



REQUEST FOR PROPOSALS (RFP)

17-131: Unified Parking Citation and Permit Management Systems

Issued November 8, 2017

Due December 15, 2017

The Village of Oak Park ("the Village") is requesting qualifications to identify contractors to assure that it is receiving the optimum level of services at a competitive price.

Responses shall be returned on or before December 15, 2017 at 2:00 PM to:

Village of Oak Park
Parking and Mobility Services
Attn: RFP Solicitation Number 17-131:
Unified Parking Citation and Permit Management Systems
123 Madison Street
Oak Park, IL 60302

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Section I. General Requirements

A. Introduction and Mandatory Terms

The Village requests the services of a qualified contractor for the purpose of a Unified Parking Citation and Permit Management System. Please fill out the appropriate form(s) for all sections being submitted for consideration.

The Village will receive responses Monday through Friday, 8:30 A.M. to 5:00 P.M. at Parking and Mobility Services, Village of Oak Park, 123 Madison Street, Oak Park, Illinois, 60302. Each service provider shall *provide one (1) hard copy and (1) Electronic Copy of their response in a sealed envelope titled "RFP#17-131 Unified Parking Citation and Permit Management System."*

A mandatory pre-bid conference call will be held on November 20, 2017 at 2:00 PM CST. This conference call will be available by calling:

Phone: 1 (408) 650-3123

Access code: 359 112 573

Questions regarding this RFP should be directed, no later than November 24, 2017, via email to:

John Youkhana

jyoukhana@oak-park.us

cc: Jennifer Rentz

jennifer@dixonresourcesunlimited.com

Responses will be reviewed and evaluated, and all information regarding status will be kept confidential until a decision is made and a recommendation provided to the Village Board for approval.

Other inquiries regarding this RFP shall be directed to: John Youkhana, Division Manager, Parking and Mobility Services at jyoukhana@oak-park.us and cc: Jennifer Rentz jennifer@dixonresourcesunlimited.com

Proposals are due on December 15, 2017 at 2PM. Delivery must be made to:

John Youkhana

Division Manager

Parking and Mobility Services

The Village of Oak Park

123 Madison Street

Oak Park, IL 60302

Additional Electronic copy can be emailed:

jyoukhana@oak-park.us and cc: jennifer@dixonresourcesunlimited.com

Submissions will be accepted until 2 pm, on December 15, 2017.

Submissions received after the submittal time may be rejected.

B. Presentation of Request for Qualifications

The Village reserves the right to select a short list of service providers at its own discretion to present their qualifications, respond to questions, and supply supplemental information.

C. Service Provider Notification

Service providers will be notified in writing of further questions and/or decisions.

D. Award of Agreement

An agreement or equivalent agreement may be executed once one or more respondents are found to be qualified, a selection of the most qualified is determined by the evaluation committee, and the Village Board approves of the award.

Any agreement with a selected contractor or contractors must be reviewed and approved by the Village Attorney, may be approved and authorized by the Village of Oak Park Board of Trustees, and executed by the Village Manager. The Contractors are advised that Village staff, other than the Village Manager, have no authority to sign agreements or modify existing agreements on behalf of the Village and that any such agreements are null and void.

E. Taxes Not Applicable

The Village as a municipality pays neither federal excise tax nor Illinois retailer's occupational tax.

F. Interpretation of the Request for Proposal Document

Any service provider in doubt as to the true meaning of any part of this document may request an interpretation thereof from the Village or its representative. The person requesting the interpretation shall be responsible for its prompt delivery. At the request of the Service Provider or in the event that Village management deems the interpretation to be substantive, the interpretation will be made by written addendum duly issued by the Village.

In the event that a written addendum is issued, either as a result of a request for interpretation or the result of a change in the requested RFP specifications initiated by the Village, a copy of such addendum will be posted on the Village's Website and DemandStar.com. The Village will not assume responsibility for receipt of such addendum. In all cases it will be the service providers' responsibility to obtain all addenda issued.

G. Competency of Service Provider

No submission will be accepted from, or agreement awarded to, any person, firm or corporation that is in arrears or is in default upon any debt or agreement. The Service Provider, if requested, must present evidence of ability and possession of necessary facilities, and financial resources to comply with the terms of the scope of services.

H. Subletting of Contract

No contract awarded by the Village of Oak Park shall be assigned or any part subcontracted without the written consent of the Village of Oak Park. In no case shall such consent relieve the bidder selected from their obligations or change the terms of the contract.

I. Village Ordinances

The Service Provider will strictly comply with all Ordinances and codes of the Village of Oak Park and laws of the State of Illinois.

J. Term of Agreement

The initial agreement shall be a 3 year term. The Village of Oak Park may renew the agreement for two (2) optional terms of 1 year each term.

The Village retains the right to renew this initial agreement under the same terms and conditions upon mutual agreement with the Respondent. Price escalation will be allowed and subject to one (1) adjustment per period. The requested increase must be that of the general industry. In this event, written notification stating the requested increase and supporting document justification must be forwarded to the Village. The annual adjustment shall be based upon 100% of the percentage of change of the latest published Index (as defined below) as compared to the Index for the previous year. The Index shall be the United States Department of Labor, Bureau of Labor Statistics, Revised Consumer Price Index for all Urban Wage Earners for Chicago, Illinois - Gary, Indiana - Kenosha, Wisconsin (all items, 1982-84 = 100). Notwithstanding anything contained herein to the contrary, the annual adjustment shall not be greater than five percent (5%) of the previous year's cost for services provided under this agreement in any year. If the Respondent fails to justify the requested increase, the Village reserves the right to reject the request and cancel the balance of the agreement.

If any price reductions are announced during the agreement period, the Village shall receive benefit of such reductions. This request shall also be in the form of a written notification and shall become effective thirty (30) days from the date the notice was received by the Village.

K. Payments

The contractor will submit a monthly invoice to the Village detailing the addresses completed, hours worked and the rate. All invoices will be paid within 30 days of

approval. Charges for late payments must be in accordance with the Local Government Prompt Payment Act, 50 ILCS 505/1, requiring a maximum interest penalty of 1% per month or portion thereof.

L. Termination for Non-appropriation of Funds

The Village reserves the right to terminate any multi-year agreement if the Village's Board of Trustees fails to appropriate funds for this purpose in any subsequent fiscal year. All funds for payments after December 31st of the current fiscal year are subject to Village's appropriation for this purpose.

M. Service Provider Personnel Assigned to the Village of Oak Park Account(s)

The Village reserves the right to accept or reject any staff designated by the Service Provider to manage the Village account(s). If no suitable replacement staff is provided, the Village reserves the right to terminate the agreement.

N. Confidentiality

The Service Provider shall keep the Village's employee and all related data confidential.

O. Insurance Requirements

The selected Service Provider must purchase and maintain for the length of the agreement, the lines of insurance described in this section. All insurance coverage shall be on an occurrence basis. The Service Provider shall provide evidence of such insurance to the Village together with its proposal, and will provide evidence that the Village has been added as a named insured, where applicable, before commencement of the services and on an annual basis thereafter. Certificates of Insurance shall contain a clause stating that the coverage afforded by the policies listed will not be canceled or materially altered, except after forty-five (45) days advance written notice to the Village. The Service Provider shall secure the following endorsements to each of the required policies: "It is understood and agreed that the insurance company will give not less than forty-five (45) days advance written notice of any cancellation or material change under any of these policies to the Village of Oak Park. *"In the event that such notice is not given to the Village of Oak Park at least forty-five (45) days prior to cancellation or material change, the policy will continue in full force and effect for the benefit of the Village as if such change or cancellation had not occurred."* The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

(a) **Commercial General Liability:**

i. Coverage to include, Broad Form Property Damage, contractual and Personal Injury.

ii. Limits:

General Aggregate

\$ 2,000,000.00

- | | |
|-----------------|-----------------|
| Each Occurrence | \$ 1,000,000.00 |
| Personal Injury | \$ 1,000,000.00 |
- iii. Coverage for all claims arising out of the Proposer's operations or premises, anyone directly or indirectly employed by the Proposer.

(b) **Workers' Compensation:**

i. Workers' compensation insurance shall be in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who perform work pursuant to the agreement, and in case work is subcontracted, the Service Provider shall require each subcontractor similarly to provide Workers' Compensation Insurance. In case employees engaged in hazardous work under this Agreement are not protected under said worker's compensation insurance, the Proposer shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(c) **Comprehensive Automobile Liability:**

i. Coverage to include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.

ii. Limits:

Combined Single Limit	\$1,000,000.00
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(d) **Umbrella:**

i. Limits:

Each Occurrence/Aggregate	\$2,000,000.00
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(e) The Village, its officers, officials, employees and agents shall be named as additional insureds on all insurance policies set forth herein except Workers' Compensation and Professional Liability. The Service Provider shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officers, officials, employees and agents.

The Service Provider understands and agrees that any insurance protection required by the agreement or otherwise provided by the Service Provider shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village, its officers, officials, employees and agents as herein provided.

P. Hold Harmless and Indemnity

Notwithstanding any limitations or restrictions applicable to any insurance or bonds required hereunder, the Service Provider shall defend, indemnify and hold the Village of Oak Park and its officers, officials, employees, and agents harmless from and against any and all liability, loss, damage, claim, payment or expense, including attorney fees, which the Village or its officers, officials, employees, and agents may

incur resulting from or arising out of any error or omission in the performance of the agreement by the Service Provider, including, without limitation, errors or omissions in the handling, accounting for, or transferring of funds, or to work, services or systems or products provided in the performance of the agreement by the Service Provider or its employees, agents, servants, associates, contractors, subcontractors, or assignees.

Q. Tentative Schedule

Below is a tentative schedule for the request for proposal, evaluation of responses, selection and approval of a preferred Vendor ("Vendor"):

TIMELINE AND DELIVERY

Release of RFP - November 8, 2017

Required Pre-Bid Conference Call – November 20, 2017

Due Date for RFP Questions – November 24, 2017

Response to RFP Questions Posted – December 5, 2017

Proposal Due Date – December 15, 2017

Short-List of Vendors Posted – December 22, 2017

Use of Test Environment/Vendor Demonstrations and Interviews – December 22, 2017-January 19, 2018

Contract Award Decision – January 23, 2018

Contract Negotiations – January 23, 2018 – February 13, 2018

Testing and Implementation of New Parking and Permit Program – February 13, 2018-April 19, 2018

R. References

Please see Section 2 17.4

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Section II.

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1 INTRODUCTION

The Village of Oak Park, Illinois, is contiguous to the City of Chicago and encompasses 4.5 miles and houses approximately 50,000 residents. With its growing population and proximity to Chicago, the Village manages a robust parking program. With this Request for Proposal (RFP), the Village is seeking qualified Bidders to address its current and anticipated future parking and permit management needs. The purpose of this RFP is to select a comprehensive Parking Citation and Permit Management System along with parking-related processing and support services. The selected Vendor shall supply: hardware and software for citation issuance, including Vehicle-based License Plate Recognition (LPR) equipment, software for back-end management of citations and permits, a customer-facing portal for Vendor to accept citation contests, PCI compliant payments and permits, support for Village staff by phone/email, ongoing training for Village Staff, technical support and maintenance, reporting, DMV inquiries, integration with other parking equipment/software vendors, ability to transfer unpaid citations through the Illinois Debt Recovery Offset Portal, and Illinois license suspension. Optional services include: payment processing for mail-in payments, notice mailing for outstanding citations, permit renewal mailing/emailing, permit fulfillment and secondary collection services.

The Village prefers a single Vendor to supply all hardware, software and processing services. However, a prime contractor may choose to respond with subcontractors to perform certain processing services as long as all subcontractors are clearly identified with defined responsibilities. The Citation Processing Management System (CPMS), Permit Management System (PMS) and LPR shall be integrated and supplied by the same Vendor. Identified subcontractors will be responsible to the prime contractor for performing services at satisfactory levels.

