

**Questions & Answers Set 1 ::
City of Santa Fe RFP on Software and Implementation Services
for a Parking Citation Administration and Revenue Reconciliation System
(RFP #’17/04/P)**

Question #	RFP Section #, Section Heading, Paragraph and Pg. #	Question
1.	Solicitation Due Date, Page 1	The City is requiring a tremendous amount of upfront work on various plans that seem to be due in the proposal stage of the procurement. Typically these detailed plans are part of the submissions after the award and signing of the contract. Moreover, the RFP requires detailed responses to finer aspects of the bidder’s solution. In fairness to all vendors, large and small, we respectfully request a six (6) week extension in order to comply with these requirements. <i>ANS: The original proposal submission date cannot be changed.</i>
2.	2.42 Lockbox	How many citation payments are received through the current cashiering system as well as through the current lockbox operation. <i>ANS: A combination of approx. 22,550 payments are processed through the cashiering system.</i>
3.	2.3 Handheld Device Requirements page 12	How many docking locations for Handheld equipment are there? And are they located in one location or multiple locations? <i>ANS: At the present time only one (1) location. However, the new contract requires two (2) locations within the City’s Departments.</i>
4.	2.42 Mail-in Lockbox Payment, Page 29	What is the city’s current banking institution of choice? <i>ANS: Wells Fargo Bank.</i>
5.	2.60 Abandoned Vehicle Tracking System page 36	PVB expectation is to be connected electronically with the City Towing Contractor- is this connection a requirement for the vendor? If so what are the specifications for that interface? <i>ANS: No; this is not a requirement at this time. However, at a later date the City may decide to add this connectivity with the City’s then Towing Contractor.</i>
6.	Attachment A – Vendor Reference Form	Some of the scope modules on this form do not seem to be relevant to this procurement. For example, plan tracking and Review, Inspections business licensing etc. Please confirm if this is the correct form for a parking citation system procurement. <i>ANS: The form shall be completed as appropriate; including inserting “Not Applicable” as applicable.</i>
7.	Attachment J – Proposed Software Modules Form	Some of the scope modules do not seem to be relevant to this procurement. For example, plan tracking and Review, Inspections business licensing etc. Please confirm if this is the correct form for a parking citation system procurement. <i>ANS: The form shall be completed as appropriate; including inserting “Not Applicable” as applicable.</i>
8.	Section 4.9, page 74	Table 4 is missing in the RFP document or the attachments. Please provide. <i>ANS: Please ignore. Due to limited information and time constraints, Table 04 was deemed unnecessary and removed from the final version of the RFP. Here is an initial draft of it:</i>

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		<p style="text-align: center;">Table 04: Potential Phasing</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #D3D3D3;">Phase</th> <th style="background-color: #D3D3D3;">Functional Areas</th> <th style="background-color: #D3D3D3;">Phase Start</th> <th style="background-color: #D3D3D3;">Phase Go-Live</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> </tr> <tr> <td style="text-align: center;">2</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> <td style="text-align: center;">XXXXXX</td> </tr> </tbody> </table> <p>The single reference to it (on page 74) was missed and, so, not deleted prior to final publishing.</p> <p>NOTE: Once a solution is selected, the table or one like it will be developed in coordination with the vendor.</p>	Phase	Functional Areas	Phase Start	Phase Go-Live	1	XXXXXX	XXXXXX	XXXXXX	2	XXXXXX	XXXXXX	XXXXXX	3	XXXXXX	XXXXXX	XXXXXX	4	XXXXXX	XXXXXX	XXXXXX
Phase	Functional Areas	Phase Start	Phase Go-Live																			
1	XXXXXX	XXXXXX	XXXXXX																			
2	XXXXXX	XXXXXX	XXXXXX																			
3	XXXXXX	XXXXXX	XXXXXX																			
4	XXXXXX	XXXXXX	XXXXXX																			
9.	Section 2.135, Section #5, page 61	<p>The requirement in Section 2.135 states that <i>“Proposers may provide a sample Data Conversion Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.”</i> Please clarify if a sample data conversion plan is required to be attached with the proposal or can the same be submitted after the contract award.</p> <p>ANS: Submit with the Proposal.</p>																				
10.	Section 2.135; Section #6, h, page 62	<p>There appear to be conflicting timelines for the submission of the training plan.</p> <p>Section 2.135; Section #6, h says that <i>“Within fifteen (15) days after the Contract Approval Date, the Contractor shall submit a completely documented Training Plan that shall describe the following:”</i>. The para below the clause (h) says that <i>“Failure to submit a completely documented Training Plan within 30 days of the Contract Approval Date of the contract shall result in a credit to PVB of \$50 per 24-hour period of delay.”</i></p> <p>Please confirm that the training plan is required to be submitted 30 days after the contract approval date and not 15 days.</p> <p>ANS: The submittal of the Training Schedule shall be within fifteen (15) days from the Contract approval date.</p>																				
11.	Section 2.135; Section #6, last para, page 62	<p>Please clarify the requirement <i>“Proposers may provide a sample Training Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.”</i> Please confirm if a sample training plan is required to be submitted with the proposal or the same can be submitted after contract award.</p> <p>ANS: Submit with Proposal.</p>																				
12.	Section 2.136, page 63	<p>Please clarify the requirement <i>“Proposers may provide a sample System Interface Plan as part of responses in accordance with the Submittal Response Format described in Section 4.4, Tab 3 - Implementation Methodology. A sample is not required.”</i> Please confirm if a sample System Interface Plan is required to be submitted with the</p>																				

