PARKING CITATION MANAGEMENT SYSTEM
SERVICES AGREEMENT
Between
CLANCY SYTEMS INTERNATIONAL, INC.
And
CITY OF COLUMBIA, MISSOURI

THIS AGREEMENT (hereinafter "Agreement") is by and between the City of Columbia, Missouri (hereinafter "Customer"), a municipal corporation whose address is 701 E. Broadway Columbia, MO 65201, and Clancy Systems International, Inc. (hereinafter "Company"), a corporation with the authority to transact business within the State of Missouri and whose address is 2149 S. Grape St, Denver, CO 80222, and is entered into on the date of the last signatory below. Customer and Company are each individually referred to herein as a "Party" and collectively as the "Parties."

WITNESSETH:

WHEREAS, Customer's parking operations is responsible for managing vehicle parking on streets, parking garages and other public parking lots in downtown, and this responsibility includes the issuance and enforcement of parking citations;

WHEREAS, Customer currently uses Company's software system to manage its parking citations;

WHEREAS, Customer and Company's previous services agreement has expired;

WHEREAS, Customer wishes to purchase, and Company wishes to provide, services for the Customer's continued use of Company's software system pursuant to the terms and conditions provided for herein;

NOW, THEREFORE, in consideration of the mutual covenants set out in this Agreement and for other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), the Parties agree as follows:

1.   AGREEMENT DOCUMENTS. The following documents are incorporated into this Agreement:

        Exhibit A   City RFP # 32/2013 and Addendum #1
        Exhibit B   Clancy Systems Proposal Dated 1/18/2013

In the case of a conflict between any provisions of the documents constituting this Agreement, the provisions of this document shall control. The provisions of the documents incorporated by reference shall control in the order listed above.

2.   PORTABLE DATA ENTRY EQUIPMENT. The Company will provide all portable data entry terminals and accompanying printers for use by the Parking Enforcement personnel in the field to issue citations.

3.   OFFICE EQUIPMENT. The Company will supply charging devices to recharge printers and cell phones.

4.   EQUIPMENT WARRANTY. Company warrants all equipment. At any time during the Agreement, or any renewal thereof, Company will provide for repair or replacement of equipment for malfunction without extra charge. Repaired or replacement units are returned by overnight delivery within 24 hours of receipt in depot. Repair or replacement for abuse, misuse or damage by disaster or theft is not covered and repairs or replacement costs will be billed at actual cost.

Customer recognizes that the field units are computers and printers, and, although ruggedized for portable use, do require care to ensure the integrity of same. The user shall take required measures to protect from frequent drops, exposure to extreme weather conditions and, at all times, treat the equipment with respect. The Company will provide special mounts, mounting materials and plastic covers upon the request of Customer.

5.   SYSTEM PROGRAMS AND DATA. All system programs and data will be hosted under Company's cloud computing environment and accessed by customer via the internet.

6.   [RESERVED]

7.   SOFTWARE. The Company will produce all custom programming and procedures for both the office computers and data entry terminals to reflect Customer requirements. Company personnel will devote such time as is necessary to familiarize themselves with Customer protocol for citation generation and the general geography and logistics of Customer.

The software will operate on the Company's Cloud providing server access for all agency departments that require use and access of System (System is defined herein as all hardware described in this Agreement and all custom software for ticket issuance, processing and management).

The Company will provide ticket management software including ticket management reports, complaint generation, notices, permit information management, as well as other reports as required.

System software and data will be held for customer on the Company's server system, in a cloud computing environment. Customer shall have full access to the programs and data by secure password assignment.

The Company shall put forth best efforts to deliver the initial system software and any additional software provided to, or developed for Customer in error free form. Company shall promptly debug and correct any deficiencies upon notice of defect from Customer.

8.   SITE LICENSE. By execution of this Agreement and any extensions thereof, Customer is granted a site license to use the system software and any modifications or customization thereof to operate its computerized parking citation issuance and management operations.

This software is protected by both United States copyright law and international treaty provisions. Company grants Customer the right to make archival copies of the software for sole purpose of backing up and protecting Customer data from hazard or loss. Customer may not give copies to another person, city, organization or duplicate the software by any other means, including electronic transmission.

The statements in this section of the Agreement shall be construed, interpreted and governed by the laws of the state of Missouri with any legal disputes to be resolved in Boone County Court or Western District Court of Missouri.

9.   CONSULTING SERVICES. The Company agrees to be immediately available for consultation by telephone. With 5 business days' notice, a representative can be available at Customer for consultation if/when required. Cost for on-site consulting will be billed at actual travel costs. Contact telephone number is 800.997.0197. Office hours are 8:00 a.m. to 5:00 PM MST (or during summer months – MDT).

10.   UPDATES. The Company will provide updating and improvements to the system as needs arise and as new technology becomes available. Such updates shall include hardware upgrades, software updates and software enhancements and will be provided at no additional cost to Customer. Software updates and enhancements shall be delivered on-line via FTP site.

11.   TRAINING. The Company will provide training for operators who will be using the ticket issuance devices in the field and for all personnel who will work on system management on the PC computer(s).

12.   SUPPORT. The Company shall provide ongoing system support for the term of the contract and any renewal period thereof. Support shall include complementary telephone and on-line support, complementary overnight delivery of critical materials, and on-site visits as required (billed per this agreement).

13.   ACCESS. Customer will provide the Company with reasonable and appropriate access to both the operators writing parking tickets and to data processing personnel who will be using the computer systems.

14.   INTERNET PAYMENT PROCESSING. The Company shall, at the election of Customer, create and host a web site for payment by credit card (Visa and Mastercard) and checks for citations, permits and other services as desired by Customer. There will be no charge to Customer for this service. A $3.95 handling fee is added to the remitter's costs.

The funds shall be transferred to Customer once each month. Payment shall be made by check to the agency or direct ACH transfer into the agency's bank. A spread sheet of detail (transaction

number, ticket number and payment amount) shall be provided with each settlement for verification.

15.   PAYMENT. Customer agrees to pay $170 per month for each wireless field unit (includes all cellular service fees), $150 per month system license/support fee, and 15¢ for each ticket form purchased (this includes envelopes for remittance). In addition, the Company will be reimbursed for actual travel costs for installation and training not to exceed $2500. Fees are billed quarterly.

16.   OTHER OPTIONAL SERVICES.

Mailing of Notice Letters $.76 each
Printing of Permits $1.00 each
Interface to Missouri DMV   no charge (using Customer's requestor code)
DMV research through an attorney minimum $2.50 or what State fees are (i.e., PA is $4.00)
Service fees for ticket processing $2 per ticket payment processed

17.   NON-DISCRIMINATION CLAUSE. The Company agrees not to discriminate against any employee or applicant for employment because of age, race, creed, color, sex, national origin or ancestry. The Company shall take affirmative action to insure that employees are treated without regard to their age, race, creed, color, national origin, sex or ancestry. Such actions shall include, but not be limited to the following: employment, upgrading, demotion or transfer, of pay or other forms of compensation and selection for training, including apprenticeship. In the event of the Company's non-compliance with this non-discrimination clause, the Agreement may be canceled or terminated by Customer. The Company may be declared by Customer ineligible for further contracts with Customer until satisfactory proof of intent to comply shall be made by the Company.

The Company agrees to include this non-discrimination clause in any subcontracts connected with the performance of this agreement.

18.   NOTICE. Any written notice provided for hereto shall be deemed properly mailed and delivered when the same is deposited in the United States mail, postage prepaid and properly addressed to the party to whom such notice is directed. Proper address of the two parties shall be as follows:

        Customer: City of Columbia
                      701 Broadway 5th floor
                      Columbia, MO 65201

        Company: Clancy Systems International, Inc.
                      2149 S. Grape St.
                      Denver, CO 80222

19.   PROPERTY TAX, SALES TAX, USE TAX, EXCISE TAX, OTHER SPECIAL LICENSES. Any property tax due on the hardware placed on Customer premises for use by Customer shall be the responsibility of Customer in such event that Customer does not have tax

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exempt status. Should Customer fall under tax exempt status provisions, such hardware shall fall under such provisions.

Any applicable sales tax, use tax, excise tax or other special taxes or licensing requirements shall be paid directly by Customer to the proper taxing agency. The Company shall not be required to collect, file and transmit such taxes on behalf of Customer.

20.   OWNERSHIP. All hardware, software and source code shall at all times remain the exclusive property of Clancy Systems International, Inc. At the expiration of the Agreement term, all equipment shall be returned to the Company. Any missing equipment shall be billed to Customer at depreciated value.

21.   RETURN OF SYSTEM. Subsequent to non-renewal or cancellation of Agreement, all system hardware and peripherals placed on Customer premises for use during Agreement term shall be properly packaged and returned to the Company in good working order.

All software provided for system use during the term of the Agreement shall no longer be used nor shall any copies of the software be made and transferred to other equipment.

22.   CUSTOMER PROVIDED RESPONSIBILITIES. Customer shall be responsible for providing the following items:

   a. Desk or table top space to accommodate field units and charging devices.

   b. A dedicated modem telephone line or network connection for Internet access.

   c. A staff person assigned as the system administrator. This person shall be given in depth training, shall be the liaison between the Company and Customer, and shall have the responsibility of operating the system and providing training to new personnel.

   d. Computer workstations for personnel to access system.

23.   TERM OF AGREEMENT. The term of this Agreement shall be for 1 year commencing on the Effective Date. For purposes of this Agreement, the Effective Date shall be May 1, 2018 (the day after the expiration of the previous agreement). Thereafter, the term of this Agreement shall automatically renew for successive one (1) year terms until it is terminated.

It is hereby agreed that this Agreement shall take effect, and remain in force and effect, from the date of the execution hereof, and further this Agreement may be terminated at any time, by either party, upon giving of thirty (30) days' notice, in writing to the other party. Charges will be prorated for any portion of a month that equipment is in place should such cancellation occur.

24.   NATURE OF CUSTOMER'S OBLIGATION. It is expressly understood that in no event will the fees to be paid to Company under the terms of this Agreement for the services set forth in the Scope, exceed the fees stated in the proposal on the fee chart on pages 37 of Clancy Systems Bid Response dated 1/18/2013 and number 16 of this agreement. If additional services

are request by the Customer, Company will prepare and submit to the Customer an estimate of the total cost associated with such additional service. The Customer will review and approve in writing such cost estimate for additional services, and the total compensation and reimbursement to be paid by the Customer to the Bank for such approved additional services. Notwithstanding any provision herein to the contrary, Customer is obligated only to make the payments set forth in this Agreement as may lawfully be made from funds budgeted and appropriated for that purpose during the Customer's fiscal year.

25.   ENTIRE AGREEMENT. It is expressly understood and agreed by the parties hereto that the provisions embodied in this Agreement contain all covenants, agreements, obligations and stipulations agreed upon by the parties and upon execution thereof. This Agreement may be modified or amended at any time by mutual agreement in writing and signed by a duly authorized officer or representative of the applicable parties.

26.   ASSIGNMENT. This Agreement shall inure to the benefit of and shall be binding upon Customer, the Company and their respective successors and assigns, if such assignment has been approved by both parties.

27.   GOVERNING LAW AND VENUE. This agreement shall be governed by and construed in accordance with the laws of the State of Missouri and venue in Boone County, including its conflict of laws provisions.

28.   NO WAIVER OF IMMUNITIES. In no event shall the language of this Agreement constitute or be construed as a waiver or limitation for either Party's rights or defenses with regard to each Party's applicable sovereign, governmental, or official immunities and protections as provided by federal and state constitution or laws.

29.   GENERAL LAWS. Both Parties shall comply with all federal, state and local laws, rules, regulations and ordinances.

[SIGNATURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement by their duly authorized representatives as of the date of the last signatory to this Agreement.

CITY OF COLUMBIA, MISSOURI

BY: _____
          Mike Matthes, City Manager

DATE: _____

ATTEST:

By: _____
    Sheela Amin, City Clerk

APPROVED AS TO FORM:

By: _____
    Nancy Thompson, City Counselor / ak *AK*

CERTIFICATION: I hereby certify that this Agreement is within the purpose of the appropriation to which it is to be charged, Account No. _____
       55606410 - 50480 1   and that there is an unencumbered balance to the credit of such account sufficient to pay therefore.

By: _____
    City Director of Finance

CLANCY SYSTEMS INTERNATIONAL, INC.

BY: _____

TITLE: _____

DATE: _____*10 - 31 - 18*_____

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REQUEST FOR PROPOSAL

PARKING CITATION PROCESSING & MANAGEMENT SYSTEM RFP

FOR THE

CITY OF COLUMBIA, MISSOURI

FINANCE/PURCHASING DIVISION
WILL HOBART
PURCHASING AGENT
701 E BROADWAY, 5TH FL
COLUMBIA, MO 65201
(573) 874-7687

JOHN BLATTEL
DIRECTOR OF FINANCE

SARAH SPATAFORA
PROCUREMENT OFFICER

Request For Proposal No. 32/2013
Closing Date: 5:00 p.m., CST, Friday, January 11, 2013

1   GENERAL REQUIREMENTS

1.1   PURPOSE:

The intent of the City of Columbia is to obtain proposals for a Parking Citation Processing & Management System for the City of Columbia.

1.2   SCHEDULE OF ACTIVITIES:

DATE	ACTIVITY
December 21, 2012	Deadline for *Submission of Questions, Clarifications*
December 28, 2012	Written responses to *Question, Clarifications* sent to all
January 11, 2013	Request for Proposal is due by 5:00 p.m. CST
March 1, 2013	Contract Start Date
The above dates are target dates and may change.	

1.3   DUE DATE FOR PROPOSALS:

Proposals may be submitted in a sealed envelope at the purchasing office or uploaded electronically on the City's E-bidding website. No fax or e-mail proposals will be accepted. Sealed proposals must be delivered to the Purchasing Department, 701 E Broadway 5th Floor, Columbia, MO 65201 by the closing date and time. Proposals received after the appointed time will be determined non-responsive and will not be opened. Sealed proposals must be submitted in six (6), one of which must be an original and so marked. The proposals must be in sealed envelopes and marked in bold letters "RFP #32/2013 Parking Citation Processing & Management System".

1.4   QUESTIONS/CLARIFICATIONS OF THE REQUEST FOR PROPOSAL:

All questions concerning the solicitation and specifications shall be submitted in writing via e-mail or fax to the name below. You are encouraged to submit your questions via e-mail.

Sarah Spatafora, Procurement Officer
Phone: (573) 817-5005
Fax: (573) 874-7762
E-mail: sjspataf@gocolumbiamo.com

Any oral responses to any question shall be unofficial and not binding on the City of Columbia. An Addendum to this RFP providing the City of Columbia's official response will be issued if necessary to all known prospective respondents. Questions must be submitted no later than 5:00 p.m. on December 21, 2012.

This written *Request for Additional Information* will take place of the normal Pre-Proposal Conference.

1.5 VALIDITY OF PROPOSALS

Respondents agree that proposals will remain firm for a period of ninety (90) calendar days after the date specified for the return of proposals.

1.6 REJECTION OF PROPOSALS:

The City of Columbia reserves the right to reject any or all proposals received in response to this RFP, or to cancel the RFP if it is in the best interest of the City of Columbia to do so. Failure to furnish all information requested in this RFP may disqualify the proposal. Any exceptions to the requirements specified must be identified in the proposal.

1.7 WITHDRAWAL OF PROPOSALS:

Any Presenter may withdraw his proposal at any time prior to the scheduled closing time for the receipt of proposals. However, no proposal will be withdrawn for a period of ninety days after the scheduled closing time for the receipt of proposals.

1.8 ALTERATION OF SOLICITATION:

The wording of the City of Columbia's solicitation may not be changed or altered in any manner. Respondents taking exception to any clause in whole or in part should do so by listing said exceptions on their letterhead and submitting them with their proposal; such exceptions will be evaluated and accepted or rejected by the City of Columbia, whose decision will be final.

1.9 RESPONSE MATERIAL OWNERSHIP:

All material submitted regarding this RFP becomes the property of The City of Columbia. Any person may review proposals after the "Notice of Intent to Award" letter has been issued, subject to the terms of this solicitation.

1.10 INCURRING COSTS:

The City of Columbia shall not be obligated or be liable for any cost incurred by Respondents prior to issuance of a Contract. All costs to prepare and submit a response to this solicitation shall be borne by the Respondent.

1.11 COLLUSION CLAUSE:

Any agreement or collusion among Respondents and prospective Respondents to illegally restrain freedom of competition by agreement to fix prices, or otherwise, will render the proposals of such Respondents void.

1.12 CONTRACT DOCUMENTS:

The final Contract between the City of Columbia and the Respondent will include by reference:

- Respondent's Proposal
- The Specifications contained in this RFP

Any changes, additions or modifications hereto will be in writing and signed by the Purchasing Agent. No other individual is authorized to modify the Contract in any manner.

1.13 FUNDS:

Financial obligations of the City of Columbia payable after the current fiscal year are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting Contract will become null and void, without penalty to the City of Columbia.

1.14 TAX EXEMPTION:

The City of Columbia is funded by public monies and as such has been approved by the State of Missouri for sales/use tax-exempt status. The Missouri tax identification number and certificate is available upon request by the successful Respondent.

1.15 APPLICABLE LAW:

The proposal and Contract shall be governed in all respects by the ordinances of The City of Columbia and the laws of the State of Missouri, and any litigation with respect thereto shall be brought in the courts in the State of Missouri.

1.16 RESPONSIBILITY:

The City of Columbia reserves the right to require the apparent successful vendors to file proof of his/her ability to properly finance and execute the Contract, together with his/her record of successful completion of similar Contracts prior. The award of the Contract will be contingent upon providing acceptable proof and record of performance. *This information will become a part of the contents of the file and hence public record unless the Respondent indicates this material confidential and request this information be returned at the expense of the Respondent. This applies only to matters of financial reporting.*

1.17 ASSIGNMENT:

Firm shall not assign the Contract, subcontract it, or sublet it as a whole without the prior written consent of the City of Columbia. Assignment, subcontracting, or subletting without such consent will in no way relieve the Firm of any of its obligations under this Contract unless specifically stated by the City of Columbia in its consent.

1.18 AUDITING OF INVOICES:

Invoices are subject to audit for a period of five (5) years after the expiration date of the final year of the Contract. If during the audit it is revealed that the Respondent charged the City of Columbia a price higher than the proposed price, the Respondent will reimburse the City of Columbia the amount of the overcharge.

1.19 NONDISCRIMINATION IN EMPLOYMENT

In connection with the furnishing of supplies or performance of work under this Contract, the Firm agrees to comply with the Fair Labor Standard Act, Fair Employment Practices, Equal Opportunity Employment Act, and all other applicable Federal and State laws and further agrees to insert the foregoing provisions in all subcontracts awarded hereunder.

1.20 TERMINATION FOR DEFAULT

If, through any cause, the firm shall fail to fulfill, in a timely and proper manner, its obligations under this contract, or if the firm shall violate any of the covenants, agreements, or stipulations of this contract, the City of Columbia shall thereupon have the right to terminate this contract for cause by giving written notice to the firm of its intent to terminate and at least ten (10) calendar days to cure the default or show cause why termination is otherwise not appropriate. In the event of termination all finished or unfinished documents, data, studies, survey, drawings, maps, models, photographs, and reports or other material prepared by the firm under this contract shall, at the option of the City of Columbia, become its property, and the firm shall be entitled to receive just and equitable compensation for any services and supplies delivered and accepted. The firm shall be obligated to return any payment advanced under the provisions of this contract.

Notwithstanding above, the firm shall not be relieved of liability to the City of Columbia for any damages sustained by the City of Columbia by virtue of any breach of the contract by the firm, and the City of Columbia may withhold any payment to the firm for the purpose of mitigating its damages until such time as the exact amount of damages due the City of Columbia from the firm is determined.

If after such termination it is determined, for any reason the firm was not in default, or that the firm's action/inaction was excusable, such termination shall be treated as a termination for convenience, as described herein.

