

**Earle B. Turner**  
Clerk

Cleveland Municipal Court

*Request for Proposal*  
**2016**  
*Parking Violations Bureau*

Earle B. Turner, Clerk  
Cleveland Municipal Court

Request for Proposal

**Parking Violations Bureau**

1200 Ontario Street  
Justice Center, Level 2  
Cleveland, Ohio 44113  
Phone (216) 664-4796  
Fax (216) 664-2736

**Maria Vargas**

Administrator

**Kathryn Swintek**

Operations Manager

**John Galic**

Supervisor

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Cashier Supervisor

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## Part I – General Information

### A. Background

The City of Cleveland, Clerk of Courts Office, Parking Violations Bureau under Cleveland Municipal Ordinance 459.03(d), is requesting proposals for a total IT solution, management consulting, processing of parking tickets and code enforcement tickets including, but not limited to: database management, delinquent ticket noticing, interfacing with Cleveland Police for tow eligibility/release information and certain other collection services for tickets issued in the City of Cleveland.

The Clerk of Courts Office administers and operates the Parking Violations Bureau. The Parking Violations Bureau, under the Clerk of the Cleveland Municipal Court's supervision, has jurisdiction for the collection of parking violation fees, and all functions, supervision, and responsibility for the parking violation process including the authority to collect fines and penalties for parking infractions, to process parking tickets and notify violators of infractions, implement registration hold for chronic violators and to otherwise enforce such judgments and other provisions as may be applicable. The Clerk of Courts may, with approval of Cleveland City Council, contract with any non-governmental entity to provide services in processing, collecting, and enforcing parking tickets pursuant to the above mentioned city ordinance. Bidders must be able to provide all of the services described herein in order to qualify, no work around will be accepted. Bidders must present evidence that they are fully competent and have the necessary facilities, experience and other resources, deemed appropriate by the Clerk of Courts, to fulfill the general terms and conditions of this Request For Proposal (R.F.P.). To provide the Clerk of Courts with information on this point, bidders must submit information stipulated in this R.F.P.

This document is a Request for Proposal. It differs from an invitation for bid in that the Parking Violations Bureau is seeking a complete solution, not a quotation meeting firm specifications for the lowest price. As such, the lowest price does not guarantee an award recommendation. Instead, proposals will be evaluated based upon the criteria set forth herein and factors such as quality, experience in the field, availability and/or capability.

In addition, certain financial and experience requirements are set forth herein which must be met in order for a bid to be considered. This proposal is structured to meet the needs of the parking ticket program within the Cleveland Municipal Clerk of Courts Office and the City of Cleveland. Please review it carefully. There are many areas which are considered to be essential to the continuation of a successful parking program. The inability of a potential bidder to meet these requirements may result in them not being considered.

## **B. Proposal Information**

### 1. Submission of Proposal

Upon submission of proposal all bids are considered valid until contract is awarded.

### 2. Intent of Request for Proposal (R.F.P.)

The Clerk of Courts has issued this Request for Proposal (R.F.P.) for the purpose of engaging an appropriate vendor to perform services related to parking ticket and code enforcement ticket processing and management consulting for the Clerk of the Cleveland Municipal Court, Parking Violations Bureau. Such services include, but are not limited to, data entry, data processing, mailing of notices, towing management, information systems, parking management analysis, parking meter management, installment payment plan processing, implementation of various enforcement methods and parking ticket program consulting services. Only one contract shall be awarded for all of the services outlined in this proposal.

### 3. Current Vendor

The Clerk of the Cleveland Municipal Court is currently contracting with Xerox State and Local Solutions, Inc. The purpose of this R.F.P. is to replace or renew the current contract, which expires **November 30, 2016.**

### 4. R.F.P. Administrator

The official responsible for administering this R.F.P., to whom all correspondence shall be addressed, is:

Maria Vargas, Administrator  
Parking Violations Bureau  
Cleveland Municipal Court  
Justice Center – Level 2  
1200 Ontario Street  
Cleveland, Ohio 44113  
(216) 664-4796 Fax (216) 664-2736  
[Maria.Vargas3@xerox.com](mailto:Maria.Vargas3@xerox.com)

### 5. Inquiries

Bidder inquiries should be addressed in writing or e-mail to Maria Vargas, Administrator, Cleveland Municipal Clerk of Courts, Parking Violations Bureau at the same address listed above. Any correspondence that deals with questions concerning the R.F.P. should refer to specific R.F.P. sections and paragraphs. Written responses to a bidder's inquiries will be distributed to all bidders who have indicated their intent to bid.

## 6. Intent to Bid

Bidders intending to bid shall signify their intent in writing to the Clerk of Courts by **April 29, 2016**. Written letters of intent to bid shall be from an officer of the company, include an e-mail address and be submitted to:

Maria Vargas, Administrator  
Parking Violations Bureau  
Cleveland Municipal Court  
Justice Center – Level 2  
1200 Ontario Street  
Cleveland, Ohio 44113  
(216) 664-4796 Fax (216) 664-2736

## 7. Parties

The Clerk of Cleveland Municipal Court has issued this R.F.P. and intends to contract on the basis of it with the selected bidder. Bid proposals shall identify any subcontractor relations and shall state that the prime vendor/contractor assumes total responsibility for all performance under the contract.

## 8. Request for Interpretation or Correction

Prospective bidders must examine the R.F.P. carefully. Before bidding, the prospective bidder shall identify any questions or recognize any inconsistencies. These questions or inconsistencies should be sent in writing to the Administrator. Only the Administrator of the Parking Violations Bureau can issue an interpretation or correction for any part of this R.F.P. It shall be the bidder's responsibility to question any ambiguity, inconsistency or error. Failure to bring these immediately to the attention of the Administrator **will not** cause delays in the bidding process. Such interpretations or corrections as well as any additional contract provisions the Administrator may decide to include will be issued in writing as an addendum to the R.F.P. These addenda will be e-mailed to the last known e-mail address of each person or entity listed with the Parking Violations Bureau as having received a copy of the RFP for proposal purposes. Each bidder will be responsible for providing a valid e-mail address for delivery of addenda by the Parking Violations Bureau and ensuring that its proposal reflects any and all addenda issued by the Parking Violations Bureau prior to the Proposal Due Date. Upon mailing such addenda shall become part of the R.F.P. whether or not actual notice is received.

## 9. Only Clerk of Courts Interpretation or Correction is Binding

Only the written interpretation or correction so given by the Administrator shall be binding. The Clerk of Courts reserves the right to amend, alter or revoke this R.F.P. or any parts of it, in any manner, at any time.

#### 10. Pre-Bidders Conference

There will be a pre-bidders conference where all prospective bidders **will be required to attend** in order to ask any questions concerning the R.F.P., on **May 9, 2016 at 10:00 a.m.** in the Clerk of Courts Office, Justice Center- Level 2, 1200 Ontario Street, Cleveland, Ohio 44113. It is highly recommended that questions should be submitted in writing prior to the pre-bidders conference.

#### 11. Oral Presentation

Bidders who submit a proposal will be **required** to make one or more oral presentation(s) to the Clerk of Courts, at no expense to the Clerk or the City of Cleveland. These presentations will provide the opportunity for bidders to clarify their proposal, demonstrate their total IT solution as it pertains to the various interfaces required and to insure a thorough mutual understanding. The presentation should include a demonstration on collection methods. The Clerk or his representatives may wish to conduct on-site inspections of existing agency facilities and operations. The time and date of the inspection is to be mutually arranged. The Clerk of Courts Office shall be responsible for its own expenses to cover the cost of such inspections by its personnel.

