



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

City County Building
210 Martin Luther King Jr. Blvd. Room 425
Madison, WI 53703-3345

GREG BROCKMEYER
Director of Administration

CHUCK HICKLIN
Controller

Date: August 19, 2022
To: All Proposers
Subject: Addendum #1 RFP #122056 – Parking Ticket Management System

The following questions were received and responses are provided:

1. Can companies outside of the USA provide a response to the RFP?

There is no requirement for the company to be located in the USA. However, all companies must meet all the requirements of the RFP as stated in the document.

2. Does the awarded vendor need to be available for in person meetings?

Yes, but most of the requirements can be done virtually (demo's, meetings, support)

3. Can the vendor perform the tasks (related to RFP) outside USA?

This is for the vendor to disclose via their RFP response. They need to provide details on how they will perform the tasks and meet the requirements of the RFP whether they are based locally or not.

4. Can the vendor submit the proposals via email?

We prefer that proposals are submitted via the Bid Dropbox on the danepurchasing.com website. If there are any technical issues with Dropbox submission, then the response can be emailed to bids@countyofdane.com

5. Is the County currently entering in any program data (i.e., written citations, permit holder data, etc.) manually today? If so, does the County intend to continue this process or will it require vendors to provide this service?

Airport: Manually issues paper citations, and manually enters program data. Permit data is also entered manually.

County Parking Ramp: Citations are issued using the handheld device.

The County will not require the vendor to provide any data entry service.

6. Does the County have a payroll system it currently uses?

High Line Corporation – “Personality”

7. Should an integration with a payroll system be possible, can the County provide a use case for how/why it would like the provider to integrate with one?

Payroll deductions for parking permits are handled manually now. The County Ramp manager sends a monthly “cancel / deduct” file to the controller which will start / stop the payroll deductions. This process seems to work well and integration to a payroll system is not a high priority scope item.



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

City County Building
210 Martin Luther King Jr. Blvd. Room 425
Madison, WI 53703-3345

GREG BROCKMEYER
Director of Administration

CHUCK HICKLIN
Controller

8. Does the current provider charge a convenience fee for online payments?

Online payments go through a shared website for the airport and parking ramp. The convenience fee is 2.9%, and the County absorbs it currently.

9. Will the County accept pass through fees to the violator, or does the County need to absorb all costs? If pass-through fees are an option, are there any compliance measures the Vendor must follow?

The violator will be expected to pay all fees associated with the citation, including but not limited to: Credit card convenience fee, DMV lookup, issuance / collection fees, etc.

10. Who is the County's current credit card processor?

Elavon is the payment processor.

11. Does the County serve as the Merchant of Record or would they like the Vendor to serve as the Merchant of Record?

It is preferred that the County be the owner / custodian of the records.

12. Who is the County's current enforcement provider?

Duncan Technologies / AutoProcess / AutoCite is the current citation software. County Airport and Ramp employees perform actual enforcement activities. (Issue citations, escalate suspensions, etc..)

13. What percentage of citations go uncollected each year?

Airport : The last citation aging report produced in early 2020 showed about 90 unpaid citations and \$2000 per year uncollected for the previous two years.

County Parking Ramp : This information is unknown

14. What is the escalation schedule for citations (ie. are there time periods for past-due citations that increase the citation value)?

County Parking Ramp:

5 days from issuance of citation incurs a late fee of \$10

30 days from issuance incurs a second late fee of \$10

60 days from issuance incurs a third late fee of \$10, and DMV suspension.

Airport:

A \$5 late fee is incurred on certain violation types (See figure in answer 13)

1st notice is sent 20-30 days from issuance.

2nd notice is sent 20-30 days after the 1st notice.

60 days from issuance, trigger DMV suspension, and \$5 DOT fee



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
City County Building
210 Martin Luther King Jr. Blvd. Room 425
Madison, WI 53703-3345

GREG BROCKMEYER
Director of Administration

CHUCK HICKLIN
Controller

In all cases, two notices must be sent prior to suspension.

