

**Addendum #1 to the City of Tustin RFP**  
**PARKING PERMIT MANAGEMENT AND CITATION PROCESSING**  
**SERVICES (Responses are in Red)**

1. How many citations are issued each year for parking?

Approximately 12,000 to 14,000 parking citations are issued each year.

2. How many permits are you currently issuing?

Approximately 370 regular permits and approximately 300 temporary permits are currently issued.

3. What types of permits do you offer?

The City offers Residential (Regular) and Guest (Temporary) permits to those who are eligible.

4. What are the amounts for each of the permits you offer?

There are no fees associated with the offered permits.

5. Can the response page limit (10 pages) be extended?

No. Proposals shall contain no more than 10 typed pages single sided using a 10 point minimum font size, including transmittal/offer letter and resumes of key people, but excluding Index/Table of Contents, tables, charts, and graphic exhibits. The purpose of these restrictions is to minimize the costs of proposal preparation and to ensure that the response to the RFP is fully relevant to the project.

6. Would the City be the merchant and supply the terminal or would the City expect the vendor too? (**Page 8, Staff Use: #4:** "Accept credit card payments")

The City expects the vendor to handle this.

7. Inbound or outbound emails? (**Page 8, Staff Use: #12:** "Store email correspondence letters.")

Vendor is to store all emails.

8. Can you please clarify? (**Page 9, Parking Citations: #18:** "Store and track car rental agency reports of responsible billing parties")

Vendor is responsible for maintaining car rental agencies points of contact.

9. How many search requests for both Canada and Mexico did the City have in 2015? (**Page 11, Registered owner name and information retrieval from out of State DMV: #1:** "Ability to obtain registered owner information from all out of State DMV agencies and Transportation Ministries in Canada and Mexico")

The City didn't have any search requests for both Canada and Mexico in 2015.

10. Who does the City bank with? (**Page 11, Payment Processing: #1:**)

The City banks with Bank of America.

11. Does the City expect to process payments on that call as well? (**Page 13, Permit Processing: #1:** " Provide a toll free number to be used exclusively for permit applications with live operators to assist applicants during the permit registration process; and)

Currently there are no fees for permits thus no payments will be processed over the telephone.

12. Number of parking tickets issued in 2015 and 2014?

During fiscal year 2014/2015 approximately 12,000 parking citations were issued.

13. Range of fines?

Fines range from approximately \$51 to \$304.

14. Range of penalties?

Late penalties include a one-time charge of \$35 and if the violation is forwarded to the DMV a one-time \$5 DMV charge.

15. Revenue for parking tickets in 2015?

During fiscal year 2014/2015 approximately \$457,500 was generated.

16. Total number of unpaid tickets for 2015?

During fiscal year 2014/2015 there was approximately 1,020 unpaid parking citations.

17. Approximate revenue value of unpaid tickets for 2015?

During fiscal year 2014/2015 there was approximately \$93,700 in unpaid parking citations.

18. Does your agency issue warning tickets? If so, what is your policy?

Currently Tustin PD does not issue warning tickets.

19. Number of persons assigned exclusively to issuing parking tickets?

Currently there are four (4) Parking Control Officer positions.

20. Number of locations where persons who issue parking tickets report?

The four (4) parking control officers are assigned to the Traffic Unit and are responsible for issuing parking citations throughout the entire city.

21. Number of locations where parking tickets can be paid?

Parking citations can be paid three (3) ways; via online, mail or telephone.

22. What software program (database) do you currently use to track parking tickets?

Current vendor's software and West Covina RMS are currently used to track parking citations.

23. How many handheld ticket writers does the City require?

The City requires ten (10) handheld ticket writers.

24. Do you mail delinquent violation notices? If yes, how many each year?

Current vendor mails delinquent violation notices. In 2015 there were approximately 11,200 delinquent violation notices mailed. Many of these delinquent notices were for citations issued in 2014.

25. How do you currently obtain registered owner name and address information?

Currently registered owner information is obtained via the Department of Motor Vehicles.

26. How many people need access to the parking management software?

Approximately five (5) employees will need access to the parking management software.

27. How many permits did you sell in 2015?

None. There are no fees associated with the currently offered permits.

28. How many citations did the city issue annually over the last 5 years?

Fiscal year 2015/2016 Approximately 13,300

Fiscal year 2014/2015 Approximately 12,000

Fiscal year 2013/2014 Approximately 7,200

Fiscal year 2012/2013 Approximately 7,700

Fiscal year 2011/2012 Approximately 8,300

29. How many permits did the city issue annually over the last 5 years?

2016 (To date) approximately 370 regular permits and approximately 300 temporary permits were issued.

2015 approximately 300 regular permits and approximately 300 temporary permits were issued.

2014 approximately 137 regular permits and approximately 136 temporary permits were issued.

2013 approximately 95 regular permits and approximately 97 temporary permits were issued.