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		proposal or the same can be submitted after contract award. ANS: Submit with Proposal.
13.	Section 2.137, page 63	Please clarify the requirement <i>“Proposers may provide a sample Software Customization Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.”</i> Please confirm if a sample Software customization Plan is required to be submitted with the proposal or the same can be submitted after contract award. ANS: Submit with Proposal.
14.	Section 2.138, page 63	Please clarify the requirement <i>“Proposers may provide a sample Testing and Quality Assurance Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.”</i> Please confirm if a sample Testing and Quality Assurance Plan is required to be submitted with the proposal or the same can be submitted after contract award. ANS: Submit with Proposal.
15.	Section 2.139, page 64	Please clarify the requirement <i>“Proposers may provide a sample Pre- and Post-Implementation Plan as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.”</i> Please confirm if a sample Pre- and Post-Implementation Plan is required to be submitted with the proposal or the same can be submitted after contract award. ANS: Submit with Proposal.
16.	Section 2.140, page 64	Please clarify the requirement <i>“Proposers may provide sample System Documentation as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. In addition, Proposers may provide an overview of the system documentation that will be provided as part of system implementation. Samples are not required.”</i> Please confirm if a sample System Documentation is required to be submitted with the proposal or the same can be submitted after contract award. ANS: Submit with Proposal.
17.	Section 2.141, page 65	Please clarify the requirement <i>“Proposers may provide a sample Risk Register as part of responses in accordance with the Submittal Response Format described in Section 4.5, Tab 4 - Implementation Methodology. A sample is not required.”</i> Please confirm if a sample Risk Register is required to be submitted with the proposal or the same can be submitted after contract award. ANS: Submit with Proposal.
18.	2.26 Registration Hold Interface page 21	RFP States: To provide an on-line, real-time interface with the MVD within New Mexico and Out of State to place these holds and to release them when a Citation is resolved, to automatically forward information required by each State MVD for registration hold processing, and to document acknowledgment of receipt of required information by MVD. <u>Question:</u> Does the City and/or State have reciprocal agreements with other states that allow for placement of out of state registration holds? If so, can you provide a list of these states? ANS: Proposer shall obtain such reciprocal agreements with other States as necessary on City’s behalf to provide registration holds for out-of-state license plates.

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19.	2.27 MVD Payment Transfer Update, page 23	<p>RFP States: The PCPS database shall be updated with all Citation payment transaction details. Information received from the MVD about payments made to the MVD shall be reconciled with the Citation database. Because the MVD payment and the records for the payments made come separately, the Contractor will not post MVD payment information unless approved by the PVB. Question: What is the method of receiving these payments from MVD? Are these batch data files? Is this an SFTP process? If so, does the City provide a secure FTP server for this data file exchange?</p> <p>ANS: The City’s desire is for the Proposer to establish an agreement with the MVD to collect and forward such payments directly to the proposer. The proposer shall post these payments to the correct citation accounts. Within forty-eight (48) hours from date of receipt of such payments from the MVD, excluding holidays and weekends.</p>
20.	2.69 Parking Information Website (PIW) Maintenance, page 43	<p>Is the City looking for the selected vendor to host the PIW site? Also, can the City provide information on what development tools if any were used to create the PIW and if the vendors will be required to use these same tools for the maintenance of the site?</p> <p>ANS: The City’s desire is for the Proposer to host the PIW as a stand-alone website.</p>
21.	2.67 Pay-By-Web System, page 42	<p>Does the City require vendors to use a specific credit card processor for web and phone payments?</p> <p>ANS: No.</p>
22.	2.40 Cashiering Support	<p>RFP States: The contractor shall provide cashiering work station equipment, hardware, and software. Does this include credit card machines? If so, what quantity is required?</p> <p>ANS: Yes; ideal situation would be for the credit card processors to be built-in as part of the cashiering work stations. There are two (2) cashiering stations with two (2) credit card processors.</p>
23.	Schedule D as referenced in 4.8, Roles and Responsibilities. p.74	<p>The RFP asks that we project City staff hours in various categories. Would you please indicate the number of people and job function (e.g., supervisor, manager) who will be assigned to work with the Contractor during implementation, and if possible, their areas of involvement, such as notice review and approval, correspondence review and approval, cashiering, financial interface and reporting, networking and security, handheld software review and approval, EMS, citation processing system testing and approval, and review and approval of training plans and materials.</p> <p>ANS: City staff will assign one (1) project manager. Other City staff e.g. ITT staff, Finance staff, etc. will be assigned on an as needed basis.</p>
24.	1.5 Definitions and Attachment C	<p>Is the “Special Collection Fee” capped or somehow limited with city or state statute? For this special collection fee, can the fee be a percentage of total owed converted to a fee or does it have to be a static collection fee?</p> <p>ANS: The “special collection” is capped and added to the collections amount. At no point, nor under any circumstances shall the City be liable or responsible to pay this “special collections” fee to the Proposer.</p>

