

City of Lynchburg  
Procurement Division  
900 Church Street  
Lynchburg, Virginia 24504  
Telephone No.: (434) 455-3970  
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**Addendum for Request for Proposal  
Permit and Parking Citation Management System**

**15-951**

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Date: 01/06/2015  
From: Lisa Moss, Buyer VCA  
RE: Addendum No. 3

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This Addendum supplements and amends the original Plans and Specifications and shall be taken into account in preparing proposals and shall become a part of the Contract Documents. The Offeror shall indicate receipt of this Addendum and all previously issued Addenda on the Title Page.

1. How much parking violation revenue was collected in 2013 and 2014?

**2012 – \$ 118,000.00**  
**2013 – \$ 108,000.00**  
**2014 – \$ 122,000.00**

2. What is the parking violation collection rate for tickets issued in 2012 and 2013?

**2012 – 88%**  
**2013 – 85%**

3. Would you please provide more detail on the bulk permit purchase requirement? Does the city sell multiple permits to the same entity for different plates? Does the City require this ability on the vendor's website, or only in the permit management software?

**Yes, the City sells multiple permits to the same entity who provides us with their employee names and license plates. This requirement would only be in the permit management software.**

4. Are payment plans a requirement or is this feature optional? Is the ability to accept partial payments and place tickets on hold sufficient for this requirement or does the City need payment plan capability through the vendor's website?

**Payment plans are optional. Yes, the ability to accept partial payments and place tickets on hold would satisfy this requirement. We do not need payment plan capability through the vendor website.**

5. Will the City consider a Citrix-based, rather than web-based solution?

**Yes, the City will accept a Citrix-based system as long as the vendor is hosting the system. Be advised that more than 6 computers will need to be able to access the system for payments and administrative functions.**

6. Will the City consider a vendor solution where the website does not accept American Express payments?

**Yes, the City will consider a vendor solution where the website does not accept American Express payments.**

7. Would the City provide additional detail on temporary permit requirements? Does the vendor need to allow for temporary permits to be purchased on the website, or just through the permit management software?

**Currently, temporary permits have no fees for them. Future plans will require that certain temporary permits will be fee based. Therefore, we would need to allow for temporary permits to be purchased through the permit management system at that time.**

8. Would you please provide your permit cost(s)?

**Permits are \$50 and \$40 depending on the lot location. Residential permits are \$25 per month.**

9. What is the duration of your permit?

**All permits fees are charged on a monthly basis.**

10. Does the City prefer that customers pay a convenience fee on the website for permit and parking ticket payments or would the City prefer to absorb these fees?

**Currently, the City has the customer paying those fees but we would like to see a solution that would eliminate customer fees and is still affordable for the City.**

11. Would the City prefer to purchase its own permits or should the cost of permit printing be absorbed by the vendor? If the vendor is to absorb this cost, please provide additional information about the type of permit (decal, hang tag, etc).

**The City would prefer to purchase its own permits.**

12. Would the City prefer to purchase its own handheld ticket stock or should the cost of ticket printing be absorbed by the vendor?

**The City prefers to purchase its own handheld ticket stock.**

13. **Will a simple reply "YES", "NO", "FUTURE" OR "CUSTOM" in a tabular format be satisfactory response for each requirement in SCOPE OF SERVICES Sections 1 through 12?** For example:

SECTION NUMBER	MINIMUM REQUIREMENT	RESPONSE
SECTION 1: General System Requirements		
1.1)	Employ a fully relational database that allows data to be manipulated, linked, and queried.	YES
1.2)	Ability to disable fields, define fields as required, change field titles, and associate default values.	YES
1.3)	Capability to function over a secured connection via the internet.	YES

**Yes, the simple reply, "YES", "NO" etc..., will be sufficient.**

**14. Will the successful proposer be required to only convert records from the City's existing AutoPROCESS hosted system from Duncan Solutions? Or will some conversion also be required from New World Systems?** (Reference RFP Item 3. SCOPE OF SERVICES, 1<sup>st</sup> paragraph, page 4, indicates that the vendor is required to "transfer the existing database of all existing customer records...")

**Most of the data conversion will occur from the New World System. Very little, if any, data may have to be converted from Duncan AUTOProcess. All financials related to parking tickets occurred in the New World System.**