1.21 TERMINATION FOR CONVENIENCE:

The performance of work under this Contract may be terminated by the City of Columbia in whole or in part, whenever the Purchasing Manager will determine that such termination is in the best interest of the City of Columbia. Any such termination will be affected by delivery to the Respondent of a letter of termination specifying the extent to which performance of work under the Contract is terminated and the date upon which such termination is effective.

After receipt of a termination letter the Respondent will:

- Stop work on the Contract on the date and to the extent specified in the letter.
- Place no further orders for materials, services or facilities except as may be necessary to complete any portions of the work under Contract not terminated.
- Complete on schedule such part of the work as will not be terminated by termination letter.

1.22 EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED

- Contractor agrees to comply with Missouri State Statute section 285.530 in that they shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri.
- As a condition for the award of this contract the contractor shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. The Contractor shall also sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services.
- Contractor shall require each subcontractor to affirmatively state in its contract with contractor that the subcontractor shall not knowingly employ, hire for employment or

continue to employ an unauthorized alien to perform work within the state of Missouri. Contractor shall also require each subcontractor to provide contractor with a sworn affidavit under the penalty of perjury attesting to the fact that the subcontractor's employees are lawfully present in the United States.

1.23 INUSRANCE REQUIREMENTS:

CONTRACTORS INSURANCE: The Contractor shall not commence work under this Contract until they have obtained all insurance required under this paragraph and such insurance has been approved by the City, nor shall the Contractor allow any subcontractor to commence work on their contract until all similar insurance required of subcontractor has been so obtained and approved. All policies shall be in amounts, form, and with companies satisfactory to the City which must carry an A-6 or better rating as listed in the A.M. Best or equivalent rating guide.

WORKERS COMPENSATION INSURANCE: The Contractor shall take out and maintain during the life of this Contract Employers Liability and Workers Compensation Insurance for all of their employees employed at the site of the work, and in case any work is sublet, the Contractor shall require the subcontractor similarly to provide Workers Compensation Insurance for all of the latter's employees unless such employees are covered by the protection afforded by the Contractor.

Workers Compensation coverages shall meet Missouri statutory limits. Employers Liability limits shall be $500,000.00 each employee, $500,000.00 each accident, and $500,000.00 policy limit. In case any class of employees engaged in work under this Contract at the site of the work is not protected under the Workers Compensation Statute, the Contractor shall provide and shall cause each subcontractor to provide Employers Liability Insurance for the protection of their employees not otherwise protected.

COMMERCIAL GENERAL LIABILITY INSURANCE: Contractor shall carry Commercial General Liability Insurance written on ISO occurrence form CG 00 01 07 98 or later edition (or a substitute form providing equivalent coverage) and shall cover all operations by or on behalf of the Contractor, providing insurance for bodily injury liability and property damage liability for the limits indicated below and for the following coverage:

(1) Premises and Operations
(2) Products and Completed Operations

Contractual Liability insuring the obligations assumed by the Contractor under this Contract. Personal Injury Liability and Advertising Injury Liability

Except with respect to bodily injury and property damage included within the products and completed operations hazards, the general aggregate limit shall apply separately to the Contractor's project under this Contract. Completed Operations coverage must be maintained for the correction period provided by the agreement.

Limit of Liability. The Commercial General Liability policy limits shall not be less than:
$1,000,000 Each Occurrence (Comb.Single Limit for Bodily Injury & Prop. Damage)
$1,000,000 Aggregate for Products/Completed Operations
$1,000,000 Personal Injury/Advertising Injury
$1,000,000 General Aggregate (provide endorsement to apply the General Aggregate per project, if

available.

Additional Insured The Owner, all of its officers, directors and employees, shall be named as Additional Insureds under the Commercial General Liability Insurance using ISO Additional Insured Endorsements CG 20 10 or substitute providing equivalent coverage. This endorsement must be stated on the insurance certificate provided to the Owner and a copy of the endorsements confirming coverage should accompany the insurance certificate.

Primary Coverage The Contractor's Commercial General Liability Policy shall apply as primary insurance and any other insurance carried by the Architect or the Owner shall be excess only and will not contribute with Contractor's insurance. This must be stated on the insurance certificate and a copy of the endorsement confirming coverage should accompany the insurance certificate.

BUSINESS AUTOMOBILE LIABILITY INSURANCE: The policy should be written on ISO form CA 0001, CA 0005, CA 0002, CA0020 or a substitute form providing equivalent coverage and shall provide coverage for all owned, hired and non-owned vehicles. The limit of liability should be at least $1,000,000 Combined Single Limit for Bodily Injury and Property Damage each accident and should also cover Automobile Contractual Liability. The policy should name the Owner and all of its officers, directors and employees as Additional Insureds. The policy shall be endorsed to be primary coverage and any other insurance carried by the Owner shall be excess only and will not contribute with Contractor's insurance. To confirm coverage, a copy of the Additional Insured Endorsement should accompany the insurance certificate.

WAIVER OF SUBROGATION: The Commercial General Liability and Automobile Liability policies shall each contain a waiver of subrogation in favor of the Owner and its officers, directors and employees.

CERTIFICATES OF INSURANCE: As evidence of the insurance, limits and endorsements required, a standard ACORD or equivalent Certificate of Insurance executed by a duly authorized representative of each insurer shall be furnished by the Contractor to the Owner and Architect before any Work under the Contract is commenced by the Contractor. Owner shall have the right, but not the obligation, to prohibit Contractor or any Subcontractor from entering the Project site until such certificates are received and approved by the Owner. With respect to insurance to be maintained after final payment, an additional certificate(s) evidencing such coverage shall be promptly provided to Owner as a precondition to final payment. The Certificate of Insurance shall provide that there will be no cancellation or reduction of coverage without 30 days prior written notice to the Owner. The certificate must also contain a description of the project or work to be performed. Failure to maintain the insurance required herein may result in termination of the Contract at Owner's option. In the event the Contractor does not comply with the requirements of this section, the Owner shall have the right, but not the obligation, to provide insurance coverage to protect the Owner and charge the Contractor for the cost of that insurance. The required insurance shall be subject to the approval of the Architect, but any acceptance of insurance certificates by the Owner shall in no way limit or relieve the Contractor of their duties and responsibilities in this Agreement.

SUBCONTRACTORS: Contractor shall cause each Subcontractor to purchase and maintain insurance of the types and amounts specified herein. Limits of such coverage may be reduced

only upon written agreement of Owner. Contractor shall provide to Owner copies of certificates evidencing coverage for each Subcontractor. Subcontractors' commercial general liability and business automobile liability insurance shall name Owner as Additional Insured and have the Waiver of Subrogation endorsements added.

HOLD HARMLESS AGREEMENT: To the fullest extent not prohibited by law, Contractor shall indemnify and hold harmless the City of Columbia, its directors, officers, agents, and employees from and against all claims, damages, losses, and expenses (including but not limited to attorneys fees) arising by reason of any act or failure to act, negligent or otherwise, of Contractor, of any subcontractor (meaning anyone, including but not limited to consultants having a contract with Contractor or a subcontractor for part of the services), of anyone directly or indirectly employed by Contractor or by any subcontractor, or of anyone for whose acts the Contractor or its subcontractor may be liable, in connection with providing these services. This provision does not, however, require Contractor to indemnify, hold harmless, or defend the City of Columbia from its own negligence.

1.24 DISPUTE RESOLUTION:

- Except as otherwise provided in this Contract, any dispute concerning a question of fact arising under this Contract which is not disposed of by agreement shall be decided by the City of Columbia's Purchasing Agent, who shall reduce the decision to writing and mail or otherwise furnish a copy to the Contractor. The decision of the Purchasing Agent shall be final and conclusive unless within ten (10) days from the date of receipt of such copy the Contractor mails or otherwise furnishes a written appeal addressed to the Finance Director, with a copy to the Purchasing Agent. The determination of such appeal by the Finance Director shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent or capricious, arbitrary, or not supported by substantial evidence. In connection with any appeal proceeding under this clause the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its appeal. Pending final decision of a dispute hereunder, and unless otherwise directed in writing by the City of Columbia, the Contractor shall proceed diligently with performance in accordance with the Purchasing Agent's decision.
- The duties and obligations imposed by the Contract and the rights and remedies available hereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the City of Columbia or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

2 SPECIFICATIONS:

2.1 INTRODUCTION/BACKGROUND:

The intent of this Request for Proposal is to obtain proposals for a Parking Ticket Management System to process all parking citations and delinquent penalties. **The City will consider hosted as well as client/server models.**

Currently the City issues and processes approximately 85,000 (9000 handwritten and 76,000 issued by handheld units) citations per year. The software currently used is Albers & Associates (HSF).

The handheld unit being used now is an Autocite unit manufactured by Duncan Technologies. Plans are to replace the handheld units with smart phones. There are approximately 2010 parking meters in the City.

2.2   SCOPE OF WORK:

The Scope of Work shall be for the purchase/lease of all software and hardware necessary for a new ticketing and back office program. The City would like the following components addressed within this proposal:

- Smart phone application – citation capable
- Office software – payments, letters, reports capable
- Smart phones – priced as both vendor and City provides
- Smart phone (plans and insurance if provided by vendor)
- Printers – priced as both vendor and City provides
- Warranties – on any hardware/software provided by vendor

The City of Columbia reserves the right to split award or exclude any portion of this RFP.

2.3   DELIVERABLES

The deliverables for this project consist of a Parking Citation Processing and Management System, turnkey to include:

- Smart phone application – citation capable
- Office software – payments, letters, reports capable
- Smart phones – vendor/City provides
- Smart phone – data & voice plans if provided by vendor
- Printers –vendor/City provides
- Warranties – on any hardware/software provided by vendor

2.4   TECHNICAL REQUIREMENTS

All proposals shall be made on the basis of and either meet or exceed, the requirements contained herein:

2.4.1   Configurations

The Contractor shall provide the support necessary to host and maintain (upgrade, backup) the server, database and software. The facility used by the Contractor shall offer the following:

- Tier 1 provider of Internet Service
- 99.999% of uptime
- 24x7x365 Staffed Network Operations Center
- Two separate power providers (facility to receive power from two separate power grids or generator backup)
- Facility shall be of high security. (Approval and site visit by City of Columbia at their

request)
- Backup procedure plan
- Local backups available
- Data from smart phone applications and back office program automatically updates upon entry (real time)
- Shall perform DMV searches for vehicle owner information and provide a listing of scheduled search days for all DMV look up and expected response time based on City determined schedule
- Ability to create and upload file to the Missouri DMV

2.4.2 Access Control and Security

- Hosted version shall support the current version of any industry standard Internet Browser – list specific requirements
- Employ a fully relational database that allows data to be manipulated, linked, and queried
- Access all information from any screen
- Ability to disable fields, define fields as required, change field titles, and associate default values
- Schedule tasks to run automatically
- The system shall allow for the creation of a profile for each individual user.
- User access and control shall be user-defined and range from read-only to Administrator. Security access shall be able to be defined differently from each component and module of the system.
- The system shall provide a date/time stamp and track any modifications. This shall be a full history and NOT simply track the most recent transaction.

2.4.3 Types of Citations

- PW (Public Works) Enforcement Agent Tickets
- Columbia Police Department Tickets
- University of Missouri Police Department Tickets
- Fire Marshall Tickets
- BI (Building Inspector) Tickets
- Airport Tickets

2.4.4 Parking Citation

- Parking Citation – provide direct access (or via link from one page) to information
- User to enter via keyboard and/or automatically upload via smart phone application
- Contractor shall be able to provide alpha ticket prefix information prior to the ticket number.
- Detailed violation information including fine structure (original fine, late fees, boot fees, admin fees, amount paid, amount due)
- Extensive notes field (note shall include date/time and entered by)
- Ability to change the status of a citation to include: void, dismiss, uncollectible, reduction, etc.

- Void status shall have unlimited number of reason codes which shall show on the status screen
- Ability to track all changes and adjustments made to a citation to a specific individual, date and time
- Shall support the attachment of scanned documentation, digital images, or electronic items to the citation
- Ability to directly access receipt (payment) information from the citation record
- Accommodate a predefined digit alphanumeric format
- Provide a mechanism for rapid and convenient entry of hand written citations utilizing defaults
- Limit access from read-only to full edit based on individual user accounts
- Generate and print notification letters while maintaining an audit trail within the application. Direct access to letter history and copies of each letter shall be retained.
- Ability to generate e-mail notifications and account statements. Direct access to each e-mail sent attached to each record.
- Ability to define whether a violation uses accumulation, escalation or reduction
- Include a detailed list of the history of a customer association with a citation. The information shall contain at minimum the person who created, removed, or modified the information.
- Direct access to the financial information related to the citation including: payments, adjustments, late fees, etc.
- Automatically assess escalations/late fees which meet predetermined criteria without further user interaction
- Automatically generate letters/e-mail for overdue citations without the user initiating the process (starting the procedure with a simple command)
- Ability for the software to identify a citation based on violation code to a particular revenue account
- Ability to provide summaries of payments paid and amounts due per owner
- Ability to generate receipt copies showing amount paid and amount due

2.4.5 Citation Appeals

- Display a visual alert to those citations that are on appeal, to include a printed listing and amounts due

2.4.6 Customer Tracking

- The customer module should provide the ability to view all activity associated with individuals. Track contact information related to a customer, including: multiple addresses, phone numbers, and e-mail.
- A license plate number will serve as the unique account number.
- Display a balance due with convenient access to full detail
- Ability to view a summary section with direct access to all information and invoices with a customer screen
- Unlimited number of addresses, both physical and e-mail
- Ability to send user-defined customer statements in a variety of formats to inform customers of all outstanding invoices

- Support the attachment and printing of scanned documentation, digital images, or other electronic items to the record
- Direct access to financial information related to the customer, including: invoices, payments, and adjustments
- Create scofflaw files based on vehicle registration
- Ability to identify potential duplicate records with option to merge the duplicated record into one
- Ability to generate Tow notice for certified mailing and flag violations as receiving notice
- Ability to send Tow list information to handhelds
- Ability to track tickets issued per year and add escalated fine amounts
- System to provide the ability to search records based on following:
  - Name
  - Ticket #
  - Plate #
  - VIN #
  - Wildcard search
- System to provide the ability to view the following:
  - Amount of ticket
  - Location of ticket
  - Image of ticket
  - Date/time ticket was issued
  - Violation Code
  - Officer badge number who issued
  - Payment amount
  - VIN #
  - Plate #
  - Make & model of vehicle
  - Penalty amount
  - Name & address of registered owner(s)
  - All notes on ticket/account
  - When DMV information has been received
  - Ticket type – smart phone vs. manual
  - Type of payment (cash, check or cc)
  - All photos associated with a citation
  - All video associated with a citation
- Penalty Amount – ability to remove late penalties
- Ticket Information – correct Tag #, Address, Name, etc.
- Ability to add comments to ticket accounts
- Place ticket to courts with Court Date noted
- Photos and video may be viewed, copied, and/or printed through an external program such as Adobe or Windows Media Player.

2.4.7 Payment and Cash Management

- Ability to work with or without a cash drawer
- Ability to track all transactions by cashier regardless of PC used
- Ability to accept and post both full and partial payments for fees/citations and/or

permits and parking cards

- Ability to post payments before citation information has been imported from handheld ticket writers, and have that information automatically updated when the citation is later uploaded from the handheld

- Notify the cashier if checks are not accepted for payment on specific accounts, license plates, or individuals
- Print a receipt that clearly identifies individual transactions or items purchased, including citations paid
- Optional field for payment type codes
- Ability to upload payment information from third party payment processing center (lockbox) and provide a report regarding the transactions
- Complete close out process with detailed daily reconciliation reports
- Ability to print receipts on demand

2.4.8 Task Scheduler

- Ability to automatically execute task in an unattended fashion
- Support execution of pre-defined tasks including escalating fines, generating letters, and notifications
- Ability to user define tasks which may include but not be limited to: report generations, data exports, data imports, handheld downloads and uploads

2.4.9 Notice and Letter Generation

- The software shall provide a module to allow for the notification of overdue tickets. (The City does not anticipate using e-mail communications to customers and permit holders immediately but would like the capability in the event of future use.)
- Customer Statements
- Send notices and optional letter via e-mail and retain a copy attached to the citation record
- For each type of standard letter in the database file, the software shall allow the user to print only one such letter applicable to only one citation, vehicle, or customer or complete "batch" of that type of letter for all applicable citations, vehicles, or customers when certain user defined conditions are met.
- Allow letter to be printed on a standard printer that can be accessed via a local workstation
- E-mail notification letters while maintaining an audit trail within the application
- Direct access to letter history should be provided as well as storing a copy of the e-mail in the history
- Allow an unlimited number of user-defined letter headings to be selected by letter type
- Generate and print notification letter while maintaining an audit trail within the application. Direct access to letter history should be provided as well as letter storage.
- Ability to remove letter notification should letters be printed in error
- Ability to schedule and generate letters/e-mails for overdue citation notices without user initiating the process

2.4.10 Extensive Reports Generation

The software shall be capable of producing pre-defined reports concerning citation activity with a variety of sorting options such as but not limited to: date ranges, ticket # ranges, outstanding tickets, tickets issued by certain officer, ticket issued by location, tickets issued by violation, tickets issued between time periods. The software shall be capable of producing accounts receivable and write-off reports that indicate, by user defined receivable type, the following, but not limited to: total citations collected, total citations outstanding, total citations disposed of for each disposition type. The system shall provide for ad hoc reporting and exporting to common file formats.

The following are examples of types of reports that the software shall produce; this list is only a summary and not a complete list:
- A listing of citations written by violation type sorted by user defined structure such as: date range, officer, location, violation
- A listing of all outstanding citations to a person or vehicle
- Number and percentage of citations issued for a violation type
- Monthly accounts receivable report for tickets paid, unpaid, partial paid
- Daily report of citations paid through third-party lockbox broken into various revenue accounts with check numbers on the report
- A listing of all outstanding citations by citation number, license number, date or customer name as defined by user
- A detailed report of all activity for a given day. The report shall be broken into transaction category.
- A report that will produce aging status for unpaid citations and invoices. This report can be broken down by past due status such as: 30 days, 60 days, 90 days, and 180 days
- Ability to add/edit/change officer name & badge number information
- Ability to update street names
- Ability to add/edit/delete violation codes and descriptions
- Ability to update vehicle listing (new vehicle types, etc.)
- Ability to add/edit/change disposition codes
- Ability to have a "VIP" list – vehicles not eligible for tickets, i.e., government vehicles, police vehicles, etc.

2.4.11 The software shall be capable of generating various file formats determined as necessary by the City to accommodate data import/export between all aspects of the parking management system and external agencies or departments, including various other software programs.

2.4.12 Web Services

The software system shall offer web services to allow external programs access to feature within the application. Web services shall, at a minimum, specifically interface with citation payments, and the ability to access account information. The system should allow for the creation of a web-based interface allowing secure online transactions.
- Web services shall support user authentication.
- Web services shall be capable of operating over a secure network connection including SSL.

- All activities performed by a web service shall be logged in the system activity and/or financial log of the system.
- Web services shall offer real-time interaction with the parking database.

- Web services shall allow a customer to pay a parking citation by the citation number or license plate number including one citation or all citations.

The Contractor shall offer consulting services, if needed, to help guide the implementation process. Web services shall allow for a customer to update personal address information without viewing any current data (the City does not anticipate allowing customers to update information at this time, but would like the capability in the event of future use). Information updates shall be provided via a report. The Contractor shall offer web development solutions for e-commerce and customer inquiry. The Contractor shall offer packaged solutions and custom development options. The e-commerce website shall integrate with the parking management database.

The following solutions should be made available:
- Customer account inquiry
- Citation payment

2.4.13 Tagging and Towing

- The software shall have a module that allows the user to process a towed vehicle. This includes booting/towing the vehicle and releasing to the owner.
- Ability to enter all towing information
- Field entry for boot report number and location
- Support the attachment of scanned documentation, digital images or other electronic items for the record
- Extensive notes field
- Ability to process daily for qualified owners, generate notices and flag violations involved
- Report: vehicles tagged and towed, Tow Company, amount due

2.4.14 Data Conversion

The Contractor shall offer data conversion services. Data is currently stored in HSF. Data to be converted includes customers, vehicles and citations. The Contractor should explain what is included in the proposed data conversion service.

