DANE COUNTY
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION

REQUEST FOR PROPOSAL (RFP)
Revised 06/2021

RFP NUMBER:	**122056**
RFP TITLE:	**Parking Ticket Management System**
RFP DEADLINE:	**Tuesday, August 30, 2022** **2:00 p.m. (CST)**
PROPOSALS MUST BE UPLOADED TO:	**Purchasing Bid Dropbox** **www.danepurchasing.com**

Late, faxed, mailed, hand-delivered or unsigned proposals will be rejected

DIRECT ALL INQUIRES TO:	**Megan Rogan** Purchasing Officer (608)283-1487 rogan.megan@countyofdane.com www.danepurchasing.com

PROPOSAL SUBMISSION CHECKLIST

☐ **Update Vendor Registration**

☐ **Read Entire RFP Document**

☐ **RFP Response** (Separate from Cost Proposal)

☐ **Cost Proposal** (Separate from RFP Response)

☐ **Upload RFP Response and Cost Proposal to Purchasing Bid Dropbox**

DATE ISSUED ┆ July 19, 2022

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1.0 RFP OVERVIEW

1.1 Introduction

The purpose of this document is to provide interested parties with information to enable them to prepare and submit a proposal according to the specifications set forth within this document.

The County intends to use the results of this process to award a contract or issue of purchase order for the product(s) and or services(s) stated.

The Dane County Purchasing Division is the sole point of contact for questions and issues that may arise during the RFP process.

1.2 Clarification of the Specifications

All inquiries concerning this RFP must be **emailed** to the **person indicated on the cover page** of the RFP Document.

Any questions concerning this RFP must be submitted in writing by e-mail on or before the stated date on the **Calendar of Events** (Section 1.4).

Proposers are expected to raise any questions, exceptions, or additions they have concerning the RFP document at this point in the RFP process. If a proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the proposer should immediately notify the contact person of such error and request modification or clarification of the RFP document.

Proposers are prohibited from communicating directly with any employee of Dane County, except as described herein. No County employee or representative other than those individuals listed as County contacts in this RFP is authorized to provide any information or respond to any question or inquiry concerning this RFP.

1.3 Vendor Conference

There will not be a vendor conference.

1.4 Calendar of Events

Listed below are specific and estimated dates and times of actions related to this RFP. The actions with specific dates must be completed as indicated unless otherwise changed by the County. In the event that the County finds it necessary to change any of the specific dates and times in the calendar of events listed below, it will do so by issuing an addendum to this RFP and posting such addendum on the Dane County website. There may or may not be a formal notification issued for changes in the estimated dates and times.

DATE	EVENT
July 19, 2022	RFP Issued
August 16, 2022	Last day to submit written inquiries (2:00 p.m. CST)
August 19, 2022	Addendums or supplements to the RFP posted on the Purchasing Division website
August 30, 2022	Proposals due (2:00 p.m. CST)
September 2022	Interviews (if needed)

September 2022	Vendor Selection/Award

1.5 Evaluation Criteria

The proposals will be scored using the following criteria:

Proposal Requirements	Percent
General Requirements (Section 3.3 Overview)	10%
System Reliability and Security (Section 3.7)	10%
Implementation and Configuration (Section 3.8 & 3.11)	10%
Technical Requirements (Section 3.4, 3.5, & 3.6)	40%
Training and Support (Section 3.9)	10%
Cost	**Percent**
Cost (Section 4)	20%
Total	**100%**

1.6 Submittal Instructions

Proposals must be received in the Purchasing – Bid Dropbox located on the www.danepurchasing.com website no later than the date and time indicated within the RFP Deadline field on the RFP Cover Page or addenda. Late, faxed, mailed, hand-delivered, or unsigned proposals will be rejected unless otherwise specified. Dane County is not liable for any cost incurred by proposers in replying to this RFP.

All proposals must be saved in PDF format unless otherwise specified within the RFP document and the file name shall include the RFP# and name of business submitting proposal.
Example of how to name the files:
120012 – Vendor Name – RFP Response
120012 – Vendor Name – Cost Proposal

To Submit a Proposal:
1. Go to www.danepurchasing.com and click on Purchasing – Bid Dropbox or click on the Open RFP's and Bids page link.
2. Click on the Submit a Bid button within the green Purchasing Bid Dropbox.
3. Type in the Email, First Name, Last Name and Company information and click Continue.
4. Drag and drop the RFP files one at a time into the "Drag files here" box.
5. After all files have been placed into the "Drag files here" box, click on the blue Upload button.
    a. The file upload status can be seen for each document uploaded.
    b. After each document reaches 100%, it will say "Uploaded".
6. Confirm all files have been uploaded and then close out of the window.

