have the ability to request both "white-tag" & "red-tag" tows through completing a web-form (see below) accessed through any web-enabled device which is then transmitted real-time to the TOPS System for a tow truck request. (currently Code Enforcement Specialists uses an iPad)
12.	What types of problems reported through the 311 system does Traffic Control respond to? How specifically does the iPad support this response?	Code Compliance and Traffic Control handles a variety of complaints from 311 on the iPad. We use the web KANA CRM system to indicate what our response was. Tickets are issues with the ticket writer or by hand (for administrative violations) if there is a violation. We respond to 311 requests regarding parking violations, abandoned vehicle, complaints about officers, dumpsters in the right of way, obstruction permit violations and illegal snow dumping.
13.	Describe how the City's parking ticket appeal process works. Is the City looking for services to support the appeal process?	The Court handles all appeals for parking violations. The City has an internal process for handling Administrative citations. That process is described in Title 1 Chapter 2 of City Ordinances which are available on line.

14.	Range of fines.	For Court citations, the fines range from \$20-\$30 for most violations. Handicapped permits and parking violations go as high as \$200. Administrative citations start at \$200 and can go as high as \$2,000.
15.	Range of penalties.	Parking violations are mostly petty misdemeanor and misdemeanor violations.
16.	Revenue for parking tickets in 2015.	\$4.5 Million
17.	Total number of unpaid tickets in 2015.	Unknown. Data unavailable at this time.
18.	Approximate revenue value of unpaid 2014 tickets.	Unknown. Data unavailable at this time.
19.	Total number of unpaid tickets from 2014.	Unknown. Data unavailable at this time.
20.	Does your agency issue warning tickets? If so, what is the policy for issuing warning tickets?	We do a small number by hand currently, but wish to do more. Can be time limited, specific area for a specific time (new critical parking zone) or set up as number of warnings prior to ticket issuance for same vehicle by specific violation.
21.	Number of persons assigned exclusively to issuing parking tickets?	Zero.
22.	Number of locations where persons who issue parking tickets report?	One.
23.	Number of locations where parking tickets may be paid?	One.
24.	What software program (database) do you currently use to track parking tickets?	Autocite software.
25.	How many handheld ticket writers are you interested in?	50
27.	Do you mail delinquent violation notices? If yes, how many each year?	No.
28.	How do you currently obtain registered owner name and address information?	We don't. The court does this.
29.	Are you interested in outsourcing your data entry work (ticket entry payment processing and/or Customer service phone calls)?	Court handles this for all judicial tickets.
30.	How many people need access to the parking management software?	10
31.	Do you have a parking permit program?	The City does. It is not handled by our department. See <a href="http://www.minneapolis.gov/parking/critical/">http://www.minneapolis.gov/parking/critical/</a>
32.	If so, please circle what kind of permits you have: Event/Commuter, resident/non- resident/other if not listed?	Residential permits, obstruction permits Residential or Business permits Service or Visitor permits

33.	Price and numbers for each type of permit?	Residential or Business (\$25 each/annually)- Est. 2,700 Service or Visitor permits (\$10 each/annually)- Est. 1,500
34.	How many permits did you sell in 2015?	See question #33 response
35.	What was the total permit revenue in 2015?	Approximately \$80,000.
36.	What wireless carrier does the city prefer to use? ie: AT&T or Verizon?	Verizon has performed the best in recent testing.

Posted March 31, 2016