2.4.15 Smart Phone Application Ticket Writers

The Contractor shall include pricing (price for application and pricing for phones broken down) for smart phones with an application for ticket writing with integrated field printers and all items and software necessary to interface to the host system. The handheld computer shall utilize software that seamlessly integrates with the host parking management software. Contractor shall also supply miscellaneous supplies that are necessary for system operation. (Approval by the City is necessary, including third party lockbox approval.)

2.4.16 Modularity

The system shall allow for the addition of more smart phones with the ticket writing application, users, locations and modules at a later date.

2.4.17 Host and Peripheral Hardware

Host hardware and software shall refer to the proposed parking management system with which the smart phone application ticket writers will interface. Contractor shall provide a recommendation for appropriate configuration. Additionally, Contractor will supply any necessary peripheral equipment to interface to the host system or smart phone devices.

2.4.18 System Delivery

The Contractor will deliver, install, and integrate the necessary handheld hardware and software components with the proposed parking management system to achieve a fully functional, automated parking citation management system. The Contractor shall also offer total support for the smart phone ticket writer hardware (if provided) and software (in all cases) under a single comprehensive maintenance and support program. During the term of the maintenance and support program, the Contractor shall provide scheduled new releases of smart phones (if provided), applications and communications software. Upon contract award, the City estimates the implementation period for the Contractor's product to be integrated into the City's system to be approximately thirty (30) through ninety (90) business days.

2.4.19 Smart Phone Application Software

- GIS Smart Phone Tracking System. Utilizing a street map with timed pinpoints, Parking Management will be able to track the location and movement of the smart phones throughout the day to ensure agent safety and efficiency. Movement must be logged, at a minimum, every 15 minutes.
- The software must enable the user to exit the software in order to utilize other smart phone features such as phone, internet, camera, etc. Upon returning to the software, the user then can continue issuing the citation without any interruptions in the workflow.
- Smart phones shall be equipped with a flash function on the camera to enable photos to be captured in low-light scenarios.
- The software must enable up to three photos to be attached to a citation after the citation has been printed out.
- The software must enable the user to perform a detailed plate-history report of any license plate entered. The history report will provide all citations; warnings included, within, at minimum, the last 60 days prior to lookup. The history report will also include all comments entered in by agents regarding the specified plate. The user will be able to ascertain when, where, and why prior citations were issued. The user will also be able to ascertain if a citation is currently open, closed, or on appeal status with a grand total owing at the bottom of the list.
- The software must have the ability to attach Word, Excel, JPEG, and AVI files (or their Android-compatible equivalents) to a citation.

- The software must enable real-time uploads of parking citations. It is hoped that any citation issued be instantaneously available for all entities, i.e. Municipal Court, Parking Enforcement, Permit Management, City Police, etc. to view, modify, and add payment to a citation within 5 minutes of citation issuance. This real-time upload shall not interfere with an agent's ability to issue citations or utilize other features of the smart phone device. If this real-time upload capability is not possible, citations may be stored until a periodic upload can be made. Such periodic uploads, made within a minimum of every hour, and may occur as long as this periodic upload, once again, does not interfere with the agent's ability to issue citations or utilize other features of the smart-phone device.
- In addition to real-time uploads of citations, payments, dismissals, reductions, scofflaw updates, notes, and other modifications performed on a given citation should be view-able to all entities within 5 minutes of whatever change took place. Once again, if this real-time upload capability is not possible, changes to a citation may be stored until a periodic upload can be made. Such periodic uploads, made within a minimum of every hour, and may occur as long as this periodic upload, once again, does not interfere with the agent's ability to issue citations or utilize other features of the smart-phone device.
- As the City of Columbia utilizes an ordinance-defined tow sheet, indicating where, when, and why a tow took place for every time a tow is made, the software must also include a template for this tow sheet to be filled out and attached, electronically, to a given license plate number.
- Software must enable the instantaneous printing, upon citation, of photos associated with any given license plate.
- Application software shall provide a user-friendly interface for ease of use and durability.
- The smart phone software shall be completely configurable so that the department may select data entry fields and make them a required entry, an optional entry, or an unused field.
- The software shall require a password/security sign on.
- The system shall support entry of information such as vehicle make, model, color, style, plate type, violation, void, and standard codes. The citation entry screen shall be a selectable format such as drop down menus.
- The system shall easily allow the user to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process.
- The system shall allow the user to view and void any citation written by the user since the last upload of data to the host. A valid void code shall be entered for the voiding of any completed citation and the officer ID shall be noted on exception report at the host level.
- The system shall support reprinting of an issued citation. This reprinted citation shall contain the same time as the original citation not simply the time it was re-printed.
- When the license plate is entered during a citation entry, the system shall automatically search the customer, vehicle, scofflaw, and tow request file for a match. If a match is found, the customer and vehicle information shall be automatically entered into the proper data fields without additional keying by the officer. If a match is found in the scofflaw or "tow" request file, the system shall display the number of unpaid citations and outstanding balance.
- All transactions shall be time stamped by the systems internal clock.

- The system shall support the issuance and tracking of warnings as well as actual citations.
- The system shall support standard location codes and descriptions, location comments, block numbers. Location descriptions should be used in a drop down menu format. Locations shall also be manually generated when necessary.
- The system shall be configurable by authorized personnel to allow designated personnel to modify the standard violation fine.
- The smart phone application shall have a level of security which provides the officer a sign-on to prevent unauthorized use.
- The system shall be able to print scan lines for use with the lockbox feature of the third party processing center (OCR line).
- The system shall have a field for officer comments which can be preprogrammed into the "canned" or free form comments. The officer shall have a choice for these to print on the citation or simply show in the system. Option for same comment to repeat from citation to citation if selected.
- The software shall allow the user to select whether they wish to check for multiple citations to the same vehicle in the same day and notify the officer of the previous citation.
- The handheld should support presentation of citation data entry screens according to a user-specified order.
- The handheld shall have drop down menu choices for all US states. This list should be able to allow for those most utilized to be placed in order of use.
- The software shall provide the ability to take an unlimited number of color or non-color snapshots. The software shall automatically download the snapshots and associate to the appropriate citation record.
- These smart phones shall be able to work in all weather conditions. Smart phone application ticket writers and printers shall function in rain, snow, and temperature ranges from -5 through 110 degrees F.
- The screen on smart phones shall display images clearly in all lighting conditions.
- Ability to have a "VIP" list – vehicles not eligible for tickets, i.e., government vehicles, police, etc.
- Preferred Product Specifications further clarified in attached Exhibit A.

2.4.20 Communications

(The City does not currently have wireless capabilities but is interested in its potential use for future operations.)
- Host Communications Software – software manager of host communications
- High Speed Communications – capability of direct host communication with multiple handheld units via high-speed data communications. High speed communications include communication speed of up to 11 Mbps using wireless 802.11b communication solution or communication speed of up to 800 Kbps for Bluetooth communication. All necessary hardware provided by the Contractor.
- Real-time Wireless Communications – capability of real-time in-the-field communications. Wireless communications should be offered in either 802.11b or GPRS cellular communications.

2.4.21 Hardware and Software Maintenance and Support

Contractor shall offer a maintenance agreement that will cover all parking management system handheld hardware and software support. The maintenance plan shall focus on preventative maintenance. This should include troubleshooting, installing upgrades, free training as necessary with upgrades, and performing hot back-ups and routine checks to achieve maximum performance. Upgrades and preventative maintenance should be handled remotely and after normal business hours, leaving our operation with little or no downtime. Contractor shall provide a toll-free phone line with a two (2) hour target turnaround, Monday-Friday between the hours of 8:00 am and 5:00 pm Central Standard Time.

2.5 TICKET FLOW CHART

Proposer shall provide a ticket flow chart. Current workflow chart is attached (Attachment B).

3 TECHNICAL REQUIREMENTS

3.1 VENDOR INFORMATION/EXPERIENCE

- Provide a brief synopsis of the firm, including when and where incorporated, major business activities, and a listing of officers of the company. State whether the firm is local, regional, or national and how long the firm has been in existence under current ownership/management.
- This section should demonstrate the Proposer's experience, skills and qualifications of the Project Manager and other key personnel in providing the solutions requested in the RFP and in meeting client goals, objectives and schedules. Describe direct experience. Detail any plans on services the Proposer will provide that are not specifically required in this RFP.
- The offeror shall demonstrate past performance related to the scope of work. The offeror shall provide a minimum of five (5) contract references both for itself and for any major subcontractor to enable the City of Columbia to assess the quality of the offeror's and major subcontractors' past performance. The referenced contracts shall be similar in scope, magnitude and complexity to that contemplated in this RFP.

3.2 PROGRAM MANAGEMENT/PROJECT APPROACH

- Present the management approach to be followed and the management techniques required for implementation and control of work. At minimum address and include a service start-up plan and schedule.
- Provide an organizational chart showing how the project will be staffed in all functional areas. Indicate the number of employees of each type. Indicate how the on-site staff will be supported by other regional national staff and the reporting relationships between on-site staff and other firm management staff, if applicable.
- Define and indentify the proposed key on-site project staff. Provide resumes and references for all key staff. Indicate whether each has worked in operations similar to what is requested in the RFP and in what capacity they served at these other operations.
- Please provide a detailed description the offered training for proposed solution, to include staff training for: Supervisors, IT Director and IT Staff, Office Staff, and Citation Officers.

3.3 FUNCTIONALITY

- Provide a detailed description of how your proposed solution will meet each of the Technical Requirements.
- Provide detailed information regarding the following:
  - Dataflow diagram for proposed solution
  - Network diagram of proposed solution
  - System requirements of proposed solution (both server, workstation and smartphone)
  - Provide a detailed explanation regarding the compatibility of the proposed with any wireless mobile applications for smartphones and tablets.
  - Provide an explanation of the proposed solutions functionality in a virtual environment.

3.4 VALUE ADDED FEATURES

Describe any unique, no-cost features of your proposed solution, outside the scope of this request, which will provide benefit to the City of Columbia.

3.5 SUPPORT/WARRANTY

- Provide a full and detailed description of any and all warranties that are provided with the proposed solution.
- Provide a full and detailed description of all levels of service, maintenance, and support available for the proposed solution. This should include ongoing and extended plans.

3.6 PRICING TO BE QUOTED – hosted, client/server or both

The City of Columbia anticipates awarding a fixed price contract. The City of Columbia will evaluate cost/price proposals for reasonableness, completeness, and realism as appropriate.

Pricing should include the following:
- Hardware cost, if applicable
- Installation and configuration
- Implementation, testing, training
- Annual software maintenance and licensing costs
- Warranty details
- Any items omitted from this RFP which are clearly necessary for the completion of the work being proposed should be considered part of the work though not directly specified or called for in this RFP.

4 SUBMISSION OF PROPOSAL

4.1 TRANSMITTAL LETTER

All Respondents must submit a transmittal letter prepared on the vendor's letterhead. An individual who is authorized to bind this firm to all statements, services, and prices contained in the proposal for both the primary and sub firms must sign the letter. In addition, a letter from any sub-vendor to be used in the service should be included. This letter must be signed by an individual who is authorized to bind the firm and should give a brief description of the work they are to perform.

4.2 FORMAT OF PROPOSAL

Proposals are to be kept within 40 pages with a minimum font size of 11.

4.3 SELECTION AND AWARD

The City of Columbia reserves the right to reject any or all proposals, to negotiate with any respondent considered qualified, or to make an award without further discussion.

Proposers may be required to give a demonstration to the City to clarify or elaborate a proposal.

5 EVALUATION CRITERIA

Evaluation will be based on all elements of response to proposal criteria.

Proposal Evaluation
It is the purpose of this request for proposal to obtain data as complete as possible from each respondent that will enable the City of Columbia to determine which prospective firm is best able to serve all the criteria which are to be considered in the award of this contract.
Evaluation of the respondents qualifying as finalists will be based on the following criteria, listed in order of relative importance:

- Functionality
- Cost
- Program Management/Project Approach
- Support/Warranty
- Vendor Information/Experience
- Value Added

Failure of the Respondent to provide in his/her proposal any information requested in this RFP may result in disqualification of the proposal and shall be the responsibility of the proposing individual or firm.

During the evaluation process, discussions may be conducted with Respondents who submit proposals determined to be reasonably susceptible of being selected for award. It will be the recommendation of the evaluation committee if discussions for clarification are needed. The objective of the evaluation committee will be to recommend the Respondents whose proposal is most responsive to the City of Columbia's needs while within the available resources. The specifications within this RFP represent the minimum performance necessary for response.

Product Specifications

Note- all wording and buttons appearing on the smart phone screen must appear in the upper half of the screen so that an agent may be able to utilize the on-screen keyboard feature.

1)   Start out with a screen that asks for an employee ID.

2)   Once the employee ID is entered, the next screen will require that an upload be made to ensure that the information the agent is to utilize will be current.

3)   The next screen will be the features screen. "Ticket Issuance" will be the default feature. There will be four buttons an agent can utilize: a forward arrow, a backward arrow, an enter button and an escape button. If the agent wishes to utilize the "Ticket Issuance" feature, he/she only needs to click on the enter button to proceed. If the agent wishes to utilize any other feature, he/she will need to scroll to that desired feature using the arrow buttons. If the agent wishes to go back to the upload screen they can utilize the escape button. The following are the main features I would like to see made available with the software:

- Ticket Issuance
- Reprint Ticket
- Count of Tickets
- Plate History
- Scofflaw Search
- Photos
- Notes
- Attach

Under the "Ticket Issuance" feature the progression will be as follows:

- Violation (There will be a field auto-populated with the violation code that the agent last utilized. If an agent is in an area where 96% of the citations he/she writes are for, say, an "Expired Meter" violation, than having the field auto populated with the option to write a citation for an "Expired Meter" violation will save the agent time from having to scroll to that particular option for each citation he/she writes.) The agent would once again be given the options for scrolling or hitting enter. By clicking on the field itself, the agent could either choose to enter the violation code number or type in a description of the violation.

- Comments for Motorist These are comments to be printed on the citation for the motorist to read.

- Plate

- State (Missouri would be the default state abbreviation in the provided field.)

- Registration Year

- Special Notes This is where the agent would be informed of notes from the City regarding this particular vehicle. Such notes could include scofflaw reports, previous altercations, a message from the supervisor letting agents know not to ticket this particular vehicle today, permit notes, etc. Basically, anything that is relevant information for the agent should go here for the agent to view. The agent will be given two buttons here: "Proceed with Citation" or "Cancel Citation".

- Address (This is where the application would need to integrate with the phone's GIS system.)

- Comments for the City These are comments the agent can enter that are specifically for the City to view and will not print on the citation.

- Print Here the agent will hit the "print" button at which time the phone will make a blue-tooth connection to the printer.

And that's the end of the citation issuance process. The screen will then say:

- Photos At this time the agent will pull the ticket from the printer, place it in an envelope, and either hit a button that will say "end" or hit a button that will say "Photo 1". After the agent snaps a photo of the citation on the windshield, there will be a button that says "Photo 2" etc. etc. After the agent has taken as many photos as he/she feels needs to be taken, they hit the "end" button and the photos are stored with that particular citation and plate number for later reference.

Under the "Reprint Ticket" feature there will be two buttons available:

- Reprint Ticket The agent has the ability here to reprint any citation he/she wishes. There will be a field next to this button auto populated with the license plate number of the last citation that was written. The agent could either proceed by hitting the "Reprint Ticket" button or type another plate number into the field. Once the "Reprint Ticket" button is activated, a connection will be made between the smart phone and the printer via a blue tooth connection.

- Escape To Features Menu By hitting this, the agent can return to the features menu.

Under the "Count of Tickets" feature there will be two buttons available:

- Ticket Count The agent hits this button to get a count of how many tickets have been written that day

- Escape To Features Menu By hitting this, the agent can return to the features menu.

Under the "Plate History" feature there will be two buttons available:

- Plate History The agent hits this button to get a history of all citations written on a particular license plate, which the agent will type inside a provided field, over X amount of days. The plate history will provide the agent with the number of citations issued, when, where, and what for. The agent will also be able to assess how many citations have been paid, how many have been successfully and unsuccessfully appealed, and how many are currently still open. For those citations that are still open, an agent would need to be able to quickly assess how much an individual owes.

- Escape To Features Menu By hitting this, the agent can return to the features menu.

Under the "Scofflaw Search" feature there will be two buttons available:

- Scofflaw Search The agent hits this button to get a field that he/she will be able to type numbers and letters into. I envision an agent typing in the letter "1". If there is at least one

2

vehicle on the scofflaw list that starts out with the letter "1", than it will allow the agent to proceed to the next number, or letter, however the license plate the agent is checking may read. If an agent is standing in front of a plate that is on the scofflaw list, say ABC123, they should be able to type in the whole plate and hit an enter button. A message will appear on the screen indicating to an agent that a vehicle is tag worthy or tow worthy. If an agent is standing in front of a plate that reads ABC223, and it is not on the scofflaw list although ABC123 is, the agent should be able to type in ABC and the number 2 before an indicator (loud beeping noise or something) informs the agent that the sequence of letters and numbers entered do not match any on the scofflaw list. The field will then clear and allow the agent to either enter in another set of numbers and letters to search, or hit the escape button to return to the features menu. For an instance where there are numerous scofflaw plates that share a sequence up to a certain point, say for instance ABC12, one that is ABC123, and one that is ABC1234, an enter button would be needed so the agent could send the system a signal to check the plate entered for its scofflaw status. I eventually want to get to a point where the agent does not have to manually add the plate number into the field, but can instead verbally enter it in. The phone, using voice recognition software, will allow an agent to drive and talk into the phone, reading off plates as he/she passes them by.

- <u>Escape To Features Menu</u> By hitting this, the agent can return to the features menu.

Under the "Photos" feature there will be two buttons available:

- <u>Research Photo</u> The agent hits this button to get a field wherein he/she can type in a plate number or citation number to research photos.

- <u>Escape To Features Menu</u> By hitting this, the agent can return to the features menu.

Under the "Notes" feature there will be two buttons available:

- <u>Enter Notes</u> The agent hits this button to get a field wherein he/she can type in a plate number or citation number to enter notes regarding a vehicle or a citation that are important for the City to know.

- <u>Escape To Features Menu</u> By hitting this, the agent can return to the features menu.

Under the "Attach" feature there will be two buttons available:

- <u>Attach</u> The agent hits this button to get a field wherein he/she can type in a plate number or citation number to attach documents, photos, audio/video recordings, GPS coordinates, etc. to a plate number or citation number that is deemed important for the City to know.

- <u>Escape To Features Menu</u> By hitting this, the agent can return to the features menu.

All screens must be bright, with big buttons and lettering that is easy to read. My hope is that the software, while encompassing the entire City's parking citation management needs, will be simple and user-friendly.