2.0   PROJECT OVERVIEW AND SCOPE OF SERVICES

2.1   Definitions and Links
The following definitions and links are used throughout the RFP.
County: Dane County
County Agency: Department/Division utilizing the service or product.
Dane County Purchasing website: www.danepurchasing.com
Fair Labor Practices websites: www.nlrb.gov and http://werc.wi.gov
Purchasing
Proposer/Vendor/Firm/Contractor: a company submitting a proposal in response to this RFP.

2.2   Scope of Services/Specification Overview
Dane County is seeking proposals for a solution that allows for the issuance of parking tickets, and parking permits. This includes software and devices that print tickets, assign permits, track ticket payments, and allow for the sending of legal notices to registered vehicle owners when tickets are unpaid. The software also should have a PCI compliant portal for collecting payments or work with Dane County's e-commerce solution to allow for payment. The software should also allow for ticket information to be entered when a manual ticket has been written and a point of issuance device is not used.

This solution must also interface with the state of Wisconsin DMV to place holds on registrations when tickets are unpaid. When tickets are paid and holds on registrations have been made, the system must be able to release these holds.

Dane County currently issues approximately 135 permits and 1700 tickets a year. There are approximately 1500 active permits to date.

The proposed system will be implemented and operated as one site, but with two separate business areas (Dane County Regional Airport, and Dane County Parking Ramp). Each business area will have their own website to receive payments, and will have different letterhead designs for citations.

Proposed systems may be either in-house or vendor hosted. Vendor hosted solutions must be PCI compliant 24/7 solutions (PCI compliance is only required for solutions collecting payments). Dane County hosted solutions must be vSphere Windows based using SQL Server database, SQL Server 2016 or SQL 2019 running in a SQL Always on Availability Group (HA) are required.

3.0   RFP RESPONSE PREPARATION REQUIREMENTS

Proposals shall be organized to comply with the section numbers and names as shown below. Each section heading should be clearly marked. Graphics may be included. The RFP sections which should be submitted/responded to are:

3.1   <u>Attachment A – Vendor Information</u>

3.2   <u>Table of Contents</u>

Provide a table of contents that, at a minimum, includes all of the sections as identified below. Listings of sub-sections and graphics/tables also may be included. Section dividers are encouraged.

3.3   <u>Overview</u>

Provide an overview that includes the following:
- Name of Firm
- An overview of the proposed system
- Provide an overview of the firm's interest in the project.
- Name and qualifications of the proposed project manager

3.4   <u>Handheld Ticket Issuance Device</u>

Describe the basics of the Handheld Ticket Issuance Device.
- Is it software on a cell phone/tablet?
- Is it a specialized device?
- Is initial device purchase cost built in to the price or is that an additional purchase?
- Are there recurring costs associated with these devices? If so, please detail.

How are tickets printed?
Describe how a ticket is issued.
Describe what happens when a ticket is issued to an active permit holder.
For those departments that do not wish to issue tickets using a hand held device:
- Is this possible?
- Are there different costs associated with *not* using a hand held device?

Describe how the device connects to the back end processing application
- WIFI?
- Plug in and Download?
- Any limitations to program when no connectivity present?

3.5   <u>Ticket Processing Application</u>

Describe how manual tickets are entered.
Describe how permit holders are entered.
Describe how any integration with a list of active employees works.
- Is there a way to integrate with a Payroll system? If so, how?

Describe how to void a ticket.
Describe how holds are placed on registrations.
Describe how holds are released from registrations.
Describe how reports are run.

Show examples of the following:
- o Unpaid Parking Citation - 1st Notice (see Appendix 3 for existing sample)
- o Unpaid Parking Citation - 2nd Notice (see Appendix 3 for existing sample)

Describe how the ticket processing application interacts with the Wisconsin Traffic Violation and Registration Program (TVRP) (see Appendix 4)

3.6   Payment Portal
Describe how the payment portal works.
Dane County currently uses US Bank's payment portal. Describe how the ticket processing application can integrate with the US Bank payment portal.