#### 12. Proposal Presentation Costs

All costs incurred in the preparation and presentation of the bidder's proposal shall be wholly absorbed by the bidder.

#### 13. Property of Proposals

The proposal and supporting materials become the property of the Clerk of Courts and will not be returned after the award of contract.

#### 14. Confidential Material

All proposals, responses, inquiries or correspondence relating to or in reference to this R.F.P. and all electronic media, reports, charts and other documentation submitted by a bidder will become the property of the Parking Violations Bureau when received. Nothing submitted will be considered confidential or proprietary and each bidder acknowledges and agrees that all information marked "Confidential", "Proprietary", "Trade Secret" or the like may be disclosed by the Parking Violations Bureau pursuant to a public records request.

#### 15. Special Terminology

Some of the terminology used in this R.F.P. may be characteristic of the particular operating environment now in use. Any apparent denoting or implication of a specific bidder offering due to special terminology is purely coincidental and shall not be considered as restrictive in any way unless clearly stated. Special terminology used herein that has a special or unusual meaning will be defined when first used.

16. Duration of Contract

The contract will be for a period of 3 (three) years with a 2 (two) year option to renew. The Clerk reserves the right to solicit competitive proposals or assume in-house processing at the end of the 3 (three) year period.

17. Vendor Selection

The City of Cleveland Parking Violations Bureau will select a vendor on the basis of their proposal, supporting materials and negotiation of an acceptable formal contract document. The Clerk of Courts reserves the right to accept or reject any or all proposals or to take exception to parts of proposals and supporting materials. Bidders may be excluded from further consideration for failure to comply with the requirements of any part of this R.F.P.

18. Contract

The Clerk shall be bound only upon negotiation and execution of a formal signed contract document which complies with applicable laws, regulations and procedures of the State of Ohio and the City of Cleveland. The formal contract shall incorporate and be consistent with this R.F.P. and the selected bidder's proposal. Inability to successfully negotiate and execute a formal contract document within forty-five (45) days from award of contract shall constitute sufficient basis for rejecting a bidder's proposal.

19. Notification of Vendor's Selection

All bidders who submit proposals in response to this R.F.P. will be notified of the selection results within a reasonable time after a formal contract has been executed with the winning bidder.

20. Proposal Date

Sealed proposals in response to this R.F.P. must be received by **3:00 p.m. June 6, 2016** in care of Maria Vargas, Administrator, Cleveland Clerk of Courts Office, Justice Center, Level 2, 1200 Ontario Street, Cleveland, Ohio 44113.

21. Statement of Expectations

For bidders to be competitive the cost reduction must be greater or the services more advanced than the current contract to justify conversion.

**R.F.P. SCHEDULE FOR PROPOSAL AWARD****April 29, 2016**

INTENT TO BID LETTERS DUE TO CLERK

**May 9, 2016**MANDATORY PRE-BIDDERS CONFERENCE,  
10:00 A.M. EASTERN STANDARD TIME,  
CLERK OF COURTS OFFICE AS SPECIFIED IN  
R.F.P.**June 6, 2016**PROPOSALS DUE AT CLERK OF COURTS  
OFFICE 3:00 P.M. EASTERN STANDARD TIME  
AS SPECIFIED IN THE R.F.P.**July 11, 2016****TENTATIVE** DATE FOR AWARD OF  
CONTRACT

## Part II- Required General Information

The bidder must have experience providing all data processing hardware, software and personnel necessary to manage a processing system with an annual volume of 150,000 parking tickets. The Clerk's office will expect the bidder to have both proven hardware and software, as well as experience in managing the personnel and systems required to service the above stated annual ticket volumes. In addition to these required services, the bidder will be responsible for a total IT solution and management consulting for the Parking Violations Bureau, processing of parking tickets and code enforcement tickets including, but not limited to: database management, delinquent ticket noticing, interfacing with potential photo enforcement ticket managing system, interfacing with the Cleveland Police Department for tow eligibility/release information and certain other collection services for tickets issued in the City of Cleveland. The following bidder requirements must be responded to and shall apply in the awarding of the contract:

1. The ability to perform specified services in cities of comparable size. The bidder is required to provide a minimum of 3 example cities with contact people, addresses and phone numbers.
2. Knowledge of all aspects of the civil parking ticket process in the State of Ohio. (Ohio Revised Code- Chapter 4521)
3. A minimum (4) four years experience in the field of processing parking tickets.
4. The ability to understand management needs in the field of processing parking tickets.
5. The ability to meet time frame requirements.
6. The ability to provide parking management consulting services for the development of additional services within the city.
7. The ability to identify and meet additional collection opportunities. State examples with contracts in other cities.
8. Completed Employee Background Forms for all employees involved in the Cleveland proposal, listing the projects or cities in which each employee has worked. (See Appendix A)
9. Completed bidder experience forms (See Appendix F). Please provide examples of at least 3 governmental computer projects in which the bidder has been involved.
10. Completed Bureau of Motor Vehicle Interface Form to provide data regarding the bidder's ability to acquire name, address, Vehicle Identification Number (V.I.N.), social security number and driver's license number. Bidder shall include a solution for obtaining the same information on Dealer plates. All questions raised on this form **must** be answered and **substantiated** since this portion of parking ticket processing is considered critical. (See Appendix B)

11. Completed bidder's Overview Form. (See Appendix C)
12. Completed E.E.O.C. requirements proving that the bidder is an equal opportunity employer. (See Appendix D)
13. An affidavit of non-collusion. (See Appendix G)
14. A certificate of Worker's Compensation payment to demonstrate that all employees are covered by accident insurance.
15. Copies of the annual reports for the bidder's company for the past two years.
16. Complete in-house facilities to perform all specified services. If any processes are to be out-sourced the bidder shall disclose all locations where work is to be performed.
17. A list of prior experience in the administration of a Parking Violations Bureau.
18. The ability to install and operate a comprehensive system within 60 (sixty) days of notice of award, including processing of backlog parking tickets. Please state in writing affirmation of this requirement.
19. The bidder must provide state-of-the-art hardware, software and on-line systems necessary for the administration of the Parking Violations Bureau.
20. The ability to demonstrate that the software to be used in this bureau is operational and will not require lengthy development. State percentage of software that will need to be modified to meet Cleveland's requirements. Any costs to modify software shall be borne by the selected bidder.
21. The bidders are invited to visit all sites where the contract involves performance of services. The Clerk reserves the right to add any additional sites for the administration of the Parking Violations Bureau during the course of the contract. The bidder must be able to accommodate relocation at their cost. The bidder shall be responsible for providing state-of-the-art software, hardware and on-line systems at their cost for these additional sites within sixty (60) days of written request. The two current locations of the Parking Violations Bureau must be on the same shared network. In no event shall a failure to inspect a site constitute grounds for withdrawal of a proposal after opening of bid or for a claim after award of the contract. The following are all the current operational sites:
  - a. The Parking Violations Bureau  
Justice Center Level 2  
1200 Ontario Street  
Cleveland, Ohio 44113 (216) 664-4799
  - b. The Vehicle Impound Unit and Clerk of Courts Payment Center  
3040 Quigley Rd.  
Cleveland, Ohio 44113 (216) 664-6965

The following three (3) locations all utilize the current Parking Ticket database. They will continue to require access to the Parking Violations Bureau system.