PARKING TICKET WORKFLOW

```
┌──────────────────┐
│  Hand Written    │
│  Parking Tickets │
│  Issued          │
└──────────────────┘
         │
         ▼
┌──────────────────┐
│ Tickets Manually │
│ Entered into     │
│ Software         │
└──────────────────┘
         │
         ▼
      ◇◇◇◇◇
    ◇         ◇
  ◇  Court      ◇        ┌──────────────────┐      ┌──────────────────┐      ┌──────────────────┐
 ◇   Collects    ◇──────▶│ Court Sends      │─────▶│ Vehicle Tagged   │─────▶│ Vehicle Towed    │
  ◇  Parking     ◇       │ Notices on       │      │ for Non-Payment  │      │ for Non-Payment  │
    ◇  Fines   ◇         │ Unpaid Tickets   │      └──────────────────┘      └──────────────────┘
      ◇◇◇◇◇             └──────────────────┘
         ▲
         │
┌──────────────────┐
│ Hand-held Tickets│
│ Downloaded into  │
│ Software         │
└──────────────────┘
         ▲
         │
┌──────────────────┐
│ Hand-held Tickets│
│ Issued           │
└──────────────────┘
```
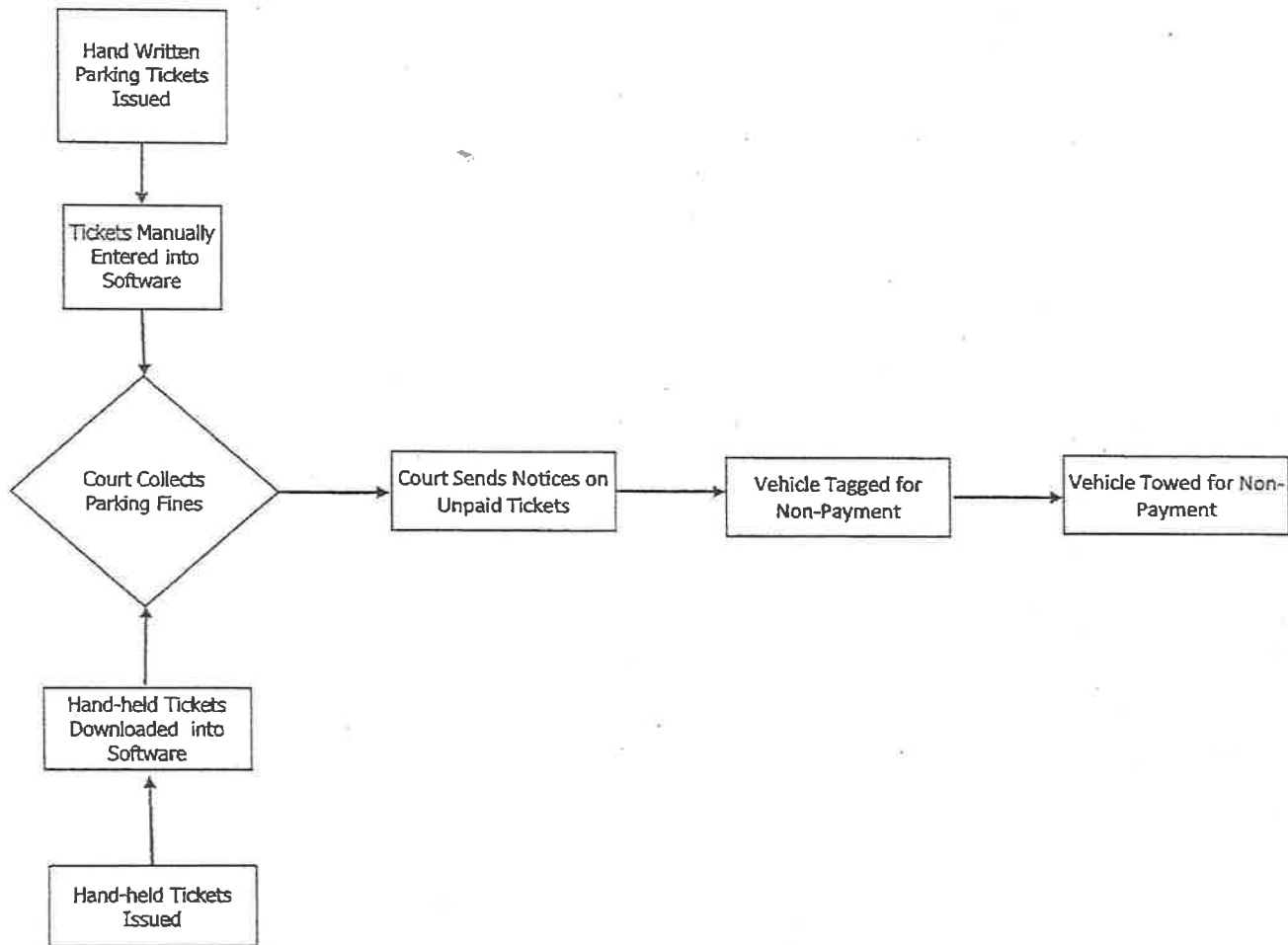
NOTICE TO VENDORS

Section 285.525 – 285.550 RSMo Effective January 1, 2009

Effective January 1, 2009 and pursuant to RSMo 285.530 (1), No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri.

As a condition for the award of any contract or grant in excess of five thousand dollars by the state or by any political subdivision of the state to a business entity, or for any business entity receiving a state-administered or subsidized tax credit, tax abatement, or loan from the state, the business entity shall, by sworn affidavit and provision of documentation, affirm its enrollment and participation in a federal work authorization program with respect to the employees working in connection with the contracted services. Every such business entity shall sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. [RSMO 285.530 (2)]

An employer may enroll and participate in a federal work authorization program and shall verify the employment eligibility of every employee in the employer's hire whose employment commences after the employer enrolls in a federal work authorization program. The employer shall retain a copy of the dated verification report received from the federal government. Any business entity that participates in such program shall have an affirmative defense that such business entity has not violated subsection 1 of this section. [RSMO 285.530 (4)]

For vendors that are not already enrolled and participating in a federal work authorization program, E-Verify is an example of this type of program. Information regarding E-Verify is available at http://www.dhs.gov/xprevprot/programs/gc_1185221678150.shtm.

CITY OF COLUMBIA
WORK AUTHORIZATION AFFIDAVIT
PURSUANT TO 285.530 RSMo
(FOR ALL BIDS IN EXCESS OF $5,000.00)

County of _____   )
)SS.
State of _____   )

My name is _____, I am an authorized agent of _____

_____(Bidder). This business is enrolled and participates in a federal

work authorization program for all employees working in connection with services

provided to the City of Columbia. This business does not knowingly employ any person

who is an unauthorized alien in connection with the services being provided.

Documentation of participation in a federal work authorization program is attached

to this affidavit.

Furthermore, all subcontractors working on this contract shall affirmatively state

in writing in their contracts that they are not in violation of Section 285.530.1 RSMo and

shall not thereafter be in violation. Alternatively, a subcontractor may submit a sworn

affidavit under penalty of perjury that all employees are lawfully present in the United

States.

_____
Affiant

_____
Printed Name

Subscribed and sworn to before me this ___ day of _____, 20__.

_____
Notary Public

CITY OF COLUMBIA, MISSOURI

ADDENDUM #1

January 16, 2013

Request for Quotation # 32/2013

Parking Citation Processing & Management

Closing Date: 2:00 pm, CST, January 23, 2013

Bidders shall note these changes to the above Request for Proposal and *incorporate these changes in their submittal.* Bidders shall attach a signed acknowledged copy of this addendum to their bid. This addendum consists of the following information:

1.   The closing date and time has been extended until January 23, 2012, 2:00 pm.

NO OTHER ADDITIONAL CHANGES MADE

SARAH SPATAFORA
PURCHASING OFFICER
CITY OF COLUMBIA

ACKNOWLEDGMENT

The undersigned bidder hereby certifies that the change set forth in this addendum has been incorporated in their bid and is a part of the Request for Quotation # 32/2013.

Firm: _____   Signed: _____

Date:

RFP
Parking Citation Processing
and Management System
Columbia, MO

PARKING CITATION
Columbia, MO

Parking Violation No.

00601273

Officer Code:
423

Time:
14:27

Date:
01/18/2013

Violation:
CVC 205(b)
Expired Meter

Fine $20
Fine $30

If paid by
If paid after:

License Number

PNU266

2013

MO

SILVER

Make:
MERCEDES
4 DOOR
At or Near:

701 E. Broadway

COLUMBIA, MO

REQUEST for PROPOSAL

For

PARKING CITATION PROCESSING AND

MANAGEMENT SYSTEM

For

CITY OF COLUMBIA, MO

Submitted by:

Clancy Systems International, Inc.

2149 S. Grape St.

Denver, CO 80222

800.997.0197

www.clancysystems.com

January 18, 2013

TABLE OF CONTENTS

January 21, 2013

Finance/Purchasing Division
701 E. Broadway 5th floor
Columbia, MO 65201

Will Hobart – Purchasing Agent

RFP for Parking Citation Processing and Management System

We are please to respond to the above-caption RFP for a comprehensive parking
citation issuance and management system.
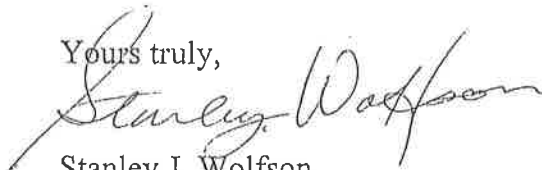
Clancy systems has been providing cities, universities and the private parking
industry with parking citation management solutions for 28 years. We have been
a leader in portable data entry solutions and have been providing wireless
solutions with cellular devices since 2007. As a strategic business partner with
both T-Mobile and Sprint, we have been able to provide coverage in most areas,
and as all of our programs now operate on 4G networks we offer consistent
reliability and coverage.

We provide our systems at a reasonable, all inclusive fee structure based on a
small monthly system license fee and fee per unit for field issuance equipment.
Tickets and envelopes are procured at printing costs.

System customization, data conversion, maintenance, software support, cloud
server hosting, and all other system backbone support are included.

We look forward to responding to any questions you have regarding this
submittal and demonstrating our system to the city.

Yours truly,

Stanley J. Wolfson
President

CITY OF COLUMBIA, MISSOURI

ADDENDUM #1

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SARAH SPATAFORA
PURCHASING OFFICER
CITY OF COLUMBIA

ACKNOWLEDGMENT

The undersigned bidder hereby certifies that the change set forth in this addendum has been incorporated in their bid and is a part of the Request for Quotation # 32/2013.

Firm: _Clancy Systems Int'l Inc_   Signed: _Stanley Wolfson_

Date: _1/21/13_

Section 1. OVERVIEW

A. Executive Summary

   Clancy Systems International, Inc. (referred to as "Clancy") is pleased to respond to the RFP from the city of Columbia, MO, for a Parking Citation Processing and Management System, which includes on street ticket issuance, monitoring of timed parking zones, and scofflaw identification along with a full back office system for tracking issued tickets, payments, appeals, permits, issuing notices, obtaining registered owner information from Missouri DMV.

   This proposal shall address Clancy's expertise and experience for provision of a comprehensive Parking Management System to the city of Columbia.

   We have the distinction of being a hardware manufacturer as well as a systems integrator. We have been able to design equipment for ticket issuance that is rugged, user friendly and easy to maintain. We have always created a printer that uses flat, fanfold forms. This is essential for processing through NCR, BankTek and other automated equipment.

   Unique features that we can offer include Internet payment processing, a lookup module at a web site created for your city so that citizens can log on to look up open ticket status on their vehicles as well as other disposition status such as appeals, and digital photo imaging added to ticket records. We take pride in our state of the art features. We also maintain servers in house to receive "live data".

B. System Description

Our STRATUS system operates in a cloud computing environment. Clancy servers host applications and data. Clients have access through wireless connection. Client workstations should run Windows XP, Vision, or Windows 7.

The system is comprehensive
The system truly is "user friendly"
Database access is fast (you can search 50,000 records in 3 minutes)
Capabilities of system:
    Ticket issuance
    Live Data transfer to from field issuance to host server
    Report Generation
    Boot list lookup (on hand-helds)
    Marking of chalk times (on hand-helds)
    Notice Letters
    Dispositions

Cashiering (cash drawers and transaction printers to be compatible with system)
Internet payment processing (by check and credit card)
Digital photo records
Bank lock box
Notes on records
On-line lookups
Aging
Conversion of DMV records
Customization of programs
Lot, garage, and street survey program
The field unit printer is capable of printing special graphics characters along with bar codes, and photos. Standard direct thermal ticket stock is used.

FIELD UNITS

Real Time Unit

This version of Clancy's ticket issuance system utilizes a Samsung Galaxy (Android OS) device with a blue tooth printer. All tickets are issued and put on the system in "real time" using T-Mobile cellular service. Description of printer and chargers below. This system has photo capability and actual photos can be printed on ticket stock. Photos are stored with records.

This state of the art equipment offers the latest technology in portable data entry and printing equipment, with the backbone of the Clancy software, services and support.

Cell device: Weight 3 ounces
The Printer: The high speed printer uses lithium ion battery technology for
                      a light weight, long use solution. Tickets are flat forms.
                      Weight 11 ounces

Computer running Windows XP, Vision, or Windows 7, Server 2003 or later
Computer printer
Software Configuration
Clancy software written in Visual FoxPro , Dbase, using SQL queries
Files converted to ASCII for transfer to mainframe
Report Generator
Export to spreadsheets, database files, other systems
Internet compatible (system support via FTP site)

Section 2. TECHNICAL REQUIREMENTS

2.4.1 Configurations

The Contractor shall provide the support necessary to host and maintain (upgrade, backup) the server, database and software. The facility used by the Contractor shall offer the following:

1. Tier 1 provider of Internet Service - 99.999% of uptime

   Our service provider is Comcast Fiber Optic Network – they are a fiber optic backbone.

2. 24x7x365 Staffed Network Operations Center

   Operations Center staff hours are 8 am to 5 pm MT Monday through Friday. After Hours emergency telephone numbers provided.

3. Two separate power providers (facility to receive power from two separate power grids or generator backup).

   Denver CO has only one power provider, Xcel Energy. However, we do have a back-up natural gas generator that powers the server room in case of electrical outage. The server activation time is approximately 2 seconds. Each servers is plugged into its own UPS ected to bridge an immediate power interruption

4. Facility shall be of high security. (Approval and site visit by City of Columbia at their request).

   The building is secured by electronic burglar alarm protection, fire alarm protection, 24/7 interior and exterior camera surveillance, and access control entry by code to server room. A site visit by Columbia personnel would be welcome.

5. Backup procedure plan

   Backups are done as follows:
      a. Redundant Servers – duplication of servers (servers use SD drives)
      b. Back up to onsite drives stored in safe (done daily)
      c. Back up to removable drives that are carried out of the building each night

6. Local backups available

   Described above.

7. Data from smart phone applications and back office program automatically updates upon entry (real time).

All activity from smart phones in the field and workstations in the office are automatically updated in real time.

8. Shall perform DMV searches for vehicle owner information and provide a listing of scheduled search days for all DMV look up and expected response time based on City determined schedule.

Based on the city's vendor code and authorization from the Missouri DMV to allow us to create such program, a program will be written, based on city criteria to query the state DMV for registered owner information. The response time shall be the established response time established by Missouri DMV. We are assuming the state of Missouri has established an internet based query program as do most states.

9. Ability to create and upload file to the Missouri DMV

See #8 above.

2.4.2 Access Control and Security

1. Hosted version shall support the current version of any industry standard Internet browser - list specific requirements

Internet Explorer (preferred)
Firefox

2. Employ a fully relational database that allows data to be manipulated, linked, and queried.

The database is relational database that is modular by design. Search in any module by license plate, ticket number, permit number, other, will bring up full information on record.

3. Access all information from any screen

You can access most information from any screen. There may be some limitations based on the assigned password access level given to the person searching the database. For example ability to perform certain functions such as voiding a ticket.

4. Ability to disable fields, define fields as required, change field titles, and associate default values.

The system has this capability with the caveat that changes not affect already issued citations. For example changing fine amounts. The correct way to do this would be to create a new fine with the new amount, and turn off the old fine (fine #1. Overtime meter $20. New fine created, #101 overtime meter $25). The old fine would not be sent to field unit, but would remain in database to relate to citations issued before change. The new fine number and amount would be sent to field unit for ticket issuance. Also, these functions would be limited to password

5. Schedule tasks to run automatically

The system is capable of setting automatic tasks.

6. The system shall allow for the creation of a profile for each individual user.

The system does not have a profile for each user, but it does allow for access control assignment.

7. User access and control shall be user-defined and range from read-only to Administrator. Security access shall be able to be defined differently from each component and module of the system.

The system has 25 levels of access control assignment from read only to full capability (such as voiding Citations.

8. The system shall provide a date/time stamp and track any/modifications. This shall be a full history and NOT simply track the most recent transaction.

The system has full audit tracking of activity including date and time of activities of personnel including by date, time and password.

2.4.3 Types of Citations

PW (Public Works) Enforcement Agent Tickets
Columbia Police Department Tickets
University of Missouri Police Department Tickets
Fire Marshall Tickets
BI (Building Inspector) Tickets
Airport Tickets

The system can handle the above described different agency tickets with the exception of BI. The system will issue both electronic tickets and can handle the manual entry of handwritten tickets. The system can be set up as a multi-client system with each client (agency)

separate and/or the ticket number ranges can be different to denote which agency the ticket was written for.

The exception of how tickets are managed would be the building inspection tickets as code enforcement tickets are different. All the above described agencies issue tickets to vehicles with license plates. The Building Inspection (code enforcement tickets) are typically issued to individuals with names, address, no license plates and different fine schedules. This is something we may add down the road and could perhaps develop for the city with known parameters, but at this point our system does not support this type of ticket.

2.4.4 Parking Citation

1. Parking Citation - provide direct access (or via link from one page) to information

   The system has this capability

2. User to enter via keyboard and/or automatically upload via smart phone application

   Office staff access records via keyboard at workstation, but agents in field can also access information via smart phones (limited to password access level)

3. Contractor shall be able to provide alpha ticket prefix information prior to the ticket number.

   We can provide an alpha character prefix if city requires it.

4. Detailed violation information including fine structure (original fine, late fees, boot fees, admin fees, amount paid, amount due).

   The system has detailed information showing fine amounts, fine increases and other fees, and disposition history by date.

5. Extensive notes field (note shall include date/time and entered by)

   There are 3 note fields. One is for in house notes. Person entering notes would be instructed to put their name, date, and time. A second notes field is for note letters to be generated where a note can be written, printed and mailed. The 3rd is Special Notes for very brief notes.

   The fields are: Comments
                          Notes letter body
                          Special comments

6. Ability to change the status of a citation to include: void, dismiss, uncollectible, reduction, etc.

The system has this capability. The new disposition is added to the history of events.

7. Void status shall have unlimited number of reason codes which shall show on the status screen.

The client can set an unlimited number of disposition codes, including void codes.

8. Ability track all changes and adjustments made to a citation to a specific individual, date and time.

The system has this capability.

9. Shall support the attachment of scanned documentation, digital images, or electronic items to the citation.

The system can support scanned documentation, digital images and electronic items. The city personnel will be trained how to add an item to a record. Digital photos that are taken with the violation are automatically uploaded with the ticket record. The system supports 3 photos with each ticket.

10. Ability to directly access receipt (payment) information from the citation record

The system has this capability.

11. Accommodate a predefined digit alphanumeric format.

The fields generally accommodate alpha numeric formats. You do not define which fields in particular or for what purpose, but most fields do accommodate this format.

12. Provide a mechanism for rapid and convenient entry of hand written citations utilizing defaults.

The system has this capability in the manual ticket entry module. Another option is to print the tickets in format so they can be scanned. We do this for our clients at no charge.

13. Limit access from read-only to full edit based on individual user accounts

As described above, password access levels will predicate function.

14. Generate and print notification letters while maintaining an audit trail within the application.

The system has full noticing capability. The system can be used to manually generate single

Letters, or by prescheduled task to generate a batch of letters based on preset criteria (delinquent date, number of tickets to a single plate, etc.)

15. Direct access to letter history and copies of each letter shall be retained.

   System has this capability.

16. Ability to generate e-mail notifications and account statements. Direct access to each e-mail sent attached to each record.

   We currently do this for a few clients with limited needs. This product is being further developed but is not in completed form at this time.

17. Ability to define whether a violation uses accumulation, escalation or reduction.

   The city personnel would establish these values when creating the fine schedule in the system.

18. Include a detailed list of the history of a customer association with a citation. The information shall contain at minimum the person who created, removed, or modified the information.

   Ticket 30607345

History	Date	Disposition	Receipt	Payment	Disp Date	User	
	6/14/12	O					(issue date)
	7/13/12	P	1349	-42.00	7/16/12	94276	(paid by check)
	7/22/12	RC	1348	67.00	7/23/12	CLA	(returned check
							With $25 fee – ticket open)
	8/2/12	CC	4919497	-42.00	8/3/12	CLA	(paid online)
	8/30/12	O	chgback	67.00	8/31/12	CLA	(ticket reopened – card chargeback)

ACTUAL SCREEN CAPTURE BELOW:

ALBANY (CLANCY)

Total: 1	Open: 1	OverDue: 1	Owed: $92.00				

19. Direct access to the financial information related to the citation including: payments, adjustments, late fees, etc.

This is detailed above in the sample.