3.7   System Reliability and Security
Provide a narrative description of the firm's commitment to reliability and system security (e.g. infrastructure security, data security, and physical security.)
- Describe the physical security systems in place.
- Describe processes to prevent unauthorized (including the firm's employees) access to end-user data and the notification message origination system.
- Describe all relevant employment practices regarding information security, for example:
  - Responsibility for platform security and employee access to Dane County's data.
  - Employment screening and monitoring programs.
  - Security training programs for new and continuing staff.
  - Exit procedures for staff separating from the organization.
  - Ongoing review of operational security measures and employee compliance programs.
- Describe the firm's business continuity plan and methods used to ensure redundancy. Describe data back-up and recovery policies.
- Describe the hosting infrastructure and methods used to ensure redundancy.
- Describe any dependencies on third-party or contracted cloud infrastructure. Describe these third-party security practices and any redundancies in place to cover the event of a services outage.
- Describe protection from Distributed Denial or Service (DDoS) or similar attacks.
- Describe redundancies in the messaging delivery between the firm's hosting center and the "last mile" infrastructure (e.g. call centers, SMS aggregators, FEMA-IPAWS, etc.). Identify any potential single points of failure. Please describe how delivery risk is minimized for the different message types.
- Describe your policies and practices (e.g. data encryption) for ensuring end-user data privacy and security.
- Provide assurances that end-user information is secure and will not be used for any other purposes or sold to third parties.
- Describe any processes in place for regular, third-party auditing and review of security procedures.
- Describe ongoing maintenance and system testing procedures.
- List all relevant information security standards and certifications supported on your service platform and note whether documentation/reporting for each supported standard is available upon request.

- Describe the process for activation and public notification in the event of that a network or Internet failure limits Dane County's access to the system.

3.8   Implementation and Configuration Services

Provide an explanation of the implementation and configuration services that will be provided to Dane County to quickly and successfully implement the system upon contract execution.

- Describe how the firm will work with Dane County to identify specific needs, preferences, and expectations.
- Describe the system configuration, set-up, and testing process.
- Describe opportunities to customize the configuration.
- Describe any aspects of the system that are enterprise-wide configurations and cannot be customized specific to Dane County's preferences.

3.9   Training

Provide a description of the training offered to use the system. Include information about the initial training and any ongoing training needed or suggested for use of the system.

3.10   System Maintenance

The successful Vendor will be required to provide continuing support and training for a period of 5 years beginning with the initial warranty period. Provide a copy of the warranty and parameters for ongoing maintenance. Include information on how upgrades will be provided during the term of the contract including how operating system updates that effect this program are managed.

3.11   Project plan and timeline

Present a plan for the installation of this system. Make note of important milestones and project deliverables. Briefly describe the activities, decisions, and responsibilities of the contractor and Dane County.

Present a realistic timeline for this project's completion following contract award.

3.12   References

Proposers must include in their RFPs a list of organizations, including points of contact (name, address, and telephone number), which can be used as references for work performed in the area of service required. Selected organizations may be contacted to determine the quality of work performed and personnel assigned to the project.

4.0   COST PROPOSAL

4.1   <u>General Instructions on Submitting Cost Proposals</u>
Proposers must submit a PDF of the cost proposal as instructed on the **cover page of the RFP** (Special Instructions).

<u>Cost Proposal Form (Attachment C) should be submitted in a separate PDF file, titled **Cost Proposal**.</u>

The proposal will be scored using a standard quantitative calculation where the most cost criteria points will be awarded to the proposal with the lowest cost.

4.2   <u>Format for Submitting Cost Proposals</u>
See Required Form – Attachment C – Cost Proposal

4.3   <u>Fixed Price Period</u>
All prices, costs, and conditions outlined in the proposal shall remain fixed for 180 days.

5.0 SPECIAL CONTRACT TERMS & CONDITIONS

5.1 Acceptance Test

The County reserves the right to test the software/hardware for a period of ninety (90) days prior to acceptance to determine that the product functions as outlined in this document. If problems are encountered during this acceptance period, it is not required that the 90 day period expire in order for a new acceptance period to begin. Acceptance will be defined as all hardware and software specified in the contract being installed and operational; all staff trained and capable of functioning in a production environment. Failure by the Contractor to provide a system that performs as stated in their RFP response may result in rejection by the County.

5.2 Fixes, Upgrades, and Future Software Options

A – Fixes: For a period of not less than twelve (12) months, after the County's acceptance of any software or hardware used in this proposal, the Contractor shall correct any and all errors in the software regardless of whether the error is brought to the attention of the Contractor by another user of the software by the County, or by any other person.

B – Upgrades/Enhancements: For a period of not less than twelve (12) months after the project completion and the County's acceptance of any software used in this proposal, the Contractor shall provide to the County, at no additional cost, any changed or enhanced versions of the software within thirty days after the changed or enhanced versions are made available to customers.

C – Future Software Options and Replacement Software: The Contractor grants the County the options, for any software for which the County has paid a one-time purchase or license fee, to acquire any software options or replacement software which the Contractor shall make available after the acceptance date at the lesser of (a) Contractor's published purchase price for the software options or replacement software, or (b) the difference between the Contractor's published purchase price for the replacement software or software options and the current or most recent purchaser license fee for the software or software options previously acquired by the County under this Agreement. This provision shall remain in effect for the duration of the lifetime of the software. The contractor also will register all software used in this implementation to Dane County.