- c. Cleveland Police Department  
Public Safety Central  
Traffic Bureau  
2001 Payne Ave.  
Cleveland, Ohio 44114 (216) 623-5188
  
- d. The On-Street Parking Office  
Division of Parking Facilities  
Department of Parks Recreation and Properties  
City of Cleveland Convention Center  
500 Lakeside Ave. 2<sup>nd</sup> Floor  
Cleveland, Ohio 44114 (216) 664-2711
  
- e. The On-Street Meter Shop  
1501 North Marginal Rd.  
Room 181  
Cleveland, Ohio 44114 (216) 664-2507

- 22. The bidder shall submit a plan to deal with any man-made or natural disasters that may affect the computer facilities of the bidder. The bidder's main data processing center should be located in a seismically stable and secure physical environment. This will be considered the bidder's plan for disaster control and recovery. Please provide examples where existing measures and programs are currently in effect.
  
- 23. The bidder shall estimate revenues from backlogs, first-year new ticket issues, and second and third year new ticket issues. The bidder shall also indicate the basis for estimated collection percentages, both in terms of ratios experienced elsewhere and management success.
  
- 24. The bidder shall describe the schedule of tasks proposed for accomplishing the **Technical Specifications and Service requirements**. Tasks shall identify anticipated progression for conversion of present master files of Cleveland tickets in custody of the present vendor. For each task, anticipated staffing should also be defined. The following functional areas apply to this section:
  - A Clerical
  - B Accounting
  - C Data processing technical
  - D Supervisory
  - E Management
  - F Transition / Training
  - G Equipment delivery

25. The bidder shall provide a full time-line of when it will implement each step of the Cleveland proposal. This time-line shall include general item descriptions and shall factor in as many necessary steps as possible. In no event shall this time-line exceed 60 days from the execution of the contract.

**EXAMPLE**

<u>Begin Conversion</u>	<u>Date</u>
<u>Database Conversion</u>	<u>Date</u>
<u>Ticket Proof Available</u>	<u>Date</u>
<u>Notice Proof</u>	<u>Date</u>
<u>Interface with BMV</u>	<u>Date</u>

26. The bidder shall provide information on other cities where it bid but did not receive a contract. This information will assist us in evaluating the strength of the company.
27. The following Indemnification clause will be added to the final contract:

Contractor shall indemnify and save harmless the Clerk of Courts, the Parking Violations Bureau, and the City of Cleveland and the respective officers, agents and employees of each from and against any and all suits, or claims, losses, costs, damages, expenses, and liability that may be based upon any injury to persons or property arising out of an error, omission or negligent act of contractor or its subcontractor; and contractor shall, at its own expense, defend the Clerk of Courts, the Parking Violations Bureau, and the City of Cleveland and the respective officers, agents, and employees of each in all litigation, pay all attorneys' fees, damages, court costs and other expenses arising out of such litigation or claims incurred in connection therewith; and shall, at its own expense, satisfy and cause to be discharged such judgments as may be obtained by the Clerk of Courts, the Parking Violations Bureau and the City of Cleveland, or any of the officers, agents or employees of the same arising out of such litigation.

28. Data files are expressly the property of the City of Cleveland. The bidder must state in writing affirmation of this requirement. If the current vendor is not selected it shall prepare the data in a mutually agreed upon format between current vendor and bidder. These files shall contain all relevant information requested and will be accompanied by record formats to define all the data contained on the file. The files shall be of a mutually acceptable format between current vendor and bidder. All costs associated with the production are at the bidder's expense. The following items must be clearly identified in the bid response:
- a. Notification time required for bidder to provide up to date copy of the database for the City of Cleveland.
  - b. Record format of the files with all fields clearly identified along with any explanation required for field content or use. Any codes or other variables that derive additional value from master file or other related files required to complete copies of the related or master file.
  - c. Estimate of time and cost to produce both a test or sample version and a full production version to the City of Cleveland.

Do you agree to be bound by the ground rules for this R.F.P. as detailed in this section?

Yes \_\_\_\_\_ No \_\_\_\_\_

Do you agree that the items you are proposing within this R.F.P. meet the requirements of this section?

Yes \_\_\_\_\_ No \_\_\_\_\_

The Clerk of Courts or other representatives of the City of Cleveland shall have the right to enter the bidder's premises and have reasonable access to files during business hours to inspect, monitor or otherwise evaluate the work performed or being performed therein. The bidder shall provide reasonable access and necessary information to an auditor, or as part of a third-party review or other arrangements approved by the City of Cleveland. Written confirmation of this requirement must be provided.

No support payment shall be required of the Clerk of Courts or the City of Cleveland to implement any portion of your proposal.

## Part III Technical Specification and Services

The bidder shall provide state-of-the-art computer hardware, software, equipment and personnel required to support an on-line interactive management system that promotes a paperless environment, consisting of, but not limited to: management of tickets, payment processing, management consulting services, notice processing, scanning/imaging, on-line hand held issuing devices and collection services, support for enforcement activities to include but not limited to: towing, booting and fleet management. The winning bidder shall be prepared to provide any hardware or software associated with any process or procedure which will improve the operation of the Parking Violations Bureau. If additional programming is required to modify the software to meet the Parking Violation Bureau's requirements the cost shall be absorbed in its entirety by the bidder and shall be completed within one week of request. **No work around will be accepted.** Each bidder is expected to provide the scope of services outlined below and shall provide samples of input and output documents.

The bidders shall realize that the below listed specifications are considered to be minimum requirements and are invited to specify additional functions which may enhance their proposals.

The bidder must make available to the Parking Violations Bureau, without charge, any enhancements, or any other terms, conditions, or circumstances that favor the Parking Violations Bureau.

1. Project Manager

The bidder shall provide a designated Project Manager to facilitate the daily operations of the Parking Violations Bureau. The Project Manager must be available to the Parking Violations Bureau personnel by telephone and e-mail. The Project Manager is strongly encouraged to make regular site visits to the Cleveland Parking Violations Bureau.

2. Technical Approach

The bidder shall describe the technical approach that will be followed to meet the Clerk's requirements. To facilitate analysis, the bidder shall address each item in the sequence defined in this section. The bidder shall identify how each requirement shall be met (for example, specify data entry, editing criteria, updating technique and controls), alternatives proposed and any suggested additional features. The bidder shall identify proposed configurations and whether proposed software is already in use or must be customized for the City of Cleveland.

3. Equipment Identification

The bidder shall be required to supply detailed information on every different piece of equipment suggested for use in Cleveland's contract. (See Appendix E)

#### 4. Equipment Requirements

The following is considered to be minimum requirements. All equipment must be to “state of the art” standards. It is the intention of the Parking Violations Bureau to operate in a combination of both wired and wireless environment.

- 14 All-in-One portable work stations with at least a 21” touch screen monitor and bar code scanner
- 2 additional monitors that are at least 21”
- 7 Complete cashiering stations (each station shall consist of an All-in-One portable work station with at least a 21” touch screen monitor and bar code scanner, receipt/slip printer, cash drawer and integrated credit card swipe).
- 2 additional receipt/slip printers

#### **The printers should have wireless capability**

- 4 HP LaserJet Enterprise M604 or better
- 1 HP LaserJet 500 color M551 printer or better
- 2 HP Color LaserJet Pro M252DW or better
- 3 HP LaserJet Pro M201DW or better
- 14 Personal Rotary Desk-top scanners or better
- 5 15 inch Two-In-One/convertible touch screen laptops or better

All system computer hardware and equipment, including networked and/or wireless personal computers, printers, routers and wireless routers, modems, switches, imaging equipment, network monitoring and diagnostic equipment, data storage devices and media, main-frame usage, media for data transfer, telephone call distributors, voice response system equipment, data entry workstations, cashiering workstations with receipt and journal printers and any other hardware and equipment necessary for the operation of the Parking Violations Bureau.