20. Automatically assess escalations/late fees which meet predetermined criteria without further user interaction.

The system has this capability.

21. Automatically generate letters/e-mail for overdue citations without the user initiating the process (starting the procedure with a simple command)

Notice letters can be generated by an automated scheduled task.

22. Ability for the software to identify a citation based on violation code to a particular revenue account.

The software is license plate driven, citation number driven, and name driven. The question above would be possible if only one ticket ever was written to a specific violation for a particular revenue account. If more than one citation was issued for a specific violation, the system would list all tickets issued for that violation.

23. Ability to provide summaries of payments paid and amounts due per owner

The system does have this capability.

24. Ability to generate receipt copies showing amount paid and amount due.

The system has this capability.

2.4.5 Citation Appeals

1. Display a visual alert to those citations that are on appeal, to include a printed listing and amounts due.

If a violation is in appeal status, the system will show that status as the most recent disposition code. In the record for that plate, the operator can print a list of all tickets for that license plate including tickets paid, and tickets open with amounts due.

2.4.6 Customer Tracking

1. The customer module should provide the ability to view all activity associated with individuals. Track contact information related to a customer, including: multiple addresses, phone numbers, and e-mail.

   The customer record will contains name and most recent address. As stated above, we are developing the email module. The record can contain 2 addresses. We do not capture telephone number, but that can be put into the notes module.

2. A license plate number will serve as the unique account number.

   The system does this.

3. Display a balance due with convenient access to full detail

   The system does this.

4. Ability to view a summary section with direct access to all information and invoices with a customer screen.

   The system has a summary section (affirmative to this in 2.4.4 #24 above). This will show paid tickets and open tickets with amounts due.

5. Unlimited number of addresses, both physical and e-mail

   As described in #1 above of this section, we hold 2 addresses, and are currently working on the email field.

6. Ability to send user-defined customer statements in a variety of formats to inform customers of all outstanding invoices.

   We will create your notice letter (invoice) format. We typically use your city logo and standard letterhead information. These would be user-defined as for initial set-up and changes as required, but these would not be ad-hoc where each system user could change or modify at will. There can be several different formats to select from.

7. Support the attachment and printing of scanned documentation, digital imaging, or other electronic items to the record.

   Yes – this is described in section 2.4.4 #9 above.

8. Direct access to financial information related to the customer, including: invoices, payments, and adjustments.

The license plate history screen shows all activity related to customer including notice letters, payments, appeals, adjustments, short checks, chargebacks, collection activity, etc.

9. Create scofflaw files based on vehicle registration

The scofflaw files are plate driven, based on the city's criteria for eligibility which typically is based on aging of outstanding ticket and number of open tickets per plate. We also do special lists for other reasons such as police warrants, not to ticket, permit holders, etc.

10. Ability to identify potential duplicate records with option to merge the duplicated record into one.

Based on license plate number, our system would alert operator that there is already a record on this plate. We prevent duplicates.

11. Ability to generate Tow notice for certified mailing and flag violations as receiving notice.

The system has this capability.

12. Ability to send Tow list information to handhelds.

The system provides this feature (as well as other hot lists as described above).

13. Ability to track tickets issued per year and add escalated fine amounts.

The system can do this. The system can escalate fine amounts based on date. We are thinking this question is more like the following scenario and the answer is yes also. We have cities that want to escalate a fine during a defined period on a plate that keeps repeating the same violation – for example, parking overtime in a business district. So the first ticket in a one-year period is $25. The 2nd time violator gets same ticket on same street the ticket goes to $35. Fines can continue to escalate by a fixed increment like $10, or reach a maximum of a fixed amount like $50.

14. System to provide the ability to search records based on following:
- Name   yes
- Ticket #   yes
- Plate #   yes
- VIN #   yes

- Wildcard search - **need to be defined with parameters**

System to provide the ability to view the following:
- Amount.of ticket **yes**
- Location of ticket **yes**
- Image of ticket **yes**
- Date/time ticket was issued **yes**
- Violation Code **yes**
- Officer badge number who issued **yes**
- Payment amount **yes**
- VIN # **yes** (if captured)
- Plate # **yes**
- Make & model of vehicle **yes**
- Penalty amount **yes**
- Name & address of registered owner(s) **yes**
- All notes on ticket/account **yes**
- When DMV information has been received **yes**
- Ticket type - smart phone vs. manual **yes**
- Type of payment (cash, check or cc) **yes**
- All photos associated with a citation **yes**
- All video associated with a citation **we don't record video**
- Penalty Amount - ability to remove late penalties **yes**
- Ticket Information - correct Tag #, Address, Name, etc. **yes**
- Ability to add comments to ticket accounts **yes**
- Place ticket to courts with Court Date noted **yes**
- Photos and video may be viewed, copied, and/or printed
- Through an external program such as Adobe or Windows Media Player.
- Yes for photos - **System does not support video**

2.4.7 Payment and Cash Management

1. Ability to work with or without a cash drawer.

Payments can be processed with or without a cash drawer.

2. Ability to track all transactions by cashier regardless of PC used.

Cashiers will have unique system logins for processing transactions, looking up records and posting activities.   The type of PC used is not a concern as long as it has a Microsoft OS as described in Section 2.

3. Ability to accept and post both full and partial payments for fees/citations and/or   Permits and parking cards.

The system can code the type of payment as to full or partial payment for citations and permits.   We can set up a custom module for parking cards if it is done like a permit fee. (need more information on parking cards).

4. Ability to post payments before citation information has been imported from handheld ticket writers, and have that information automatically updated when the citation is later uploaded from the handheld.

The system is a real time system so the minute a ticket is issued on the handheld (field unit), it IS in the system. However, we do have the ability to accept a payment and match it to data that is entered later (and this may be the case with handwritten tickets that are manually entered).

5. Notify the cashier if checks are not accepted for payment on specific accounts, license plates, or individuals.

If a disposition code is set in the plate records to indicated that a check cannot be accepted,
the cashier would see that when the record is brought up.

6. Print a receipt that clearly identifies individual transactions or items purchased, including citations paid.

If the city provides cashiers with cash drawers and printers, the system can do this.

7. Optional field for payment type codes

The system does this (for example C for cash P for check CC for credit card MO money order).

8. Ability to upload payment information from third party payment processing center (lockbox) and provide a report regarding the transactions.

We do this for many clients.

9. Complete close out process with detailed daily reconciliation reports

The system has a daily close out procedure that allows for a trial report to be printed so that cashiers can make sure they balance and check for errors and once this has been completed, a final report is printed.

10. Ability to print receipts on demand

The system has this ability.

2.4.8 Task Scheduler

1. Ability to automatically execute task in an unattended fashion

The system has this capability. Several typical features are acquiring data from lox box agencies and banks and printing notice letters.

3. Support execution of pre-defined tasks including escalating fines, generating letters, and notifications.

The system does this.

4. Ability to user define tasks which may include but not be limited to: report generations, data exports, data imports, handheld downloads and uploads

The system does this.

2.4.9 Notice and Letter Generation

1. The software shall provide a module to allow for the notification of overdue tickets. (The City does not anticipate using e-mail communications to customers and permit holders immediately but would like the capability in the event of future use.)

We have a complete notice generation program. Notice batches can be run by a pre-scheduled task.

2. Customer Statements

The system can do this.

3. Send notices and optional letter via e-mail and retain a copy attached to the citation Record.

We don't have email notice capability.

4. For each type of standard letter in the database file, the software shall allow the user to print only one such letter applicable to only one citation, vehicle, or customer or complete "batch" of that type of letter for all applicable citations, vehicles, or customers when certain user defined conditions are met.

The system has this capability.

5. Allow letter to be printed on a standard printer that can be accessed via a local workstation.

A network printer can be used as accessed by a local workstation (with the workstation setting to print to that printer.

6. E-mail notification letters while maintaining an audit trail within the application.

Our system does not have an email notice feature.

7. Direct access to letter history should be provided as well as storing a copy of the e-mail in the history.

The system stores the printed letter, but our system does not have email capability.

9. Allow an unlimited number of user-defined letter headings to be selected by letter type.

We can create as many user-defined headings as the city requires.

10. Generate and print notification letter while maintaining an audit trail within the application.

The application maintains an audit trail for all activity on a plate, including notice letters.

11. Direct access to letter history should be provided as well as letter storage.

The system has this capability

12. Ability to remove letter notification should letters be printed in error.

The system has this capability.

13. Ability to schedule and generate letters/e-mails for overdue citation notices without user initiating the process.

The task scheduler can do this for letters (we don't have an email feature at this time).

2.4.10 Extensive Reports Generation

The software shall be capable of producing pre-defined reports concerning citation activity with a variety of sorting options such as but not limited to: date ranges, ticket # ranges, outstanding tickets, tickets issued by certain officer, ticket issued by location, tickets issued by violation, tickets issued between time periods. The software shall be capable of producing accounts receivable and write-off reports that indicate, by user defined receivable type, the following, but not-limited to: total citations collected, total citations outstanding, total citations disposed of for each disposition type. The system shall provide for ad hoc reporting and exporting to common file formats.

A listing of citations written by violation type sorted by user defined structure such as: date range, officer, location, violation **YES**
A listing of all outstanding citations to a person or vehicle **YES**
Number and percentage of citations issued for a violation type **YES**
Monthly accounts receivable report for tickets paid, unpaid, partialpaid **YES**
Daily report of citations paid through third-party lockbox broken into various revenue accounts with check numbers on the report **YES**
A listing of all outstanding citations by citation number, license number, date or customer name as defined by user **YES**
A detailed report of all activity for a given day. The report shall be broken into transaction category. **YES**
A report that will produce aging status for unpaid citations and invoices. This report can be broken down by past due status such as: 30 days, 60 days, 90 days, and 180 days **YES**
Ability to have a "VIP" list - vehicles not eligible for tickets, i.e., government vehicles, police vehicles, etc **YES.**

The following are not really reports – these are table maintenance capabilities

Ability to add/edit/change officer name & badge number information **YES**
Ability to update street names **YES**
Ability to add/edit/delete violation codes and descriptions **YES**
Ability to update vehicle listing (new vehicle types, etc.) **YES**
Ability to add/edit/change disposition codes **YES**

In addition to the above answers, the system has over 250 standard reports and has the ability to export to Excel and Crystal reports for ad-hoc reporting. Most reports are date driven.

2.4.11   Data Import and Export

The software shall be capable of generating various file formats determined as necessary by the City to accommodate data import/export between all aspects of the parking management system and external agencies or departments, including various other software programs.

The system has this flexibility.   Typical export formats include flat ASCII and Excel.

2.4.12 Web Services

1. The software system shall offer web services to allow external programs access to feature within the application. Web services shall, at a minimum, specifically interface with citation payments, and the ability to access account information. The system should allow for the creation of a web-based interface allowing secure online transactions.

Web services shall support user authentication.

Web services shall be capable of operating over a secure network connection including SSL.

The cloud hosting environment is a web- based service system. Users are required to have assigned password access for all activities that utilize the system.

Web services outside of the actual system include: Online payment processing
Ticket lookup

2. All activities performed by a web service shall be logged in the system activity and/or financial log of the system.

The system logs all users and activities.

3. Web services shall offer real-time interaction with the parking database.

System operates in real-time.

4. Web services shall allow a customer to pay a parking citation by the citation number or license plate number including one citation or all citations.

System has this capability.

5. The Contractor shall offer consulting services, if needed, to help guide the implementation process.

We definitely offer consulting services by on site visit and by phone (instantly as needed).

6. Web services shall allow for a customer to update personal address information without viewing any current data (the City does not anticipate allowing customers to update information at this time, but would like the capability in the event of future use).

The ticket issuance and database system is built for client use with password access and other audit features.

We have no provision for customers to update data in the system as it relates to the ticket issuance and management programs.

Our permit programs do allow registered permit holders to update their records without access to any of the financial side of the record.

7. Information updates shall be provided via a report.

Software updates are integrated into the system. Information updates such as download of DMV records are integrated directly into the system. A report can be automatically generated to show that task was completed.

8. The Contractor shall offer web development solutions for e-commerce and customer inquiry.

We provide our customers with an internet ticket lookup site. You can go to: www.orlandoticketlookup.com to see an example.

9. The Contractor shall offer packaged solutions and custom development options.

We customize the systems for each and every client.

10. The e-commerce website shall integrate with the parking management database.

For security reasons they are not integrated with the exception of the open ticket Database.

11. The following solutions should be made available:

Customer account inquiry - this is available as stated above.
Citation payment - this is available

2.4.13 Tagging and Towing

1. The software shall have a module that allows the user to process a towed vehicle. This includes booting/towing the vehicle and releasing to the owner.

   If the city does the booting and towing, we can track it in our system. If an outside contractor is used, we don't maintain a database for them other than to have the disposition of towed activity in the record and payment activity. We do not have a comprehensive tow module, but activity is recorded by issuance of tow ticket violation.

2. Ability to enter all towing information - ***system does this as a citation***
3. Field entry for boot report number and location – ***system does not have this***
4. Support the attachment of scanned documentation, digital images or other electronic items for the record – ***only as the photos taken when the tow ticket is written.***
5. Extensive notes field – Comments can be entered on the ticket and the ticket ***In the data base has extensive notes fields.***
6. Ability to process daily for qualified owners, generate notices and flag violations involved – ***this ability is in the ticket database.***
7. Report: vehicles tagged and towed, Tow Company, amount due – ***a report is available by date range that can show tickets with tow violation and what is owed (it would not show tow company).***

2.4.14 Data Conversion

The Contractor shall offer data conversion services. Data is currently stored in HSF. Data to be converted includes customers, vehicles and citations. The Contractor should explain what is included in the proposed data conversion service.

We can import files that are sent in Flat ASCII, Comma Delimited, Excel, Dbase, or other standard format.

2.4.15 Smart Phone Application Ticket Writers

1. The Contractor shall include pricing (price for application and pricing for phones broken down) for smart phones with an application for ticket writing with integrated field printers and all items and software necessary to interface to the host system. The handheld computer shall utilize software necessary to interface to the host system. The handheld computer shall utilize software that seamlessly integrates to the host parking management software.

Contractor shall also supply miscellaneous supplies that are necessary for system operation.

All pricing is described in section 3.6

The smart phone is a Galaxy II or Galaxy III cellular device that is utilized with a separate blue tooth printer. The software for the smart phone is written on the Android OS platform. The data seamlessly integrates with the host system programs in real time.

We will procure all citation forms and envelopes for city.

2.4.16 Modularity

1. The system shall allow for the addition of more smart phones with the ticket writing application, users, locations and modules at a later date.

There is no limit to the amount of field units (smart phone with printer sets) for the system.

2.4.17 Host and Peripheral Hardware

1. Host hardware and software shall refer to the proposed parking management system with which the smart phone application ticket writers will interface. Contractor shall provide a recommendation for appropriate configuration. Additionally, Contractor will supply any necessary peripheral equipment to interface to the host system or smart phone devices.

We shall provide all smart phones, printers, and chargers for the field units.

The city shall provide all computer workstations, printers, cash drawers, cash drawer printers, network infrastructure, remote desktops, computer operating systems, internet service and related items.

2.4.18 System Delivery

1. The Contractor will deliver, install, and integrate the necessary handheld hardware and software components with the proposed parking management system to achieve a fully functional, automated parking citation management system. The Contractor shall also offer total support for the smart phone ticket writer hardware (if provided) and software (in all cases) under a single comprehensive maintenance and support program. During the term of the maintenance and support program, the Contractor shall provide scheduled new releases of smart phones (if provided), applications and communications software. Upon contract award, the City estimates the implementation period for the Contractor's product to be integrated into the City's system to be approximately thirty (30) through ninety (90) business days.

The system can be fully installed within the above time frame. Upon award of contract, the city shall immediately work with Clancy to design the actual ticket artwork for the system. This shall

be submitted for printing immediately. Clancy system technicians will work closely with the city to develop the custom system for the city to include all information such as violation descriptions and fine amounts due, street names, officer names, and other strategic information for the system tables for the handhelds. We shall work to integrate all departments who will interface to the system from parking division personnel to city cashiers and other departments.

2.4.19 Smart Phone Application Software

1. GIS Smart Phone Tracking System. Utilizing a street map with timed pinpoints, Parking Management will be able to track the location and movement of the smart phones throughout the day to ensure agent safety and efficiency. Movement must be logged, at a minimum, every 15 minutes.

Our proprietary GIS system is called Pinpoint. It can be set for tracking at any interval you choose, We typically track between 10 and 15 minutes. We also alert managers of possible missing units by email as seen below:

Possible Missing Units, please tap Begin in the Clancy app on each unit:

```
The following Richmond units have not checked in during the last (3) or more days: P883
(3), P899 (6), P901 (3), P902 (3), P903 (3), P904 (3), P905 (3), P906 (3), P908 (3), P910
(3), P912 (3)
```

2. The software must enable the user to exit the software in order to utilize other smart phone features such as phone, internet, camera, etc. Upon returning to the software, the user then can continue issuing the citation without any interruptions in the workflow. Smart phones shall be equipped with a flash function on the camera to enable photos to be captured in low-light scenarios.

Hardware and software provided these functions.

3. The software must enable up to three photos to be attached to a citation after the citation has been printed out.

The software allows 3 photos. Photos can also be printed and left with the citation.

4. The software must enable the user to perform a detailed plate-history report of any license plate entered. The history report will provide all citations; warnings included, within, at minimum, the last 60 days prior to lookup. The history report will also include all comments entered in by agents regarding the specified plate. The user will be able to ascertain when, where, and why prior citations were issued. The user will also be able to ascertain if a citation is currently open, closed, or on appeal status with a grand total owing at the bottom of the list.

Officers in the field can log into the database to research a plate for the information listed above.

5. The software must have the ability to attach Word, Excel, JPEG, and AVI files (or their Android-compatible equivalents) to a citation.

The smart phone retains the JPEG photos with the record. However, the smart phones do not need files attached to a citation being issued in Word, Excel, etc. This would be applicable in the database, but not in the smart phone.

6. Software must enable real-time uploads of parking citations.. It is hoped that any citations Issued be instantaneously available for all entities i.e. Municipal Court, Parking Enforcement, Permit Management, City Police, etc. to view, modify, and ads payment to a citation within 5 minutes of citation issuance. This real-time upload shall not interfere with an agent's ability to issue citations or utilize other features of the smart phone device.

The upload of a citation to the database is done immediately when the citation issued is completed.

7. In addition to real-time uploads of citations, payments, dismissals, reductions, scofflaw updates, notes, and other modifications performed on a given citation should be viewable to all entities within 5 minutes of whatever change took place.

Files sent to the smart phone equipment are done as scheduled tasks at certain times of the day. These events will be scheduled in the software by the city's system administrator to best accommodate the citation issuance tasks of field personnel.

8. As the City of Columbia utilizes an ordinance-defined tow sheet, indicating where, when, and why a tow took place for every time a tow is made, the software must also include a template for this tow sheet to be filled out and attached, electronically, to a given license plate number. Software must enable the instantaneous printing, upon citation, of photos associated with any given license plate.

These would all be prompts under the tow violation. In addition., after the ticket is written, the
officer can do a lookup and print a tow invoice that will have a list of all open tickets and the amount due on each to leave with the ticket for the tow operator so that the operator knows what is owed.

9. Application software shall provide a user-friendly interface for ease of use and durability.

The system is very easy to use with download tables and sequential prompts.

10. The smart phone software shall be completely configurable so that the department may

select data entry fields and make them a required entry, an optional entry, or an unused field.

Because of the need to download the smart phone data to the system database, there are certain functions and structure of the smart phone software that are not flexible. The system is configurable within certain bounds. And without the city personnel having experienced our system, we can assure that once you do, you will find it will not need much change to meet your needs. That being said, our service includes customization of the system to meet your needs, and within the framework of making certain the changes won't cause any problem with the database, we will be glad to customize functions as requested.

