



CITY OF HOUSTON
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Administration and Regulatory Affairs
Department

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January 8, 2009

Subject: Letter of Clarification No. 3
Parking Management System Request for Proposal (RFP) for
the General Services Department

Reference: RFP S17-T23907

To: All Prospective Proposers:

This Letter of Clarification is issued for the following reason:

- **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**
 - 1 **Supplier question** Referencing page 21, section 3.7, how many employees will need to be trained on the parking application?
COH Response: Please refer to page 29, section 9.8.1 of the RFP.
 - 2 **Supplier question** Referencing page 21, section 3.7, how many staff will need to be trained on the handhelds?
COH Response: Please refer to page 29, section 9.8.1 of the RFP.
 - 3 **Supplier question** Referencing page 21, section 3.7, can the parking office be closed for training?
COH Response: No.
 - 4 **Supplier question** Referencing page 21, section 3.7, can training occur during the day or will training need to occur at night and/or on the weekend?
COH Response: Training must take place between Mon-Fri, 8 am to 5 pm.
 - 5 **Supplier question** Referencing Page 21, section 3.8, will the hearing officers need access to the parking application?
COH Response: Please refer to page 29, section 9.9.5 of the RFP.
 - 6 **Supplier question** Referencing Page 21, section 3.8, will the hearing officers need a separate training or can they participate in the training for the general parking staff?
COH Response: Please refer to section 9.9.5 of the RFP.

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- Supplier question** Referencing page 23, section 4.7.4, can the City provide their current ticket stock specs?
- COH Response:** The Contractor shall print a one-part citation form, front and back. The Colors shall be red ink on the front, and gray ink on the back. Printed on 18 pound white bond. The page size shall be 2 1/4" wide x 6" long. The citations are to be fan-folded. The horizontal perforation shall be every 6", and the perforation shall separate one citation from each subsequent citation.
- 8 **Supplier question** Referencing page 25, section 5.2.13, does the City require paper manuals? In order to respect the "Go Green" initiative, would the City consider only electronic manuals?
- COH Response:** Yes, the City requires paper manuals.
- 9 **Supplier question** Referencing pages 27, section 8.3.1, would a Bluetooth network be acceptable?
- COH Response:** No.
- 10 **Supplier question** Referencing pages 27, section 8.3.2, what is the City's current meter database?
- COH Response:** Digital Payment Technology's EMS system and an excel database.
- 11 **Supplier question** Referencing pages 27, section 8.3.3, can the City provide business processes for the collection export?
- COH Response:** This information will be provided to the supplier that is awarded the contract.
- 12 **Supplier question** Referencing pages 27, section 8.3.3, can the City provide the file format and data layout for the collection export?
- COH Response:** This information will be provided to the supplier that is awarded the contract.
- 13 **Supplier question** Referencing pages 28, section 8.3.4, is the vendor expected to create the self-service payment solution?
- COH Response:** Yes.
- 14 **Supplier question** If no, is the parking application going to export data to an external database? Will payment information be imported back into the parking application for payment reconciliation?
- COH Response:** The vendor is expected to create the self-service payment solution.
- 15 **Supplier question** Referencing page 28, section 8.3.5, can the City provide business processes for the collection export?
- COH Response:** This information will be provided to the supplier that is awarded the contract.
- 16 **Supplier question** Does the City currently send requests directly to the State of Texas?
- COH Response:** No. City maintains a database that is updated weekly by CDs sent by the Texas Department of Transportation.
- 17 **Supplier question** What is the file format and data layout required by the state?

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- COH Response:** See TXDOT_RECORD_STRUCTURE_2_.pdf and Master File Booklet 7-9-04_REC060506__2_.pdf located at the following website:
http://purchasing.houstontx.gov/Bid_Display.aspx?id=T23097
- 18 **Supplier question** Referencing page 28, section 8.3.7, can the City provide business processes for the collection export?
COH Response: This information will be provided to the supplier that is awarded the contract.
- 19 **Supplier question** Referencing page 28, section 8.3.8, can the City provide the file format and data layout for the collection export?
COH Response: This information will be provided to the supplier that is awarded the contract.
- 20 **Supplier question** Referencing page 28, section 9.3, can the City confirm the approved training course materials can be provided in electronic format and not paper?
COH Response: The City requires all training materials in hard copy and soft copy.
- 21 **Supplier question** Referencing page 29, section 9.4, If the City requires paper copies, how many paper copies are required?
COH Response: Please refer to page 29, section 9.8.1, of the RFP.
- 22 **Supplier question** Referencing page 29, section 9.6, how many employees will require post implementation training?
COH Response: Please refer to page 29, section 9.8.1, of the RFP
- 23 **Supplier question** Referencing page 30, item 9.9.2.5, can the City provide a list of reports, conditions of the reports and samples of the reports?
COH Response: The City expects the proposer to provide useful financial and operational reports that are beneficial to a parking operation such as the City of Houston's. The City also requires the ability to create/edit ad hoc reports as required.
- 24 **Supplier question** Referencing, page 34, section 13.5.1, will the City consider alternatives to the 90 day test period? Would 45 days be acceptable?
COH Response: No.
- 25 **Supplier question** Referencing the requirements matrix, section 7, can the City provide business processes regarding vouchers and refunding fees?
COH Response: Please refer to question 24 on the Letter of Clarification 2 located at the following website:
http://purchasing.houstontx.gov/Bid_Display.aspx?id=T23097
- 26 **Supplier question** Referencing the Requirements matrix, item 55, what is the business process regarding administratively closing out a group of citations?
COH Response: Allow a hearing officer to select multiple citations from different vehicles, apply the same finding to each citation and close out each case. These citations usually contain administrative errors or are defective citations requiring dismissal from the hearing officer.
- 27 **Supplier question** Referencing the requirements matrix, item 61, are the requests via email?
COH Response: This is a report. The Hearing Officer indicates which citations require a meter or sign check. Parking Management runs the report and reports the findings