2 DEFINITION OF TERMS

- 2.1. Adjudicator/Administrative Law Judge. A hearing officer that presides over citation contests and issues a decision.
- 2.2. Correspondence forms. Forms used to respond to customers regarding appeal decisions.
- 2.3. Bidder. Companies responding to this Request for Proposals process.
- 2.4. BS&A Software. Refers to the software program that is in use by the Village to perform financial and accounting functions in the Village Hall. The selected vendor shall interface with BS&A software to provide payments related to parking citations and permits that are processed through the Vendor's software.
- 2.5. Contest. A submission to the Adjudication department requesting a review of a citation that a citizen/respondent asserts was issued in error.
- 2.6. CPMS. Citation Processing Management System. All System hardware, System software, System documentation, offices, staff, equipment and supplies comprising the parking management information System collectively. Reference to the System may include one or more components or the entire System depending on context.
- 2.7. CSO. Community Service Officer. This position reports to the Police Department and issues parking citations.
- 2.8. DMV. Department of Motor Vehicles. In Illinois, the Secretary of State.
- 2.9. Drive-off citation. A citation that is in process of being issued when the potential violator drives away prior to citation completion. These citations shall be printable for mailing to the violator.
- 2.10. Emergency issues. Issues that prevent staff from performing parking-related functions as a result of system failure, such as inability to issue citations, process payments, print receipts or permits.
- 2.11. Hearing packet. For all citations that request a hearing, staff shall have the option to prepare an online or printed file that includes the citation and all supporting documentation, including any information supplied by the customer, along with all citation history.
- 2.12. IDROP. Illinois Debt Recovery Offset Portal. Refers to the portal that enables the transfer of unpaid citations from the Village to the State for purpose of collection. Illinois legislature created the Local Debt Recovery Program ("LDRP") through Public Act 97-0632. Under this program, units of local government are able to collect unpaid debt through the Illinois Office of the Comptroller ("IOC").
- 2.13. IL SOS. Illinois Secretary of State. The official agency that provides names and addresses of registered vehicle owners. Also referred to as the DMV.
- 2.14. LPR. License Plate Recognition. In this document, LPR refers to vehicle based license plate recognition equipment used for permit verification and parking citation enforcement purposes.
- 2.15. Non-emergency issues. Requests by Village staff to the Vendor for issues such as reporting requests, training requests, feature questions and maintenance issues.
- 2.16. NSF. Non-sufficient funds. A check returned by the bank for non-sufficient funds.

- 2.17. Pass. Parking pass. This refers to parking passes that are often issued to override the Village's overnight parking ban. Passes may also override some daytime restrictions and may be issued for medical, construction or other reasons. Some passes are free and others are paid.
- 2.18. Pay-by-plate. A method by which drivers parking in a space that requires payment will purchase time for the space by entering the vehicle's state and license plate either at a pay station or through a mobile payment application upon payment. The license plate is used by parking enforcement to confirm that payment has been received.
- 2.19. Pay-by-space. A method by which drivers parking in a space that requires payment will note the location and space number and enter this information either into a pay station or mobile application upon payment. The location and space number are used by parking enforcement to confirm that payment has been received.
- 2.20. PEO. Parking Enforcement Officer. This is the staff position that is responsible for issuing parking citations along with Police Officers, and Community Service Officers (CSOs)
- 2.21. Permit. Parking permit that is valid for either daytime or overnight parking in select zones within the Village. Permits are purchased on a quarterly basis.
- 2.22. Permit fulfillment. Optional service for the vendor to physically mail parking permits to customers after the Village has confirmed residency.
- 2.23. PMS. Permit Management System. PMS shall mean the combined equipment, software and hardware by which the PMS processes and manages the data and tasks generated by Permit issuance and processing.
- 2.24. PO. Police Officer.
- 2.25. Situs. The place to which, for purposes of legal jurisdiction or taxation, a property belongs.
- 2.26. Subsidized permits. Permits that are reduced in rate to accommodate residents and business district employees that earn below a certain wage.
- 2.27. System downtime. The amount of time during business hours when the system is not available for its intended use by the Village and its customers, measured in hours and whole minutes.
- 2.28. TIBA. The vendor that supplies Parking Access Revenue Control systems (PARCs) in Oak Park garages.
- 2.29. USPS. United States Postal Service.
- 2.30. Vehicle sticker, also known as a Vehicle decal. A vehicle sticker/decal is required to be purchased and displayed in all vehicles registered with the Illinois Secretary of State to residents of the Village and any vehicle with a quarterly permit.
- 2.31. Vendor. The company that is selected as a result of this Request for Proposal process.
- 2.32. Village. The Village of Oak Park, Illinois.
- 2.33. VIN. Vehicle identification number.
- 2.34. Virtual permits. Permits that are enforced by the vehicle's license plate and do not require a physical permit.
- 2.35. White-label. A white-label website shall have custom text, colors and logo that are specific to the Village's requirements.

3 TIMELINE AND DELIVERY

- 3.1. Release of RFP - November 8, 2017
- 3.2. Required Pre-Bid Conference Call – November 20, 2017 at 2PM CST
- 3.3. Due Date for RFP Questions – November 24, 2017
- 3.4. Response to RFP Questions Posted – December 5, 2017
- 3.5. Proposal Due Date – December 15, 2017 at 2PM CST
- 3.6. Short-List of Vendors Posted – December 22, 2017
- 3.7. Use of Test Environment/Vendor Demonstrations and Interviews – December 22, 2017-January 19, 2018
- 3.8. Contract Award Decision – January 23, 2018
- 3.9. Contract Negotiations – January 23, 2018 – February 13, 2018
- 3.10. Testing and Implementation of New Parking and Permit Program – February 13, 2018-April 19, 2018

4. BACKGROUND

The Village of Oak Park issues approximately 70,000 citations per year, resulting in revenue collections of approximately \$2,000,000 per year. The Village permit program is responsible for issuing 20,000 permits per year, including resident, visitor, temporary and employee permits, as well as overnight passes and Vehicle stickers. These permits generate approximately \$3,800,000 in revenue per year. The Village also processes approximately 6,000 Contest requests for citations each year. These elements are important considerations for the desired CPMS/PMS program.

4.1 Citations

Citation issuance is managed by the Police Department, with PEOs writing approximately 50,000 handheld citations per year, while POs and CSOs write the balance in manually issued citations, approximately 20,000 per year. Other parking-related functions such as acceptance of payment for citations, permit sales and customer inquiries are managed by the Parking Services Division of the Development Customer Service Department. Citation contests, immobilization hearings, license suspensions and bankruptcy processes are handled by the Office of Adjudication.

Upon receiving a citation, respondents have 14 days to respond. A response may take the following forms:

Pay the citation

- Online or Police lobby kiosk
- By mail
- In person at the Cashier's Office
- By dropping the payment in the overnight box at Village Hall

Appeal/Contest

- Online or Police lobby kiosk
- In writing (by hand delivery or mail)
- In person hearing

Citations that are issued in error may be voided through one of the following processes:

- 4.1.1. Non-suit motion - If an officer is aware that a citation has been written in error, and 14 days has not passed since the issuance of the citation, the officer will sign a request for a nonsuit motion. The request is submitted to the Deputy Chief of Police for approval. The request is attached to a Motion to Nonsuit. The Motion to Nonsuit is signed by a Village Attorney or the Director of Adjudication.
- 4.1.2. Administrative void- While a PEO may issue a citation, the Parking Division may learn of a reason to cancel the citation (e.g.- The Respondent had a valid night pass, but the pass information is not inputted in time for the PEO to see the Parking Pass information). Typically, this is based on an error by staff in conveying the information to the customer. In these cases, the Parking Division performs an Administrative Void, and consequently, "zero out" the erroneous citation within the database (The citation remains in the system for auditing purposes).
- 4.1.3. Motion to Vacate and Nonsuit – If a citation was issued in error and more than 14 days have passed since it was issued, a Motion to Vacate and Nonsuit may be submitted to an adjudicator. The most common basis for a Motion to Vacate and Nonsuit is "Wrong Make" which is typically identified after the DMV match. Motions to Vacate and Nonsuit along with Motions to Nonsuit are presented to an adjudicator for a ruling and are differentiated from Administrative Voids that are handled as administrative functions.

4.2 Permits, Passes and Vehicle Stickers

The Village supports a variety of Vehicle stickers, permits, and passes. Vehicle stickers are required to be purchased and displayed on all vehicles registered with the Illinois Secretary of State listing Oak Park as the situs for the vehicle. Additionally, vehicles with overnight parking permits must have a vehicle sticker. Vehicle stickers must be renewed annually and currently cost \$70.00 per year. In addition to the stickers, the Village manages seventeen (17) on-street permit zones for day and night parking along with limited 24/7 parking permits. While an overnight ban prevents parking on-street between the hours of 2:30AM and 6:00AM, permit zones enable residents to remain parked overnight in designated locations. Along with standard day and night parking permits, the Village sells temporary passes that override some parking restrictions in designated zones, also enabling vehicles to park overnight. The Village also issues various other passes such as medical and construction passes.

4.3. Paid Parking

Paid parking is available in business districts both on-street and in Village-owned garages. Coin payment is accepted at Single-space Duncan meters throughout the Village and by coin or credit card at Cale pay stations in certain locations. Payment at meters is enforced visually, while payment at the Cale pay stations is enforced via pay-by-space technology. Payment made via Passport's mobile application is enforced with pay-by-plate technology using an enforcement application supplied by Passport.

The Village recognizes a need to upgrade existing parking meters and the technology used to enforce paid parking. Therefore, a pilot program was launched in July 2017 to test the pay stations available by various vendors. The pilot program will result in the selection of a new pay station vendor that supports pay-by-plate technology.

5. OVERVIEW OF REQUIREMENTS

The successful Bidder shall supply the Village with a comprehensive program that includes a CMPS, PMS, enforcement handheld and LPR equipment and software, customer facing web portal, DMV inquiries, noticing, and support services. High-level requirements include the following:

- 5.1. Comprehensive CPMS software.
- 5.2. Comprehensive PMS software.
- 5.3. Hardware and software for citation issuance.
- 5.4. A vehicle-based LPR solution.
- 5.5. Ongoing technical and client support for Village staff.
- 5.6. Name and address inquiries for violators from IL SOS and out-of-state DMVs.
- 5.7. Delinquent citation noticing (as an option).
- 5.8. Quarterly permit renewal reminders.
- 5.9. Permit wait-list capability.
- 5.10. White-label web portal for end customers.
- 5.11. Training on hardware and software for Village staff.
- 5.12. Customized real-time reporting on all captured data fields.
- 5.13. Processing of license suspensions for Illinois violators through the IL SOS.

6. CPMS (CITATION PROCESSING MANAGEMENT SYSTEM) SPECIFICATIONS

The current software is a proprietary system that was developed internally using People Soft and will be replaced by the software supplied by the selected Vendor. The selected Vendor shall be required to convert citation data from the existing PeopleSoft Oracle database system, including open and closed citations along with history and payment data.

6.1. Key Requirements

The selected Vendor software shall be responsible for the following, at minimum:

- 6.1.1. Support of Village violation codes, subject to change at no additional cost to the Village.
- 6.1.2. Drop-down menu pre-populated with addresses from Village supplied street database.
- 6.1.3. Ability to add comments to a citation record by Village staff.
- 6.1.4. Ability to add notes on multiple citations at one time.
- 6.1.5. Ability to upload and attach documents to citation records, either by Village staff or by customers online.
- 6.1.6. Inquiry by citation number, license plate, detail plate type, customer name, and VIN.
- 6.1.7. Support for multiple owners assigned to the same license plate.
- 6.1.8. Ability to pay citations on multiple plates at once.

- 6.1.9. Interface with BS&A software for financial data, via CSV files four (4) times per hour, Monday-Friday, from 8AM-5PM (to supply open citation information and retrieve payment information).
- 6.1.10. Interface with TIBA that will enable sharing of data from the PMS to the TIBA servers.
- 6.1.11. Ability to void citations by Village-specified type code.
- 6.1.12. Ability to adjust amount due on a citation and override existing fines and penalties by authorized personnel.
- 6.1.13. Ability to display photos captured during citation issuance.
- 6.1.14. Tracking of all Village staff activity by operator identification.
- 6.1.15. Name and address inquiry through IL SOS and out-of-state DMVs.
- 6.1.16. Processing of IL SOS Driver License suspensions in accordance with state statute.
- 6.1.17. Ability to assign citations to collection status that will prevent the citations from inclusion in future noticing and penalty procedures. Citations in collection status must be available for payment to the collection agency or to the Village.
- 6.1.18. Ability to flag commercial and rental vehicles for special processing and retention of both the company name and renter name.
- 6.1.19. Fully customizable reports that run in real-time to include life cycle/current status of citations report as well as real-time ageing reports.
- 6.1.20. Customer-friendly website that allows customers to view, pay or appeal their citations, and renew or view permit activity, apply for a new permit, apply for a waitlist, manage waitlist position and status, and attach documentation supporting appeals and permits. All activity must be recorded in real-time.
- 6.1.21. Ability to associate individuals to vehicles by effective date of the citation/permit.
- 6.1.22. Citations are associated to individuals and may be reassigned, e.g. rental citation. This is a key business rule when accounting for responsibility for collection, boot, license suspension, hearing, bankruptcy etc. Any citation that is reassigned or added to individuals must take into account all the other processes business rules.
- 6.1.23. Each violation must be assigned its own unique citation number.
- 6.1.24. DMV mailer information must be used for notices even if other services (permit, vehicle sticker, pass, etc.) are different.
- 6.1.25. Ability to transfer unpaid citations to the State via the Illinois Debt Recovery Offset Portal (IDROP) according to Village business rules.
- 6.1.26. Ability to retrieve payment files from third-party collection agency.
- 6.1.27. Support of payment plan processing, including the ability to reduce the total due on a plate or individual to include the automatic increase back to final amount.
- 6.1.28. Transfer a monthly file of citation data that includes citations that have been marked as reversed for a refund.
- 6.1.29. Internal web page for cashiering office to enable simple payment entry for parking citations.
- 6.1.30. Ability to send notifications via phone call and email to a list of residents for snow emergencies.