11. The software shall require a password/security sign on.

It does.

12. The system shall support entry of information such as vehicle make, model, color, style, plate type, violation, void, and standard codes. The citation entry screen shall be a selectable format such as drop down menus.

The system has preload tables for these prompts. The screens do have drop down m

13. The system shall easily allow the user to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process.

This can be toggled on or off by user.

14. The system shall allow the user to view and void any citation written by the user since the last upload of data to the host. A valid void code shall be entered for the voiding of any completed citation and the officer ID shall be noted on exception report at the host level.

As each citation is sent to the database in real-time, the void would have to be done in the office and not from the field as once it is completed it is in the database. A ticket being issued can be voided with a reason code prior to the entry of the last prompt which completes the ticket.

15. The system shall support reprinting of an issued citation. This reprinted citation shall contain the same time as the original citation not simply the time it was re-printed.

The system has this feature. It prints an exact replica.

16. When the license plate is entered during a citation entry, the system shall automatically search the customer, vehicle, scofflaw, and tow request file for a match. If a match is found, the customer and vehicle information shall be automatically entered into the proper data fields without additional keying by the officer. If a match is found in the scofflaw or "tow" request file, the system

shall display the number of unpaid citations and outstanding balance. All transactions shall be time stamped by the systems internal clock.

When a citation is entered the plate is automatically validated against the hot list for any further action required. If there is a match, a tow ticket can be written, but customer name is not part of the ticket. The system will display the outstanding ticket numbers and amounts due (which can also be printed).

17. The system shall support the issuance and tracking of warnings as well as the actual citations.

The system supports and tracks the issuance of warnings.

18. The system shall support standard location codes and descriptions, location comments, block numbers. Location descriptions should be used in a drop down menu format. Locations shall also be manually generated when necessary.

The system supports locations codes (alpha characters for the first few letters of the street name, location comments such as direction, block numbers. Locations can be selected from drop down menu or entered free form.

19. The system shall be configurable by authorized personnel to allow designated personnel to modify the standard violation fine.

This is not a smart phone function, but a system administrator function done to the table maintenance program of thedatabase. Changes such as fine changes and other changes (like adding a new vehicle make) are done by authorized and TRAINED personnel.

20. The smart phone application shall have a level of security which provides the officer a sign-on to prevent unauthorized use.

The officer has a sign-on at the start of a shift.

21. The system shall be able to print scan lines for use with lockbox feature of the third party processing center.

We can print OCR A and B and a code 39 bar code..

22. The system shall have a field for officer comments which can be programmed into the "canned" or entered free form. The officer shall have a choice for these to print of simple show on the record. Option for same comment to repeat from citation to citation.

The system has the ability to select comments from a preload table or enter comments free form. Comments can be selected to print on ticket or not printed, but saved with the

record. *If a comment is chosen from the downloaded comment table, it can be a default for printing on subsequent tickets.*

23. The software shall allow the user to select whether they wish to check for multiple citations to the same vehicle in
the same day and notify the officer of the previous citations.

By entering the plate in the plate lookup screen the system will show previous open citations. If you have a violation that requires increasing fines for the same offense, the system will notify officer.

24. The handheld should support presentation of citation data entry screens according to a user-specified order.

We will customize the screen sequencing as long as the issued ticket can meet all needs to download to database as described in #10 above.

25. The handheld shall have drop down menu choices for all US states. This list should be able to allow for those most utilized to be placed in order of use.

The tables are alphabetical. However, the system defaults to the last state uses – i.e. MO. So for most tickets, the officer Issuing a ticket can just accept the default. The tabled can easily be used by the state abbreviation – i.e KS, MO, OH.

26. The software shall provide the ability to take an unlimited number of color or non-color snapshots. The software shall
Automatically download the snapshots and associate them to the appropriate citation record.

The software is designed to take 3 photos. The photos are in color. They are downloaded with the citation record to the database. They can also be printed and left with the citation.

27. These smart phones shall be able to work in all weather conditions. Smart phone application ticket writers and printers shall function in rain, snow, and temperatures ranges from -5 through 110 degrees F.

The phones and printers will work in the above described weather conditions. However, just like any tool that one takes pride in using, we would expect field personnel to take precautions to safeguard equipment from extremely wet conditions by using protective covers or shielding from harsh conditions. The printer has a range of 25 feet from the smart phone, so it could be left in a protected environment if necessary. The smart phones have hardened protective casings and screen protectors.

28. The screen on the smart phones shall display images clearly in all lighting conditions.

They do

29. Ability to have a VIP list – vehicles not eligible for tickets – i.e. government vehicles, police, etc.

As described earlier in this document, there can be many downloaded lists including a VIP list.

30. Schedule A – ticket issuance process specifications.

Our system works in this format. Per pages attached.

2.4.20 Communications

The system we are proposing to the city is based on Clancy hosting the Cloud Server for the city. The city departments will log into the Cloud (by internet) to utilize the system. Our system provides for real-time activity and 3G and 4G speeds. To sum up, we provide the wireless backbone for the system.

The cloud servers are housed in an access controlled room. The room has it's own cooling system to maintain Temperature at a constant 63 degrees F. The room has static proof floors. A natural gas generator provides power to the servers in case of an area wide power outage.

2.4.21 Hardware and Software Maintenance, Support

Hardware: Maintenance is covered under standard contract fees. Maintenance Is provided by repair or replacement of malfunctioning units. Customer is provide with pre-paid FedX airbills for overnight shipment to depot. Repaired or replaced units are returning within 8 hours of receipt in depot by return overnight FedX delivery.

Software: Software is maintained by technicians at Clancy. Custom requests are processed in as client provides criteria for modification. Uprades are put on the system without interruption to client use of system.

Support: Client support is available 8:00 am to 5:00 PM Mountain Time, Monday through Friday, standard US holidays excepted. An after hours emergency contact number can be provided. Clancy has a toll free number- 800.997.0197. Humans answer the phones during normal business hours, so there is not a 2 hour turn around time.

2.5 Ticket Flow Chart

Data flow from ticket issuance devices and department access is shown on next page. Workflow will continue as described in Attachment B.

Field Units

INTERNET

FTP SITE
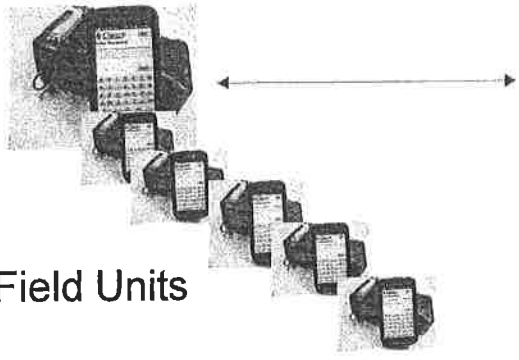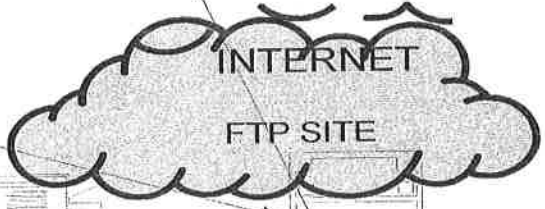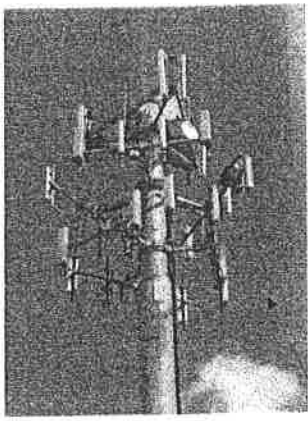
Parking Enforcement System

Hosted Cloud Server
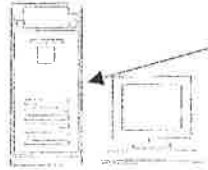
County Cashiering
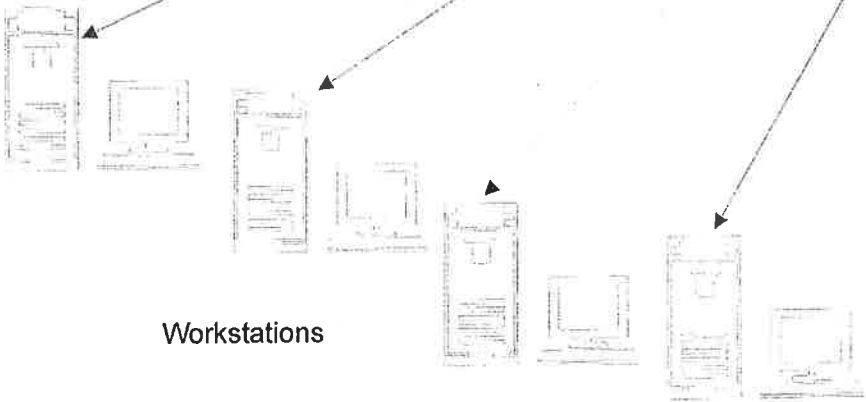
Workstations

Other Departments

PARKING TICKET WORKFLOW

```
┌─────────────────┐
│  Hand Written   │
│ Parking Tickets │
│     Issued      │
└────────┬────────┘
         │
         ▼
┌─────────────────┐
│Tickets Manually │
│  Entered into   │
│    Software     │
└────────┬────────┘
         │
         ▼
       ◇◇◇◇◇
    ◇◇◇◇◇◇◇◇◇
  ◇◇ Court Collects ◇◇ ──────► ┌──────────────────┐ ──────► ┌──────────────────┐ ──────► ┌──────────────────┐
  ◇◇ Parking Fines  ◇◇         │ Court Sends      │         │ Vehicle Tagged   │         │ Vehicle Towed    │
    ◇◇◇◇◇◇◇◇◇                 │ Notices on       │         │ for              │         │ for Non-         │
       ◇◇◇◇◇                  │ Unpaid Tickets   │         │ Non-Payment      │         │ Payment          │
         ▲                     └──────────────────┘         └──────────────────┘         └──────────────────┘
         │
┌─────────────────┐
│ Hand-held Tickets│
│ Downloaded  into │
│    Software     │
└────────┬────────┘
         ▲
         │
┌─────────────────┐
│ Hand-held Tickets│
│     Issued      │
└─────────────────┘
```
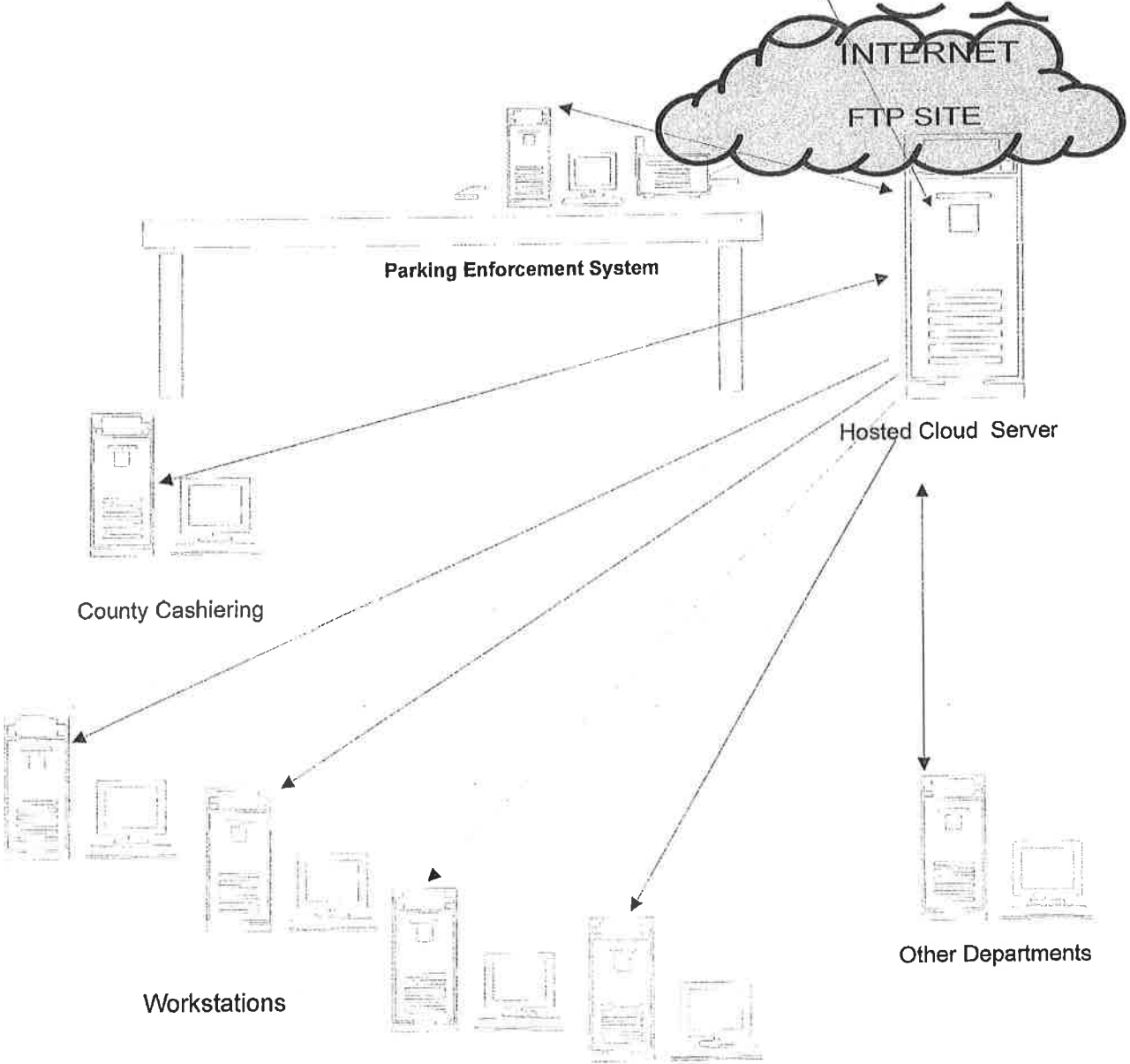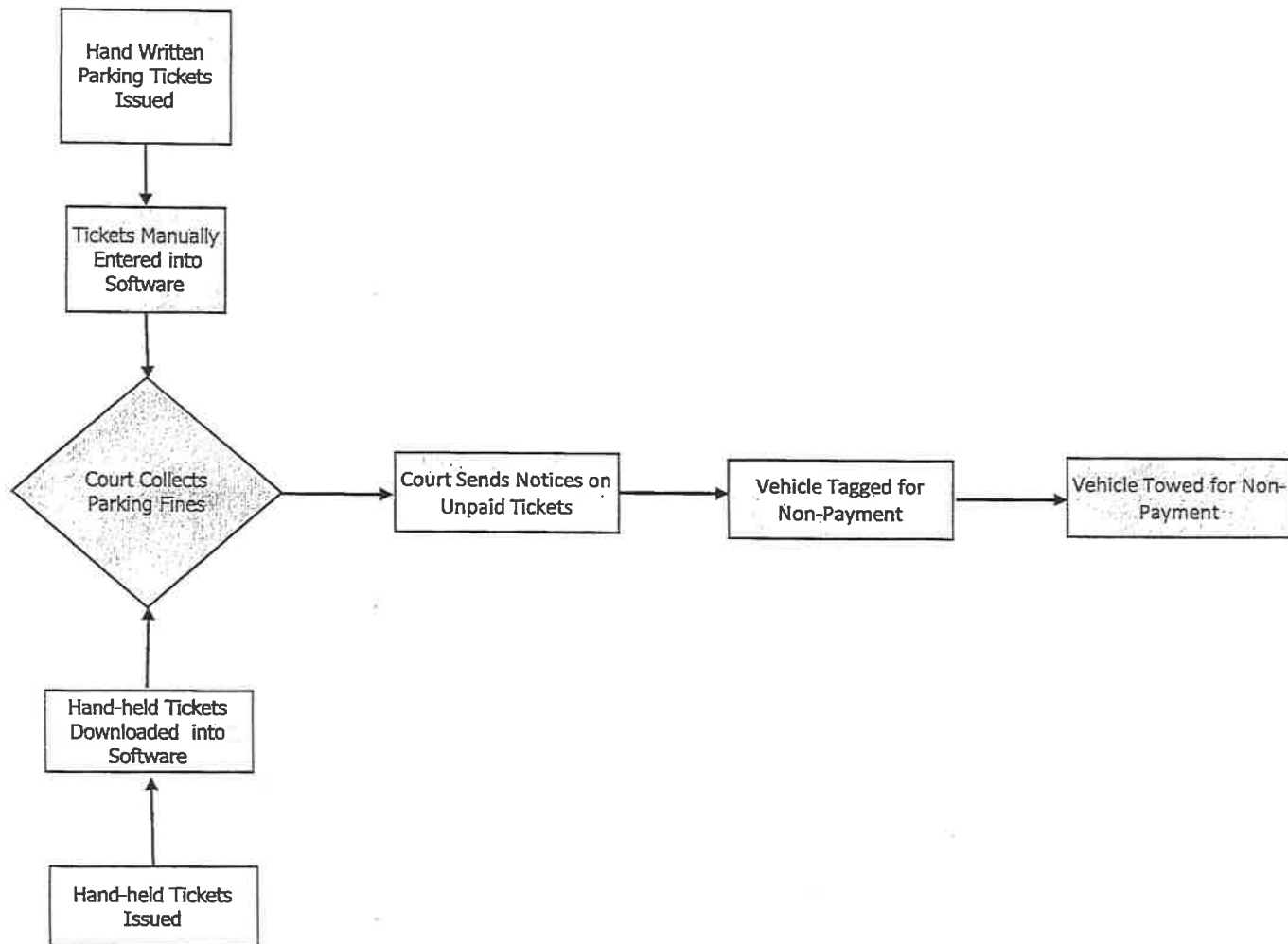
Section 3. VENDOR TECHNICAL REQUIREMENTS

3.1 Vendor Information and Experience

A. Clancy History

Clancy Systems International, Inc. was incorporated in Denver, Colorado in 1953 for providing solutions to government and the private sector utilizing portable data entry terminals. Clancy's earliest projects included car control and parking citation issuance. Clancy continues with its parking citation issuance systems and car control and has added numerous other programs to its portoliio including permit for transit systems, special event permitting, validation of continuing medical education programs, Park by Phone (a national pay by cell phone parking program), transaction processing and other remote data applications.

B. Experience

As described above, Clancy has 28 years in providing parking citation issuance and database management programs to cities, universities and private parking companies. Clancy has always been at the leading edge of technology and was the first parking system vendor to offer real-time smart phone systems. As a manufacturer of printers, Clancy has been able to provide it's clients with consistent reliability. Clancy's printer was designed to use flat forms. This enabled bank and lockbox companies to easily feed the tickets through their high speed transaction processing equipment without jams (curled tickets tend to create problems). This also allowed a consistent size for document handling as the tickets are the same size as personal check.s

Our high level of customer support, upgrades and reliability has ensured long term relationships with out clients.

Clancy is a Microsoft Certified Partner with all programming staff having been certified. Our programming staff have extensive expertise in:

C. References

1. 1. Orlando, FL

   Contact: Eva Taylor
   407 246-2450
   53 W. Central Blvd.
   Orlando FL 32801

Parking citation issuance and processing system. Includes multiple locations, interface to collection bureau, online payment processing and payment posting.

2. Oklahoma City, OK

   Contact: Kim Cowert
   405 270-4627
   700 Couch Dr.
   Oklahoma City, OK 73102

   Parking citation issuance and processing system. Includes interface to city's municipal system.

3. Reading, PA

   Contact: Christine Gilfert
   610 655-6165
   613 Franklin St.
   Reading, PA 19062

   Parking citation issuance and processing system. Includes online payment processing.