**All network equipment must be stored off-site from the Parking Violations Bureau.**

### Handheld ticket issuing devices

The bidder shall provide complete new handheld ticket issuing devices with integrated cameras (with printers). The hand held devices shall have the ability to update ticket information in real-time. The hand held devices should have the ability to download/upload through the internet. The hand held devices shall be available for the Parking Violations Bureau's usage according to the following schedule:

- Award of contract: 40 new units
- year 2 of contract: replace 20 existing units with 20 new
- year 3 of contract: replace 20 existing units with 20 new

*If the contract is renewed with the two (2) year option then:*

Year 4 of contract    replace 20 existing units with 20 new  
 Year 5 of contract    replace 20 existing units with 20 new

### License Plate Recognition

At this time the Parking Violations Bureau would like to identify vehicles with a history of parking violations via License Plate Recognition technology. The bidder must develop a comprehensive solution. The bidder will be responsible for the repair and maintenance of the equipment throughout the life of the contract.

***All equipment must meet the approval of the Clerk of Courts.***

**All wiring and cabling and hardware at any site (current or future) where the contract involves performance of services must be supplied to the Clerk's specifications at the bidder's expense.**

These are deemed to be minimum requirements and all hardware provided by the bidder is subject to approval of the Clerk.

### 5. Software Requirements

- The bidder's operating software shall be web or browser based.
- Bidder shall provide an internet portal to access and process within the database.
- All computer equipment shall be equipped with the most current Microsoft Windows Operating System, the most current Microsoft Office Professional Suite and the most current virus protection software.
- The bidder shall provide at their cost high speed internet access for each computer.

- The bidder shall provide state-of-the-art hardware and software to perform all functions at the cashiering stations.

**These are deemed to be minimum requirements and all software provided by the bidder is subject to approval by the Clerk.** (If additional programming is required to modify the software to meet the Parking Violation Bureau's requirements the cost shall be absorbed in its entirety by the bidder and shall be completed within one week of request. No work around will be accepted.)

6. Ticket Payment Processing Services

The bidder shall supply a total of 7 (seven) cashiering terminals that have their own credit card authorization device and bar code scanner. The bidder shall provide for real time payment processing of all monies receipted by the Parking Violations Bureau. All supporting documentation, reports and journals shall be fully customized to fit the Parking Violations Bureau's needs at no additional cost.

7. Manufacturing/Providing of Parking Tickets

The bidder shall provide or contract with a company to produce and thereby supply the Parking Violations Bureau with parking tickets and payment envelopes upon demand. This cost shall be included in the proposal. **The bidder shall also be responsible for shipping the parking tickets and payment envelopes at its expense to the address or addresses supplied by the Clerk.** Parking tickets and payment envelopes shall be designed according to specifications supplied by the Clerk. (See Appendix I)

8. Procedural Manuals

In order for the Clerk to judge how a bidder handles its current contracts for collecting municipal violations, the bidders are required to submit procedural manuals currently in use for each system or sub-system for all aspects of the operation. The bidder shall be required to provide up to date procedural manuals for the duration of the contract.

9. Training of Clerk of Courts Personnel

The bidder shall provide training at bidders expense for the Clerk of Courts personnel regarding the functioning and operation of bidder's equipment and all of the operations provided by the bidder. The bidder shall provide the Clerk's Office with a schedule for training the entire staff and management prior to completion of the conversion. All training prior to and subsequent to conversion must be completed to the Clerk's satisfaction.

10. Out-of-State Processing

The bidder shall be required to interface with non-Ohio Departments of Motor Vehicles in order to acquire registration data (including name and address, social security number, driver's License Number and VIN etc.). This assures timely processing of out-of-state tickets. Computerized analysis and comparisons of registration files shall be provided to

ensure the integrity of data and to provide accurate follow-up by the Parking Violations Bureau personnel. The bidder shall be required to generate miscellaneous management reports that summarize out-of-state processing. Describe your relationship in terms of access to registration files with states other than Ohio. Provide a listing of the states as well as the provinces of Canada with which you have agreements.

11. Ticket Data Entry/Processing/Scanning

Bidder shall propose a complete data entry solution for the posting of all ticket information and accommodate the scanned images of all handwritten parking tickets.

If the Clerk chooses to retain this process in-house a simplified process to add ticket data to the database in real-time shall be available. The Clerk will have the final approval of any proposed data entry system.

Tickets shall be placed on the active system and images shall be accessible within 48 hours. The following data shall be entered onto the database:

Ticket number consisting of:

- Two-character series identifier (CL)
- Seven-digit sequence number
- One-digit check digit

Miscellaneous Data:

- Date (MM-DD-CCYY)
- Time (0:00 – 24:00)
- Registration state (two-character abbreviation)
- Registration number (standard, free-form entry format with automatic left justification; up to eight characters)
- Make – must comply with Ohio BMV ALPHA designation
- Model
- Meter number for meter violations
- Violation code (2 digit numeric and specific ordinance up to 8 characters)
- Badge number and beat number
- Fine amount
- Hand held tickets must have internal and external comment fields

## 12. Notices

**Various notices are printed to inform vehicle owners of current liabilities and to warn of the imminence of increased liabilities resulting from automatic penalties assessed for continued failure to pay.**

Notices required by law are as follows:

- A parking ticket issued remains unpaid fifteen (15) days from date of issuance.
- A parking ticket remains unpaid thirty (30) days after issuance of first notice.
- A notice known as a Registration Hold notice will be mailed to those individuals with three (3) or more unpaid tickets that are eligible for registration hold.

The notices shall identify:

- invoice number or ticket number, including check digit, assigned by the computer
- date the notice is processed
- date the notice is mailed
- vehicle's registration number, state and VIN (vehicle identification number)
- ticket date
- ticket number
- violation section number
- violation location
- violation time
- fine amount
- penalty amount
- amount due
- the total amount due for the listed tickets
- bar code
- If there are more outstanding amounts owed for other tickets or penalties, the notice

shall include a line that identifies this fact and the total amount due as of notice process date. This shall ensure that the violator knows exactly how much money they owe.

**All outgoing mail should be mailed within 48 hours from the time it is prepared.**

Additional notices may be requested by the PVB such as: tow seizure, scofflaw, heavy hitter and any other notices deemed necessary.

A separate report shall be provided to the Parking Violations Bureau that identifies tickets for vehicles whose vehicle make as registered does not match either the primary definition of vehicle make reported on the parking ticket or secondary definition equated from it. After review by the Clerk of Courts the vendor may be required to remove the tickets from the system.

Notices are addressed to the vehicle's registered owner based upon registration files from the Ohio Bureau of Motor Vehicles (B.M.V.) or other information maintained in the system. A technique must be utilized to allow tracking by owner name and to compensate for transfers of registration and changes of address. Additionally, a technique must be included to suspend sending further notices to violators for whom mail has been returned for lack of a valid current address until a new address can be obtained from the B.M.V. or other national address source. The Clerk of Courts shall have the final decision on all notice designs and reserves the right to request any type of notice that he deems appropriate.