2012 approximately 96 regular permits and approximately 111 temporary permits were issued.

30. What types of permits are issued & how long are they issued for? (i.e. quarterly, bi-annually, etc.)

See answer to Question #3. Permits are valid through to January 31<sup>st</sup> the following year and are issued annually.

31. Please describe the other code enforcement violations unrelated to parking that will need to be issued through the software.

Code enforcement violations unrelated to parking will not be issued through the software. The City of Tustin currently has a different contract with a vendor for code enforcement violations.

32. How many of these other code enforcement violations were issued annually over the last 5 years?

The City of Tustin currently has a different contract with a vendor for code enforcement violations. Other code enforcement violations will not be needed with this RFP.

33. How are handwritten tickets currently handled by the city? Does the city currently work with a parking management company?

Handwritten parking citations are entered into West Covina RMS by city personnel and those citations are processed by the current vendor.

34. How many spaces in Tustin, CA are metered parking? What is the breakout of on-street vs. off-street parking that the city manages?

Currently there is no metered parking in the City. Majority of parking is on-street. All City owned (Public) property, buildings and parks parking lots and the Metro Link parking structure are managed by the city.

35. In Section 4.4. of the Handhelds, it mentions the handhelds must have License Plate Reader capabilities. To our knowledge only one company offers this and these handhelds cost upwards of \$20,000.00. Is electronic chalking an alternative solution to this requirement?

It would be ideal to have license plate reader capabilities on the hand held ticket writers but it is not mandatory.

The City is willing to entertain the electronic chalking feature.

36. Can you please provide us with the past 3 invoices from the current provider?

See Attachment A.

37. Is the City using a ParkByPhone system so users can pay with their phones to park at a meter and if so from what company?

No. There is currently no metered parking in the city.

38. Is the City using multi-space parking meters and if so from what company?

No.

39. Is the City using a LPR system in the vehicles and if so from what company?

Currently the City uses the Vigilant LPR system in certain vehicles.

40. Please provide a flow chart for your permit program.

See Attachment B.

41. How many types of permits do you issue?

Currently the City offers two (2) types of permits (Residential and Guest).

42. Do you issue temporary permits?

Yes.

43. How long are the permits good for?

Permits are valid through to January 31<sup>st</sup> of the following year. Permits are renewed annually.

44. What is the cost for the permits?

There are no fees associated with permits.

45. Will your permit vendor do the verification and fulfillment of these permits?

Yes. The vendor selected will do the verification and fulfillment of these permits.

46. Will your permit vendor handle all incoming calls for permit inquiries?

Yes. The vendor selected will handle all incoming calls for permit inquiries.

47. Will Tustin provide the stock (hangtags/decals) for fulfillment?

Yes. The City will provide the stock (regular and temporary permits).

48. If so, what vendor do you go through for permit stock?

Western Press.

49. Page 5, section 3 of your RFP says to initial the bottom of each page of the Scope of Services and include it with the Sample Contract. Should we make this another section in the proposal that will not count towards the 10 pages?

Yes. Make this another section in the proposal and it will not count towards the 10 page limit for the proposal.

50. Page 5, section 3.2 of your RFP says to include a copy of each manufacturer's warranty. We have 3 options for handhelds. Do you want one for each?

Yes.

51. Do you want extended warranty?

The City is willing to review the option for an extended warranty.

52. Page 16 of your RFP says there is a 10 page limit on the bid response. Will you accept 10 pages double sided?

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53. Regarding Insurance on page 18 of the RFP-

Would the city consider amending the Commercial General Liability coverage in section a. from this:

**Commercial General Liability:** Commercial General Liability Insurance which affords coverage at least as broad as Insurance Services Office “occurrence” form CG 00 01,

with minimum limits of at least \$5,000,000 each occurrence, and if written with an aggregate, the aggregate shall be double the each occurrence limit.

to this:

**Commercial General Liability:** Commercial General Liability Insurance which affords coverage at least as broad as Insurance Services Office “occurrence” form CG 00 01,

with limits of at least \$5,000,000 each occurrence. The required limit may be satisfied by any combination of primary, umbrella or excess liability insurance policies.

No.

54. Also regarding Insurance on page 18 of the RFP -

Would the city consider amending the Professional Liability coverage in section d. from this:

**Professional Liability:** Professional Liability insurance with minimum limits of \$3,000,000 each claim. Covered Professional Services shall specifically

include all work to be performed under the contract and delete any exclusion that may potentially affect the work to be performed.

to this:

**Professional Liability:** Professional Liability insurance with minimum limits of \$2,000,000 each claim. Covered Professional Services shall specifically

include all work to be performed under the contract and delete any exclusion that may potentially affect the work to be performed.

No.

55. Is the City willing to change vendors and go through the necessary steps for data conversion should a company be more compliant with the requests and needs of the City than the current vendor as set forth in this RFP?

Yes.

56. Is your current permit processing outsourced through your current vendor?

No.