4. LaCrosse, WI

   Contact: Sgt. Andrew Gavrilos
   608 789-7295
   400 LaCrosse St.
   LaCrosse WI 54601

   Parking citation issuance and processing system. Includes online payment processing

5. Richmond VA

   Contact: Steve Bergin, Revenue Dept.
   (804) 646-3724
   900 E. Broad St. Room 706
   Richmond VA 23219

   Comprehensive parking citation issuance system. Includes online payment processing, interface to tow contractor, and

access by numerous city agencies.

3.2   Program Management Approach

1.   Project schedule

Week one:
a.   Clancy personnel will conference with Columbia project manager to define needs, goals and program design.
b.   We will design and get approval to print citation forms
c.   Data will be provided from current vendor in ASCII, Dbase, or other acceptable format for conversion
d.   Information lists will be provided to include:
   Violation description, civil code and fine amount
   Street names and supporting detail (zones, direction, other)
   Standard Comments

Weeks 2-4
a.   Development of the system, integration of data, testing
Week 5 – Installation and training

2.   Organizational chart

TASK	NUMBER OF STAFF
System Design, Programming, Software Support	1 Analyist, 3 Programmers
Hardware support/repair	3 staff members
Clerical/supply orders	3 staff members

All services handled by Clancy home office.

3.   Key personnel resumes

A.   STANLEY J. WOLFSON, President, Chief Executive Officer, and a Director of the Company.   Denver Office (resides in Denver, CO)

He attended the University of Colorado at Boulder. Mr. Wolfson owned and operated a wholesale food distribution business from 1967 until he sold out in 1979. In 1979, Mr. Wolfson founded Stan Wolfson and Associates, Inc., a data processing systems consulting firm, located in Denver, Colorado. The firm developed and inventory control system using hand-held data entry equipment for the Hertz Corporation in 1980. This equipment is used on a national basis. Mr. Wolfson served as a remote data acquisition consultant for A T & T as well as a consultant for a

number of small companies. Mr. Wolfson designed a collection system for National Account Adjusters to track past due debts and student loans. He has been affiliated with Clancy since its inception in 1984.

Mr. Wolfson has extensive experience in computerized parking systems. Since the first ticketing system developed in 1986, until the present, he has been active in analyzing the current systems and needs, while developing upgrades and modifications. Mr. Wolfson has been on the leading edge of technology and parking programs having created programs such has Park-by-phone, What's Important Now, Expo1000 and various internet parking solutions. Mr. Wolfson was inducted into the Pinnacle Circle of the IPI (International Parking Institute) as a 25-year member. He also belongs to the National Parking Association as well as many state parking organizations.

B. MARK FAIRCHILD, Senior Software Engineer, Denver Office (resides in Arvada, CO)

He attended Denver Technical College and Metropolitan State College majoring in computer science. Before joining he worked for SIS doing Cobol programming and software development. He also worked as an independent contractor. With Clancy since 1994, Mark was project engineer for the conversions from the Company's COBOL system to its Windows System. He has been instrumental in much of the web development and Internet applications the company has developed. He is very skilled in communications, hardware troubleshooting and programming. Mark has executed elegant programs to bring the company's web related services on line. His remit-online programs allow on-line payments for clients throughout the US. Mark has development permit systems for single day event permits, travel permits, and monthly permits which are used by major transit districts throughout the US. Mark has Microsoft Certification.

DAN ROSS, Senior Software Engineer, Denver Office (resides in Highlands Ranch, CO)

He attended Metropolitan State College before joining Clancy in 1996. With a previous employer he worked with handheld terminals in a warehouse application. His duties at Clancy include programming and reports for the Version 6.0 software and customer support. Dan developed the programming for the Palm system and the HTC Cellular devices. Dan has Microsoft Certification.

LIZ WOLFSON, Secretary-Treasurer, CFO, Director, Denver Office, (resides in Denver, CO)

She attended the University of Colorado as a Regent Scholar. Her background includes real estates sales, management and investments along with coordinating major fundraising projects for non-profit organizations. She serves Clancy as its Secretary-Treasurer and Chief Financial and Accounting Officer and also helps with customer support.

DAVE GOODWIN, Software Technician, Denver Office (resides in Lakewood, CO)

He is a graduate minister served as a missionary in Guam for 10 years. Upon returning to the US he trained at a local technical college to learn programming and networking. In additional to programming and customer support, he manages Clancy's Expo1000 web and Park-by-phone programs. Dave has Microsoft certification

DAVID R KLUBER, Manager of Clancy's manufacturing division., Littleton Office (resides in Highlands Ranch, CO)

He has a degree in electronics and was trained while in service with the US. Navy. Randy has been with Clancy since March 2008. He is in charge of manufacturing, procurement, outsourcing certain manufacturing duties, interfacing with our engineering team and quality control.

RANDY GEITZEN, Electronics Engineer. Littleton Office (resides in Niwot, CO)

He earned has degree at University of Colorado in Boulder, CO, and has developed Clancy's surface mount boards for its printers and chargers. He developed Clancy's blue tooth printer. Randy has been with Clancy since February 2000.

4. Training

Field Personal – We will train all personnel, but designate one person as a trainer to train new personnel when necessary. Training will include ticket issuance, hot list, database lookup, printing, preprints, photos, and all aspects of "on the street" functions.

Office Personal – we will work closely with a city designated System Administrator who will be comprehensively trained in use of the system and can train all departments interfacing to the system, key personnel using the system, be in charge of password access assignment and be our direct liaison between Clancy and the city.

Training shall include: Password Logon
                                   Use of all modules
                                   Report generation
                                   Data lookups
                                   Cashiering
                                   Posting and closing payment batches
                                   Import and Export of files as needed
                                   All other functions

3.3 Functionality

As stated in a point by point response to the city's technical requirements, we have responded that we can meet or exceed each of the city's technical requirements for functionality of the system.

As described in earlier sections of this response, we have addressed:
Dataflow (with diagram)
Network diagram (Cloud instead of network)
Operating system requirements
Smart phone capabilities
Virtual environment (Cloud server hosting)

3.4. Value added features

We can provide:
Residential permitting systems
Online payment processing

3.5. Support/Warranty

Under the pricing schedule proposed to the city, we provide full hardware maintenance and software support.

Section 4. COST PROPOSAL

The proposal to city of Columbia, MO, is Clancy's STRATUS Citation Issuance program, hosted in a Cloud server environment.

Price schedule is as follows

Monthly fee: 1, $150 per month for single client license/host server
                         $300 per month for multi-client license/host servier
           2, $170 per month per field unit (smart phone, printer – includes T-Mobile cellular service), software license
           3. $.10 per ticket/envelope set

The above fees include: hardware, software, hardware maintenance *, system support, server hosting, program customization

*Lost or stolen smart phones will be billed at actual replacement costs.

Optional services:

Mailing of Notice Letters $.75 each
Interface to resident state DMV - no charge in states that don't charge
DMV research through an attorney minimum $2.50 or what State fees are (i.e. PA is $4.00)
Service fees for ticket processing $2 per ticket processed
Remit-online web payment system - 100% of ticket payment goes to city (payor is charged a $3 transaction fee).
Permit services – pricing to be determined based on scope of project

Section 5. ADDENDUM

Sample ticket and envelope
Sample Tow invoice
Sample reprint with photos
Sample photo of ticket location on Google Maps
Sample reports

Parking Violation Notice
City of Orlando, Florida

Parking Violation Number

80500862

Date:

Officer:

Violation:

If Paid within 14 days
from date of violation   Fine:

The actual picture stored with
this citation is full color
and high resolution.

If Paid after 14 days
from date of violation   Fine:

License Number

Make:

At or Near (location):

Failure to pay this fine will result in any or all of the following actions:
1) booting of vehicle, 2) denial of vehicle registration, 3) mandatory
court appearance. 4) Collection agency referral.

Parking Violation Notice

For inquiries or meter malfunctions call (407) 246-2450

PAYMENT INSTRUCTIONS

Make check or money order payable to City of Orlando. DO
NOT MAIL CASH. You may pay by mail or in person at the
Central Blvd. Parking Garage, 53 West Central Blvd., Orlando, FL
32801 or you must request a hearing within fourteen (14)
calendar days. Failure to do so means you have waived the right
to contest the merit of this violation.

City Of Orlando
53 West Central Blvd.
Orlando, FL 32801-2422

Insert violation notice in envelope with address
showing in window.

The actual picture stored with this citation is full color and high resolution.

Number

Officer:

If Paid within 14 days
from date of violation   Fine:

The actual picture stored with
this citation is full color
If Paid after 14 days
from date of violation   Fine:
and high resolution.

License Number

Make:

At or Near (location):

Failure to pay this fine will result in any or all of the following actions:
1) booting of vehicle, 2) denial of vehicle registration. 3) mandatory court appearance. 4) Collection agency referral.

Parking Violation Notice

If Paid within 14 days
from date of violation   Fine:

The actual picture stored with
If Paid after 14 days
this citation is full color
from date of violation   Fine:
and high resolution.

License Number

Make:

At or Near (location):

Failure to pay this fine will result in any or all of the following actions:
1) booting of vehicle, 2) denial of vehicle registration. 3) mandatory court appearance. 4) Collection agency referral.

Parking Violation Notice

Date: Time:
01/21/2013   15:20   P192

Officer: Badge No.:
CLANCY   12345

Violation:
PCC36-146
OVERTIME PARKING

METER KNOB WAS
NOT TURNED
COMPLETELY

$7.00 of each Fine supports
School Crossing Guards

If Paid within 14 days
from date of violation   Fine: $ 37.00

If Paid after 14 days
from date of violation   Fine: $ 57.00

License Number

JEEP4ME
MISSOURI   /   2013

Make: GREEN   JEEP
SPORT UTIL

At or Near (location):

1234   SOUTHWEST
WADEVIEW PARK

PAY ONLINE BY CREDIT CARD
WWW.REMIT-ONLINE.COM/407001

Failure to pay this fine will result in any or all of the following actions:
1) booting of vehicle, 2) denial of vehicle registration. 3) mandatory court appearance. 4) Collection agency referral.

Parking Violation Notice

NAME _____

ADDRESS _____
_____

CASE NO. _____

PARKING
TICKET

1. Have you enclosed check or money order?
2. Do Not send cash.
3. Please print citation number on your check.
4. Please do not enclose appeals or
   correspondence in payment envelope.

DO NOT MAIL CASH

Make Sure Notice is Positioned To Display Address Before Sealing

This envelope is recyclable

Parking Violation Notice
City of Orlando, Florida

Parking Violation Number

JEEP4ME

DATE	CITATION	AMOUNT DUE
04/27/11	02700714	$37.00
02/27/12	70700011	$37.00
08/03/12	80500652	$52.00
08/03/12	80500663	$52.00
08/03/12	80500674	$37.00
08/03/12	80500685	$37.00
08/03/12	80500696	$37.00
11/02/12	45400132	$57.00
11/02/12	45400143	$57.00
11/02/12	45400154	$57.00
01/10/13	80500803	$54.00
01/10/13	01200161	$37.00
01/21/13	80500840	$37.00
01/21/13	80500851	$37.00
01/21/13	80500862	$37.00
01/21/13	80500873	$37.00

If Paid within 14 days
from date of violation   Fine:

Total Due: $699.00

If Paid after 14 days
from date of violation   Fine:

License Number

Make:

At or Near (location):

Failure to pay this fine will result in any or all of the following actions:
1) booting of vehicle, 2) denial of vehicle registration. 3) mandatory court appearance. 4) Collection agency referral.

Parking Violation Notice

Parking Notice
Republic Parking System
Denver, CO

51551301

Date: 01/05/2013   Time: 12:22

Issued by: JC   25

Reason for charge:
MACHINE DOWN
SEND BASE RATE
SEND DAILY ONLY

Fine: $0.00

License Number
DM8F184

TEXAS   2013

Make CHEVROLET
4 DOOR MAROON
Location
54 1221 SHERMAN

Parking Notice
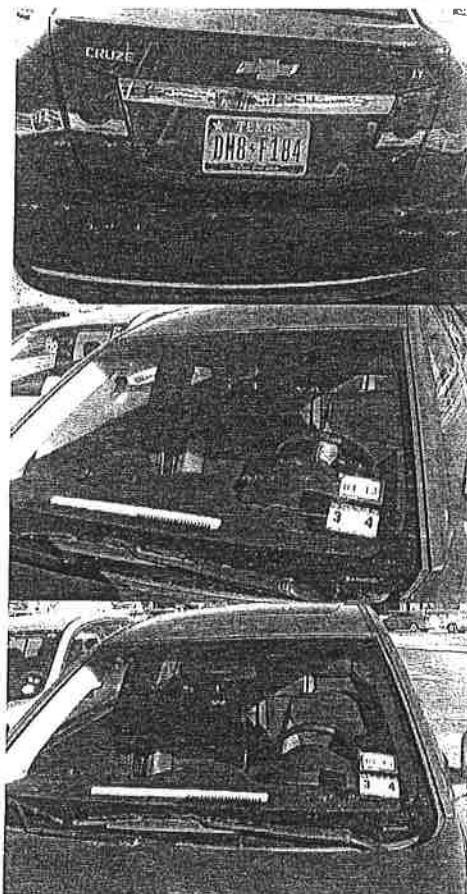
7.00

Disposition history for citation #:	51551301	Date Issued:	01/05/2013	Original Fine Amount:	$0.00
MACHINE DOWN SEND BASE RATE		Past Due as of:	01/19/2013	Past Due Fine:	$0.00

Disposition Date	Code and Description	Payments		
/ /	-	$0.00		
	Total Payments:	$0.00	Balance Due............	$7.00

Parking Violation Notice
City of Orlando, Florida

Parking Violation Number
80500862

Date: 01/21/2013   Time: 15:20

Officer: CLANCY   Badge No: 12345

Violation: PCC36-146
OVERTIME PARKING

METER KNOB WAS
NOT TURNED   COMPLETELY
If Paid within 14 days
from date of violation   Fine: $37.00

If Paid after 14 days
from date of violation   Fine: $57.00

License Number
JEEP4ME

MISSOURI   2013

Make: JEEP
SPORT UTIL GREEN
At or Near (location):
1234 SOUTHWEST WADEVIEW PARK

Failure to pay this fine will result in any or all of the following actions:
1) booting of vehicle, 2) denial of vehicle registration, 3) mandatory
court appearance, 4) Collection agency referral.

Parking Violation Notice

01-21-2013 15:20:33

01-21-2013

Disposition history for citation #:   80500862   Date Issued: 01/21/2013   **Original Fine Amount:** $37.00

OVERTIME PARKING   Past Due as of: 01/26/2013   **Past Due Fine:** $57.00

Disposition Date	Code and Description	Amount
/ /	-	$0.00
	Total Payments:	$0.00

Balance Due............ $37.00

Clancy Systems 7.0

le Edit View Favorites Tools Help

View History Name Plate ▶ Filter ▶ Edit Notes Registration Edit Back Main AB-0072

2 3 4 5 6 7 [All]

Citation	Plate	St	Date	Disposition	Violation	Location	Due	Badge	Disp.Date
20206233	6UNW491	CA	01/18/2013 07:39	OPEN	WEEK DAY BIKE	1000 GARDEN ST	53.00	1226	/ /
20206244	6ALE805	CA	01/18/2013 07:52	OPEN	WEEK DAY BIKE	1231 GARDEN ST	53.00	1226	/ /
20206255	6NRT936	CA	01/18/2013 07:54	OPEN	WEEK DAY BIKE	1223 GARDEN ST	53.00	1226	/ /
20206266	6LSG444	CA	01/18/2013 08:00	OPEN	COMMUTER REQUIRED	100 COTA ST	48.00	1226	/ /
20206270	4ULF253	CA	01/18/2013 08:03	OPEN	COMMUTER REQUIRED	100 COTA ST	48.00	1226	/ /
20206281	642DPF	OR	01/18/2013 09:53	OPEN	EXPIRED				
20206292	MITYIM3	CA	01/18/2013 11:04	OPEN	DISPLAY				
20206303	5KPT695	CA	01/18/2013 11:08	OPEN	DISPLAY				
20206314	6MYB280	CA	01/18/2013 11:20	OPEN	NOT 18"				
20206325	5FZY751	CA	01/18/2013 11:24	OPEN	YELLOW				
20206336	6PXX474	CA	01/18/2013 11:47	OPEN	YELLOW				
20206340	5FOP031	CA	01/18/2013 11:51	OPEN	DISPLAY				
20206351	6FSL834	CA	01/18/2013 12:05	OPEN	MUNI LOT				
20206362	5WHB920	CA	01/18/2013 12:07	OPEN	DISPLAY				
20206373	5UZH150	CA	01/18/2013 12:16	OPEN	NO FRONT				
20206384	4YFW942	CA	01/18/2013 12:18	OPEN	DISPLAY				
20206395	5SAR708	CA	01/18/2013 12:21	OPEN	DISPLAY				
20206406	5XUU377	CA	01/18/2013 12:58	OPEN	OVERTIME				
20206410	D666444	OR	01/18/2013 13:19	OPEN	EXPIRED				
20206421	4HHWB28	CA	01/18/2013 13:30	OPEN	OVERTIME				
20206432	6VDU207	CA	01/18/2013 13:53	OPEN	COMMUTE				
20206443	6AHP039	CA	01/18/2013 13:55	OPEN	COMMUTE				
20206454	5F22918	CA	01/18/2013 14:03	OPEN	SCHOOL				
20206465	6VNW451	CA	01/18/2013 14:08	OPEN	OVERTIME				
20206476	6DSH498	CA	01/18/2013 14:28	OPEN	DISPLAY TABS	DE LA GUERRA ST	78.00	1226	/ /

Map Satellite

Google Report a map error

sion Timeout:571

100%
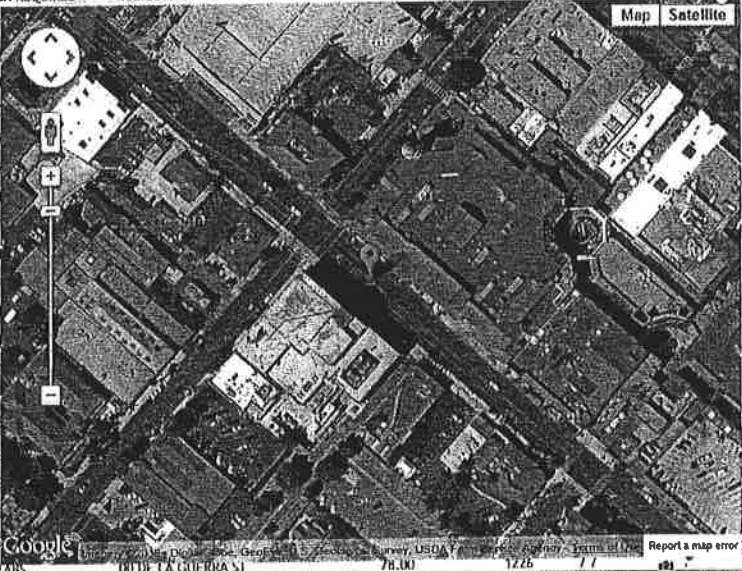
Ticket Statistics by Officer by Time

From: 01/18/2013 To: 01/18/2013

Officer	A.M.					P.M.													Count
Name	7-8	8-9	9-10	10-11	11-12	12-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12	12-7	
CKWELL, C valid->					1			2											3
id ->		1																	1
DBY , D valid->																			0
id ->			1																1
ROWN, T valid->		1	1		1														3
id ->		1																	1
ARTER , A valid->								1		2		2							5
id ->								1											1
ANDRIDGE . id->																			0
d ->															1				1
PRIEST id->		1	1		1														3
oid ->		1																	1
SON . A id->																			0
oid ->		2																	2
PER . C id->								2											2
oid ->			1																1
ES . T id->		4		2		2		4	1										13
oid ->																			0
LETT id->				1															1
id ->																			0
LETT . C valid->			3		7		3	6	4	1									24
d ->				1															1
NG . C valid->	1	13	8	1		1	1												25
d ->	1																		1
W.D id->												2	1						3
d ->									2										2
EY.J id->			2																2
d ->	2	1																	3

