



Procurement and Contracting Services

Request for Proposals Parking Permit & Citation Management System

ADDENDUM #1

**Please mark all proposal submission
Envelopes with the following information**

**Sealed RFP # L192224
Due on June 10, 2022 no later than 2:00 PM, MST**

The following questions were received prior to the close of the Technical Question period on June 1, 2022 at 12:00 PM MST:

1. How many citations are issued annually and if feasible can a breakdown by type and amount be provided?

Approximately: 32,150

Code	Violation	Citation Amount	Number of Citations
1DA	1DA	\$400	6
1DA	W/C Space/Access - 1DA	\$400	88
1UE	Unauthorized Electrical Outlet	1 st : \$95 2 nd : \$120 3 rd : \$170	1
1RA	Tow - 1RA	\$0	30
1NG	Tailgating\Disregard Cntl Device	\$400	80
2I	Subsequent Offenses - 2I	\$50	1
1GB	Service Space	\$60	1186
3I	Scooter Impound	\$100	0
1UAB	Relocation Tow -1UAB	\$100	208
1NA	Prohibited Use of Permit/Shared	\$400	208
1BB	Prohibited Parking	\$85	764
1KA	Parking Permit Vio	\$50	6624
AB	Parking Over Line	\$60	1237
1CA	Park/Improper Area	\$60	4055
1EA	Overtime	\$50	1357
1OA	Other Violations	\$50	2
1XA, 1XB, 1XC	Moving/Speeding/Safety 1XA-1IG	1 st : \$95 2 nd : \$120 3 rd : \$170	236
1FA	Meter/Mobile Pay Violation	\$50	7576
1CA	Improper Parking	\$60	6959
ALL	IOU Non 2nd St Garage	\$16	492
IOUG	IOU Garage	\$16	481
SAME as IOUG	IOU 2nd St Garage	\$16	147
1FLP	Failure to Link Plate	\$50	12
1CR	Carpool	\$50	6
1VA	Boot Tampering	\$420	4
1QA	Boot Fee - 1QA	\$80	359
2Q	Bike - Improper Locking	\$20	1
2F	Bike - Impound/Bike/Skateboard	\$25	0
1XB	2nd Moving/Speed/Safety 1XA-1IG	\$120	1
1EG	Garage Overstay	\$50	N/A

1VG	Boot Replacement	Up to \$750 or cost of boot	N/A
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2. How many handheld ticket issuance devices are needed?

We have our own devices (Android Tablets) and will be looking to keep those in place unless absolutely necessary to change. We are against using iPhone or iPads. Our requirement for handhelds is 18. Each of the handheld have APEX Data Max/Oneil 3s connected via Bluetooth.

3. How many permits are desired to be issued annually virtually and physically?

Virtual: 26,000 Physical Permit 4,700.

4. How many permit types are there?

Approximately 50

5. Question regarding terms and conditions sections 4.31, 4.52, and 4.53. These terms are not applicable to changes made to our software over the course of requested changes by the University. Since this is a software as a service (SaaS) offering, the product remains the copyrighted property of EDC Corp. Is there a problem striking those terms from any potential contract we might execute?

The University is willing to consider exceptions to our terms and conditions but would expect to negotiate, in good faith, any requested changes upon award.

6. Item 5.6 Term of Agreement. Can the initial three-year term begin on the go-live date as opposed to the contract execution date? This allows for full three-year use of the software.

The University would be willing to discuss the term upon award.

7. How many tablets are currently used for citation enforcement?

We have our own devices (Android Tablets) and will be looking to keep those in place unless absolutely necessary to change. We are against using iPhone or iPads. Our requirement for handhelds is 18. We also have 3 cradle points in our LPR Patrollers. Each of the handheld have APEX Data Max/Oneil 3s attached via Bluetooth connections.

8. How many parking office staff will need access to the software at the same time?

We would prefer that the system be web based and that there be no restrictions on the number of concurrent users. If a number is required, we would estimate the need for the following concurrent users: (6) Customer Relations, (2) Garage dispatching, (3) parking dispatch, (3) Admin, (6) business office, (2) IT. This is in addition to any users that the system needs to operate and in addition to any users logged into citation issuance devices.

9. Are fully integrated P2PE credit card devices desired for card-present permit sales or citation payments from the parking office? If yes, how many?

Yes, the university is converting to the use of P2PE (validated) terminals only. The type of P2PE devices will be reviewed by the university. Initially, we would require six (6) P2PE devices. Parking and Transportation would prefer to be the merchant of record through our Acquirer Bank- Bank of America. For online sales, we prefer to utilize Bank of America with Cybersource payment gateway.

10. It was mentioned there are three mobile Genetec LPR Patrollers. How many fixed SharpV cameras are used on campus, if any?

14 total. Highland Garage 6ea (with Multi-Tennant), South Stadium 6ea (with Multi-Tennant) and Honors Garage (permits only, free flow)all of these facilities are gateless.

11. 5.0 General Functionality, Business Office; Line 106: Capability to upload data back into the system and mark citations/permits/bus passes as processed. Can you please describe the use case for this item?