6.2 CPMS Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

Citation Software Features				
Item	Currently Available	Available with Customization	Not Available	Comments (if available with customization)
6.1.1. Custom violation codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.2. Location list pre-populated from Village database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.3. Add comments to a citation record	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.4. Add comments to multiple citations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.5. Attach documents to citations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.6. Query by citation, license plate, name and VIN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.7. Multiple plate R/O owner support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.8. Paying multiple plates & citations in one transaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.1.9. Interface with BS&A cashiering system (to supply open citation information and retrieve payment information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6.1.10. Ability to interface with TIBA to supply permit-related data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.11. Custom void codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.12. Adjust amount due/override penalties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.13. Display photos captured by handhelds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.14. Track user activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.15. IL SOS and out-of-state DMV inquiries (Bidder to describe method and schedule of initial search and refreshed searches)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.16. IL SOS Driver's license hold processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.17. Assign collection status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.18. Flag rental vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.19. Fully customizable real-time reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.20. Customer-friendly website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6.1.21. Ability to associate citations to individuals by date of the citation/permit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.22. Ability to reassign citations to different individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.23. Each violation must be its own unique citation number.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.24. DMV mailer information must be used for notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.25. Transfer of unpaid citations to IDROP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.26. Ability to retrieve payment files from third-party collection agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.27. Payment plan processing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.28. File transfer of refunded citations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.29. Simple cashiering functionality via internal web page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.1.30. Phone/email notifications for snow emergencies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. PMS (PERMIT MANAGEMENT SYSTEM) SPECIFICATIONS

7.1 Key Requirements

The Village of Oak Park offers a variety of parking eligibility documents that are required by vehicle owners that wish to park on-street and in Village-owned lots and garages.

Vehicle stickers

The Village requires that all vehicles registered with the Illinois Secretary of State in the Village of Oak Park must display a vehicle sticker. This sticker costs \$70.00 per year and is renewable in July. This sticker should be available for sale through the selected Vendor's website.

Permits

The Village currently supports in excess of 100 different permit ordinances to address both day and night parking restrictions and requirements. In areas where there is no residential parking permit in effect, a limited number of overnight passes are available for purchase each month. The Vendor's website shall verify that residents have previously purchased a Vehicle sticker in order to purchase any residential permit or overnight parking pass. The Vendor's website shall differentiate between Vehicle stickers, permits and overnight passes. Bidders shall describe their system's ability to support the purchase of all permits, stickers and passes based on Village established business rules for eligibility.

The proposed PMS must allow for fully customized software that conforms to Village business rules regarding eligibility for permits by zone, garage/lot location and status (such as employee, resident, visitor and service worker). The PMS must also support the sale of Vehicle stickers, permits and passes. The following are features required for the PMS:

- 7.1.1. Ability to process payment for subsidized permits.
- 7.1.2. Ability for employer to purchase multiple permits at once (shopping cart).
- 7.1.3. Mailing/emailing of renewal notices to permit holders.
- 7.1.4. Support for waitlist position for multiple zones at the same time.
- 7.1.5. Ability to charge for waitlist position and later apply to permit sale.
- 7.1.6. Support of virtual (paperless and sticker-less) permits.
- 7.1.7. Support of physical permits.
- 7.1.8. Requirement for plate type when customer is buying a permit.
- 7.1.9. Sale of vehicle stickers, permits and passes, 24 hours per day, 7 days per week.
- 7.1.10. Ability to restrict permit/pass sales to vehicles with a valid annual Vehicle sticker.
- 7.1.11. Ability to prevent customers with citations in final determination (36 days past the final determination notice date or Judge's order, based on assigned status code) from buying permits or Vehicle stickers.
- 7.1.12. Address verification based on Village-supplied address database.
- 7.1.13. Ability to print lot/zone, permit number, license plate and expiration date on four (4) season weather resistant thermal material sticker which is applied on outside vehicle window.
- 7.1.14. Ability to adapt to changes in Village business rules for permit types, prices and timeframes at no additional cost.

7.2 PMS Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

Permit Software Features				
Item	Currently Available	Available with Customization	Not Currently Available	Comments (if available with customization)
<u>7.1.1. Payment of subsidized permits</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.2. Sale of multiple permits at once</u>				
<u>7.1.3. Renewal notice mail and email</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.4. Waitlist for multiple zones at once</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.5. Ability to charge for wait-list and later apply to permit cost</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.6. Virtual permit support</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.7. Physical permit support</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.8. Plate type required when buying a permit</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.9. 24/7 support of sale of vehicle stickers, passes and permit</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>7.1.10. Prevent violators from buying permits/stickers/passes</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<u>7.1.11. Restrict permit/pass sales to vehicles with a valid annual Vehicle sticker</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.12. Address-based verification on web (based on Village database)</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.13. Ability to print permit data on thermal decal</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.1.14. Adaptability to Village business rules for permit types, timeframes, prices (no cost)</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. ENFORCEMENT EQUIPMENT

PEOs are responsible for issuance of approximately 50,000 citations each year, currently using Motorola MC9000 handheld devices with separate Datamax-Oneill Microflash 2TE printers. Currently mobile payment and overnight passes are enforced by PEOs through a web application using a separate mobile phone. The Village would like to consolidate all functionality into one-piece mobile enforcement device with an integrated printer or a two-piece solution with a mobile device for citation issuance and separate Bluetooth printer.

Either solution must be web-enabled and connected in real-time to the Vendor's integrated citation and permit database that includes mobile payment and pay station payment status.

Currently citations issued by PEOs are uploaded into the Village's proprietary CPMS software through a Wi-Fi process at the end of each shift. The balance of 20,000 citations per year is issued by Police Officers using handwritten citation books. These citations are manually data-entered into the CPMS software by Police Department staff.

The Village is seeking a real-time enforcement solution that combines handheld enforcement devices, vehicle-based LPR hardware and software and the option for citation issuance capability from an in-vehicle laptop and printer. A key component of the proposed enforcement solution is the use of LPR to enforce permit regulations, time limit zones and multiple restrictions, within the same zone, specific address and street.

Enforcement of paid parking shall be available through the Vendor-supplied mobile enforcement devices and LPR. Support for both pay-by-plate and pay-by-space are required.

8.1. Enforcement Specifications

The following describes the Village's enforcement hardware and software needs:

- 8.1.1. Ten (10) handheld enforcement devices with integrated or separate Bluetooth printers.
- 8.1.2. The ability to operate on forty (40) in-vehicle laptops. The Village is currently using web-enabled Windows-based Getac F110 with Zebra ZQ520 printers.
- 8.1.3. Four (4) vehicle-based LPR systems.

Bidders shall supply manufacturer's brochures, specification and warranty documents for all proposed enforcement equipment.

8.2. Handheld Enforcement Features

Software features shall include, at minimum:

- 8.2.1. Real-time upload of citations and photos.
- 8.2.2. Ability for handheld to function in offline mode/disconnected and batch-upload citation data and photos. Bidders shall specify the functionality available when handheld is in offline mode/disconnected.
- 8.2.3. Real-time integration with pay-stations, permits, and mobile payment vendors.
- 8.2.4. Future real-time integration with PARCs systems to enable vehicle-based LPR enforcement.
- 8.2.5. Real-time shared marked tire information that is visible to all enforcement devices and software stored for twelve (12) hours.
- 8.2.6. Drop-down Village street location list for citation issuance along with a field for street number.
- 8.2.7. Note printed on citation that read, "Photos on file" when a photo has been taken.
- 8.2.8. Ability to enforce multiple permit zones, overnight passes, Vehicle stickers, and time restrictions within the same software.
- 8.2.9. GPS tracking of officer activity to include, at minimum, tire marking, citation issuance and warning issuance.
- 8.2.10. Ability to issue warning citations for first-time offenders only.

8.3. Handheld Enforcement Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

Handheld Enforcement Features

Item	Currently Available	Available with Customization	Not Available	Comments (if available with customization)
8.2.1. Handheld real-time mode	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.2.2. Handheld offline /disconnected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

mode (Describe functions that will be unavailable in offline mode)			
8.2.3. Integration w meters and mobile payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.4. Integration with PARCs system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.5. Real-time shared tire marking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.6. Drop-down location list	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.7. "Photos on file" note	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.8. Multiple permit zone and time enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.9. GPS tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.2.10. Ability to issue warning citations for first-time offenders only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8.4. Vehicle-based License Plate Recognition

In addition to handheld enforcement devices, this RFP requires a vehicle-based license plate recognition (LPR) solution that is integrated with the CPMS and PMS. In addition to monitoring scofflaws and verifying permit status, PEOs will also use the LPR to monitor time limit restrictions and paid parking. The purpose of LPR is to optimize enforcement practices and deliver all the requirements described in this RFP including the hardware, software, training and support LPR components shall be weather proof and capable of continuous, dependable operation within range of weather conditions experienced in the Village and must include the following features:

- 8.4.1 Integration with CPMS/PMS.
- 8.4.2 Scofflaw identification.
- 8.4.3 Permit verification.
- 8.4.4 Support of pay-by plate and pay-by-space through integration with pay station and mobile payment vendors.
- 8.4.5 Capability to provide electronic tire chalking that is shared with all LPR units, Police in-car system and handheld enforcement devices.
- 8.4.6 Integrated GPS module.
- 8.4.7 Support for Police Department hotlists with covert text/email notification to Police Department.

Vendor shall supply complete LPR units including cameras, mounting hardware, cables, computer and installation and configuration.

Bidders shall describe:

- 8.4.8 The hardware and software solution including the communications configuration identifying how the LPR operates within dead communication areas.
- 8.4.9 Speed and accessibility of technical support.
- 8.4.10 Proposed training plan for Village staff, including PEOs, approximately twenty (20) staff members.
- 8.4.11 Information about LPR warranty program for software and hardware support.

8.5. LPR Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

<u>LPR Features</u>				
<u>Item</u>	<u>Currently Available</u>	<u>Available with Customization</u>	<u>Not Available</u>	<u>Comments (if available with customization)</u>
<u>8.4.1. Integration with CPMS/PMS</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>8.4.2. Scofflaw identification</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<u>8.4.3. Permit verification</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>8.4.4. Integration with pay-station vendors and mobile payment</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>8.4.5. Real-time shared tire marking</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>8.4.6. Integrated GPS</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>8.4.7. Covert text/email notification to Police Department</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. ADJUDICATION PROCESS

A flow chart outlining the Adjudication process is attached as Exhibit A. The Bidder shall review this document to ensure compliance with this process.

Once a citation is issued, the customer has fourteen (14) days to request a hearing. In-person hearings are held once per week and adjudicated by Administrative Law Judges.

9.1. Key requirements

- 9.1.1. Online contest/appeal request and decision issuance.
- 9.1.2. Ability to schedule a hearing online.
- 9.1.3. Prevent citations older than fourteen (14) days from contesting online or scheduling a hearing.
- 9.1.4. Development of multiple, customized notice of violation documents that are searchable and may be printed by Village staff or the Vendor.
- 9.1.5. Ability for Village to add new correspondence forms at no additional cost.
- 9.1.6. A barcode for the citation number(s) on every document printed including notices, letters, orders, and copies of records.
- 9.1.7. Storage of all documentation relating to adjudication (initial request, supporting documentation and correspondence.
- 9.1.8. Ability to generate a claim form with text search capability for batch printing and/or individual printing.

- 9.1.9. Ability to print all the documents/pages for a citation or plate, individual or selected documents/pages.
- 9.1.10. Assignment of a special bankruptcy code (stay) to citations that halts the penalty and noticing process for given timeframes for citations that fall within the jurisdiction of the bankruptcy court and the ability to remove the stay.
- 9.1.11. Ability to generate reports for every activity by an indicated time with the ability to select any data fields.
- 9.1.12. Ability to select multiple citations and apply/remove special Village status codes.
- 9.1.13. Ability to adjust timeframes and business rules associated with parking citations, including penalty and notice timeframes at no additional cost.
- 9.1.14. Bidder shall describe any efficiencies that may be offered to facilitate faster processing of citations (i.e. Barcoded citation number on citation/notice).

