

**TOWN OF MANSFIELD  
DEPARTMENT OF BUILDING AND HOUSING INSPECTION  
MANSFIELD, CONNECTICUT  
REQUEST FOR QUALIFICATIONS**

**RFQ No. BH012011**

**Issued: May 9, 2011**

**Subject: Town Ordinance Violation and Ticket Management**

The Town of Mansfield through the Office of Building and Housing Inspection, will receive proposals in accordance with the instructions, conditions and reservations that follow:

**CLOSING DATE**

Proposals will be received until 3:00 pm, June 1, 2011 in the Office of Building and Housing Inspection, Town Hall, 4 South Eagleville Rd., Mansfield, CT 06268.

Any proposal may be withdrawn prior to the above-scheduled time for receiving proposals or authorized postponement thereof. Any proposals received after the date and time specified shall NOT be considered.

**INSTRUCTIONS**

Proposals are to be submitted (**FIVE COPIES**) in a sealed envelope and clearly marked with the bid number and description on the outside of the envelope, including all outer packaging (DHL, FedEx, UPS, etc).

**Proposals must be delivered to:**

Department of Building and Housing Inspection  
Town Hall  
4 South Eagleville Road  
Mansfield, CT 06268

**CONDITIONS**

**Taxes:** The Town of Mansfield is exempt from all State and Federal taxes. Do not include these amounts in your quotation.

**Addendums:** All addendums will be posted on the town website, [www.mansfieldct.gov](http://www.mansfieldct.gov). It is the responsibility of the bidder to check the website for any addendums before submitting their bid.

**F.O.B. Destination:** All prices quoted must be net delivered to destination.

**Conflict of Interest:** No public official or employee shall, while serving as such, have any financial interest or engage in any business, employment, transaction or professional activity or incur any obligation of any nature which is in substantial conflict with the proper discharge of his/her duties or employment in the public interest.

**RESERVATIONS**

The Town of Mansfield may consider informal any proposal not prepared and submitted to the Town in accordance with the provisions herein stated. The Town of Mansfield reserves the right to reject any or all proposals or parts of proposals; to waive defects in same proposals; or to accept any proposal or part thereof deemed to be in the best interests of the Town of Mansfield.

## **SCOPE OF SERVICES**

The Town of Mansfield is seeking a vendor to manage its ordinance violation citations and parking tickets. The vendor's proposal must include a detailed plan of the computer and other services to be developed for the Town. The Town has implemented a new "Residential off Street Parking" ordinance and seeks to track this and all ordinance enforcement activities that contain fee provisions with one software package. The product provided must have the ability to collect and track payments made in person, via mail, telephone and the internet. The chosen vendor will be required to provide all hardware and software, notices, reports, conversion of master files, and other items as specified herein. All costs for conversion must be absorbed by the vendor. It is expected that all services be successfully implemented within thirty (30) days of the Town of Mansfield entering into an agreement with the contractor, unless negotiated differently.

## **METHOD OF AWARD**

The Town of Mansfield will be taking into consideration more than cost in its evaluation process. Other criteria will include but not be limited to the following:

- Ability of the vendor to provide the services.
- Favorable reference checks (**particularly with any Connecticut municipalities**).
- Overall financial position of the vendor and its stability/ ability to provide specified insurances.
- Level of public sector experience of firm and staff assigned.
- The accessibility of the vendor's staff to the Town staff.
- Quality and ease of use of hardware and software proposed.
- Experience and understanding in working with the State of Connecticut
- Department of Motor Vehicles for processing registration requests and administering the DMV's Registration Hold Program for unpaid tickets.
- Experience and direct access to the remaining out-of-state Department of Motor Vehicle (DMV) agencies, particularly with the nearby States of Massachusetts, New York and Rhode Island.

It is the intention of the Town to review the proposals to determine the vendor's understanding and approach to the project. Based upon this review, we will determine a short list for the interview process. The vendors will be notified of their selection for the short list.

Interviews will be scheduled with selected vendors and they will have 30 minutes to make a presentation and answer questions. Once the interview process is complete the Town will choose the most qualified vendor from the short-list The Town and the vendor will negotiate a contract based upon the information provided. If the Town and selected vendor are unable to negotiate a contract, the Town reserves the right to negotiate with the next qualified vendor.

## **CONTRACT PERIOD**

The term of the contract shall be for an initial two (2) years and may be renewed upon mutual agreement of both parties for three (3) one year periods.

## **PAYMENT**

The Town of Mansfield will pay the vendor a percentage of monies collected for current and any backlogged tickets, in addition to reimbursement for postage on delinquent notices.

## **SYSTEM UP-TIME**

Vendor's computer system shall be hosted by the vendor online such that approved Town of Mansfield staff can access it via an Internet connection and all services shall be available to the

Town no less than ninety-five (95%) of the duration of Agreement. Failure to meet specified up-time shall be grounds for cancellation of contract. Upon request from the Town, vendor shall make every effort to maximize its computer system's hours of operation.