13. Compatibility with the Ohio Bureau of Motor Vehicles for Implementation of H.B. 373.

The Ohio Revised Code Chapter 4521 provides for the holding of an individual's registration if they have three (3) or more parking ticket judgments or default judgments or one (1) parking ticket issued for parking in a reserved handicap location. The bidder shall interact with the B.M.V. and exchange information at its expense to provide this service to the Clerk. Prospective bidders must realize that this law is considered essential to the continuation of a successful parking ticket program in Cleveland. All bids received will be evaluated very carefully on their ability to implement this procedure. Any bidder failing to meet any portion of this section shall be considered unable to implement registration hold and therefore no longer considered for award of the contract. Any bidder, who indicated their ability to meet all sections of this requirement but, defaults, and is unable to proceed with registration hold, will create grounds for cancellation of the contract and defaults on the Bond. The Ohio Bureau of Motor Vehicles has established procedures that will enable the B.M.V. to place manual blocks on individual plates. The bidder shall interact with the B.M.V. in order to assist the Parking Violations Bureau in placing these blocks.

- The bidder shall provide proof that they have or are capable of obtaining a working relationship with the Ohio Bureau of Motor Vehicles for implementation of registration hold.
- The bidder shall provide on-line tracking of all individuals who are in registration hold.

- The bidder shall provide a state-of-the-art interactive on-line system with the Ohio Bureau Of Motor Vehicles so that Parking Violations Bureau personnel may remove registration hold from the system as tickets are paid, adjudicated through the hearing process or by discovery of errors.
- The bidder shall provide an error report to the Clerk's office indicating any name sent to the B.M.V. that was not placed in the B.M.V.'s system.
- Registration hold for qualifying individuals will take place upon notification by the Clerk. Notification could be, but is not limited to daily or weekly.
- The bidder shall be responsible for providing payment information to the B.M.V. for updating their registration records and removing registration holds. Notification could be, but is not limited to daily or weekly.
- Please submit a detailed plan with careful explanation of the process outlining the bidder's proposed implementation of Registration Hold.

14. Records Referred to Collections

- a. The bidder shall present records that remain unpaid after the completion of the approved notice stream. After review the Clerk shall determine and approve which records are eligible for further collection efforts.
- b. The bidder shall propose a process outline for collection techniques which must be approved by the Clerk before any collection techniques begin.
- c. The bidder shall maintain separate records/reports concerning the tickets referred to collection. These tickets shall be flagged, marked, and easily identifiable from the main screen by the Parking Violations Bureau staff.
- d. Collection efforts shall include but not be limited to: phone calling, mail notification, credit reporting, filing in the Cleveland Municipal Court and any and all post judgment collection efforts as mandated by state law.
- e. The bidder will not initiate any form of legal action or collection action against any parking ticket violator without the express written permission of the Clerk of Courts.
- f. The Parking Violations Bureau may recall, or as a result of administrative or hearing action, reduce or cancel items referred for collection on an individual basis. The bidder shall suspend collection efforts on any judgment referred for collection upon notification by the Parking Violations Bureau at no cost to the Bureau except for fees prior thereto.
- g. The bidder must maintain records/reports on all payments posted to tickets in collection. A report that identifies the action taken on each ticket will be required.

- h. Every (6) months the bidder may return files or other medium deemed acceptable by the Clerk containing tickets that, after making every reasonable effort to collect is deemed uncollectible. The bidder shall document efforts made to collect on these accounts.

The Clerk reserves the right to enter into contract with a third party collection agency at any time. If the collection agent is not the bidder, bidder shall interface with agency and properly maintain the exchange of records/data in real-time.

15. Hearing and Dispositions

The system shall provide for entry and update of scheduled hearings through on-line terminals and the interactive voice response phone system and web site. The system shall have provisions for modification, retrieval, display and printing of hearing schedules. The system must be able to delay notices pending the results of hearings. If the violator fails to appear for a hearing, the system shall place the ticket back into active status. This system shall allow hearing schedules to be generated on demand in the Parking Violations Bureau by date of hearing. On-line update of hearing disposition with stringent security, audits and controls shall be incorporated into the system. The Parking Violations Bureau staff shall have the ability to print letters, dispositions and schedules immediately after they are entered into the system. This function is deemed necessary to the daily operation of the Parking Violations Bureau. The system shall also provide management reports covering the results of hearing activities.

16. Management Reports

The Clerk of Courts reserves the right to request management reports detailing the information stored on the database. The bidder shall absorb the cost of delivering these reports **on the date specified by the Clerk**. Selected members of the Parking Violations Bureau staff shall have the ability to generate reports of their own design and preference and print at their office upon demand.

17. Correspondence Tracking

The system shall include provisions for tracking out-going correspondence through on-line update and display at the system terminals. The system shall also provide a method to add comments from the Parking Violations Bureau staff in a free form text area that is identifiable from the main screen.

18. Correspondence Sub-System

Numerous public inquiries can be answered with form letters. A real-time correspondence sub-system is required by the Parking Violations Bureau to print form letters for specific tickets. This system shall be integrated with a user created menu to fit the varying aspects of correspondence responses. The capability to perform as

both a letter retrieval system and a word processor to generate individual responses is required.

19. Revenue Reporting

Daily computer reports of receipts processed must balance to bank deposits in the Parking Violations Bureau. Management reports shall be prepared monthly, showing totals for ticket issuance and payments collected (dollar amounts and numbers) also identifying:

- Current month totals
- Prior month totals
- Percentage change from prior month
- Corresponding month on prior year
- Percentage change for the month from the prior year

Other reports shall detail number and value of tickets:

- Collected by violation type
- Collected from noticing by type
- Collected by month and type of payment (i.e. with or without penalty)
- Collected pursuant to towing
- Collected pursuant to Registration Hold
- These reports are the current requirement and are subject to change at the Clerk's request. Any costs associated with these changes must be assumed by the bidder.

20. Towing

The system must provide for the tracking of vehicles towed for illegal parking, persistent parking offenses, stolen vehicles and criminal tows. On-line entry and retrieval of towing information including date towed, time towed and location of storage lot must be provided in order to support the towing program. The bidder shall provide:

- All necessary hardware and software to track towed vehicles.
- A daily report which identifies all vehicles eligible for towing based on criteria established by the Parking Violations Bureau. The report shall be in a format determined by the Parking Violations Bureau.

- On-line identification of vehicles which have been towed and all related data captured through web services from the Cleveland Police Department.
- On-line payment system for towing including entry and retrieval of date towed, and date released, state/plate, release number, Vehicle Impound Unit number (V.I.U.), tower (contractor) by entry code and storage lot by entry code. Fees include: tow, impound, storage, storage tax and labor. The system shall also designate tow type (i.e. criminal or parking). Tracking for the system shall be accomplished by plate, release number, VIN (vehicle identification number) or V.I.U. number. Payment types include cash, check, money order, credit card, debit card and cash bond.
- On-line billing system shall provide semi-monthly reports by category – tow by contractor report, tow date, tow fee, labor fee, with ending totals for each, separated by type of tow (i.e. criminal or parking). The report shall include release number and V.I.U. number. Tows by Lot number report, date of release, V.I.U. and release numbers, storage fee, storage tax and amount of payment. A fee total for each lot and a total amount for the impound fees separated by parking and criminal type is required in the report.
- Selected staff shall have the ability to edit any information contained in the on-line billing reports in real-time fashion.
- On-line system shall also provide for entry of refunds on disputed tows or errors, dismissed charges (Cash Bond) after the hearing.
- On-line posting of payment and generation of a receipt detailing the tickets paid shall be available. Receipts for towing shall be identifiable for management reporting purposes.

The accounting module used for the towing billing reports is subject to approval of the Clerk.