9.2. Adjudication Specification Table

For each listed feature, indicate whether currently available, available with customization or not available. If the feature is available with customization, please explain in Comments section:

Adjudication Features

Item	Currently Available	Available with Custom work	Not Available	Comments (if available with customization)
9.1.1. Online appeals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.2. Online hearing scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.3. Restrict appeals to less than 14 days old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.4. Custom Village correspondence forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.5. Ability to add new correspondence forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.6. Barcoded correspondence forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.1.7. Attach documents to appeals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

9.1.8. Ability to generate a claim form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.9. Printing of selected citations on a plate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.10. Assignment of citation status codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.11. Reporting of activity by hour /day /week /month /year /years	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.12. Ability to select multiple citations and apply/remove special Village status codes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.13. Ability to adjust timeframes based on business rules (no cost)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.1.14. Efficiencies for faster citation processing. Describe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. OPTIONAL PROCESSING SERVICES

The following services shall be available to the Village as optional, additional services. For each item, the Bidder shall provide an optional price on the Pricing Sheet submitted with the Proposal:

- 10.1. Processing of approximately 18,000 mail-in payments per year. Payment processing shall include:
 - 10.1.1. Reporting on all returned mail pieces.
 - 10.1.2. Batching and preparing documents for processing.
 - 10.1.3. Forwarding appropriate problem or questionable mail-in payments to the Village on a biweekly basis.
 - 10.1.4. Processing payment for of citations that are not in special collection statuses.
 - 10.1.5. Balancing, reconciliation and preparation of deposits.
 - 10.1.6. On-line, real-time updates of payment information to the Vendor's database.
 - 10.1.7. Daily deposits to a designated Village account.

10.2. Processing of initial appeal request to include assignment of hearing date and packaging of preparation of an online or printed hearing packet for Adjudication. The Village receives approximately 6,000 appeal requests per year. Bidders shall describe how a complete court packet is generated within the System, including a description of options for a 'paperless' process and how this would be applied within the local Municipal Court.

10.3. Mailing of Default, Final Determination, Immobilization, License Suspension (1 and 2) Notice for outstanding citations. The Village sends approximately 50,000 notices per year. Notice language shall be supplied and approved by the Village and is subject to change upon five (5) business days' notice.

10.4. Permit fulfillment to include the following.

10.4.1. Vehicle sticker – 27,000 per year, delivered by First-Class mail

10.4.2. Passes – 147,000 per year, delivered by email

10.4.3. Permits – 20,000 per year, delivered by First Class mail

11. GENERAL TECHNICAL SPECIFICATIONS

For each listed feature, indicate whether currently available, available with custom work or not available. If the feature is available with customization, please explain in Comments section:

Technical Specifications

Item	Currently Available	Available with Custom work	Not Available	Comments (if available with customization)
11.1. Vendor-hosted database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.2. Web-based software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.3. Relational database	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.4. No PC install required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.5. On-site tech support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.6. Level-1 PCI Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

11.7. System downtime of less than 0.1%	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.8. Reports that can be exported to Excel and/or csv files	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. CUSTOMER-FACING WEB PORTAL

The Vendor shall develop a Village-branded, white-label responsive, mobile-friendly customer-facing website for customers to perform the following functions:

- 12.1. Pay citations by citation number or by license plate and state.
- 12.2. Submit a contest.
- 12.3. Schedule a hearing date.
- 12.4. Upload documents and photos attached to a contest.
- 12.5. Create a new permit account with a user name and password.
- 12.6. Retrieve a lost password by email.
- 12.7. Purchase a vehicle sticker.
- 12.8. Purchase parking passes per Village business rules.
- 12.9. Apply for a position on permit wait lists, including self-management and removal from multiple wait lists.
- 12.10. Apply for a permit with supporting documentation.
- 12.11. Pay for a permit.
- 12.12. Renew an existing permit.
- 12.13. Purchase multiple permits at once (shopping cart).

The Village also requires the following features for its website:

- 12.14. Ability to prevent certain customers from paying online (ex. License plates flagged for NSF payment).
- 12.15. Drop-down menu of Village supplied locations that pre-populate the relevant permit types based on address selected, for residential permits only.
- 12.16. Verification of vehicle sticker prior to acceptance of permit application.
- 12.17. Check for outstanding parking citations prior to acceptance of permit application.
- 12.18. Restrict the number of passes sold to each license plate, by month.
- 12.19. Email response by Vendor staff to technical issues and citation-related requests.
- 12.20. Frequently asked questions and answers provided by the Village.

13. OPTIONAL COLLECTION AGENCY SERVICES

As an optional service, the Bidder may elect to offer secondary collection agency services for delinquent citations. Delinquent citations are currently defined as citations that remain unpaid after six (6) months and have received a notice of final determination. This service

should be considered an option to the Village and a separate cost shall be provided within the pricing response that is a percentage of citation revenue collected on citations defined as "in collection status". Collection efforts shall include, at minimum:

- 13.1. Minimum of two (2) collection notices sent to the registered vehicle owner.
- 13.2. Identification of the registered owner's phone number and outbound phone calls from the collection agency to the owner of record.
- 13.3. Acceptance of payment online, by IVR phone system or by mail for delinquent citations.
- 13.4. Integration with PACER (Public Access Court Electronic Records) for bankruptcy claims.

Bidders shall describe their collections process in detail.

14. CLIENT SUPPORT FOR VILLAGE STAFF

Support shall be available to Village staff between the hours of 8:00 AM and 5:00 PM, Monday through Friday, CST, excluding Village holidays, for general inquiries including reporting, software questions, hardware repairs, IT issues, and training questions. After-hours phone support shall be available twenty-four (24) hours per day, seven (7) days per week, for emergency issues. Calls for emergency issues shall be answered by a live technician or responded to within two (2) hours.

In addition to phone support, Bidders shall describe all email, IVR and online support methods available to Village staff.

15. RESPONSE TIMES

The following is an overview of acceptable Vendor response times. Failure to meet these response times will result in liquidated damages outlined in Section 16, Non-Performance.

- 15.1. Emergency issues- return call within two (2) hours for emergency issues.
- 15.2. Non-emergency issues- within four (4) hours on business days.
- 15.3. Payment processing (if provided by the Vendor) within one (1) business day of receipt.
- 15.4. Fulfillment of physical permit (if provided by the Vendor) within two (2) business days of receipt.
- 15.5. Email response to end-customers within two (2) business days of receipt.

16. NON-PERFORMANCE

- 16.1. If the Village Representative determines that there are deficiencies in the performance of any part of this Agreement, the Vendor shall be notified, both verbally and in writing, each time service requirements are unsatisfactory and corrective action is necessary.
- 16.2. Upon notification of service failure, the Vendor shall complete corrective action within the time frame specified in the notification.

16.3. Should the Vendor fail to complete corrective action within the specified time frame, the Village may exercise the following measures:

- Deduct from the Vendor's payment, daily liquidated damages until deficiency is corrected
- Withhold the entire or partial payment
- Utilize Vendor forces, or an alternate source, to correct the deficiency and deduct from the Vendor's payment the total cost, including Village overhead

16.4. Failure by the Vendor to provide the deliverables, reports, and/or other services as called for in these specifications will result in a penalty of \$200.00 for each occurrence to be withheld from the Vendor's current monthly invoice payment. Such deliverables are itemized below:

- Complete processes within the specified time frame
- Respond to Village support requests within a timely manner
- Submit accurate and complete monthly contract administrator reports

17. PROPOSAL RESPONSE REQUIREMENTS

17.1. Cover Letter (two (2) pages maximum)

17.2. Bidder Profile & Qualifications (four (4) pages maximum)

Include a brief description of the company, including financial stability, capacity and resources. Include a listing of any lawsuit or litigation and the result of that action within the last five (5) years. Indicate number of years working with State of Illinois municipalities and interface experience with the IL SOS.

17.3. Staffing Plan (ten (10) pages maximum)

Include an organization chart and resumes of key management staff and staff that shall be assigned to work on this project.

17.4. Project References (six (6) pages maximum)

Include a brief project description of two (2) government entities where providing a CPMS and two (2) government entities where providing a PMS, at minimum, or a minimum of four (4) government entities where providing both a CPMS and PMS. Project references should include at least two (2) years of experience, and shall include the primary client contact details, including name, title, phone number and email address. At least one reference should be an Illinois municipality that has been a client for a minimum of two (2) years.

17.5. Work Plan / Response to Scope of Services (ten (10) pages maximum)

Present a detailed service plan including a description of major tasks and subtasks and the Bidder's project approach. This section shall establish that the Bidder understands the Village's objectives and work requirements. The response must demonstrate the Bidder's ability to satisfy those objectives and requirements. Identify the staffing plan and the designated team member (not a help desk) that will be the direct point of contact for the Village throughout the term of the agreement.

17.6. System Specific Information (seven (7) pages maximum)

Describe all System Hardware and System software specifications to be provided by the Bidder to support all current and anticipated citation issuance, permit management, hardware and processing tasks. If it is an on premise solution, Bidders shall provide all server, software, network and service requirements. Software specifications shall include all

supported operating systems for both in-house CPMS/PMS and enforcement software. Any exception, e.g. thick-client install, add-in, add-on, java, etc., must be stated.

This section shall include screen shots of software along with explanations of services, description of supported processing tasks and reporting capabilities.

17.7. Specification Tables

Using the tables provided, please indicate for each feature/item, availability, availability with custom work, or unavailability.

17.8. Proposed Innovations (optional five (5) pages maximum)

The Bidder may also suggest technical and procedural innovations that have been used successfully with other service agreements. Discuss any innovative approaches, projected future developments or specific new concepts that would benefit the Village.

17.9. Proposal Exceptions

Identify any exceptions or requested changes to the Village's RFP requirements and/or sample contract. Bidder must specify that there are no exceptions and accept all conditions and requirements identified in the Sample Agreement (Exhibit B).

17.10. Technical Architecture (five (5) pages maximum)

Bidders should include an overview of the technical architecture for their back-end database, how users connect to the software, and programming languages utilized to develop any software proposed for use by the Village. This section must also address how the Bidder ensures that Village data will be kept in a secure environment, including back up procedures, and prevents unauthorized access. Bidder shall acknowledge that data ownership resides with the Village for all citation and permit-related data elements, including information gathered during citation issuance and names and addresses of registered vehicle owners as well as access to citation and plate history, photos, letters and notices.

17.11. Optional Collection Agency Services (four (4) pages maximum)

Bidders choosing to respond with the option of supplying collection agency services shall describe the collections process in detail.

17.12. Identification of Subcontractors

Identify all subcontractors that will perform any portion of the work required by this RFP outlining the tasks they will be responsible for performing.

17.13. Appendix I: Sample reports (five (5) pages maximum)

17.14. Appendix 2: Brochures for proposed enforcement equipment including handheld devices and vehicle-based LPR system.

18. SCORING MATRIX

18.1. Customer Service for Village staff (15%)

18.2. Customer Service for end users (20%)

18.3. Cost Proposal (15%)

18.4. Experience with similar projects (25%)

18.5. Overall project approach (25%)

The Village reserves the right to accept or reject any bids/proposals or part thereof, to accept one or more items of a bid/proposal without obligation as to other items, to waive any informalities or irregularities and to consider any variation in specifications and select what it deems to be the proposal that is the best solution for the Village.

The Village anticipates interviews with up to three (3) short-listed firms. The interviewees should be prepared to provide a demonstration of their respective hardware and software during the interview process and to discuss technical architecture, experience with state of Illinois municipalities, and experience with the IL SOS.

19. PRICING

The Pricing Page(s) shall include the proposed costs to provide the services and equipment outlined in this RFP. Include any other cost and price information, plus a not-to-exceed amount, that would be contained in a potential agreement with the Village.

Provide pricing in a separate document based upon the following volumes:

- Ø # of citations issued annually: 70,000
- Ø # of Vehicle stickers issued annually: 27,000
- Ø # of passes issued annually: 140,000
- Ø # of permits issued annually: 20,000
- Ø # of adjudications received annually: 6,000
- Ø # of handheld enforcement devices: 10
- Ø # of vehicle-based LPR systems: 4

Vendors may elect to supply pricing in any or all of the following formats:

- Ø Up-front equipment/software purchase pricing along with ongoing monthly or annual maintenance fees
- Ø Per-citation issued/per permit issued fee
- Ø Flat monthly program management fee
- Ø Percentage of revenue collected fee

In addition to the above pricing structures, Bidders shall supply pricing for each of the following optional costs. Items that are optional shall not be included in the above cost for required equipment, software and services:

- Ø Data entry per-citation fee
- Ø Per-payment fee for payments processed by the Vendor
- Ø Per-notice mailed fee (for unpaid citations)
- Ø Per-renewal letter fee
- Ø Per-permit fulfillment fee
- Ø Per-initial appeal request processing fee
- Ø Per letter fee for adjudication notices and letters

PROPOSAL SIGNATURE: _____
State of _____)
County of _____)

_____,
TYPE NAME OF SIGNEE

being first duly sworn on oath deposes and says that the Respondent on the above proposal is organized as indicated below and that all statements herein made on behalf of such Respondent and that this deponent is authorized to make them, and also deposes and says that he has examined and carefully prepared their bid proposal from the Contract Exhibits and Specifications and has checked the same in detail before submitting this proposal or bid; that the statements contained herein are true and correct.