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25.	2.84 Special Collections System	Can the city please provide the citation collection rates at the following intervals (30 days, 60 days, 90 days, 180 days, 1 year, and 2 years) and how those rates are calculated? ANS: The City can only provide the most current aggregate collection rate; it is 64%.
26.	2.84 Special Collections System	Can the City please define the current outstanding debt (volume and dollars) by issuance year and will the proposed vendor be authorized to collect on this backlog debt? ANS: The current outstanding debt related to unpaid citations is approx. \$3.2 million for the most recent three (3) years.
27.	2.84 Special Collections System	Can the city please define all available enforcement sanctions (i.e. DMV registration hold, booting and towing, etc.)? ANS: The City has a booting program; vehicles with more than three (3) outstanding citations in penalty phase are boot eligible.
28.	2.84 Special Collections System	Can the city please define the citation life cycle (i.e. what is the process from issuance to collection and/or disposition along with associative time frames and actions taken)? ANS: The current citation life cycle is set to be forty (45) days.
29.	2.84 Special Collections System	Can the City please identify the current violation mix (i.e. what percentage of tickets are expired meters, street cleaning, expired plates, etc.)? ANS: Accurate numbers are not available.
30.	2.84 Special Collections System	Can the city please identify the percentage of tickets issued to residents of Santa Fe, residents of New Mexico and out of state residents? ANS: Requested information is not available.
31.	SOW, EMS, 2.13 p. 16	Re: "d) The capability to interface with the ECIRS and to incorporate manually entered data ". Could you please be more specific: what type of data, entered by whom into what system; and how/where would such data have to be displayed or otherwise presented? ANS: The capability of the EMS to interface with the ECIRS and allow manual input of daily activity logs. This would be done by a City employee at City’s discretion.
32.	2.3.c Handheld Device Requirements p. 13	Does the MVD offer real time access capability to retrieve Disabled Person placard information? Will the MVD allow a private vendor to access the real time capability? If so, please provide information on how the interface works. ANS: The proposer is tasked with obtaining the necessary information.

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33.	2.3.g Handheld Device Requirements p. 13	What are the minimum and maximum number of images to be captured, per citation? ANS: Minimum two (2) and maximum four (4) images per citation.
34.	2.21 Citation Processing	d) What is the current volume of drive-aways (requirement is to mail a facsimile of the citation to the registered owner within (3) days of issuance)? ANS: Approx. 2% or 600. 3) What is the current volume of citation corrections (requirement is to mail a facsimile of the citation to the registered owner)? ANS: Less than 1,000.
35.	2.60 Abandoned Vehicle Tracking System (AVTS)	RFP states: When an abandoned vehicle is towed, the Contractor’s system must automatically generate and send a notice of towing for abandonment to the registered owner. What is the current volume of abandonment notices sent to registered owners? ANS: Accurate information is not available.
36.	2.26 Registration Hold Interface page 21	RFP States: To provide an on-line, real-time interface with the MVD within New Mexico and Out of State to place these holds and to release them when a Citation is resolved, to automatically forward information required by each State MVD for registration hold processing, and to document acknowledgment of receipt of required information by MVD. Question: Does the City or the City’s current vendor place delinquent citations on hold at the MVD? ANS: No.
37.	2.24 MVD Data Integration, Page 21	RFP States: The Contractor must provide a system with the ability to immediately retrieve vehicle-related information in a real-time, on-line environment from the New Mexico MVD and integrate it into the PCPS. This requirement is also stated throughout the RFP. Question-1: Can the City elaborate on what kind of real-time access New Mexico MVD offers and if this functionality is provided by the current vendor. ANS: Proposer is tasked with obtaining the necessary information. Question-2: Can the City provide the interface specs for doing real time look ups to the New Mexico MVD and what types of interfaces does the MVD offer (Ex. API’s, Web Services, other?)? ANS: Proposer is tasked with obtaining the necessary information. Question-3: Can the City provide a contact at the MVD that vendors can contact for more details on all the interfaces that New Mexico MVD offers? ANS: Proposer is tasked with obtaining the necessary information.