## 21. Parking Management Consulting Services

The Parking Violations Bureau is continuously striving to improve its overall parking management program. A parking management program analysis is a useful tool in developing sound management policy. On-going access to consulting is essential for the continuation and further development of a successful parking ticket program. The bidders are cautioned to pay particular attention to the information that is being requested in this section and to make sure their responses address the particular issues raised. Describe in detail what you could offer to assist in enhancing the parking management program including, but not limited to: program evaluation, design, and implementation in the areas of:

- Parking Regulation Analysis and Planning
- Meter Planning and Maintenance

- Collections and Security
- Scofflaw Impoundment
- Towing Operations
- Residential Permit Parking Programs
- Meter Collections
- Hand-Held Automatic Ticket Writing Devices
- Hand-Held Scofflaw Lists
- Fleet Management

The selected bidder will be required to perform this Parking Management Consulting Service within 1 month of a signed contract. Thereafter the selected bidder will be required to perform this analysis annually. The Parking Management Consulting Report must be delivered within 30 days after analysis is completed.

Please list the cities for which you have provided consulting services and describe the impact these services have had.

## 22. Conversion

In addition to the processing of new tickets, the bidder shall convert and take over the processing of master files currently in possession of the present vendor. The bidder must be prepared to begin processing immediately. This will ensure that the revenue flow will not be interrupted.

- The selected bidder must complete conversion and absorb all cost within sixty (60) days of award of contract.
- Conversion specifications, timetables and procedures rest solely with the discretion of the Clerk of Courts. The bidder shall provide a complete schedule and report, based on their experience and expertise of how to convert the entire system, including all historical data and electrical requirements of sites.
- Any bidder unable to meet strict conversion requirements will be disqualified.
- Please list references with contact people of the locations where the bidder made a complete conversion. In addition to any specific requirements listed in this section, the bidder, upon award, shall be required to make a system study of the existing system and provide as part of their system, a similar operating environment.

23. Meter Sub-System

The meter system shall be a comprehensive program that provides for entering and updating parking meter data on-line and for monitoring the status of meters. The level of authorization determines what meter functions can be used.

The meter system shall be able to meet the specific needs of the city meter structure. Statistics and options of information must be available through this system. Only authorized personnel shall complete and maintain tables containing this information:

- Enter and update meter outage and repair information including dates of ticket issuance, meter outage report and meter outage repair.
- Meter detail information listed on the database must automatically populate location information on tickets issued with the handheld issuing devices.

24. Fleet Management System

There are numerous entities that operate large fleets of cars that incur many parking tickets (i.e. daily rentals, delivery systems, etc.). A system shall be devised to alert the owners/managers of outstanding tickets. The ability to prevent these fleet tickets from entering the normal penalty schedule is required.

The registered fleets shall have the ability to view, update, print ticket copies and make payments to their account through an on-line or FTP option. The bidder shall provide the Parking Violations Bureau with comprehensive reports detailing ticket activity for all registered fleets. These reports may be forwarded to the fleets for their review.

25. Phone Numbers/ E-mail Addresses Stored on Data Base

The system shall have the capability to retrieve and store phone numbers and e-mail addresses on the database. The system shall allow the user to change or modify existing phone numbers and e-mail addresses through on-line inquiry.

26. Payment Plan

The Clerk reserves the right to request and give final approval to an interactive system, to create, track, notice and provide other management functions for the successful operation of installment payment plans.

27. On-Site Report Generating

The bidder's system shall allow selected personnel to generate on-site reports upon demand from the database. These reports shall include, but not be limited to top violator reports, searches by name or SSN, missing tickets reports, and interactive searches with date parameters and be available in real-time.

28. Missing Ticket Tracking

The bidder shall provide a system that can track missing tickets that are not turned into the Parking Violations Bureau. The system shall have the capability to provide reports with this information on a monthly basis.

29. Total Availability of On-line Inquiry

The Clerk's office shall have total availability of on-line inquiry, hardcopy listing and update capabilities. Access must be by plate number, ticket number, social security number, driver's license number and VIN. Full payment status and history of each ticket shall be available until removed as directed by the Clerk. The system shall account for the number and value of cash receipts and liability reducing transactions.

30. Batch Processing

The bidder shall accommodate the request to process information by batch and enter this information onto the database. Information that can be processed by batch may be but not limited to, returned mail, payments, hearing case numbers or other information deemed necessary. This would eliminate any bottlenecks and ensure that all processing is kept up-to-date.

31. Scanning/Imaging

The bidder may be asked to scan/image documents and enter this information onto the database. Documents that can be scanned/imaged may be but not limited to correspondence, returned mail, hearing files or other information deemed necessary. All batched scanned information shall be placed on the database and be accessible within 24 hours. All documents including backlogs shall be accessible until otherwise determined by the Parking Violations Bureau. The Parking Violations Bureau shall have the ability to add documents and attach the information to specific tickets from their desk-top scanners. The scanning/imaging function is intended to make the Parking Violations Bureau a paperless office and is considered crucial for daily operations.

32. NSF Check Tracking

The system shall accommodate the ability to track for collection purposes, all non-sufficient fund (NSF) checks and associated fees that are returned to the Parking Violation Bureau. This function shall be linked to on-site report generating as described in #27 On-Site Report Generating.

33. Security

The system shall allow for different levels of security access for on-line interactive processing. The Administrator shall define these security levels and restrictions.

34. Communication Costs

The bidder shall be responsible for the costs of all communications that are necessary to bring the system on-line with the database. This shall include, but not be limited to phone lines, cables, etc. The system shall be tied directly to the main frame in the bidder's data center. The bidder shall provide at its own cost e-mail addresses for the Parking Violations Bureau staff for the duration of the contract.

35. Manual Changes Through Interactive Mode

The system shall allow selected clerks to change any information contained on the database in real-time. This function shall be controlled through tight security.

36. Interactive Help Screen

The system shall have an interactive help system that provides the user with assistance for any part of the computer system.

37. Residential Permit Parking Program

The system shall be able to accommodate the implementation and management of a residential permit-parking program.

38. Interactive Ticket Processing

The system shall have the ability to allow internal and external users to input newly issued tickets into the database.

39. Credit Rating Reporting

The bidder, at its expense shall have the ability to contract with a credit reporting agency for the purpose of listing and clearing a past due account.

40. Phone System with Automated Call Distribution and Interactive Voice Response

The Parking Violations Bureau's current I.V.R. number is 216-664-4744. All prospective bidders are required to present a comprehensive telephone, Automatic Call Distribution (ACD) and IVR solution. The minimum requirements shall be fifteen (15) phones and lines at locations to be determined by the Parking Violations Bureau with state of the art wireless headset ability, caller id, speakerphone, voice mail and conferencing. The phone system shall have the ability to accommodate a supervisory reporting and review function. The bidder will design, implement, and support the entire ACD/ IVR solution that fully interacts with the bidders proposed ticket processing system. Features such as pay by phone, schedule hearings, full customer inquiry, check by phone, speech recognition, recording of incoming phone calls which shall be attached to the specific ticket and the ability to add a recently issued ticket shall be considered minimum requirements. The Clerk will be responsible for paying all credit card charges and related authorization and banking charges associated with the newly

proposed phone system. The bidder is responsible for paying all charges for telephone lines and calls needed to operate the newly proposed system. All current or future service charges to the customer will be retained by the Clerk. The bidder is solely responsible for all costs of maintenance related to the entire system.

Requirements:

Inform customer of wait time and give the customer the option to hold or receive a return telephone call or e-mail.

Ability to have customer's call returned in the order received.

Ability for customer to use voice prompts and phone-keypad presses to enter information such as the ticket number, telephone number and e-mail address.