Introduction

Dane County Information Management has two direction statements that help to govern the acquisition of hardware and software for the county. They are:

- Acquire hardware and software, which rank among the leaders in the industry, as balanced by their compatibility with Dane County's infrastructure, and by the resources needed for support.

- Implement application software which meets our customers' needs, as balanced by their compatibility with Dane County's infrastructure, and by the resources needed for support.

To this end Dane County Information Management has defined a fairly narrow, mainstream set of hardware/software that are supported on the county network (see spreadsheet attached).

Network Infrastructure

Dane County uses Dell hardware for all network infrastructure, with the exception of wireless access points and controllers, which are provided by Cisco Systems.

The primary network protocol used by Dane County is TCP/IP over Ethernet. Standard network speeds on Dane County's network are 10GB on the network backbone and 100Mb to all workstations on the LAN. The network backbone is connected via fiber-optic cable, with 1GB and 10GB speeds.

Dane County uses Citrix Virtual Apps and Desktops (Version 1912) as its primary application delivery methods. It is the expectation that all applications should work in a shared user environment.

Dane County currently has approximately 500 Dell workstations, 1500 Dell laptops, and 1,400 Dell Wyse terminals.
The county additionally has approximately 2,000 Mitel phones. Most workstations and terminals are connected to the network via the 100Mb network switch in the IP Phone.

Lead-time for new network connections is 30 days minimum. New connections that require high-speed fiber optic cable may require significantly more lead-time. New wireless access points that need to be added to the county network would also require significant more lead-time to ensure that the access is secure and to build the required infrastructure.

Servers

Dane county operates a VMware ESX virtual server environment on which all Microsoft product based. Linux servers and virtual appliances run as guest. The policy is that all servers will be run as VM guest, unless justification as to why a physical sever is needed is submitted and approved by the Dane County Division of Information Management at least 60 days in advance of when the server is needed.

A native Windows 2019 Active Directory domain is the primary directory service on the county network. Whenever possible, applications should be integrated with active directory for authentication.

Microsoft SQL Server 2016 is the primary backend DBMSs, however other DBMS platforms would be allowed if support is provided by the vendor. If the county needs to purchase the required system software (OS, SQL, IIS, etc.), the required system configuration should be given to the Information

Management team no later than 30 days in advance so that licenses can be ordered and system security can be reviewed.

Microsoft Exchange 2019 is the supported e-mail/messaging platform for the Dane County. Any applications or systems that require e-mail connectivity or integration should interoperate with Microsoft Exchange 2019.

Storage

Dane County uses Dell Compellent along with local storage as required for the storing of data. Access to the data is accomplished using the ISCSI and/or Microsoft CIFS protocol or locally defined drives.

Data is replicated to Dane County's disaster recovery site utilizing the replication software provided by the SAN vendor. Data is backed up utilizing Commvault's data protection software.

Desktop Workstations

Dane County uses Dell workstations and laptops exclusively for all desktops and laptops.

All new PC's and laptops are being deployed with Windows 10. The county uses the Microsoft suite of Microsoft Office productivity applications, currently Microsoft Office 2016, and a limited number of users evaluating Office 365.

Mobile Devices

<u>Smart Phones and Tablets</u> **–** Dane County supports any smart phone or tablet that is County owned and has an iOS or Android operating system installed. Network access is limited and a request for access must be submitted to Information Management no later than 30 days before the access is needed. All mobile devices are required to be setup by Dane County Technical staff if access to County network resources is required.

VoIP Phones

Dane County has an extensive network of VoIP phones utilizing Mitel Phones and controllers.

Software and Operating Systems Supported By Dane County Information Management		
Product	Release	Notes
ADAudit Plus	Ver. 5.1.0	ManageEngine licensed product for monitoring end users.
Adobe Acrobat	DC	
GoToMeeting		Web Conferencing and Screen Sharing (Cloud Service)
Citrix Virtual Apps and Desktops	1912	Physical Appliances production Virtual Appliances for testing
Citrix Sharefile		
Citrix Netscaler	11.x and above	
Citrix PVS	1912	
Citrix Storefront	1912	
Commvault Data Protection Software	11	
Crystal Reports	2016	
EMC SourceOne		
Entrust Identity Guard 2 Factor Authentication	12	
Google Chrome	Current	
Laserfiche Imaging	10.2	
Microsoft SQL server	2012 2016	
Microsoft Active Directory	Windows 2019	
Microsoft APPV	5.0	
Microsoft Exchange	2019 CU11	
Microsoft Internet Information Services	7 and 7.5	
Microsoft Skype for Business	2016	
Microsoft Office suite (Outlook, Word, Excel, Access, PowerPoint ...)	2016	
Microsoft SCOM and SCCM	2111	