Signature of Respondent authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of Respondent shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Dated _____

(Seal - If Corporation) _____
Organization Name
By _____
Authorized Signature

Address

Telephone

Subscribed and sworn to before me this _____ day of _____, 2017.

In the state of _____. _____
Notary Public

My Commission Expires: _____

(Fill Out Applicable Paragraph Below)

(a) Corporation

The Respondent is a corporation, which operates under the legal name of

and is organized and existing under the laws of the State of _____.

The full names of its Officers are:

President _____
Secretary _____
Treasurer _____

The corporation does have a corporate seal. (In the event that this bid is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation which permits the person to execute the offer for the corporation.)

(b) Partnership

Name, signature, and addresses of all Partner

The partnership does business under the legal name of _____ which name is registered with the office of _____ in the county of _____ in the state of _____.

(c) Sole Proprietor

The Respondent is a Sole Proprietor whose full name is _____.

If the Respondent is operating under a trade name said trade name is _____ which name is registered with the office of _____ in the county of _____ in the state of _____.

Signed _____
Sole Proprietor

Section III. Proposal Evaluation

Proposals will be evaluated by Village staff. Evaluation will be based on criteria outlined herein which may be weighted by the Village in a manner it deems appropriate. All proposals will be evaluated using the same criteria and weighting. The criteria used will be:

- A. Responsiveness to RFP
The Village will consider all the material submitted to determine whether the Service Provider's offering is in compliance with this RFP.
- B. Ability to Perform Current and Projected Required Services
The Village will consider all the material submitted by each service provider, and other relevant material it may otherwise obtain, to determine whether the proposer is capable of and has a history of successfully completing agreements of this type.
- C. Experience and Relevant Knowledge
The Village will assess the experience and relevant knowledge of the proposed dedicated team of personnel.
- D. Financial Stability
The Village may conduct analysis to examine the respondent's creditworthiness, including capital adequacy, asset quality, management, earnings, liquidity, and sensitivity to interest rate or market risk. This will be assessed by internal staff and/or external rating services.
- E. References
The Village may contact references directly to inquire about the quality and type of services currently being provided to other customers.
- F. Cost Proposal
The Village will evaluate aggregate services based on the overall cost effective approach to providing the services requested in this RFP.
- G. Optional Interviews and/or Site Visits
The Village may, at its sole option, conduct interviews and/or site visits as part of the final selection process. Teleconferencing is an acceptable option.

For detailed Scoring Matrix see Section 2-18.



Attachment I.

RESPONDENT CERTIFICATION

_____, as part of its bid on a contract for
(name of Respondent)

Unified Parking Citation and Permit Management Systems for the Village of Oak Park, hereby certifies that said Respondent is not barred from bidding on the aforementioned contract as a result of a violation to either Section 33E-3 or 33E-4 of Article 33E of Chapter 38 of the Illinois Revised Statutes or Section 2-6-12 of the Oak Park Village Code relating to "Bidding Requirements".

By: _____
(Authorized Agent of Respondent)

Subscribed and sworn to
before me this ____ day
of _____, 2017.

(Notary Public)



Attachment II.

TAX COMPLIANCE AFFIDAVIT

_____, being first duly sworn, deposes
and says:

that he/she is _____ of
(partner, officer, owner, etc.)

_____.
(bidder selected)

The individual or entity making the foregoing proposal or proposal certifies that he/she is not barred from entering into an agreement with the Village of Oak Park because of any delinquency in the payment of any tax administered by the Department of Revenue unless the individual or entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. The individual or entity making the proposal or proposal understands that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the municipality to recover all amounts paid to the individual or entity under the agreement in civil action.

By:
Its:

(name of bidder if the bidder is an individual)
(name of partner if the bidder is a partnership)
(name of officer if the bidder is a corporation)

The above statement must be subscribed and sworn to before a notary public.

Subscribed and sworn to before me this _____ day of _____, 2017.

Notary Public's Signature

- Notary Public Seal -

Minority Business and Women Business Enterprises Requirements

The Village of Oak Park in an effort to reaffirm its policy of non-discrimination, encourages and applauds the efforts of bidders and subcontractors in taking affirmative action and providing Equal Employment Opportunity without regard to race, religion, creed, color, sex, national origin, age, handicap unrelated to ability to perform the job or protected veteran's status.

Reporting Requirements

The following forms must be completed in their entirety, notarized and included as part of the proposal document. Failure to respond truthfully to any question on the list or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of your proposal.



Attachment III.

ORGANIZATION OF BIDDING FIRM

Please fill out the applicable section:

A. Corporation:

The Contractor is a corporation, legally named _____ and is organized and existing in good standing under the laws of the State of _____. The full names of its Officers are:

President _____

Secretary _____

Treasurer _____

Registered Agent Name and Address: _____

The corporation has a corporate seal. (In the event that this Bid is executed by a person other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation that permits the person to execute the offer for the corporation.)

B. Sole Proprietor:

The Contractor is a Sole Proprietor. If the Contractor does business under an Assumed Name, the

Assumed Name is _____, which is registered with the Cook County Clerk. The Contractor is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

C. Partnership:

The Contractor is a Partnership which operates under the name _____

The following are the names, addresses and signatures of all partners:

Signature

Signature

(Attach additional sheets if necessary.) If so, check here _____.

If the partnership does business under an assumed name, the assumed name must be registered with the Cook County Clerk and the partnership is otherwise in compliance with the Assumed Business Name Act, 805 ILCS 405/0.01, et. seq.

D. Affiliates: The name and address of any affiliated entity of the business, including a description of the affiliation: _____

Signature of Owner



Attachment IV. Compliance Affidavit

I, _____ being first duly sworn on oath depose and state as follows:
(Print Name)

1. I am the (title) _____ of the Proposing Firm ("Firm") and am authorized to make the statements contained in this affidavit on behalf of the Firm.
2. The Firm is organized as indicated on Exhibit A to this Affidavit, entitled "Organization of Proposing Firm," which Exhibit is incorporated into this Affidavit as if fully set forth herein.
3. I have examined and carefully prepared this proposal based on the Request for Proposals and verified the facts contained in the proposal in detail before submitting it.
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option.
5. Neither the Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 relating to bid rigging and bid rotating, or Section 2-6-12 of the Oak Park Village Code related to "Proposing Requirements".
6. The Proposing Firm has the M/W/DBE status indicated below on the form entitled "EEO Report."
7. Neither the Firm nor its affiliates is barred from agreement with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the agreement and allows the Village of Oak Park to recover all amounts paid to the Firm under the agreement in a civil action.
8. I am familiar with Section 13-3-2 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference. **Also complete the attached EEO Report or Submit an EEO-1.**
9. I certify that the Contractor is in compliance with the Drug Free Workplace Act, 41 U.S.C.A, 702.

¹ Affiliates means: (i) any subsidiary or parent of the bidding or contracting business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the bidding or contracting business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the bidding or contracting business entity.

Signature:_____

Printed Name_____

Name of Business:_____

Your Title: _____

Business Address:_____

(Number, Street, Suite #)

(City, State & Zip)

Telephone:_____ Fax: _____ Web Address: _____

Subscribed to and sworn before me this _____ day of _____, 2017
.

Notary Public

M/W/DBE STATUS AND EEO REPORT

1. Contractor Name: _____

2. Check here if your firm is:

- ☐ Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
- ☐ Women's Business Enterprise (WBE) (A firm that is at least 51% owned,

Failure to respond truthfully to any questions on this form, failure to complete the form or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Bid. For assistance in completing this form, contact the Department of Public Works at 708-358-5700.

- ☐ managed and controlled by a Woman.)
- ☐ Owned by a person with a disability (DBE) (A firm that is at least 51% owned by a person with a disability)
- ☐ None of the above

[Submit copies of any W/W/DBE certifications]

3. What is the size of the firm's current stable work force?

_____ Number of full-time employees

_____ Number of part-time employees

4. Similar information will be requested of all subcontractors working on this agreement. Forms will be furnished to the lowest responsible Contractor with the notice of agreement award, and these forms must be completed and submitted to the Village before the execution of the agreement by the Village.

Signature: _____

Date: _____

EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Bid. An incomplete form will disqualify your Bid. For assistance in completing this form, contact the Purchasing Department at 708-358-5473.

An EEO-1 Report may be submitted in lieu of this report

Vendor Name _____

Total Employees _____

Job Categories	Total Employees	Total Males	Total Females	Males				Females				Total Minorities
				Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	
Officials & Managers												
Professionals												
Technicians												
Sales Workers												
Office & Clerical												
Semi-Skilled												
Laborers												
Service Workers												
TOTAL												
Management Trainees												
Apprentices												

This completed and notarized report must accompany your Bid. It should be attached to your Affidavit of Compliance. Failure to include it with your Bid will be disqualify you from consideration.

_____, being first duly sworn, deposes and says that he/she is the _____
 (Name of Person Making Affidavit) (Title or Officer)

of _____ and that the above EEO Report information is true and accurate and is submitted with the intent that it be relied upon.

Subscribed and sworn to before me this _____ day of _____, 2017.

 (Signature)

 (Date)



Attachment V.

No Proposal Explanation

If your firm does not wish to submit a proposal, please provide us with Attachment V and include in the space below any comments you may have concerning this proposal or any related factors that prevented you from submitting a response.

Proposal No: RFP #17-131

Project Name: Unified Parking Citation and Permit Management Systems

Comments:



INDEPENDENT CONTRACTOR AGREEMENT

THIS INDEPENDENT CONTRACTOR AGREEMENT ("Agreement") is entered into on the ____ day of _____ 2017, by and between the Village of Oak Park, an Illinois home rule municipal corporation (hereinafter the "Village"), and _____, a _____ (hereafter the "Contractor").

WHEREAS, Contractor submitted a Proposal dated _____, a copy of which is attached hereto and incorporated herein by reference, for Unified Parking Citation and Permit Management Systems for the Village of Oak Park(hereinafter referred to as the "Project") pursuant to the Village's Request for Proposals dated _____, incorporated herein by reference as though fully set forth; and

WHEREAS, the Contractor represented in said Proposal that it has the necessary personnel, experience, and competence to promptly complete the Project and the Work required hereunder; and

WHEREAS, the Contractor shall perform the Work pursuant to the terms and conditions of this Contract.

NOW, THEREFORE, in consideration of the premises and the mutual promises contained in this Contract, and other good and valuable consideration received and to be received, it is mutually agreed by and between the parties as follows:

1. RECITALS INCORPORATED

The above recitals are incorporated herein as though fully set forth.

2. SCOPE OF WORK

The Contractor shall perform the Work for the Project in accordance with its Proposal for a price not to exceed \$_____ ("Contract Price"). Contractor shall complete the Work in accordance with any applicable manufacturers' warranties and in accordance with its Proposal, the Village's Request for Proposals, and this Contract, all of which together shall constitute the "Contract Documents." Contractor acknowledges that it has inspected the site(s) where the Work is to be performed and that it is fully familiar with all of the conditions at the site(s), and further that its Proposal has adequately taken into consideration all of the conditions at the sites. The Contractor hereby represents and warrants that it has the skill and experience necessary to complete the Work in a good and workmanlike manner in accordance with the Contract Documents, and that the Work shall be free from defects. Contractor shall achieve completion of all work required pursuant to the Contract Documents by August 4th,

2017 ("Contract Time"). The Contract Time is of the essence. In the event Contractor fails to complete the Work on or before said date, the Village shall be entitled to liquidated damages in the amount of \$500.00 per day for each day the Work remains uncompleted beyond the completion date set forth above. This amount is not a penalty, and the parties agree to said amount given the difficulties associated with determining or calculating damages to the Village in the event the Work is not completed on time. Contractor shall have no claim for damages, for compensation in excess of the Contract Price, or for a delay or extension of the Contract Time based upon conditions found at, or in the vicinity of, the site(s).

3. DESIGNATED REPRESENTATIVES

Contractor shall designate in writing a person to act as its designated representative with respect to the Work to be performed under this Contract who shall have the power and authority to make or grant or do all things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Contractor and with the effect of binding the Contractor. The Village is entitled to rely on the full power and authority of the person executing this Contract on behalf of Contractor as having been properly and legally given by Contractor. Contractor shall have the right to change its designated representative by providing the Village with written notice of such change which notice shall be sent in accordance with Section 12 of this Agreement.