### **BACKUP SYSTEMS**

Vendor must provide for total backup for all software, hardware and other equipment. All data files and databases are to be backed up at least once per day. The backed up data is to be sent to offsite storage on a daily basis.

### **DISASTER RECOVERY PLAN**

In addition to backups, the vendor should state what their disaster recovery plan is for its computer facility. It is expected that each vendor should have an offsite, mirrored facility should an incident render the vendor's primary facility inoperable.

### **INSTALLATION TIME FRAME**

Vendor must demonstrate their ability to install and operate the proposed system within thirty (30) days notice of award, unless negotiated otherwise.

### **COMPONENTS OF SERVICE TO BE PROVIDED**

The vendor chosen to provide online parking violations computer services will provide the following at no additional charge:

- All hardware and software required to run an online computer service which meets the Town's specifications.
- Any installation costs.
- All reports as requested within the Town's time frame.
- A toll free number for the Town to contact vendor service and support (this number should be operational from 8:00 AM to 5:00 PM Eastern Time).
- All necessary forms and tapes.
- All initial and ongoing training.
- Provide for retention of data for ten (10) years.

### **HANDHELD SPECIFICATIONS**

The Town of Mansfield is looking for the chosen vendor to supply two (2) handheld ticket writers for automated parking ticket issuance. The Town requires the following specifications:

- Each unit to be a one-piece, self contained unit with a built-in-thermal printer
- Image capture and barcode reading capabilities
- Weigh less than 2 pounds
- Readable in all weather conditions
- Drop durability of four (4) feet to concrete
- Operating temperature of -4°F to 122°F
- Complies with the IP54 rating for dust and water-splash protection
- No loss of data while transferring data from handheld to server
- Customizable Programming
- **Vendor is responsible for providing all handheld ticket stock throughout the duration of the contract at no additional cost.**

### **HARDWARE AND SOFTWARE NEEDS**

The following hardware and software is to be provided at no additional charge to the Town:

- One (1) PC Workstation

- One (1) Laser Printer
- Two (2) Single-piece Handheld Ticket Writers
- Five (5) Software Licenses to vendor's Ticket Management System

All hardware to be provided to the Town of Mansfield must be new, state-of-the-art, and fully operational. Malfunctioning equipment shall be repaired within twenty-four (24) hours of notification to vendor at no charge to the Town. If equipment will not be repaired within twenty-four (24) hours, vendor must exchange malfunctioning equipment for new, to be in place and operational on the next day after the vendor is notified. The vendor may want to consider having spare stock of the Town's necessary computer equipment to be able to meet this requirement.

**RESPONSE TIME OF SYSTEM SERVER TO COMPUTER TERMINAL**

Vendor's computer system must be able to deliver a response to an on-line terminal inquiry within (one-half second) 0.5 seconds.

**SECURITY FEATURES/ AUDIT TRAIL**

The vendor must provide adequate security features for both the hardware and software of the system, such as password security, and provide an audit trail of record changes to the system by all users.

**TRAINING OF TOWN STAFF**

Vendor shall provide training of the current Town staff on the computer system until competency on the vendor's hardware and software is achieved. Training will also be required, both classroom and field training, for all Town staff who will be utilizing the handheld units. Vendor throughout the term of the contract will train any new staff member within 14 days of notice by the Town. All requests for training by the Town shall be honored at no charge. Vendor should briefly explain how training shall be implemented.

**IN-STATE PROCESSING**

Vendor is required to directly interface with the State of Connecticut Department of Motor Vehicles (DMV) and must have an account with the same for license plate lookup services. A copy of said agreement must be available for inspection by the Town of Mansfield. Vendor must show experience with at least three (3) Connecticut municipalities for a minimum of two (2) years from the date of this RFP through detailed references.

**SCOFFLAW PROCESSING**

Vendor must provide an automated and direct interface to the Connecticut DMV to process scofflaws via registration holds in accordance with State DMV guidelines.

Vendor must have experience providing this service to at least the (3) Connecticut municipalities for a minimum of two (2) years from the date of this RFP and include this list with their RFP response. Vendor should also have experience for the clearance of any registration holds after tickets are paid.

**OUT-OF-STATE PROCESSING**

Vendor is required to interface directly with all of the remaining non-Connecticut DMV agencies throughout the United States to acquire registration data. Due to Mansfield's close proximity to the States of Massachusetts, New York and Rhode Island, of particular importance is demonstrated experience of interfacing directly with the DMV agencies from these states. Vendor must be able to issue notices to non-Connecticut violators for citations unpaid after the due date of the ticket.