Microsoft SharePoint Enterprise	**2012**	
Microsoft Windows Server	**2016, 2019**	
Microsoft Windows 10 Enterprise	**21H2**	
NetMotion	**10.10**	**Mobile Session Reliability Software**
Palo Alto Firewall	**Pan-OS 8.0.11**	
Proof Point	**8.11.1**	
Trend IMSVA	**9.0**	
Trend ApexOne Security Agent	**14**	
Trend Server Protect	**6.0**	
Varonis	6.3.260	**Audit fileservers; real time ransomware protection**
VMware vSphere	**7.0.3**	

**DANE COUNTY REGIONAL AIRPORT 4000
INTERNATIONAL LANE**
MADISON, WI 53704
(608) 246-3380

6/2/2019

RECEIVED

2 2 2019

DANE COUNTY
REGIONAL AIRPORT

FNAME LNAME
123 MAIN ST
MADISON WI 53711

Citation No: 20113XXX
Plate No: R2XXX
Issue Date: 06/14/2019
Issue Time: 06:12 PM
Amount Due: $15.00

UNPAID PARKING CITATION -1st NOTICE

Your vehicle was cited for a parking violation at the Dane County Regional Airport on the date specified above. To date you have not paid the total fine or contested the citation.

If you wish to avoid further action by Dane County in this matter, you must do one of the following by 7/23/2019

A. Pay the amount due to:
   DANE COUNTY REGIONAL AIRPORT
   4000 INTERNATIONAL LANE
   MADISON WI 53704

B: Pay on-line at www.daneparking.com

C: Contest the citation by calling (608) 246-3380, Extension 0,
   Monday through Friday, 7:45 a.m. - 4:30 p.m.

Failure to take one of the actions listed above will result in your vehicle registration being suspended and denied until the amount due is paid. If your vehicle registration is suspended, an additional fee of $5.00 will be added to the penalty to cover WisDOT costs.

If you request a court hearing, additional court costs will be added to the amount due and a summons requesting your appearance in court will be issued. If you do not appear, a warrant may be issued for your arrest.

Please enclose this notice or license plate number with your remittance or further inquiry.

William G. LeGore
Airport Facilities
Manager

RFP #122056

DANE COUNTY REGIONAL AIRPORT
4000 INTERNATIONAL LANE
MADISON, WI 53704
(**608) 246-3380**

10/2/2019
FNAME LNAME
123 MAIN ST
MADISON WI 53704

Citation No: ZOl 14XX Plate No: NP96XX
Issue Date: 08/31/2019 Issue Time: 10:46 PM
Amount Due: $15.00

UNPAID PARKING CITATION - 2nd NOTICE

Your vehicle was cited for a parking violation at the Dane County Regional Airport on the date specified above. To date you have not paid the total fine or contested the citation.

If you wish to avoid further action by Dane County in this matter, you must do one of the following by I0/15/2019

        A. Pay the amount due to:
           DANE COUNTY REGIONAL
           AIRPORT 4000 INTERNATIONAL
           LANE
           MADISON WI 53704

        B: Pay on-line at www.daneparking.com

        C: Contest the citation by calling (608) 246-3380, Extension 0,
          Monday through Friday, 7:45 a.m. - 4:30 p.m.

Failure to take one of the actions listed above will result in your vehicle registration being suspended and denied until the amount due is paid. If your vehicle registration is suspended, an additional fee of $5.00 will be added to the penalty to cover WisDOT costs.

If you request a court hearing, additional court costs will be added to the amount due and a summons requesting your appearance in court will be issued. If you do not appear, a warrant may be issued for your arrest.
Please enclose this notice or license plate number with your remittance or further inquiry.

                  William G. LeGore
                  Airport Facilities
                  Manager

RFP #122056

Traffic Violation and Registration Program (TVRP)

The Traffic Violation and Registration Program was created in 1981 to give municipal courts an effective way to collect fines and forfeitures from otherwise unpaid parking citations using plate suspension and/or prevention from registration. The law was amended in 1982 to allow any local authority such as a municipality, law enforcement agency, or parking enforcement agency to participate with or without court intervention. In 2019, the online application was launched to expedite the process.

Each program participant is required to send two warning notices to the owner of the vehicle within a 28-day period after the citation is issued. The notices must be mailed to the last known address of the person to whom the citation was issued. The program does not require the notices to be received. The notices must include:

- Date the citation was issued
- License number of the vehicle involved
- Amount of the citation
- Place the citation may be paid
- Means by which the citation may be contested
- Date by which the citation must be paid or contested to avoid further action by the participant
- Notice of action the participant will take if they fail to respond (either pay the citation or appear in court).

