

COUNTY OF FRESNO

ADDENDUM NUMBER: ONE (1)

RFP NUMBER: 988-5172

PARKING CITATION SERVICES

July 31, 2013

PURCHASING USE

ssj

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IMPORTANT: SUBMIT PROPOSAL IN SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

COUNTY OF FRESNO, Purchasing
4525 EAST HAMILTON AVENUE, 2nd Floor
FRESNO, CA 93702-4599

CLOSING DATE OF PROPOSAL WILL BE AT 2:00 P.M., ON AUGUST 6, 2013.

PROPOSALS WILL BE CONSIDERED LATE WHEN THE OFFICIAL PURCHASING TIME CLOCK READS 2:00 P.M.

Proposals will be opened and publicly read at that time. All proposal information will be available for review after contract award.

Clarification of specifications is to be directed to: **Craig Nickel, phone (559) 600-7110,**
e-mail CountyPurchasing@co.fresno.ca.us, **FAX (559) 600-7126.**

NOTE THE ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS OF REQUEST FOR PROPOSAL NUMBER: 988-5172 AND INCLUDE THEM IN YOUR RESPONSE. PLEASE SIGN AND RETURN THIS ADDENDUM WITH YOUR PROPOSAL.

ACKNOWLEDGMENT OF ADDENDUM NUMBER ONE (1) TO RFP 988-5172

COMPANY NAME: _____
(PRINT)

SIGNATURE: _____

NAME & TITLE: _____
(PRINT)

QUESTIONS AND ANSWERS

Q1 #13 on page 26 indicates a requirement for web based access to contest citations and also mentions forms online to contest citations. Please clarify if the County would like an online contest application that populates the parking system in real time with contest information and provides the parker the ability to see violation pictures online.

A1 It is not necessary to provide the parker the ability to see the violation pictures. The ability to contest online is desirable though.

Q2 Is having an all in one handheld more or less important than having GPS capability on the handheld?

A2 GPS functionality is not a requirement. All available handhelds will be reviewed and tested for functionality vs. being a one or two piece unit.

Q3 Please provide specific scofflaw criteria.

A3 Please narrow down your specific questions regarding scofflaw.

Q4 On page 32, number 3 under "The County will have the ability to enter remotely:", please give an example of when the county would update letter data and what type of information is being updated.

A4 Add custom notes to citations, enter reason codes for voids or dismissals, and be able to write and review comments not viewable to the public i.e. phone notes

Q5 How often will manually completed adjudication forms be sent to the contractor for processing? Will they be sent via scan & email or by postal mail?

A5 Manually adjudicated forms will not be sent to the contractor. County staff will enter the disposition and all documentation will be stored by the County.

Q6 What fees does the County currently pay the current citation processing provider?

A6 See attached page.

Q7 What is the percentage of citations are paid online?

A7 Approximately 50% of revenues are collected through the current citation administrator. However there is no delineation between on line or over an IVR.

Q8 What is the percentage of citations associated to a level 1 appeal?

A8 We process approximately 35-40 level 1 appeals per month.

Q9 What is the percentage of citations associated to a level 2 appeal?

A9 We perform on average 4 administrative hearings per month.

Proposal for Parking Citation Services Fresno County – July 25, 2008

SECTION 7 – COST PAGE

PHOENIX GROUP FEE STRUCTURE				
Annual Volume 13,500		13,500		
<u>CITATION PROCESSING</u>	% by	Volume by	Proposed	Extended
	<i>Category</i>	<i>Category</i>	<i>Rate</i>	<i>Fee</i>
Citations - Automated	80.00%	10,800	\$1.02	\$11,016.00
Citations - Handwritten	20.00%	2,700	\$1.02	\$2,754.00
Delinquent Notices w/postage	50.00%	6,750	\$0.73	\$4,927.50
Payment Processing	84.00%	11,340	\$0.00	Included
Process DMV Holds		0.00	\$0.00	Included
Reports – Internet Accessible		0.00	\$0.00	Included
IVR Toll Free Phone Service 24 hours		0.00	\$0.00	Included
Internet Access (unlimited)				
User Accounts		0.00	\$0.00	Included
Credit Card Processing (\$3.95 Charge to Public)				Included
				\$18,697.00
<u>TOTAL</u>				\$1.38
<u>AVERAGE COST PER CITATION</u>				
Out of State Processing			32%	\$0.00
NSF letters (2%)	0%	0.00	\$1.50	\$0.00
Review Letters	0%	0.00	\$1.50	\$0.00
Hearing Scheduling and Letters	0%	0.00	\$1.50	\$0.00
Hearing Dispositions	0%	0.00	\$0.00	Included
Special Collection Letters	0%	0.00	\$1.50	\$0.00
<u>ENFORCEMENT SOFTWARE FOR AUTOMATED TICKET WRITERS</u>				
Monthly Cost for Hardware Software, Software Support and Software Updates			\$0.32 Per Cite	\$4,320.00
Above Includes full service support and currently installed hardware				Included
Citation Forms (to be used in Automated Citation Writers)				\$0.05 each
<u>Self Addressed Envelopes</u>				
Upgrade Equipment to IT 3000 – No Camera	<u>Additional Cost</u>		\$0.15 Per Cite	\$2,025.00
Upgrade Equipment to IT 3000 – with Camera	<u>Additional Cost</u>		\$0.27 Per Cite	\$3,645.00
Upgrade Equipment to IT 600 w/O'Neil Printer	<u>Additional Cost</u>		\$0.27 Per Cite	\$3,645.00
Upgrade printer only	<u>Additional Cost</u>		\$0.10 Per Cite	\$1,350.00
Additional Costs – Courier Cost for Post Office – Fresno to Santa Ana Express Mail Delivery. Cost of Post Office Box – no charge			\$35.00 each delivery	
Costs may increase on 11-1-2009 equal to the Consumer Price Index (CPI) not to exceed a 5% increase above the costs stated above.				
All increases in the Postage rate will be borne by the COUNTY. Cost for Payment Processing and Second Notices will be increased equal to the postage increase, any time the US Postal Service increases the cost for postage.				