## **NEW TICKET AND CITATIONS PROCESSING**

The vendor must provide Town personnel with the ability to account for and process all newly issued parking tickets and citations.

The following fields must be accepted and verified:

- Ticket or Citation number; consisting of up to a ten (10) digit sequence number
- Ordinance Number
- Date and time of ticket or citation issuance
- Issuing agent
- Violation location
- Registration state (two character abbreviation) (Parking only)
- Registration number (Parking Only)
- Vehicle class code (Parking Only)
- Vehicle make (Parking Only)
- Vehicle color (Parking Only)
- Any other information fields that the Connecticut Department of Motor Vehicles may require of the Town of Mansfield to include on its tickets (Parking Only)

## **NOTICES**

Vendor will be responsible for the issuing and sending of all parking violation and citation notices. Each type of notice should have the provision of five (5) line items. Notice text must be able to be changed within twenty-four (24) hours of request by the Town.

Notices are to be printed at least once per week for all vehicles having any tickets or citations that previously have not been noticed and remain unpaid.

Notices are to be addressed to the vehicle's registered owner based upon registration files from the various states department of motor vehicle agencies or in the case of citations to the violator as allowed by ordinance. Vendor must actively pursue locating new addresses for violators whose notices have been returned for lack of a valid address and not send further notices until a new address is obtained.

Each notice should identify:

- The date the notice is generated
- The vehicle's registration/ plate number and state (Parking Only)

Each notice should also include the following:

- Ticket / Citation data
- Ticket number
- Violation
- Violation location
- Fine amount
- Penalty amount
- Total amount due for all listed tickets and / or citations
- Language on the notices will vary according to the type of notice.

## **REPORTS**

Vendor will be responsible for the programming and issuing of all reports listed below.

The vendor at no charge to the Town shall fulfill any requests for new reports or modifications to existing reports. The Town should also have the ability to generate ad hoc reports directly from the vendor's system:

- **Monthly New Ticket and Citation Report** showing the new tickets and citations entered on the master file, issued by date and fine amount.
- **Monthly Payments Collected Report** showing payment processing by date of processing including reference numbers, amount paid, pay date, issue date, notice mailing date and totals for each day and each report.
- **Monthly Out-Of-State Report** showing by state/plate, tickets issued to non-Connecticut plates, including ticket number, issue date, issue time, violation code, total fines, penalties, reductions, payments and total due, together with a summary showing total for each state and grand totals.
- **Monthly Report** listing all outstanding violations sorted alphabetically by the name of the violator. The report will include the violation number, fine, penalty, reduction, paid and due amounts.
- **Monthly Disposition Report** listing by state/plate number, the violation numbers of tickets dismissed during the month on each plate, including the dollar amount for each ticket dismissed and total dollar amount for each plate and the total number of tickets dismissed that month and the total dollar value of tickets dismissed during the month.
- **Weekly Scheduled-Hearing Report** showing all tickets and citations scheduled for hearing with ticket or citation number amount, date of issue, hearing date and time, name and address of violator.
- **Monthly DMV Scofflaw Report** by license plate, showing the total plates flagged for non-renewal at the Connecticut Department of Motor Vehicles.
- **Daily On-Line Cashiering Report** listing all payments and adjustments by ticket or citation number, amount, method of payment, cashier and date.
- **Weekly Noticing Activity Report** showing by plate number, the noticing activity with mail date, ticket, number, name, address and amount due
- **Weekly DMV Make Match Failure Report** showing by ticket number the tickets that failed to match up with DMV file information.
- **Monthly Lease/Rental Report** showing by plate number, all tickets issued to lease/rental vehicles by company name, address, date of issue, location, make, color, and amount due.

### **TOWING**

The system must provide on-line facilities for tracking vehicles that have been towed for illegal parking or persistent parking offenses. The system must provide on-line retrieval of tow information to include date and time vehicle was towed, location that the tow occurred, location vehicle was towed to, date and time that tow was released.

The system must provide automatic entry of tow, storage fees upon towing of a vehicle. These fees must be displayed on the inquiry terminal along with the appropriate message to alert the Town of the action that was taken. These fees must be able to be paid and accounted for.

### **SYSTEM INQUIRY**

In addition to the traditional methods of inquiry the system should have the capability to access violator database from violator last name. Town staff must be able to input a violator's name and have all information pertaining to that individual displayed.

### **RETURNED CHECKS**

Vendor must provide for the ability to reinstate tickets and citations for which checks have been returned. When tickets are reinstated to the file, revenue accounting must reflect the reduction. In addition, the vendor's system must automatically notify an operator when a violator has

previously issued a bounced check in the past, instructing them to no longer accept payments by check from this individual.

**WEB-BASED PAYMENTS**

Vendor must have the ability to provide an interactive, real-time internet site to the Town's ticket and citation file to allow violators the ability to review and pay their open account with a credit or debt card online.