If the citation is not paid and the violator has not contested, the participant may submit a Notify to WisDOT with one of the following actions:

- SUSPEND ONLY (makes it illegal to operate the vehicle with the cited plate)
- REFUSE ONLY (prevents the violator from obtaining any new or renewal registration)
- SUSPEND AND REFUSE (both above actions)

When the citation is paid, the participant is required to release (Satisfy) the parking suspension within three working days.

Leased vehicles

In cases where the owner of a vehicle is a leasing company, the Notice of Unpaid Citation must include the lessee's information, not the lessor's information. The 'refuse' or 'suspend and refuse' actions taken against a lessor would unfairly prevent every person leasing a vehicle from that company from renewing their registration or purchasing additional products from the DMV. Placing the action on the lessee will make the lessee's vehicle illegal to drive and will prevent the lessee from renewing any registrations or purchasing new registrations or titles.

Rental Vehicles

In cases where the owner of a vehicle is a rental company, the action requested on the Notify must be the 'suspend' action. The 'refuse' or 'suspend and refuse' actions taken against a rental car would unfairly impact the

current renter of that vehicle. The 'suspend' action will force the rental company to pay the citations before the registration of any of their vehicles can be renewed or new registration purchased.

Let's Begin

Each user of the TVRP online application will need to obtain a WAMS ID. Please note that WAMS ID belongs to the individual and not the municipality. A WAMS ID can be created by accessing the following application https://on.wisconsin.gov/WAMS/home.

If your municipality has *not* participated in the program before, begin with the section titled **Enroll as a New Participant**. If your municipality has participated in TVRP before, go to the section titled **First Login with Existing Participant**.

Enroll as a New Participant

To participate in TVRP municipalities must first be enrolled as a participant in the program. Enroll a municipality in the following manner:

1. Log into the TVRP application (https://tvrp.wi.gov/) using your WAMS ID
2. On the TVRP Welcome page select Get Participant ID.
3. Enter the municipality name and address. Click Next.
4. Enter the agency name and address that will be submitting your parking citation cases (i.e., Police Department, Traffic Bureau, Parking Utility, etc.). Click Next.
5. Enter the payment place name and address that will process parking tickets and where violator must go to pay parking fine. Click Done.
6. Once this information is submitted, DOT will review the request and issue the municipality a four-digit participant number. The individual that submitted the TVRP participant request is notified via email of the DOT-assigned four-digit participant Id.
7. Once enrolled, you may log in with you WAMS account credentials.
8. Each user is required to electronically agree to the TVRP User Agreement before using TVRP.
9. Move on to **Set Up Payment Account**

Note: the individual WAMS account that is used to enroll the municipality is the initial administrator for the municipality TVRP participant account.

First Login with Existing Participant

If your municipality has participated in TVRP before, you will need to associate your WAMS ID to that municipality:

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1. Enter Participant ID option – Enter the 4-digit participant Id assigned by WisDOT, select Submit.
2. The municipality name on file with WisDOT is returned and displayed for confirmation. If this is the correct municipality, you are required to enter a payment place name and address that will process parking tickets and where violator must go to pay parking fine.
3. Each user is required to electronically agree to the TVRP User Agreement before using TVRP.
4. **Move on to Set Up Payment Account**

Note: the individual WAMS account that is used to enroll the municipality is the initial administrator for the municipality TVRP participant account.

Set Up Payment Account

Before you can begin submitting Notifies, you are required to establish a recurring payment account with the State of Wisconsin's bank (US Bank). You can set up the payment account by using a Credit Card or Checking/Savings account. An additional convenience fee is charged when payment is made via Credit Card. If using a Business Account (not credit card) you may need to notify your bank to allow WisDOT to pull funds from the account.

You may edit your payment account at any time, by selecting **Account Profile** –> **Payment section**, select **Manage Account**.
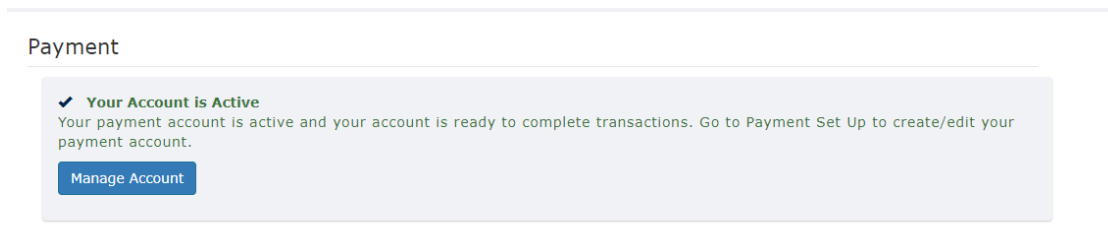
Your payment account will automatically be sent a request for payment for all successful Notifies completed via the online application prior to 7 PM CT every day (Sun – Sat). Please Note: If the request for payment fails (i.e., Credit Card expiration date has passed), your TVRP account will automatically be suspended from submitting any additional Notifies. You will need to log into the TVRP application and update your payment account information to reactivate.