The Village Manager or the Manager's designee shall be deemed the Village's authorized representative for purposes of this Agreement, unless applicable law requires action by the Corporate Authorities, and shall have the power and authority to make or grant or do those things, certificates, requests, demands, approvals, consents, notices and other actions required that are ministerial in nature or described in this Agreement for and on behalf of the Village and with the effect of binding the Village as limited by this Contract. The Contractor is entitled to rely on the full power and authority of the person executing this Agreement on behalf of the Village as having been properly and legally given by the Village. The Village shall have the right to change its authorized representative by providing the Contractor with written notice of such change which notice shall be sent in accordance with Section 12 of this Agreement.

4. TERM OF CONTRACT

Contractor shall perform the Work pursuant to this Contract beginning on the effective date as defined herein and ending on _____. Contractor shall invoice the Village for the Work provided pursuant to this Contract at the rates set forth in its Proposal. The term of this Contract may be extended in writing for additional periods of time pursuant to the consent of the parties.

5. PAYMENT SCHEDULE

Contractor shall, as a condition precedent to its right to receive any payment, submit to the Village an application for payment and such receipts, vouchers, and other documents as may be necessary to establish Contractor's payment for all labor and material and the absence of any interest whether in the nature of a lien or otherwise of any party in any property, work, or fund with respect to the Work performed hereunder. Such documents shall include, where relevant, the following forms, copies of which are attached hereto:

- (i) Contractor's sworn statement;
- (ii) Contractor's partial or final waiver of lien;
- (iii) Subcontractor's sworn statement(s); and
- (iv) Subcontractor's partial or final waiver of lien.

Payment by the Village shall be conditioned upon an inspection by the Village of the Work completed and submission of required waivers by Contractor. Payment by the Village shall in no way constitute a waiver of, or relieve the Contractor from, any defects in the work. All payments shall be made in accordance with the Illinois Local Government Prompt Payment Act, 50 ILCS 505/1 *et seq.* Final payment for any Work performed by the Contractor pursuant to an invoice by Contractor shall be made by the Village to the Contractor when Contractor has fully performed the work and the work has been approved by the Village and submission of required waivers and paperwork by Contractor. Approval of the work and issuance of the final payment by the Village shall not constitute a waiver of, or release Contractor from, any defects in the work.

The Village shall have the right to withhold from any payment due hereunder such amount as may reasonably appear necessary to compensate the Village for any actual or prospective loss due to Work which is defective or does not conform to the Contract Documents; damage for which the Contractor is liable hereunder; liens or claims of liens; claims of third parties, subcontractors, or material men; or any failure of the Contractor to perform any of its obligations under this Contract. The Village may apply any money withheld or due the Contractor hereunder to reimburse itself for any and all costs, expenses, losses, damages, liabilities, suits, judgments, awards, and attorney's fees incurred, suffered, or sustained by the Village and chargeable to the Contractor.

6. TERMINATION

The Village may terminate this Contract for cause, which includes but is not necessarily limited to, the Contractor's failure to perform the work pursuant to this Contract. The Village shall provide the Contractor with five (5) days' written notice of a termination for cause pursuant to the provisions of Section 12 below. The Village may also terminate this Contract when it determines the same to be in its best interests by giving fourteen (14) days' written notice to the Contractor pursuant to the provisions of Section 12 below. In such event, the Village shall pay to the Contractor all amounts due for the work performed up to the date of termination.

7. COMPLIANCE WITH APPLICABLE LAWS

Contractor shall comply with all applicable laws, regulations, and rules promulgated by any federal, state, county, municipal and/or other governmental unit or regulatory body now in effect during the performance of the work. By way of example only and not as a limitation, the following are included within the scope of the laws, regulations and rules with which Contractor must comply: all forms of workers' compensation laws, all terms of the equal employment opportunity rules and regulations of the Illinois Department of Human Rights, statutes relating to contracts let by units of government, and all applicable civil rights and anti-discrimination laws and regulations.

8. INDEMNIFICATION

To the fullest extent permitted by law, Contractor shall waive any right of contribution against the Village and shall indemnify and hold harmless the Village and its officers, officials, employees, volunteers and agents from and against all claims, damages, losses and expenses, including, but not limited to, legal fees (attorney's and paralegal's fees, expert fees and court costs) arising out of or resulting from the performance of Contractor's work, provided that any such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or injury to or destruction of property, other than the work itself, including the loss of use resulting therefrom, or is attributable to misuse or improper use of trademark or copyright-protected material or otherwise protected intellectual property, to the extent it is caused in whole or in part by any wrongful or negligent act or omission of Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. Such obligation shall not be construed to negate, abridge or otherwise reduce any other right to indemnity which the Village would otherwise have. Contractor shall similarly protect, indemnify and hold and save harmless, the Village, its officers, officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses, including, but not limited to, legal fees incurred by reason of Contractor's breach of any of its obligations under, or Contractor's default of, any provisions of this Contract. The indemnification obligations under this Section shall not be limited in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for Contractor or any subcontractor under Workers' Compensation or Disability Benefit Acts or Employee Benefit Acts.

9. INSURANCE

Contractor shall at Contractor's expense secure and maintain in effect throughout the duration of this Contract, insurance of the following kinds and limits set forth in this Section. Contractor shall furnish "Certificates of Insurance" to the Village before beginning work on the Project pursuant to this Contract. All insurance policies shall be written with insurance companies licensed to do business in the State of Illinois and having a rating of at least A according to the latest edition of the Best's Key Rating Guide; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the Village. This provision shall also be stated on each Certificate of Insurance: "Should any of the above described policies be canceled before the expiration date, the issuing company shall mail fifteen thirty (30) days written notice to the certificate holder named to the left."

The limits of liability for the insurance required shall provide coverage for not less than the following amounts, or greater where required by law:

(A) **Commercial General Liability:**

i. Coverage to include Broad Form Property Damage, Contractual and Personal Injury.

ii. Limits:

General Aggregate	\$ 2,000,000.00
Each Occurrence	\$ 1,000,000.00
Personal Injury	\$ 1,000,000.00

iii. Coverage for all claims arising out of the Contractor's operations or premises and anyone directly or indirectly employed by the Contractor.

(B) **Workers' Compensation:**

i. Workers' compensation insurance shall be provided in accordance with the provisions of the laws of the State of Illinois, including occupational disease provisions, for all employees who perform the Work pursuant to this Contract, and if work is subcontracted pursuant to the provisions of this Contract, Contractor shall require each subcontractor similarly to provide workers' compensation insurance. In case employees engaged in hazardous work under this Contract are not protected under the Workers' Compensation Act, Contractor shall provide, and shall cause each subcontractor to provide, adequate and suitable insurance for the protection of employees not otherwise provided.

(C) **Comprehensive Automobile Liability:**

i. Comprehensive Automobile Liability coverage shall include all owned, hired, non-owned vehicles, and/or trailers and other equipment required to be licensed, covering personal injury, bodily injury and property damage.

ii. Limits:
Combined Single Limit \$1,000,000.00

(D) **Umbrella:**

i. Limits:
Each Occurrence/Aggregate \$5,000,000.00

(E) The Village, its officers, officials, employees, agents and volunteers shall be named as additional insureds on all insurance policies set forth herein except Workers' Compensation. Contractor shall be responsible for the payment of any deductibles for said insurance policies. The coverage shall contain no special limitations on the scope of protection afforded to the Village, its officers, officials, employees, agents, and volunteers.

(F) Contractor understands and agrees that any insurance protection required by this Contract or otherwise provided by Contractor, shall in no way limit the responsibility to indemnify, keep and save harmless, and defend the Village, its officers, officials, employees, agents and volunteers as herein provided. Contractor waives and shall have its insurers waive, its rights of subrogation against the Village, its officers, officials, employees, agents and volunteers.

10. GUARANTY

Contractor warrants and guarantees that its Work provided for the Project to be performed under this Contract, and all workmanship, materials, equipment, and supplies performed, furnished, used, or installed under this Contract, performed, furnished, used, or installed under this Contract, shall be free from defects and flaws in workmanship or design; shall strictly conform to the requirements of this Contract; and shall be fit and sufficient for the purposes expressed in, or reasonably inferred from, this Contract. The Contractor further warrants and guarantees that the strength of all parts of all manufactured materials, equipment, and supplies shall be adequate and as specified and that the performance requirements of this Contract shall be fulfilled.

Contractor shall, at no expense to the Village, correct any failure to fulfill the above guaranty that may appear at any time. In any event, the guaranty herein expressed shall not be sole and exclusive, and is additional to any other guaranty or warranty expressed or implied.

11. AFFIDAVIT OR CERTIFICATE

Contractor shall furnish any affidavit or certificate in connection with the work covered by this Contract as required by law.

12. NOTICES

Any notice required to be given by this Contract shall be deemed sufficient if made in writing and sent by certified mail, return receipt requested, by personal service, or by email or facsimile transmission to the persons and addresses indicated below or to such addresses and persons as either party hereto shall notify the other party of in writing pursuant to the provisions of this Section:

To the Village:

Village Manager
Village of Oak Park
123 Madison St.
Oak Park, Illinois 60302-4272
Facsimile: (708) 358-5101
Email: villagemanager@oak-park.us

To Contractor:

Facsimile: _____
Email: _____

Notice by facsimile or email transmission shall be effective as of date and time of facsimile transmission, provided that the notice transmitted shall be sent on business days during business hours (9:00 a.m. to 5:00 p.m. Chicago time). In the event facsimile or email notice is transmitted during non-business hours, the effective date and time of notice is the first hour of the first business day after transmission.

The individuals executing this Contract on behalf of Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Contract.

13. AUTHORITY TO EXECUTE

The individuals executing this Contract on behalf of Contractor and the Village represent that they have the legal power, right, and actual authority to bind their respective parties to the terms and conditions of this Contract.

14. EFFECTIVE DATE

The effective date of this Contract as reflected above and below shall be the date that the Village Manager executes this Contract on behalf of the Village.

15. ENTIRE CONTRACT; APPROVAL OF SUBCONTRACTORS

This Contract, including the documents incorporated by reference herein, sets forth the entire Contract between the parties with respect to the accomplishment of the Work. No right or interest in this Contract shall be assigned, in whole or in part, by either party without the prior written consent of the other party. The Village reserves the right to approve the use of subcontractors to complete any portion of the Work and to approve any applicable contract between Contractor and a proposed subcontractor to perform any of the Work. This Contract shall be binding upon the parties and upon their respective heirs, executors, administrators, personal representatives, successors, and assigns, except as herein provided.

16. INDEPENDENT CONTRACTOR

Contractor shall have the full control of the ways and means of performing the Work referred to above and that the Contractor and its employees, representatives or subcontractors are not employees of the Village, it being specifically agreed that the Contractor bears the relationship of an independent contractor to the Village. The Contractor shall solely be responsible for the payment of all salaries, benefits and costs of supplying personnel for the Work.

17. CONTRACT BOND

Before commencing the work on the Project, Contractor shall furnish a Contract Bond. The Contract Bond shall be in an amount equal to 100% of the total contract value as security for the faithful performance of its obligations pursuant to the Contract Documents and as security for the payment of all persons performing labor and furnishing materials in connection with the Contract Documents. Such bond shall be on a standard AIA document, shall be issued by a surety satisfactory to the Village, and shall name the Village as a primary co-obligee. The Contract Bond shall become a part of the Contract Documents. The failure of Contractor to supply the required Contract Bond within ten (10) days after the Notice of Award or within such extended period as the Village may grant if the Contract Bond does not meet its approval shall constitute a default, and the Village may either award the Contract to the next lowest responsible proposer or re-advertise for proposals. A charge against Contractor may be made for the difference between the amount of the Contractor's Proposal and the amount for which a contract for the Work is subsequently executed, irrespective of whether the amount thus due exceeds the amount of the bid guarantee.

18. PREVAILING WAGES

Contractor and any applicable subcontractor shall pay prevailing wages as established by the Illinois Department of Labor and determined by the Village for each craft or type of work needed to execute the contract in accordance with the Illinois Prevailing Wage Act, 820 ILCS 130/0.01 et seq. ("Act"). Contractor shall prominently post the current schedule of prevailing wages at the Project site(s) and shall notify immediately in writing

all of its subcontractors of all changes in the schedule of prevailing wages. Any increases in costs to Contractor due to changes in the prevailing rate of wage during the terms of any Contract shall be at the sole expense of Contractor and not at the expense of the Village, and shall not result in an increase to the Contract Price. Contractor shall be solely responsible to maintain accurate records as required by the Act and shall submit certified payroll records to the Village evidencing its compliance with the Act on no less than a monthly basis as required by the Act. Contractor shall be solely liable for paying the difference between prevailing wages and any wages actually received by laborers, workmen and/or mechanics engaged in the Work for the Project.