A message to ask the customer to repeat information, "I'm sorry I did not understand your response. Please speak or enter your response again."

Ability to set the number of times the system asks the caller to repeat information to two times before transferring the call to the Customer Service Representative.

Ability to have a dedicated line for special projects/programs.

Ability to communicate with hearing impaired customers TTY/TDD.

The entire system must be secure and announce that it is secure according to PCI (Payment Card Industry) compliance.

41. Interactive Web Site

The bidder shall provide an interactive internet site for the Parking Violations Bureau. This site shall provide information about the Clerk of Courts Office, the Parking Violations Bureau, have a link to the City of Cleveland site, and accept full and/or partial payments (unless on registration hold) over the internet and offer an e-mail address where the public can correspond with the Parking Violations Bureau staff. The Clerk will be responsible for paying all credit card charges and related authorization and banking charges associated with the Pay by Web application. All current or future service charges to the customer will be retained by the Clerk. The current vendor owns the address, operates and maintains the web site for the Parking Violations Bureau. The address is WWW.CLEVELANDPARKINGTICKETS.COM. All prospective bidders are encouraged to visit the site and make recommendations for improvements. Additional features such as, pay-by-check, downloading of forms, scheduling hearings, full customer interactive inquiries, customer e-mail ticket alert system, including ticket facsimiles, digital images taken with a hand-held ticket issuing device and the ability to add a recently issued ticket to the database for payment will be required.

Requirements:

Ability for employees to use a web chat feature on our website to communicate with customers.

Ability to select the web chat feature from the main screen.

Ability for customers to enter a meter outage complaint from the main screen.

The entire system must be secure and announce that it is secure according to PCI (Payment Card Industry) compliance.

42. Service Request Response Time

All written requests made by the Clerk regarding hardware, software, training, or consulting shall be fully complied with within a reasonable time determined by the Clerk.

43. Handheld Issuing Devices

The bidder must be able to completely manage and process citations issued by a handheld computer device with integrated cameras provided by the bidder, and approved by the Clerk. The bidder must provide, implement, and support handheld computer devices (hardware and software), portable printers, and base stations at multiple locations. Bidder shall supply and maintain support for software that enables the bar coding of labels that can be affixed to meters.

44. Vendor Interface

The bidder shall be responsible and absorb all cost for any interfaces related to any services and processes rendered by the Parking Violations Bureau.

45. Statutory Compliance

The bidder must have the ability to comply with and implement all changes in the laws of the City of Cleveland, State of Ohio relative to the operations of the Parking Violations Bureau. All costs shall be absorbed by the bidder.

46. Code Enforcement Violations

The Parking Violations Bureau through the Waste Department of the City of Cleveland currently operates a program to record, process, collect and adjudicate City of Cleveland Code Violations. The equipment shall be installed at multiple off-site locations to be determined by the Clerk. We are requesting that the vendor propose a complete and separate option to accommodate a state of the art total IT solution and code enforcement management system that will include but not be limited to:

- Design, manufacturing and delivery of tickets and payment envelopes to be used and issued through the handheld units.

- 16 handheld issuing devices with integrated cameras, portable printers and base stations that connect via the internet.
- Design and provide a review and approval/disapproval of violations application complete with all required reporting.
- Bidder is responsible for printing and mailing a minimum of two notices per approved ticket.
- Once the ticket is approved all information shall be available through bidders' database management system. This system shall provide the Parking Violations Bureau complete ticket history and detail, adjudication, payment processing, and all the functionality provided for parking tickets.
- Cabling and wiring and all necessary hardware and software to make this code enforcement violation system operational.
- Customer e-mail ticket alert system, including ticket facsimiles, digital images taken with a hand-held ticket issuing device available at the City of Cleveland Code violations web-page [www.Clevelandcodeviolations.com](http://www.Clevelandcodeviolations.com). This address is owned by the current vendor.
- The Clerk of Courts reserves the right to request management reports detailing the information stored on the database. The bidder shall absorb the cost of delivering these reports **on the date specified by the Clerk.**
- The bidder's system shall allow selected personnel to generate on-site reports upon demand from the database. These reports shall include, but not be limited to searches by name or address, and interactive searches with date parameters and be available in **real-time.**

## PART IV – TERMS OF CONTRACT & FEES

### 1. Term

The contract shall be for a period of three (3) years commencing December 1, 2016. The contract shall have one extension period of two (2) years commencing December 1, 2019. The extension period may be renewed at the option of the Clerk.

### 2. Fees

The City of Cleveland will compensate the bidder on the basis of processing fees and collections services. Unit prices shall incorporate all required costs including postage for all mailings, personnel, overhead, equipment, supplies, communications, security, handling, data entry, computer usage, and regular reports. The bidder shall identify any volume sensitive unit pricing by indicating the volume(s) at which alternative pricing would take effect. No additional fees shall apply to electronic payments made over the internet or telephone.

### 3. Method of Payment

The Clerk of Courts will make payment for processing and collection services in the following manner:

- a. The computer processing function supplied by the accepted bidder will be calculated based on the bid option accepted before the ticket is turned over for collection.
- b. The collection function supplied by the accepted bidder will be calculated based on the bid options accepted.

### 4. Proposal Fees for Parking Violations

The bidder hereby offers to enter into contract, for the processing and collection of parking tickets and necessary support services, including all items specified in this R.F.P., for the Clerk of Courts Office, City of Cleveland, in the amounts listed on the following pages. **The format listed must be followed exactly.**

For the services beginning December 1, 2016

- 1) \$\_\_\_\_\_ Cost to post ticket to the system.
- 2) \$\_\_\_\_\_ Cost for notices sent on tickets.  
(this cost shall include any and all notices required/requested by the Parking Violations Bureau prior to being forwarded for collection efforts)

All mail returned by The U.S. Postal Service as undeliverable as addressed will be processed as a nixie by the bidder. The bidder shall locate a new address before re-sending the notice.

- 3) \$\_\_\_\_\_ (%) Percentage fee of the amount of monies collected monthly for Parking Violation tickets forwarded for collection effort.  
(Collection is defined as tickets that have received a minimum of 5 notices to the current address of the identified violator.)

The bidder shall incorporate all operational costs associated with the implementation of the proposal into the above listed categories. No other costs can be billed to the Clerks Office.

#### 5. Optional Fee Structure for Parking Violations

As an option to the fee structure listed above, the bidder may propose a flat rate percentage of total monies collected for parking tickets.

\_\_\_\_\_ % year one (1) of contract

\_\_\_\_\_ % year two (2) of contract

\_\_\_\_\_ % year three (3) of contract

#### 6. Proposal Fees for Code Enforcement System

The bidder hereby offers to enter into contract, for the processing and collection of code enforcement tickets and necessary support services, including all items specified in this R.F.P., for the Clerk of Courts Office, City of Cleveland, in the amounts listed on the following pages. The format listed must be followed exactly.

For the services beginning December 1, 2016

- 1) \$\_\_\_\_\_ Cost to post ticket to the system.
- 2) \$\_\_\_\_\_ Cost for notices sent on tickets.  
(this cost shall include any and all notices required/requested by the Parking Violations Bureau prior to being forwarded for collection efforts)

All mail returned by The U.S. Postal Service as undeliverable as addressed will be processed as a nixie by the Department of Waste.

The bidder shall incorporate all operational costs associated with the implementation of the proposal into the above listed categories. No other costs can be billed to the Clerks Office.