Using the TVRP System

Once successfully logged in, you may **Manage Users** for your municipality participant account (as an administrator), submit **Notify** requests of parking violations, release the suspension and/or hold on registration through **Satisfy**, and run a **Report** of successful submissions.

Manage Users

TVRP Administrators can add users to the municipality participant account by selecting Add User and entering the users WAMS ID. Users can be added with the role of TVRP Administrator or TVRP User. There is no limit to

the number of administrator/users that can be added to the account. Each user of the municipality is required to electronically agree to the TVRP User Agreement.

Add User

WAMS ID

| Wams Id | Q Submit |

Create a Notify

To Notify the system of a parking violation and associated consequence, submit the following required data elements:

- Name and address of violator
- License Plate Number, if plate is not available the VIN is required
- Citation/Judgment number
- Date citation was issued, or date judgment was entered
- Amount of Payment due from the violator
- Desired TVRP Action (Suspend & Refuse, Suspend, or Refuse)

Create Notify

For best results, use data directly from the Department of Transportation's database.

| Individual | Business |

Individual Information

First Name **Middle Initial** Optional **Last Name** **Suffix** Optional

Address **P.O. Box**

City **State** **Zip Code**
Wisconsin ▾

Vehicle Information

Plate Number ☐ Plate Not Available **Confirm Plate Number**

Plate Type Optional **Exp. Year** Optional **Plate State** Optional
-- Select -- ▾

Once you select Submit, if the violator is found, the name is shown for verification. Once verified, the Notify request is transmitted and the WisDOT will return the Case Number assigned. *Please document the Case Number that is returned* for use in the Satisfy process. Case numbers will always follow the format of your four-digit participant ID, two-digit day, two-digit month, two-digit year, and a three or four-digit sequential number.

In some cases, the notify request is passed on to WisDOT for further review. In these cases, the user that submitted the notify request is sent an email with the assigned case number or reason the notify cannot be completed.

Satisfy TVRP

To release a suspension and/or hold on registration, you will complete a search for the active Notify transaction. Participants can complete a search by Case Number, Citation Number, Judgment Number, Plate Number, or date range. It is recommended to search by Case Number for best results. DOT will return all possible matches using the search criteria submitted. Note: only active/open Notify transactions created by *your Municipality* will be returned from the search.

From the search results, identify the Notify you wish to Satisfy and select the check box in the far-left column, select Submit. You will receive a success message to let you know the parking suspension has been released.

Reports

You can generate a report that displays all the Notify and Satisfy submittals completed by your associated municipality participant account via the TVRP online application by entering a date range and selecting search. The report search date range is limited no greater than 31 consecutive days. Note: Any Notify or Satisfy completed outside of the TVRP online application are not available on this report.

If you have any questions or issues, please call Customer Support at 608-250-4606. 1

Online TVRP Bulk File Requirements

The instructions below define the fields included in the Bulk Submission Template file. Please follow these instructions to create a CSV for upload at the TVRP application.

Common Errors:

If you upload the file and encounter an error, double check a few of these common areas:
- • Ensure all required fields are filled in
- • Verify all dates are in **MMDDCCYY** (Or **CCYY** for Expiration Year)
- • Remove any $ (symbol) under the amount due field

File requirements:
- • All columns must be included for all Notify transaction types
- • The system will only accept .CSV file types

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- • The file cannot be formatted with colors, lines, or an Excel table
- • A file may include both Notify and Satisfy transactions

The template file contains a header row for ease of preparation, however, the header row is not required. When submitting files that contain a header row, select the check box to indicate so when uploading your file.

Notify Column Requirements:

These fields are required to place a suspension (Notify.) **Case Number** is never required for a Notify, and the field should be left blank.

TVRP Indicator (Field Name)

Type: Alphanumeric only

Maximum Character length: 1

Required Field

For a row including a Notify, include an N in this column.

Name

The TVRP system can accept Notifies placed against both businesses and individuals. Certain fields are required for each, and are defined below:

Customer Business Name (Field Name)

Type: Alphanumeric only *If you have any questions or issues, please call Customer Support at 608-250-4606.* 2

Maximum Character length: 200

If you are placing the suspension on a business, this field is required. Leave this field blank if the suspension applies to an individual.