15. What percentage of citations are handwritten?

Airport : 100% hand written with ticket books, and entered in to system manually.
County Parking Ramp : 0% hand written. Data is entered into system automatically via AutoCite device.

16. How many letters/notices will the County want to send to collect delinquent payments?

See answer #14, letters will be sent with each fee escalation.

17. What is the average fine for each citation and the penalty fine for each escalation period?

Airport citations, fines, and late fees:

<u>Violation</u>	<u>Amount</u>	<u>Late Fee</u>
OVERTIME PARKING	\$5	\$5
UNLAWFUL PARKING	\$15	\$0
LOADING ZONE	\$5	\$5
DOUBLE PARKING	\$15	\$0
DISABLED OR VETERAN	\$60	\$0
OUTSIDE STALL MARKS	\$5	\$5
REQUIRED FEES	\$50	\$0
PARKING FEE	\$25	\$0
TAXI	\$15	\$0
UNATTENDED TNC	\$15	\$0
ACTIVE LOADING ZONE	\$15	\$0
LOADING ZONE	\$15	\$0
COMMERCIAL SOLICIT 1ST	\$20	\$0
COMMERCIAL SOLICIT 2ND	\$50	\$0
COMMERCIAL SOLICIT 3RD	\$150	\$0
COMMERCIAL SOLICIT 4TH	\$250	\$0
FAILURE PAY PERMIT 1ST	\$50	\$0
FAILURE PAY PERMIT 1ST	\$150	\$0
FAILURE PAY PERMIT 3RD	\$300	\$0

County Parking Ramp citations and fines:

Overtime citation / expired meter = \$25
Restricted area reserved space violation = \$45

Refer to answer #14 for fee escalation schedule and amounts



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

City County Building
210 Martin Luther King Jr. Blvd. Room 425
Madison, WI 53703-3345

GREG BROCKMEYER
Director of Administration

CHUCK HICKLIN
Controller

18. What type of handheld units is the County currently using?

(End-of-life.) Enforcement Technology Inc – AutoCite – 2D01

19. Does the County have a preference of a single unit issuance device, or smartphone and Bluetooth printer combination?

Airport : No preference.

County Parking Ramp : No preference.

20. Who is the County's current permitting vendor?

Airport : Manually issues the permits. "Rydin" physical permits. Assignment is tracked in an MSAccess database.

County Parking Ramp : AutoProc. (System stores the license plate, vehicle type, employee info, etc.)

21. When do the permits renew? Does the County intend to send permit renewal letters to permit holders?

Airport : Renewed annually, the period is July 1 to June 30. Airport staff communicate via email for renewals.

County Parking Ramp : Depending on the permit type, the renewal period varies.

No physical letters will need to be generated and/or mailed by the proposed system.

See answer 22 for the various permit lifecycles.

22. Can the County provide a full breakdown of any permit types that the County issues, with their associated costs and durations (e.g. monthly, annual)?

Airport : The annual billing period is July 1 to June 30. The permit types are:

County Employee : \$0 annually

Tenant Employee : \$5 annually

Crew, Signatory Carrier : \$120 annually

Crew, Non-Signatory Carrier : \$240 annually

County Parking Ramp : The billing periods vary on permit type:

County Employee : \$15/month. "Yellow" permits. Month to month as needed by the holder.

Departmental Employee : Billed twice per year. "White" permits. Costs vary depending on the agreement with the specific department.



GREG BROCKMEYER
Director of Administration

COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

City County Building
210 Martin Luther King Jr. Blvd. Room 425
Madison, WI 53703-3345

CHUCK HICKLIN
Controller

Private Leases : Month to month. "Silver" permits. Costs vary depending on the particular agreement with the tenant.

Please acknowledge receipt of this addendum by checking the "Addendum #1" box on **Attachment A – Vendor Information** of your bid submission. If you have any questions regarding this addendum, please contact me via phone or email as listed below.

Sincerely,

Megan Rogan
Purchasing Officer
608-283-1487
rogan.megan@countyofdane.com