The Contractor shall indemnify, hold harmless, and defend the Village, its officers, officials, employees, agents and volunteers ("Indemnified Parties") against all regulatory actions, complaints, damages, claims, suits, liabilities, liens, judgments, costs and expenses, including reasonable attorney's fees, which may in any way arise from or accrue against the Indemnified Parties as a consequence of noncompliance with the Act or which may in any way result therefrom, including a complaint by the Illinois Department of Labor under Section 4(a-3) of the Act, 820 ILCS 130/4(a-3) that any or all of the Indemnified Parties violated the Act by failing to give proper notice to any other party performing work on the Project that not less than the prevailing rate of wages shall be paid to all laborers, workers and mechanics performing Work on the Project, including interest, penalties or fines under Section 4(a-3). The indemnification obligations of this section on the part of Contractor shall survive the termination or expiration of this Agreement. In any such claim, complaint or action against the Indemnified Parties, the Contractor shall, at its own expense, appear, defend and pay all charges of reasonable attorney's fees and all reasonable costs and other reasonable expenses arising therefrom or incurred in connection therewith, and, if any judgment or award shall be rendered against the Indemnified Parties in any such action, the Contractor shall at its own expense, satisfy and discharge such judgment or award.

19. GOVERNING LAW AND VENUE

This Contract shall be governed by the laws of the State of Illinois both as to interpretation and performance. Venue for any action pursuant to this Contract shall be in the Circuit Court of Cook County, Illinois.

20. AMENDMENTS AND MODIFICATIONS

This Contract may be modified or amended from time-to-time provided, however, that no such amendment or modification shall be effective unless reduced to writing and duly authorized and signed by the authorized representative of the Village and the authorized representative of the Contractor.

21. NON-WAIVER OF RIGHTS

No failure of either party to exercise any power given to it hereunder or to insist upon strict compliance by the other party with its obligations hereunder, and no custom or practice of the parties at variance with the terms hereof, nor any payment under this Contract shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

22. CONFLICT

In case of a conflict between any provision(s) of the Village's Request for Proposals or the Contractor's Proposal and this Contract, this Contract and the Village's Request for Proposals shall control to the extent of such conflict.

23. CERTIFIED PAYROLL

Contractor shall be solely responsible to maintain accurate records reflecting its payroll for its employees who perform any of the Work for the Village pursuant to this Contract and shall submit certified payroll records to the Village at any time during the term of this Contract. Contractor shall provide said certified payroll records within seven (7) days upon the request of the Village.

24. HEADINGS AND TITLES

The headings and titles provided in this Contract are for convenience only and shall not be deemed a part of this Contract.

25. COOPERATION OF THE PARTIES

The Village and Contractor shall cooperate in the provision of the Work to be provided by Contractor pursuant to this Contract and in compliance with applicable laws, including, but not limited to, the Illinois Freedom of Information Act, 5 ILCS 140/1 *et seq.* ("FOIA"), and the provision of any documents and information pursuant to a FOIA request. Contractor shall provide any and all responsive documents to the Village pursuant to a FOIA request at no cost to the Village.

26. COUNTERPARTS; FACSIMILE OR PDF SIGNATURES

This Contract may be executed in counterparts, each of which shall be considered an original and together shall be one and the same Contract. A facsimile or pdf copy of this Agreement and any signature(s) thereon will be considered for all purposes as an original.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be signed by their duly authorized representatives on the dates set forth below.

VILLAGE OF OAK PARK

By: Cara Pavlicek
Its: Village Manager

Date: _____, 2017

ATTEST

By: Vicki Scaman
Its: Village Clerk

Date: _____, 2017

CONTRACTOR

By:
Its:

Date: _____, 2017

ATTEST

By:
Its:

Date: _____, 2017



REQUEST FOR PROPOSALS (RFP)

17-131: Unified Parking Citation and Permit Management Systems

ADDENDUM 1:

Pre-bid Attendee List and RFP Vendor Questions and Village Responses

Issued December 5, 2017

Due December 15, 2017

- I. The following is a complete list of companies that attended the required pre-bid meeting. Please note that attendance at the pre-bid call was mandatory in order to respond the above-referenced RFP.

Cardinal Tracking
CivicSmart
Complus Data Innovations
DataTicket
Duncan Solutions
EDC/AIMS
Eyepax
gtechna
iParq
IPS Group
Municipal Citation Solutions
NuPark
Parkmobile
Passport
PCS Mobile
T2 Systems
Tyler Technologies
Ventek International

II. RFP Vendor Questions and Village Responses

Below are the questions received about the RFP and Village responses:

1. Who is the current vendor for parking citation management?
The Village is currently utilizing an in house proprietary software system for parking citation and permit management.
2. How many sworn officers are with the police department?
There are currently 112 sworn officers.
3. Are you looking for one vendor (sp) for all of the solutions in the bid? I have a solution for case management for the citations and e-Citations to write the tickets. I don't have a solution to manage the parking permits.
The Village prefers a comprehensive software solution that incorporates parking citation and permit management. The Village will consider solutions that utilize a subcontractor to provide certain aspects of the overall solution under the direction of one primary vendor. However, the ability to access information about permits and citations for the same customers within the same software system is required and would necessitate an integration between citation and permit software systems in order to satisfy this requirement.

4. Would the Village of Oak Park consider waving: "At least one reference should be an Illinois municipality that has been a client for a minimum of two (2) years."
Yes, the Village will consider waiving this requirement if the respondent has experience with similar size U.S. municipalities, outside of the state of Illinois, for a minimum of two years. However, the level of experience within the state of Illinois may be a factor in the decision-making process.
5. Will the new vendor need to provide payment kiosks? If so, how many kiosks are needed, and what are the required technical specifications for these devices?
Vendors may provide pricing for one kiosk/PC that is fully web-based, as an option available to the Village.
6. The RFP states that the Village issues a variety of permits. Can you please supply a list of all permits, the current form factor of the permits (sticker, hangtag, virtual, etc.), the cost of the permit for the public, the time duration of the permit (daily, weekly, monthly, etc.) and the issuance of each permit type for each of the last three years?
*Additional details about the permit program may be found at: <http://www.oak-park.us/village-services/parking/parking-permits>
Permit types and costs are subject to change. The Village would like to move from physical to virtual permits in the near future.
Examples include but are not limited to:
Quarterly Permits – Sticker
Garage Permits – Sticker + Bar code entry card
Vehicle Stickers – Sticker
Overnight Pass – Paperless
Extended Pass – Paperless
Construction Pass – Cardboard Paper*
7. Can you provide a description of the permit zones and how they are determined?
Current permit lot and zone guidelines may be found at: <http://www.oak-park.us/village-services/parking/parking-lot-zone-guidelines> Permit lot and zone guidelines are subject to change.
8. Regarding the pilot program to upgrade existing parking meters and pay stations, who are the vendors participating in the meter pilot program?
The following vendors participated in the pay station trial: Cale, T2 Systems, Parkeon and IPS Group.
9. Requirement 6.1.10 requires an interface between TIBA and the PMS. Can you please provide a list of fields that are exchanged? Can you please provide the desired data exchange frequency of this interface?
The Village currently exchanges data with TIBA every 15 minutes for pre-processing but TIBA is set to receive data at any frequency interval. The basic fields shared include: garage number, last name, first name, begin date, end date, plate number, plate state, permit type, permit/card number and status. The "middle-ware" API resides and runs on a Village server but should be

relocated to the vendor system as part of this project. Because of complexity of the API service, the Village will also consider a simple flat file data exchange with TIBA.

10. Requirement 7.1.1. states that the Vendor provide the "Ability to process payment for subsidized permits." Can you please provide a description of how eligibility for the subsidized permits is determined and what the subsidy amounts are?

Subsidized permit will be available based on verification of annual income. The discounted permit amount is to be determined.

11. Requirement 7.1.5. states that the Vendor must provide the "Ability to charge for waitlist position and later apply to permit sale." Can you please provide the amount of the current wait list fee?

This is not an existing feature or an immediate requirement upon implementation. The wait list fee is yet to be determined.

12. Requirement 12.18 states that the Vendor must "Restrict the number of passes sold to each license plate, by month." What is the definition of a pass versus a permit?

Passes are available in limited quantities in areas where residential parking permits are not available.

Additional information about parking permits can be found at: <http://www.oak-park.us/village-services/parking/parking-permits>

Additional information about parking passes can be found at: <http://www.oak-park.us/village-services/parking/parking-passes>

13. Requirement 13.4 states that the Vendor system must integrate with the "PACER (Public Access Court Electronic Records) for bankruptcy claims." Can you please provide the communication type (file transfer, web services, etc.) that would be used to create the integration, the types of information that are exchanged, and the frequency of the information exchange?

The information requested can be found at the Electronic Bankruptcy Noticing Website using preferably the XML feature:

<http://ebn.uscourts.gov/> A monthly transfer is required, at minimum.

14. Can the Village make a distinction between "passes", "permits", and "stickers"?

Passes are available in limited quantities in areas where residential parking permits are not available.

Vehicle stickers are required to be purchased and displayed on vehicles registered in the Village of Oak Park.

Additional information about vehicle stickers can be found at: <http://www.oak-park.us/village-services/parking/vehicle-stickers/vehicle-sticker-faq>

Additional information about parking permits can be found at: <http://www.oak-park.us/village-services/parking/parking-permits>

Additional information about parking passes can be found at: <http://www.oak-park.us/village-services/parking/parking-passes>

Please also refer to question 12.

15. Can the Village provide the number of citations issued for the previous 5 years?

Issued Year	Active	NS/NL*	Partial Payment	Paid In Full	Amt Paid	Citations Issued
2013	13,355	4,613	529	55,891	\$2,308,496	74,388
2014	13,203	5,977	508	51,168	\$2,077,608	70,856
2015	11,582	6,412	438	43,833	\$1,986,729	62,265
2016	11,263	4,139	367	37,364	\$1,814,244	53,133
2017	16,417	4,876	365	34,714	\$2,143,210	56,372

*NS/NL: non-suit/non-liable.

16. What percentage of citations go uncollected each year?

Issued Year	No Payments	Citation Count
2013	19.14%	13,355
2014	20.35%	13,203
2015	20.74%	11,582
2016	22.99%	11,263
2017	31.88%	16,417

17. What is the escalation schedule for citations?

Citations that are not paid in full or contested within 14 days of issuance have a late penalty applied on the 15th day. Most violations increase by \$30 on the 15th day, however, certain violations carry different penalties.

Once a DMV match is made, a first notice (Default Notice) is mailed and citations are assigned a hearing date and the initial and late penalty amounts are listed. Notices are mailed once per week.

If the citation is not paid or if the customer fails to attend a hearing or file a motion on or before the date listed in the first notice. The following day, a second notice (Final Determination Notice) is issued in batch.

The second notice identifies the initial fine and the late penalty. The second notice gives the respondent 14 days to pay the initial fine and late penalty in full or to schedule a hearing to contest the citation.

If the citation is not paid in full within 14 days and no hearing is scheduled, the second notice indicates that a double fine will be imposed. The double fine is a doubling of the initial fine.

Note that most but not all citations carry a double fine.

Either 35 days after the issuance of the second notice, or 35 days after the issuance of a final order by an adjudicator following a citation contest, the citation is final and collectable.

Note that within the 35-day period the customer or the Village may appeal the citation with the Circuit Court. The Circuit Court will affirm, reverse, or modify the judgment which may include ordering a new contest hearing.

18. Does the Village have a preference of a single unit issuance device to smart phone and Bluetooth printer combination?

The Village has no preference for either option.

19. Section 2 – 4.3: When is the new vendor for Pay Stations to be selected and when will the new pay stations be installed?

The dates are to be determined.

20. Section 2 – 7.1.1 - How are customers identified who qualify for subsidized permit fees? Are they required to submit some documentation and does this require approval? What is the process?

Customers would qualify for subsidized permits based on income verification. The Village would prefer that customers have the ability to submit proof of income online through the vendor's solution for Village staff to confirm eligibility.

21. Section 2 - 7.1.13 – Does the Village currently have a printer that will accept four season weather resistant thermal material sticker 'stock'?

The Village currently uses a Zebra S4M thermal printer for permit material. However, the goal is to transition to virtual/stickerless permits.

22. Section 2 – 9: Is Exhibit A – The Adjudication Process document available? If so, where can we locate it?

Provided as a separate document (Appendix A).

23. Section 2 – 17.9 – This section refers to the Sample Agreement as Exhibit B; however it appears the Agreement is attached as Attachment VI. Can you clarify is there is also an Exhibit B?

There is no separate Exhibit B. The Sample Agreement was included as Attachment VI

24. Attachment IV Compliant Affidavit – This document refers to Exhibit A being the Organization of Proposing Firm document but that document is called the Organization of Bidding Firm and is listed as Attachment III. Can you clarify?

There is no separate document. Both items refer to the same document.