Business Name is Required if Customer First Name and Customer Last Name are blank

Field Name: Customer First Name (Field Name)

Type: Alphanumeric only

Maximum Character length: 15

Customer First Name is Required if Customer Business Name is blank

Customer MI (Field Name)

Type: Alphanumeric only

Maximum Character length: 1

Optional

The system will only process the first letter if more than one character is provided.

Customer Last Name (Field Name)

Type: Alphanumeric only

Maximum Character length: 30

Customer Last Name is Required if Customer Business Name is blank

Customer Suffix (Field Name)

Type: Alphanumeric only

Maximum Character length: 3

Optional

Address

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Customer Street Address (Field Name)

Type: Alphanumeric only *If you have any questions or issues, please call Customer Support at 608-250-4606.* 3

Maximum Character length: 40

Customer Street Address is Required if Customer PO Box is blank

Customer PO Box (Field Name)

Type: Alphanumeric only

Maximum Character length: 8

Customer PO Box is Required if Customer Street Address is blank

Only the number needs to be provided – do not include "PO Box".

Customer City (Field Name)

Type: Alphanumeric only

Maximum Character length: 34

Required Field

Customer State (Field Name)

Type: Alphanumeric only

Maximum Character length: 2

Required Field

Customer ZIP (Field Name)

Type: Alphanumeric only

Maximum Character length: 5

Required Field

Only the first 5 digits are required.

Citation/Judgment

If you are entering a **Judgment**, these fields are required:

Judgment Number (Field Name) *If you have any questions or issues, please call Customer Support at 608-250-4606.* 4

Type: Alphanumeric only

Maximum Character length: 15

Judgment Number is Required if Citation Number is blank

Judgment Date (Field Name)

Type: Alphanumeric only

Maximum Character length: 8

Enter the date in **MMDDCCYY** format, such as 12312018.

Judgment Date is Required if a Judgment Number is entered

If you are entering a **Citation**, these fields are required:

Citation Number (Field Name)

Type: Alphanumeric only

Maximum Character length: 15

Citation Number is Required if Judgment Number is blank

Citation Date (Field Name)

Type: Alphanumeric only

Maximum Character length: 8

Enter the date in **MMDDCCYY** format, such as 12312018.

Citation Date is Required if a Citation Number is entered

Vehicle

Plate Number (Field Name)

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Type: Alphanumeric only

Maximum Character length: 8

Required Field – if the Plate Number is Unavailable, VIN is Required *If you have any questions or issues, please call Customer Support at 608-250-4606.* 5

Plate Type (Field Name)

Type: Alphanumeric only

Maximum Character length: 3

Optional

Please use the three-digit code that applies to the plate, such as AUT for an automobile.

Plate State (Field Name)

Type: Alphanumeric only

Maximum Character length: 2

Optional

Please use the 2-letter abbreviation for the state

Expiration Year (Field Name)

Type: Numeric only

Maximum Character length: 4

Optional

Enter the date in CCYY format, such as 2018.

VIN (Field Name)

Type: Alphanumeric only

Maximum Character length: 21

If the Plate Number is Unavailable, VIN is Required

Amount Due (Field Name)

Type: Numeric only

Maximum Character length: 7

Required Field *If you have any questions or issues, please call Customer Support at 608-250-4606.* 6

2 decimals are assumed. If applicable, they can be entered, such as 20.50, but can be omitted, such as for 30

Do not enter a $ in this field

TVRP Action (Field Name)

Type: Alphanumeric only

Maximum Character length: 4

Required Field

Only enter one of the three four-digit codes below:

- • SUSP = Suspend
- • SUSR = Suspend/Refuse
- • REFS = Refuse

Other (Field Name)

Type: Alphanumeric only

Maximum Character length: 25

Optional

This field can be used by municipalities to individual track each record. Data submitted in this field is not used to process the request.

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Satisfies Column Requirements

These two fields are required for a Satisfy. All other fields should remain blank and are not required.:

TVRP Indicator (Field Name)

Type: Alphanumeric only

Maximum Character length: 1

Required Field

For a row including a Satisfy, include an S in this column.

Case Number (Field Name)

Type: Alphanumeric only

Minimum Character length: 10 *If you have any questions or issues, please call Customer Support at 608-250-4606.* 7

Maximum Character length: 15

Required Field

Other (Field Name)

Type: Alphanumeric only

Maximum Character length: 25

Optional

This field can be used by municipalities to individual track each record. Data submitted in this field is not used to process the request.