Multiple citations letters are sent to customer. After each letter is generated, the system should mark that citation (step) completed with date stamp. Date stamp is also required for citations that have been sent to student account or collection.

12. Is it okay to reference external documents or would you prefer the comments in the Excel file? For example, line 5 in the General Info tab, Describe your contingency plan to prevent service disruptions. I have existing documentation that describes this in detail. Do you want me to cut/paste into the spreadsheet or reference the external document?

We prefer to have responses on the excel sheet to keep the review of all bids consistent without reviewing attachments. If attachments are necessary, please maintain to a minimum.

13. Please provide the total amount of permits issued for 2018, 2019, 2020 and 2021.

FY2018 - 26383

FY2019 - 26108

FY2020 - 29634

FY2021 - 18690

In general, one thing that has been difficult is to create reports with historical data.

14. In the presentation it was mentioned that football & basketball special event parking is not sold via the online portal, but rather, an in-house transaction only. Can you clarify how you sell special event permits online & offline? If not online, does the University want to start offering this through the awarded vendor?

Offline: We offer season parking permits for Football and Basketball which can only be purchased by calling or coming into the office. Online: We offer through HONK the ability to purchase gameday parking passes but not season passes. Yes, we would like to offer this product online. If the awarded vendor system's is capable, we would need review the ease in setup and ease in user navigation before we offer online purchases to the general public.

15. What is the University timeline to remove the remaining 6 garage gates?

We hope to have this done prior to the end of calendar year 2023. However, this is a goal, and may not be achieved. It's also possible that one parking facility be much later, or never.

16. Does the University serve as the Merchant of Record or would they like the Vendor to serve as the Merchant of Record?

We would prefer to be the merchant of record utilizing our Acquirer – Bank of America. For ecommerce, we prefer to utilize our Acquirer – Bank of America with Cybersource as the payment gateway.

17. What percentage of citations go uncollected each year? (in-state & out-of-state)

The overwhelming majority of parking citations are issued to students and employee and are collected via internal processes, including holds on student accounts. Arizona has a unique state law that restricts the three state universities from issuing citations to visitors to campus, so we have a high number of these sort of citations that go uncollected due to the in which we handle those collections. In general, one thing that has been difficult to identify is the exact percentage of uncollected citations.

18. How many notices/letters are mailed each year?

Estimated 650 FY. It should be noted that all non-student accounts are handled internal to this system. So, for example, a contractor that's doing work on campus, who gets a parking citation. That account in which a parking citation is placed, is a parking and transportation services account, within your proposed system. Unlike students, the fee is not sent off to a central university account.

19. What % of citations are paid online each year?

The overwhelming majority of citations are paid online for the year.

20. Does the University perform RO lookups via the current vendor? If yes, what is the total # of out-of-state RO lookups?

No, we use an external process and third party to look up registered owner information.

21. The presentation mentions 3 LPR vehicles. Does the University have any fixed LPR cameras? If yes, how many?

14 total. Highland Garage 6ea (with Multi-Tenant), South Stadium 6ea (with Multi-Tenant) and Honors Garage (permits only, free flow)all of these facilities are gateless.

22. In reference to Section 5.1.1 (Garages) - We prefer not to have to sell a permit in the Parking Permit and Citation management system and also have to manually set up a permit in the PARCS system. Is this how your current solution is set up?

No. We currently use T2 FLEX for both Permit Management and the PARCS System. The configuration in FLEX Permit allows for an RFID unit and our university card to be link to a permit. This configuration interfaces with T2 PARCS to lift the gates with RFID unit or swipe in/out with a university card.

23. Are your Android enforcement devices 1-piece or 2-piece devices? How many devices?

We have our own devices (Android Tablets) and will be looking to keep those in place unless absolutely necessary to change. We are against using iPhone or iPads. Our requirement for handhelds is 18. Each of the handheld have APEX Data Max/Oneil 3s connected via Bluetooth.

24. 5.0 General Functionality, it refers to the capability to merge vehicles, can you clarify this use-case or provide an example?

If we find that a customer entered the Lic Plate in error (wrong state, zero vs the letter O, plate entered with a dash...etc.) or if an officer writes a citation with a plate error, our current platform records these as two separate vehicles in the system. When our supervisors and staff identify this issue, we merge the two vehicles to correct the account and bring citation from both vehicle under the correct account and vehicle.

25. General Functionality Tab - Citation Management: Ease in creating new citation type. Is the University referring to a new citation violation code? For example, Parked Next to Fire Hydrant.

Yes, periodically our citations are adjusted, renamed, increased/decreased in fine amount, etc. We need to be able to establish and adjust citations easily at the Manager level and above without depending on IT or the parking provider to change.

26. General Technical Info Tab - Customer Web Portal Extensibility: Does your system have a Workflow Tool to automate and define business flows/processes (i.e. vehicle permit, bus passes, special event parking). Could you please expand on this?

Workflow for different product types that a customer can purchase on the web portal. A vehicle permit purchase workflow would have different screen prompts for the type of data required (vehicle information) versus a purchase for a bike locker which doesn't require this information.