25. What's the average value or amount of the citation issued?

Issued Year	Citations	Payments	Average
2013	74,388	\$2,205,616	\$29.65
2014	70,856	\$2,087,208	\$29.46
2015	62,265	\$1,825,334	\$29.32
2016	53,133	\$1,747,206	\$32.88
2017	56,372	\$1,792,111	\$31.79

26. Are there any escalation fees added after 14 days if so at what day and how much?

Please refer to question 17.

27. How do you currently obtain registered owner information in & out of the state of Illinois?

The Village obtains names and addresses for state of Illinois vehicle owners for violations) via FTP (File Transfer Protocol) with the IL SOS (Illinois Secretary of State). The Village receives out of state vehicle owner information from state DMV, with methods varying by state. However, the Village is seeking an integrated solution with a vendor that has experience obtaining DMV information from the State of Illinois and out-of-state.

28. Do you currently participate in registration holds in the state of Illinois? If so, is the hold designated in your current parking system? If so, how is it identified?

The Village currently processes Illinois license suspensions. A report identifies eligible individuals (those with 10 or more unpaid parking citations) and the Adjudication Office then issues a first Driver's License notice to the individual (providing the individual 45 days to pay all citations) and a second Driver's License Notice to the Secretary of State (SOS) requesting the Hold if any of the citations remain unpaid.

29. Please list total number of outstanding citations and the dollar amount past due for the following years.

Please refer to questions 15, 16 and 25.

30. What's the current collection rate for citations older than 90 days old?

Issued Year	0 - 14 Days (Issued)	15 - 28 Days (Default Notice)	29 - 42 Days (Final Notice)	43 - 84 Days (Boot / Suspension)	85 - 182 Days	183 Plus Days (Collections)*	N/A
2013	45.27%	10.47%	5.83%	6.46%	3.54%	4.28%	24.15%
2014	42.39%	9.95%	5.64%	7.22%	3.57%	4.16%	27.07%
2015	40.79%	9.96%	5.70%	6.64%	3.89%	4.12%	28.90%
2016	41.35%	9.70%	5.82%	6.70%	4.13%	3.31%	28.99%
2017	39.25%	9.17%	5.43%	5.46%	2.30%	0.62%	37.77%

**Citations that remain unpaid after 182 days are currently being sent to Data Ticket for collection.*

31. Does the Village currently participate in the SOS DL hold program and/or the Debt set off program today? If so, is a record currently identified as being 'on hold' or at Debt set off in your current parking program?

The Village does not currently participate in the Debt set off program.

The Village does participate in the SOS (Secretary of State) Driver's License suspension program and the applicable citations are identified in the system as second DL Notices to the SOS.

32. Please explain the process of the IL SOS Driver License suspensions in accordance (sp) with the state statute?

Once a violator has ten or more citations that are in default, the violator is eligible for a driver's license suspension. Such violators are sent to the IL SOS directly for processing of the suspension.

33. What kind of monthly file do you send now for citations that have been marked as reversed for a refund and where do you transfer that to currently?

This file exchange does not currently exist. This would be a new process that would enable a file exchange between the vendor's software and the Village's Finance Department that lists citations that have received a refund subsequent to an overpayment or as a result of a citation dismissal. The file would need to identify citations with a prior overpayment that have been reversed, and the file would include the citation number and refund amount, at minimum.

34. Do you currently send notifications via phone call and email that to a list of residents for emergencies?

Yes, by email. However, the current citation and permit management software is not being used for this purpose.

35. Please provide information on the Debt Recovery Offset Portal. Is this a file/ftp integration or real-time web-services integration?

This process enables is not currently in place. However, the Debt Recovery Offset Portal enables eligible citation records to be sent via FTP file transfer through the web portal.

36. Is the Illinois Licenses suspension process a part of the DMV interface or a separate integration?

The license suspension process is separate from the DMV inquiry program.

37. Please provide information on the BS&A software. Is this for employee information? Is this a file/ftp batch process (sp) or real-time web services integration?

BS&A is the Village's financial management software and it will be necessary for BS&A software to have access to all parking citation and permit payment information. The Village will consider either a real-time web service integration or a flat file exchange.

38. Please provide further information on the DMV mailer that must be used. Is this a physical envelope/mailer or a specified format?
This requirement is not a reference to a DMV mail piece. The purpose of this requirement is to ensure that, while there may be multiple names and addresses associated with a single parking account, the DMV name and address of record must always be used for citation notice mailings rather than, for example, sending to the most recent address added to the database.
39. Please clarify - is it expecting that the system make phone calls to customer related to weather or a text message in addition to email? What is the criteria to determine who to send this information to?
The Village is open to solutions that include email and text or email and phone call. The Village will supply a list of phone numbers and emails. Business rules will be established to determine when notifications are distributed.
40. Please explain subsidized permits. Is this a specific permit type with a reduced value or are the fees transferred (sp) to another account to reduce the permit cost?
There would be designated permit types and quantities available for customers that meet the eligibility requirements. Customers would need the ability to submit proof of income or other form of verification through the system's website and verification would be performed by Village staff.
41. What is (sp) is the file layout/form of the village supplied (sp) address database? Is this a flat file or database? how often (sp) is the database imported (sp) and does it overwrite the full address database or are edits, updates, and deletes performed?
The Village addresses are stored in MS-SQL database with street number, street direction, street name, street type and unit number columns. Depending on business rules of certain processes, we also heavily use additional database information, such as, full street name's beginning & ending street numbers and side (odd, even or both). A simple flat file may be supplied to the Vendor and the data may be updated on a regularly scheduled basis with frequency determined by the Village.
42. For the GPS tracking of officer activity, do you need just a pin-drop location or an expanded functionality? Please explain.
GPS tracking of officer activity to include, at minimum, tire marking, citation issuance and warning issuance. A pin-drop location is needed at minimum along with the ability to review activity in real-time and within specified timeframe through a reporting utility.
43. Please explain your current procedure for tracking first time offenders to issue a warning. Do you issue a citation and change to warning once the first offender status has been established?
The Village's current software has no capability of issuing warnings. However, this is a preferred system feature. One method could be based on configuration setting for the officer to see the vehicle's history information citation dates, previous citation/warning, violations code & locations) so the officer can determine whether to issue a warning or citation.
44. Please explain your expectations of an integrated GPS module.

This is a requirement for the LPR hardware to include GPS capability for multiple functions including: capturing coordinates for enforcement of timed parking zones (such as 2-hour parking on a given block); use of GPS to automatically determine permit zone, timed zone, etc. (geo-fencing); tracking of officer activity.

45. Please provide more information concerning a claim form with text search capability for batch and individual printing.

Village staff would like the ability to generate a claim form (a correspondence letter to a citizen or citizens) for certain citations and or license plates that will be selected, printed and mailed by Village staff. Preferably, staff could select multiple citations to receive claim forms and choose to print each form upon selection or print all claim forms once daily. A copy of each claim form must be attached to the corresponding citation record. When a copy of the saved claim form is opened, staff should be able to search within the document for specific words or phrases.

46. How many open citations does the Village anticipate transferring to the new Citation Processing Management System?

The Village has detailed history for approximately 1,300,000 citations that should be transferred.

47. Will the Village please provide additional specifications on the interface with TIBA?

Please refer to question 9.

48. What is the make/model/year of the vehicle that is being used for the LPR systems?

The new LPR system will likely be installed in a 2016 Ford Escape.

49. Does the Village already have the computer for the LPR vehicles or do you need a computer quoted with this RFP?

The Village would like to see this cost supplied as an option available to the Village. The system must be compatible with the Getac F110 computer and Windows 10.

50. Is the Village going to house their own server to hold the license plate data (LPR)? If so, does the Village have their own servers?

Proposers should explain security and storage requirements for both vendor-managed storage and Village-managed storage. The Village would like to see pricing for both scenarios.

51. Is the Village going to house their own data (LPR)? If so, how long will they be holding the reads and images?

Please refer to question 50.

52. Would they like their data held by the LPR vendor in a cloud based server?

Please refer to question 50.

- 53.

What type/length of warranty would the village like to have included with the LPR system?

The Village would like to see all warranty options available.

54.

Regarding section 8.4.5 Capability to provide electronic tire chalking that is shared with all LPR units, Police in-car system and handheld enforcement devices. Please provide clarification on what is meant here and please provide information on what police in-car system is currently being used.

When a vehicle is marked in support of timed parking enforcement, information about the license plate and its marked location should be available in real-time to the LPR software, handheld enforcement software and in-vehicle laptop software, all software to be supplied by the vendor.

55. Section 3.7 - Clarify use of test environment during interview phase.

In order to validate the capabilities of the proposed vendor software, the Village would like access to the software in advance of vendor selection via a test/demo account. This testing phase will enable Village staff to identify and address with the vendor any issues regarding the functionality of the vendor software.

56. Section 7.1.1 – Elaborate the permit fee subsidizing process.

Please refer to questions 10, 20 and 40.

57. Section 7.1.1.14 – Can you provide current business rules at the village?

Documentation regarding existing business rules for parking permits can be found at:

<http://www.oak-park.us/village-services/parking/parking-permits>

However, this requirement is for Village staff to request changes, additions or deletions to permit types and permit prices as needed to adjust to changes in existing business rules.

58. Section 8.2.4 – Can you elaborate on the required PARCS integration?

Please refer to question 9.

59. Section 8.4.7 – Can you clarify the requirement for “Support for Police Department Hotlist”?

The Police Department will supply a file that includes license plates of vehicles that are of interest to the Police, such as a stolen vehicle list. This list must be uploaded to parking enforcement LPR equipment. If a Police Department Hotlist hit is received, the vendor shall describe the notification process available without alerting the Parking Enforcement Officer operating the LPR about this notification.

60. Section 9.1.8 – Can you elaborate the “Claim Form”, the purpose of this form and expected process?

Please refer to question 45.

61. Section 9.1.12 – Can you clarify the process of applying and removing of special village status codes?

Status codes are assigned to identify a citation’s current status (i.e. default, in collection, on hold, in bankruptcy) as well as, in some cases, to prevent additional collection activity on the

citation. For example, citations identified as in bankruptcy should not receive additional notices. While in some cases, status codes should be assigned automatically by the vendor software (such as default status once a default notice has been sent) in other cases, Village staff require the ability to adjust status (such as in receipt of bankruptcy filing).

62. Section 12.16 – What is referred to as vehicle sticker? Is it an existing permit of DMV Tag?
Vehicle stickers are required to be purchased and displayed on vehicles registered in the Village of Oak Park. Additional information about vehicle stickers can be found at: <http://www.oak-park.us/village-services/parking/vehicle-stickers/vehicle-sticker-faq>

63. Section 12.19 – Clarify what is “Citation related requests” to vendor as opposed to village staff.
This is a requirement for basic customer service via email, for frequently asked questions, such as how to dispute a citation, how many days before a fine escalates, etc.

64. Section 13.2 – Clarify how this information is to be delivered to village staff? By automated process or other reporting mechanism.
*Item 13.2 from the RFP is as follows:
13.2. Identification of the registered owner’s phone number and outbound phone calls from the collection agency to the owner of record.*

A collection agency should be able to obtain phone numbers of violators and make outbound calls for the purpose of collection, as an option available to the Village.

65. What are the villages current method(s)/process(es) for the following citation management requirements:

- a. Inquiries for violator/owner information via IL SOS and out-of-state DMV records
Please refer to question 27.
- b. Unpaid citation transfers to the State via the Illinois Debt Recovery Offset Portal (IDROP)
Please refer to question 35.
- c. Processing of IL SOS Driver License suspensions
Please refer to question 32.

66. Please identify the form, located on pages #35-36 of the RFP, which is required for completion with submission of the vendor response (no title currently).
The notary form located on pages 35-36 is required to be submitted with proposal responses. The form represents an acknowledgement that statements made in the proposal are true and correct, and that the Village is authorized to verify the proposer’s references and credit.

67. For “Attachment VI” (Agreement), located on pages 50-60 of the RFP, please advise if this contract is provided for review – AND/OR – required to be completed with signature with bid submission.

Attachment VI is the sample agreement, erroneously referred to as Exhibit B. This sample agreement is an example provided in order for proposers to identify exceptions and requested changes to the contract.

68. For the "Contract Bond", item #17 of "Attachment VI" (Agreement, page #57), please advise if this will be required for the scope of work included in this RFP.

Yes, this bond will be required by the selected vendor.

69. Whether companies from Outside USA can apply for this?

(like, from India or Canada)

See Question 4. Proposals must provide the required Project Reference. We understand that companies may have components of or from other countries, however, the companies should have a U.S. office either as a satellite office or via a servicer.

70. Whether we need to come over there for meetings?

At minimum, in-person system implementation and training are preferred.

71. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

We understand that companies may have components of or from other countries, however, the companies should have a U.S. office either as a satellite office or via a servicer.

72. Can we submit the proposals via email?

*No. Please refer to, **Section I. General Requirements; A. Introduction and Mandatory Terms** within the RFP for proposal submission requirements.*

Appendix A

