

Summary Highlights

Request for Proposals

Citation Processing/Collection Services and Cash Management/Information Services

- Common Council adopted File Number 061575 on April 17, 2007 authorizing the Commissioner of Public Works to develop a RFP to contract for the City's processing/collection services and submit the RFP to the Common Council for review and approval prior to soliciting of proposals.
- RFP proposed schedule is as follows:
 - Approval by Public Works Committee – March 26
 - Approval by Common Council – April 9
 - Publication and issuance of RFP – April 14
 - Pre-proposal conference – April 28
 - Deadline for submittal of inquiries – May 7
 - Issuance of DPW responses to inquiries – May 14
 - Proposals due – May 23
 - Evaluation of proposals and selection of finalists – June 6
 - Evaluation of finalists – June 20
 - Contract negotiation and award – June 30
- Initial term of the contract is 5 years with an option to extend an additional 3 years followed by an additional 2 years. Contract to begin at time of contract award if current contractor retains all or a portion of contract. Contract to begin January 12, 2009 if current contractor does not retain all or a portion of contract. Contract extended per File Number 071250.
- Evaluation Committee will consist of five members from the following City departments: two representatives from DPW, DOA-Budget Office, City Clerk and City Comptroller. City Attorney will provide legal guidance upon request.
- Other City staff will serve as technical advisors to the Evaluation Committee on areas of their relevant expertise. They are expected to participate in the presentations/demonstrations of the finalists. This includes staff from Parking Enforcement, Parking Information Desk, City Tow Lot, DPW-Administration Technology Support Section, Municipal Court, Police Department and the Treasurer's Office.
- Evaluation criteria consists of the following with associated weights:
 - 1) organizational capabilities (10 points)
 - 2) project team capabilities (15 points)
 - 3) technical compliance (30 points)
 - 4) overall responsiveness (15 points)
 - 5) implementation approach (10 points)
 - 6) cost effectiveness (20 points).

- Three types of proposals are solicited through this RFP:
 - 1) Those offering a comprehensive integrated solution:
 - Manual citation issuance and data capture
 - Citation processing
 - Noticing and account management
 - Fleet management
 - Customer service management
 - Correspondence processing
 - Payment processing
 - Tow/parking enforcement interface
 - AVI/LPR interface
 - Administrative review
 - Discrete mandatory services in Category 2
 - 2) Those offering solutions to discrete mandatory services:
 - Automated citation issuance and data capture
 - Secondary collections
 - Parking permit processing
 - Automated payment center support
 - Tow management system
 - 3) Those offering solutions to discrete optional services:
 - Booting/parking enforcement interface
 - Parking program analysis

- Costs will be presented based on the following format:
 - Citation processing -- Cost per citation processed (automated vs. manual—pricing based on volume)
 - Ticket issuance device (TID) – Cost per unit (lease or purchase)
 - Parking permit processing – Cost per manual permit processed
 - Automated Payment Centers – Service cost per kiosk per month
 - Towing Management System – Service cost per month
 - Secondary Collections – Percent of collections per TRIP certified citation and percent of collections per non-TRIP certified citation
 - Booting/parking enforcement interface – Service cost per month
 - Parking program analysis – Service cost per month

- RFP includes recommendations of the Outstanding Debt Task Force chaired by Alderman Witkowski. They include but are not limited to the following:
 - Streamline the registration hold process with Wisconsin DMV;
 - Improve the City's access to State driver's license numbers to enhance certification for TRIP;
 - Continue to explore ways to reduce collection costs;
 - Include performance measures for secondary collection efforts in RFP;
 - Issue RFP before current contracts expire to assure that the latest in collection techniques and rates are offered for consideration by the City;

- Explore and consider use of multiple collection agencies in future RFPs if economically feasible and administratively practicable;
 - Explore ways to enhance contract specifications to improve collection efforts; and
 - Explore and consider including a pre-collection call campaign on delinquent accounts in future RFPs if economically feasible and administratively practicable.
 - The legislative initiative (although not yet passed) to provide for towing/booting of legally or illegally parked vehicles for unpaid parking citations is included in the RFP as an optional service for the provision of a comprehensive booting program.
- RFP includes performance standards and targets for all aspects of the contract
 - RFP does provide options for enhanced services:
 - Wireless TIDs to communicate real-time, camera-installed, GPS-enabled, interface with multi-space meters
 - Enhance customer service with email capabilities
 - Scan, digitize and store citations, notices, correspondence to establish case file for adjudication purposes
 - Integrate disparate databases including citation management system, night parking permit database and tow management system
 - Expand parking permit databases to include all types of daytime residential parking permits
 - Provision for enhanced towing management system to include cashiering, data entry and access, transaction processing, WISDOT interface, tow lot inventory management, security, report and form generation and records management
 - Inclusion of EBE, RPP, and Living Wage contracting requirements
 - Provision of performance, fidelity, and payment bonds and insurance requirements