End of addendum, all else remains the same.



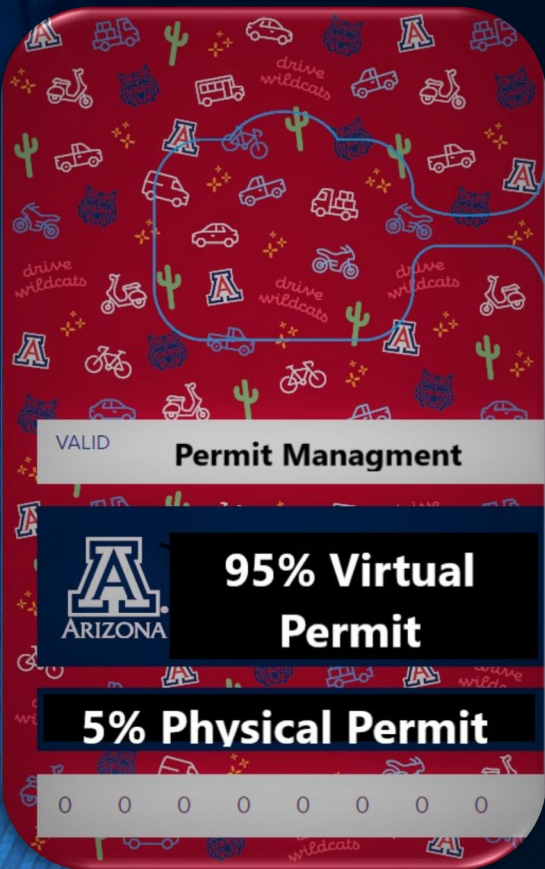
Parking & Transportation Services

BUSINESS OPERATIONS

MANAGE 18,379 PARKING SPACES WITHIN TEN (10) GARAGES AND 190
SURFACE LOTS

Permit & Citation Management

Platform: T2 Flex Permit & Citation Management System
T2 FlexPort Web Portal – Customer Interface



- Account Management, Configuration/Setup: Facilities, Permit Types, RFID link, LPR Codes, Citations, Appeals, Sales, and Waitlist
- Validation Types: Hourly, Daily, Time/Discount Specific
- Citation process works in conjunction with the Enforcement App to upload data into the account management system
- 95% Virtual Permits - Permit by License Plate
- 5% Physical Permits – Occasional Use Garage, Retiree, Contractor, Vendor, Department Permits, Press Pass, Football and Basketball Permits. Not sold online.
- FlexPort Web Portal – Customer Account
 - Purchase permit – Vehicle or alternative transportation products
 - Add/edit waitlist
 - Update vehicle information (associate/disassociate)
 - Pay or appeal a citation
- In-house cashier transactions and web portal online transactions
- Payment Method Types: Credit Card, Payroll Deduction and Bursar Student Account Transfer

Mobile & License Plate Recognition Enforcement

Platform: T2 Enforcement System



- Three LPR vehicles - Integrates with Genetec's AutoVu automatic license plate recognition (ALPR) system
 - Equipped with onboard computer system
 - E-Ticketbook Citation Software in LPR Patrollers

Traditional Mobile Enforcement

- T2 Mobile Enforcement Software on Tablets – Android
- Capability to view scofflaw rules and hotlists
- Officer capability to view scofflaw notices prior to issuance of citation

Dispatch

Platform: T2 Flex



- Process boots, tows and citations workflows; including payments uploaded from the E-Ticketbook Citation Software in LPR Patrollers
- Input and manage handheld notifications, scofflaw and customer notes
- Input or correct vehicle and citation records
- Issue citations for (tailgates) or other operational situations from desktop version
- Run reports for officers, citations, scofflaw, boots, tows and permits
- Vend garage gates

Special Events

Platforms: T2 Flex & Parkhub



Manage event parking on campus ranging from large athletic events to smaller department events.

- Small events: *Issue swipe cards to enter/exit garage
- Large events: Fee collectors. In addition, we use Parkhub handhelds to scan presold passes at garage/lot entrance. T2 FLEX: Configuration/Setup Special Event Permits for football & basketball – not sold on web portal, in-house transaction only.

Alternative Transportation

Platforms: T2 Flex & T2 FlexPort Customer Interface



- Bike locker and enclosure permits
- Bike Register (lost/found) uploaded into T2 Flex vehicle tables.
- Transit passes – City bus and streetcar transit passes. Subsidized 50%.
- City bike share passes – Subsidize 50%
- Carpool program
- Boarding Passes and Park and Ride Permits for use with Cat Tran, our campus bus service.



Garage & Surface Lots

Platforms: T2 Flex & Passport Mobile App

- ❖ **6 Gated Garages – Occupancy Monitoring T2 Flex**
- ❖ **4 Gateless Garages - Genetec Dashboard Occupancy Monitoring System - Hourly Parking – Passport Mobile App**
- ❖ **190 Surface Lots - Hourly Parking – Passport Mobile App**





Parking & Transportation
Services

Any Questions?