## **Part V – Proposal Requirements**

### 1. Presentation of Proposal

The proposal must be presented in the prescribed form on or before the time and place mentioned in the R.F.P. and/or advertisement. The proposal must be endorsed with the name of the person and firm or corporation for which the proposal is made. The Clerk or his employees will not take responsibility for any incorrect interpretation of bidder's submitted proposal.

### 2. Letter of Transmittal

Each proposal shall include a letter of transmittal that bears the signature and title of an authorized representative of the bidder and their e-mail address. The letter should indicate that the bidder will comply with the terms of the R.F.P. The letter shall also indicate the existence and nature of any contemplated sub-contracting relationships.

### 3. Equal Employment Opportunity

Each responsive bidder shall submit the enclosed Minority Business Enterprise Requirements. These M.B.E. Requirements must be filled out and returned with the bid proposal. Disqualifications from bidding will result if these M.B.E. Requirements are not returned with the bid proposal. (See Appendix D)

### 4. Oath of Bidder

The proposal shall be properly signed, notarized and verified by a written oath that the information furnished therein is in all respects true.

### 5. Proposal Format and Contents

Seven copies of the proposal shall be delivered to the Clerk of Courts Office. To secure bidder information is properly evaluated; bidders are requested to submit their proposals in the following general format:

#### A. Bidder Description

The bidder shall provide a brief description of the organization and the organization of any major sub-bidders, including:

- Legal form and ownership
- Headquarters and other office addresses and telephone numbers.
- Names, titles and other reporting relationships of key officials (indicate whether authorized to bind the organization in negotiations with the City of Cleveland).

- Names and addresses of the bidder's  
Attorney  
Bank  
Accountant
- Description of any pending litigation or other factors that could affect the ability to perform for the full contract term.
- Percentage of total revenues derived from providing automated parking ticket processing services.

B. Bonding

Each bidder shall submit with its proposal a bid deposit in the form of a certified check drawn on, or a treasurer's cashier's check issued by a responsible bank or trust company made payable to the City of Cleveland. The amount of check shall be fifty thousand dollars (\$50,000) and shall accompany the proposal. Failure to include a bid deposit as required will disqualify any proposal submitted. Bidders shall not receive any interest on bid deposits. The bid deposit shall be given as security that if the proposal is accepted, a contract will be entered into and the performance of it properly secured. Within ten (10) days of the award of the contract, the vendor shall submit a performance bond signed by a surety company authorized to do business in the State of Ohio to secure performance of the contract in an amount not less than one hundred thousand dollars (\$100,000).

C. Sub-contractors, Agents Use of

The vendor shall not sublet nor shall any subcontractor commence performance of any part of the work or services included in this agreement without the previous written consent of the Clerk of Courts. Subletting, if permitted, shall not relieve the vendor of any obligation under this agreement. With respect to the services performed under this contract, the vendor shall be and remain solely responsible for the negligent acts or faults of any such sub-contractor's officers agents and employees, each of whom shall for this purpose, be deemed to be an agent or employee of the vendor to the extent of his subcontractor. As a prior condition to approval of a subcontractor, the vendor shall file a conformed copy of the applicable subcontractor with the Clerk of Courts. The vendor and any subcontractor shall jointly and separately agree that neither the Clerk of Courts, nor the City of Cleveland are obligated to pay or to be liable for the payment of any sums due any subcontractor.

No attorney shall act for or on behalf of the City of Cleveland or the Parking Violations Bureau or represent the City of Cleveland or Parking Violations Bureau in any manner whatsoever, nor shall any attorney or other person levy execution or bring any other legal process or action whatsoever in the name of or on behalf of the City of Cleveland or the Parking Violations Bureau, whether in the collection of a judgment or default judgment entered pursuant to Chapter 459 of the Codified Ordinances of Cleveland, Ohio, 1976 or for any other

purpose, except with prior written approval of the Clerk of The Cleveland Municipal Court.

D. Layout of Proposal

The bidder shall be required to outline their proposal in the manner described below. This will ensure an accurate and efficient evaluation.

**EXAMPLES**

**PART II**

1. Demonstrate the ability to perform specified services in cities of comparable size.

**“BIDDER RESPONSE (B.R.)”**

2. Demonstrate knowledge of all aspects of the parking citation process in the State of Ohio.

**“BIDDER RESPONSE (B.R.)”**

**PART III**

1. Project Manager

“(B.R.)”

2. Technical Approach

“(B.R.)”

3. Equipment Identification

“(B.R.)”

## **PART VI – Basis for Awarding Contract**

- The selected bidder must comply with all laws in the City of Cleveland, State of Ohio, governing the conduct of business, including, but not limited to laws pertaining to licenses, franchise taxes, and corporate regulation.
- All proposals submitted in response to this R.F.P. will be analyzed, reviewed and evaluated. To ensure consideration, proposals must respond to the requirements set forth in the R.F.P., and only express written elements of the response will be considered.
- The award of contract will be based upon that proposal which represents that combination of price, qualifications, experience, and perceived ability to do the work considered to be in the best interest of the City of Cleveland Parking Violations Bureau.
- Additional criteria used in evaluating proposals include financial condition and health of the company, expertise and experience in parking citation processing, references and reputation.
- The Clerk reserves the right to reject any and all proposals submitted, and may select, negotiate or contract with any contractor whose proposal is determined to be in the best interest of the City of Cleveland and under such terms and conditions deemed to be in the best interest of the City of Cleveland Parking Violations Bureau.
- A notice of award will be sent by e-mail and registered letter, return receipt requested, to the successful bidder. Within ten (10) days after receipt of such letter, the selected bidder shall be prepared to execute the contract; and deliver the performance bond to the Clerk of Courts, Justice Center – Level 2, 1200 Ontario Street, Cleveland, Ohio 44113.
- Failure to comply with the above within stated period will be deemed as abandonment of the contract and the bidder shall also be liable for and agrees to pay the Clerk of Courts, City of Cleveland, on demand, the difference between the price bid by him and the price for which the contract shall subsequently be relet, including the costs of such reletting less the amount of the said bid deposit.

The Clerk of Courts may reject a proposal if:

- The bidder fails to meet E.E.O.C. and M.B.E. Requirements.
- The bidder fails to furnish any of the information required.
- The bidder omits or conceals any material fact in the proposal or in the sworn written statement.
- The proposal does not strictly conform to law or to the requirements of the R.F.P.

- The proposal, in the opinion of the Clerk of Courts contains unbalanced prices, unless the bidder can show that the prices are not unbalanced for the probable required quantity of such items.

The Clerk of Courts may waive any informality in the proposal where it is in the best interest of the Clerk of Clerks Office and/or the City of Cleveland. Ultimately, the Clerk of Courts reserves the right to reject any or all bids for any reason.

The Clerk of Courts Office and/or the City of Cleveland reserves the right to cancel the contract with any vendor sub-contractor that violates any Federal or State Law governing the conduct of collection agencies. Acceptance of the Clerk of Courts, City of Cleveland contract is an acknowledgement by the vendor to its commitment to abide by Federal and State Laws governing the conduct of collections. Further, the vendor shall agree to hold harmless the Clerk of Courts and/or the City of Cleveland in any lawsuit filed as a result of the vendor's activities.

**SUMMARY OF APPENDICES**

<b><u>Description</u></b>	<b><u>Item Letter</u></b>
Employee Background Form	A
Motor Vehicle Agency Interface Form	B
System Bidder Overview	C
Equal Opportunity Clause	D
Equipment Identification Form	E
Bidder Experience Form	F
Affidavit of Non-Collusion	G
Performance Bond	H
Parking Ticket Samples	I