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back on each case for the hearing officer.

- 28 **Supplier question** Referencing the requirements matrix, item 61, can the City provide a sample copy of the request?
COH Response: See attachment Meter Ck.pdf. located at the following website:
http://purchasing.houstontx.gov/Bid_Display.aspx?id=T23097
- 29 **Supplier question** Referencing the requirements matrix, item 62, can the City provide sample citation summaries based on officer activity?
COH Response: The City expects the proposer to provide productivity reports for all staff and to also have the ability to create ad hoc reports.
- 30 **Supplier question** Referencing the requirements matrix, item 62, what are the conditions of the summary?
COH Response: The parameters of the report should include the standard parking information, ie, date, location, violations issued, vehicles searched (for boot eligibility), etc. The City expects to be able to run ad hoc reports as required.
- 31 **Supplier question** Referencing the requirements matrix, item 66, can the City provide sample response letters?
COH Response: See Response.pdf located at the following website:
http://purchasing.houstontx.gov/Bid_Display.aspx?id=T23097
This is a sample of the automatically generated responses to actions taken by a customer on a citation or permit.
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- 32 **Supplier question** Referencing the requirements matrix, item 66, how many response letters does the City have today?
COH Response: The City has multiple response letters and expects to increase the number of responses as we increase communication with our customers.
- 33 **Supplier question** Referencing the requirements matrix, item 93, the specifications listed are for the Duncan X3 handheld. Will the City look at other handheld devices? (The Duncan handheld is a proprietary handheld device that only works with Duncan's application.)
COH Response: The City will consider handhelds that meet our requirements.
- 34 **Supplier question** Referencing the Requirements matrix, item 93, does the City currently own handhelds? If yes, what type of handhelds does the City own?
COH Response: The City owns Duncan Series 3 handheld units.
- 35 **Supplier question** Referencing the requirements matrix, item 110, can the City provide further explanation regarding how the interface between enforcement and the meter shop?
COH Response: The system should allow enforcement officer to report, via electronic message on the handheld, out of service meters and signage issues to the Meter Shop staff for maintenance.
- 36 **Supplier question** Referencing the requirements matrix, item 115, when are citations turned over to collections? What criteria must be met?
COH Response: On the 106th day after citation issuance, if the citation has not been paid or adjudicated, an ordinance-required notice is sent to the vehicle owner and the citation is turned over to the delinquent collections vendor.

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- 37 **Supplier question** Can the City provide the file layout and data format for exporting data to collections?
COH Response: This information will be provided to the supplier that is awarded the contract.
- 38 **Supplier question** Can the City provide the file layout and data format for importing data from collections?
COH Response: This information will be provided to the supplier that is awarded the contract.
- 39 **Supplier question** Referencing the requirements matrix, item 124, can the City provide samples of the permit renewal notices?
COH Response: See RPP renewal.pdf and permit apps.pdf located at the following website for other permits that require automatically generated renewal notices:
http://purchasing.houstontx.gov/Bid_Display.aspx?id=T23097
- 40 **Supplier question** What is the process for generating renewal notices?
COH Response: Renewal notices are based on expiration date. The City expects to generate renewal notices at least 30 days before the permit expiration date
- 41 **Supplier question** What is the process for permit renewals?
COH Response: Each permit has a different set of answer requirements that must be reviewed by Parking Management prior to permit issuance.
- 42 **Supplier question** Referencing the requirements matrix, item 127, what is the City's current RFID application?
COH Response: The City does not have any RFID application.
- 43 **Supplier question** Referencing City Code Section 26-82 Parking Citations issued for rented vehicles. The code mentions a notice is sent 20 days after issuance. The code goes on to mention the driver must make an appearance within 45 days after issuance. Does the City assign a court date when the citation is issued?
COH Response: No.
- 44 **Supplier question** Is an appeal record automatically created?
COH Response: No.
- 45 **Supplier question** Referencing City Code Section 26-230 fees, is the parking application going to track and assess the vehicle loading zone meter fee?
COH Response: The system will only track the Commercial Loading/Unloading Zone permit fees.

When issued, Letter(s) of Clarification shall automatically become a part of the bid documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the bidders to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this bid.

If you have any questions or if further clarification is needed regarding this Invitation for Bid, please contact me.

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Thank you,



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Partnering to better serve the City of Houston

END OF LETTER OF CLARIFICATION NO. 3