Ticket Statistics by Officer by Time

From: 01/18/2013   To: 01/18/2013

fficer me	A.M. 7-8	8-9	9-10	10-11	11-12	P.M. 12-1	1-2	2-3	3-4	4-5	5-6	6-7	7-8	8-9	9-10	10-11	11-12	12-7	Count
'TLES .A																			
alid->						1													1
id ->			1																1
'NE . D																			
alid->											10	5	1	3					19
id ->										1									1
THOMPSON .																			
alid->			1	1	3	1	1	2	5										14
id ->	1																		1
ADDY . K																			
alid->						1		1	1										3
id ->			1																1
alid->	1	13	15	10	15	4	7	15	13	2	10	9	2	5					121
id ->	2	7	5	1						4					1				20

RICHMOND PARKING.

port Date: 01/21/2013

Disposition Type by Date
From: 01/18/2013 To: 01/18/2013

/18/2013	Postings	
Open:	19	8.68 %
Paid:	188	85.84 %
Closed:	12	5.48 %

Total Postings: 219 for 91.32% Disposed

Total Postings	Open	Closed	Void	Paid	Info	Arrange	Unknown	Disposed
219	19	12	0	188	0	0	0	91.32%

Violation by Officer by Date

From: 01/18/2013 To: 01/18/2013

Badge	Officer	Violation Code and Description		Valid	Void	Warning	Total	Amount
1103	BLACKWELL.C							
		402	OVERTIME METER	0	1	0	1	$ 20.00
		423	PKG TOW ZONE	1	0	0	1	$ 60.00
		432	IMPROPER ON STRT	1	0	0	1	$ 20.00
		454	PROHIBTD ZONE	1	0	0	1	$ 40.00
		Total for Officer BLACKWELL.C		3	1		4	$ 140.00
2229	BRADBY . D							
		402	OVERTIME METER	0	1	0	1	$ 20.00
		Total for Officer BRADBY . D			1		1	$ 20.00
0110	BROWN. T							
		429	15 FOOT FIRE HYD	2	0	0	2	$ 80.00
		432	IMPROPER ON STRT	0	1	0	1	$ 20.00
		454	PROHIBTD ZONE	1	0	0	1	$ 40.00
		Total for Officer BROWN. T		3	1		4	$ 140.00
5779	CARTER . A							
		410	EXCEEDS TIME LMT	2	0	0	2	$ 40.00
		423	PKG TOW ZONE	2	1	0	3	$ 180.00
		477	HANDICAP RAMP	1	0	0	1	$ 40.00
		Total for Officer CARTER . A		5	1		6	$ 260.00
6954	DANDRIDGE .							
		433	IMPROPER OFF STRT	0	1	0	1	$ 20.00
		Total for Officer DANDRIDGE .			1		1	$ 20.00
0000	DEPRIEST							
		402	OVERTIME METER	0	1	0	1	$ 20.00
		454	PROHIBTD ZONE	2	0	0	2	$ 80.00
		457	LOADING ZONE	1	0	0	1	$ 40.00

Violation by Officer by Date

From: 01/18/2013   To: 01/18/2013

Badge	Officer	Violation Code and Description		Valid	Void	Warning	Total	Amount
		Total for Officer DEPRIEST		3	1		4	$ 140.00
1218	GIBSON . A							
		402	OVERTIME METER	0	2	0	2	$ 40.00
		Total for Officer GIBSON . A			2		2	$ 40.00
9316	HARPER . C							
		410	EXCEEDS TIME LMT	0	1	0	1	$ 20.00
		454	PROHIBTD ZONE	2	0	0	2	$ 80.00
		Total for Officer HARPER . C		2	1		3	$ 100.00
3333	HAYES . T							
		423	PKG TOW ZONE	1	0	0	1	$ 60.00
		429	15 FOOT FIRE HYD	4	0	0	4	$ 160.00
		432	IMPROPER ON STRT	1	0	0	1	$ 20.00
		434	PROHIB ALLEY	2	0	0	2	$ 80.00
		437	DOUBLE PARKING	1	0	0	1	$ 40.00
		454	PROHIBTD ZONE	1	0	0	1	$ 40.00
		457	LOADING ZONE	2	0	0	2	$ 80.00
		470	HANDICAP ZONE	1	0	0	1	$ 200.00
		Total for Officer HAYES . T		13			13	$ 680.00
1006	HEWLETT							
		423	PKG TOW ZONE	1	0	0	1	$ 60.00
		Total for Officer HEWLETT		1			1	$ 60.00
1006	HEWLETT . C							
		423	PKG TOW ZONE	3	1	0	4	$ 240.00
		429	15 FOOT FIRE HYD	2	0	0	2	$ 80.00
		432	IMPROPER ON STRT	5	0	0	5	$ 100.00
		433	IMPROPER OFF STRT	1	0	0	1	$ 20.00

Violation by Officer by Date

From: 01/18/2013   To: 01/18/2013

Badge	Officer	Violation Code and Description		Valid	Void	Warning	Total	Amount
		434	PROHIB ALLEY	7	0	0	7	$ 280.00
		455	DURING STRT CLN	1	0	0	1	$ 40.00
		457	LOADING ZONE	4	0	0	4	$ 160.00
		477	HANDICAP RAMP	1	0	0	1	$ 40.00
		Total for Officer HEWLETT . C		24	1		25	$ 960.00
4411	KING . C							
		423	PKG TOW ZONE	5	1	0	6	$ 360.00
		429	15 FOOT FIRE HYD	2	0	0	2	$ 80.00
		447	W.IN 20F T X-WALK	1	0	0	1	$ 40.00
		454	PROHIBTD ZONE	14	0	0	14	$ 560.00
		477	HANDICAP RAMP	2	0	0	2	$ 80.00
		995	WARNING NO PARK	0	0	1	1	$ 0.00
		Total for Officer KING . C		24	1	1	26	$ 1120.00
0109	LAW.D							
		410	EXCEEDS TIME LMT	2	0	0	2	$ 40.00
		423	PKG TOW ZONE	1	0	0	1	$ 60.00
		454	PROHIBTD ZONE	0	2	0	2	$ 80.00
		Total for Officer LAW.D		3	2		5	$ 180.00
5094	OTEY.J							
		404	BUS STOP	1	0	0	1	$ 60.00
		429	15 FOOT FIRE HYD	1	0	0	1	$ 40.00
		432	IMPROPER ON STRT	0	3	0	3	$ 60.00
		Total for Officer OTEY.J		2	3		5	$ 160.00
1112	SETTLES .A							
		429	15 FOOT FIRE HYD	0	1	0	1	$ 40.00
		454	PROHIBTD ZONE	1	0	0	1	$ 40.00
		Total for Officer SETTLES .A		1	1		2	$ 80.00

Violation by Officer by Date

From: 01/18/2013 To: 01/18/2013

Badge	Officer		Violation Code and Description	Valid	Void	Warning	Total	Amount
3460	STONE . D							
		423	PKG TOW ZONE	10	1	0	11	$ 660.00
		429	15 FOOT FIRE HYD	1	0	0	1	$ 40.00
		433	IMPROPER OFF STRT	6	0	0	6	$ 120.00
		454	PROHIBTD ZONE	2	0	0	2	$ 80.00
			Total for Officer STONE . D	19	1		20	$ 900.00
1027	THOMPSON .							
		423	PKG TOW ZONE	8	1	0	9	$ 540.00
		447	W.IN 20F T X-WALK	1	0	0	1	$ 40.00
		454	PROHIBTD ZONE	4	0	0	4	$ 160.00
		460	WRONG SIDE STR	1	0	0	1	$ 20.00
			Total for Officer THOMPSON .	14	1		15	$ 760.00
0803	WADDY . K							
		402	OVERTIME METER	0	1	0	1	$ 20.00
		423	PKG TOW ZONE	3	0	0	3	$ 180.00
			Total for Officer WADDY . K	3	1		4	$ 200.00
			Grand Totals for All Officers:	120	20	1	141	$ 5960.00

Report Date: 01/21/2013

Citation Paid/Deposited for the Period

From: 01/18/2013 To: 01/18/2013

Citation	Plate	In-State	Payment	Out-State	Payment	Disposition	Date Paid
01/18/2013							
02180307	KCH9452	VA	$ 30.00			CA	01/18/2013
02180368	GEEKSPK	VA	$ 20.00			CA	01/18/2013
02180369	GEEKSPK	VA	$ 20.00			CA	01/18/2013
02180371	GEEKSPK	VA	$ 20.00			CA	01/18/2013
02180405	VJ7	VA	$ 20.00			CA	01/18/2013
02180457	WZN4O33	VA	$ 40.00			CA	01/18/2013
02180516	IGMR74			MI	$ 20.00	CA	01/18/2013
02210018	XKS7290	VA	$ 30.00			CA	01/18/2013
02210211	XCP4017	VA	$ 30.00			CA	01/18/2013
02210391	WXK5467	VA	$ 60.00			CA	01/18/2013
02816839	XEJ6206	VA	$ 50.00			CA	01/18/2013
02816874	ALZ4846			NC	$ 50.00	CA	01/18/2013
02832025	XTF2467	VA	$ 50.00			CA	01/18/2013
02845459	XSM1789	VA	$ 10.00			CA	01/18/2013
02849302	JZU1363	VA	$ 40.00			CA	01/18/2013
02912459	XMW9783	VA	$ 40.00			CA	01/18/2013
02920636	KHB5078	VA	$ 60.00			CA	01/18/2013
02920720	WYK4686	VA	$ 60.00			CA	01/18/2013
03023659	XHE6165	VA	$ 40.00			CA	01/18/2013
03100439	65941CE			MD	$ 20.00	CA	01/18/2013
03100447	XAY7915	VA	$ 40.00			CA	01/18/2013
03100474	GEEKSPK	VA	$ 60.00			CA	01/18/2013
03100647	XHU5747	VA	$ 60.00			CA	01/18/2013
03100694	XME8935	VA	$ 40.00			CA	01/18/2013
03100700	XXF6071	VA	$ 40.00			CA	01/18/2013
03150047	SLTART	VA	$ 60.00			CA	01/18/2013
03150250	XNL1663	VA	$ 40.00			CA	01/18/2013
03150298	VJ7	VA	$ 20.00			CA	01/18/2013
03150375	KDHLBRT	VA	$ 60.00			CA	01/18/2013
03150389	XKE8660	VA	$ 40.00			CA	01/18/2013
03590355	XUE4627	VA	$ 20.00			CA	01/18/2013
03600272	YFF7984	VA	$ 20.00			CA	01/18/2013
03680663	XNL1443	VA	$ 50.00			CA	01/18/2013
03680731	ZZH8526	VA	$ 40.00			CA	01/18/2013
03680753	XAT7559	VA	$ 40.00			CA	01/18/2013
03680773	XPA6353	VA	$ 40.00			CA	01/18/2013
03680883	WZN2527	VA	$ 40.00			CA	01/18/2013
03680926	XEM4096	VA	$ 20.00			CA	01/18/2013
03680927	XVR3065	VA	$ 60.00			CA	01/18/2013
03760209	WVR5813	VA	$ 20.00			CA	01/18/2013
03760369	KCD8463	VA	$ 40.00			CA	01/18/2013
03830028	XRN2702	VA	$ 60.00			CA	01/18/2013
03840508	WWR7711	VA	$ 60.00			CA	01/18/2013
03840564	ABD7885			NC	$ 20.00	CA	01/18/2013
03840583	KLA2726	VA	$ 20.00			CA	01/18/2013
03840639	2263GA	VA	$ 20.00			CA	01/18/2013
03870199	CHELCY	VA	$ 30.00			CA	01/18/2013
03870210	CHELCY	VA	$ 50.00			CA	01/18/2013

Citation Paid/Deposited for the Period

From: 01/18/2013 To: 01/18/2013

Citation	Plate	In-State	Payment	Out-State	Payment	Disposition	Date Paid
03870317	XSG1979	VA	$ 20.00			CA	01/18/2013
03870441	ABUSAM	VA	$ 20.00			CA	01/18/2013
03870486	JET8974	VA	$ 20.00			CA	01/18/2013
03870492	06329CC			MD	$ 20.00	CA	01/18/2013
03870501	KBN2454	VA	$ 20.00			CA	01/18/2013
03950140	ZE4872	VA	$ 20.00			CA	01/18/2013
03950200	KEMO300	VA	$ 20.00			CA	01/18/2013
03950216	XUK8378	VA	$ 60.00			CA	01/18/2013
03950236	WVX4727	VA	$ 60.00			CA	01/18/2013
03970279					$ 20.00	CA	01/18/2013
03990113	JPM7042	VA	$ 30.00			CA	01/18/2013
03990124	XFK3750	VA	$ 30.00			CA	01/18/2013
03990279	JUH1742	VA	$ 20.00			CA	01/18/2013
03990285	WYB5623	VA	$ 20.00			CA	01/18/2013
03990287	XED4469	VA	$ 20.00			CA	01/18/2013
04393047	XKS7290	VA	$ 40.00			CA	01/18/2013
04393753	XMW9783	VA	$ 40.00			CA	01/18/2013
04455216	KAD9145	VA	$ 80.00			CA	01/18/2013
04455652	XMW9783	VA	$ 40.00			CA	01/18/2013
04628617	XCY6620	VA	$ 40.00			CA	01/18/2013
04922707	XBB7194	VA	$ 40.00			CA	01/18/2013
04975378	XHE6165	VA	$ 40.00			CA	01/18/2013
04976659	XSG1979	VA	$ 40.00			CA	01/18/2013
04976833	EXH2130	VA	$ 40.00			CA	01/18/2013
04994571	JZU1363	VA	$ 40.00			CA	01/18/2013
05679678	XWB2041	VA	$ 40.00			CA	01/18/2013
05684258	XHE6165	VA	$ 70.00			CA	01/18/2013
07220139	SLLYGRL	VA	$ 50.00			CA	01/18/2013
07220307	TV24458	VA	$ 40.00			CA	01/18/2013
07290065	XFT5752	VA	$ 40.00			CA	01/18/2013
07290189	WVM9176	VA	$ 60.00			CA	01/18/2013
07320058	KGG5482	VA	$ 50.00			CA	01/18/2013
07490087	WXL8414	VA	$ 30.00			CA	01/18/2013
07490399	XDE9266	VA	$ 40.00			CA	01/18/2013
07670069	WYF5013	VA	$ 70.00			CA	01/18/2013
07670158	KEP5028	VA	$ 40.00			CA	01/18/2013
07670195	CHELCY	VA	$ 40.00			CA	01/18/2013
07670228	XLA7839	VA	$ 40.00			CA	01/18/2013
07670335	WXK5467	VA	$ 60.00			CA	01/18/2013
07730163	XKF8538	VA	$ 60.00			CA	01/18/2013
07740348	XBH6070	VA	$ 20.00			CA	01/18/2013
07740390	XNS1126	VA	$ 20.00			CA	01/18/2013
07740407	1919675			NH	$ 60.00	CA	01/18/2013
07990249	XDL1292	VA	$ 20.00			CA	01/18/2013
07990300	XTJ5604	VA	$ 20.00			CA	01/18/2013
08900017	XFM7527	VA	$ 60.00			CA	01/18/2013
02180337	YEBABY	VA	$ 40.00			CD	01/18/2013
02180363	YEBABY	VA	$ 20.00			CD	01/18/2013
02816910	ECT3610			OH	$ 40.00	CD	01/18/2013

Citation Paid/Deposited for the Period

From: 01/18/2013 To: 01/18/2013

Citation	Plate	In-State	Payment	Out-State	Payment	Disposition	Date Paid
03990068	XWU7143	VA	$ 60.00			CD	01/18/2013
04079818	MESANSU	VA	$ 40.00			CD	01/18/2013
04393764	MESANSU	VA	$ 40.00			CD	01/18/2013
04984981	MESANSU	VA	$ 40.00			CD	01/18/2013
02832925	XBU1765	VA	$ -50.00			O	01/18/2013
02716740					$ 20.00	OP	01/18/2013
02816750	HKICPA	VA	$ 20.00			OP	01/18/2013
03680088	JRF6471	VA	$ 40.00			OP	01/18/2013
02180424	WWM8256	VA	$ 20.00			P	01/18/2013
02180480	5VUR997			CA	$ 20.00	P	01/18/2013
02210341	WWL1019	VA	$ 20.00			P	01/18/2013
03100656	WVR6336	VA	$ 20.00			P	01/18/2013
03150022	XCX1134	VA	$ 30.00			P	01/18/2013
03590240	AEF6318	VA	$ 20.00			P	01/18/2013
03590365	C58519	VA	$ 20.00			P	01/18/2013
03600247	417LHD			FL	$ 20.00	P	01/18/2013
03600371	JBSG6	VA	$ 20.00			P	01/18/2013
03680599	XFB2920	VA	$ 40.00			P	01/18/2013
03680862	ZDP9214	VA	$ 20.00			P	01/18/2013
03680871	KLF3399	VA	$ 20.00			P	01/18/2013
03760237	XFX8546	VA	$ 20.00			P	01/18/2013
03990242	UE2762	VA	$ 20.00			P	01/18/2013
03990336	XSB1409	VA	$ 20.00			P	01/18/2013
05664899	ZBE6711	VA	$ 40.00			P	01/18/2013
05673758	KNH2378	VA	$ 40.00			P	01/18/2013
05684308	HDIGNTY	VA	$ 40.00			P	01/18/2013
05689509	JGZ2916	VA	$ 70.00			P	01/18/2013
07220158	XSC4767	VA	$ 20.00			P	01/18/2013
07220205	XGE7552	VA	$ 50.00			P	01/18/2013
07290126	YBD9596	VA	$ 20.00			P	01/18/2013
07490296	KMM2504	VA	$ 20.00			P	01/18/2013
07670201	KJE7573	VA	$ 40.00			P	01/18/2013
07740300	HANKIV	VA	$ 20.00			P	01/18/2013
07740388	1058BR	VA	$ 20.00			P	01/18/2013
07990329	712809	VA	$ 20.00			P	01/18/2013
02180100	K95845	VA	$ 70.00			PO	01/18/2013
02180394	JWE6411	VA	$ 40.00			PO	01/18/2013
02670349	WVY5153	VA	$ 50.00			PO	01/18/2013
02804784	XHH6633	VA	$ 100.00			PO	01/18/2013
02974021	XEU9568	VA	$ 70.00			PO	01/18/2013
03023755	XCB3648	VA	$ 70.00			PO	01/18/2013
03054594	ICOWBOY			NC	$ 80.00	PO	01/18/2013
03100168	YPD3154	VA	$ 50.00			PO	01/18/2013
03100473	693597	VA	$ 60.00			PO	01/18/2013
03100632	JYB8910	VA	$ 60.00			PO	01/18/2013
03150372	JHP4136	VA	$ 40.00			PO	01/18/2013
03680762	XRV3633	VA	$ 40.00			PO	01/18/2013
03680864	KLG9943	VA	$ 20.00			PO	01/18/2013
03680912	ICOWBOY			NC	$ 20.00	PO	01/18/2013

Citation Paid/Deposited for the Period

From: 01/18/2013 To: 01/18/2013

Citation	Plate	In-State	Payment	Out-State	Payment	Disposition	Date Paid
03820189	KHU3247	VA	$ 40.00			PO	01/18/2013
03820207	H511819	VA	$ 60.00			PO	01/18/2013
03840635	WYK3305	VA	$ 60.00			PO	01/18/2013
03870092	CJZ1144			MI	$ 30.00	PO	01/18/2013
03950188	2405LK	VA	$ 40.00			PO	01/18/2013
04394147	XEU9568	VA	$ 80.00			PO	01/18/2013
05678651	6BEACHS	VA	$ 100.00			PO	01/18/2013
05679506	XTD1912	VA	$ 60.00			PO	01/18/2013
05684387	XML3100	VA	$ 40.00			PO	01/18/2013
05688914	JXK5246	VA	$ 60.00			PO	01/18/2013
05689616	XMR8708	VA	$ 60.00			PO	01/18/2013
05694758	WUW7170	VA	$ 70.00			PO	01/18/2013
06302731	XML2213	VA	$ 70.00			PO	01/18/2013
06422640	XZA6921	VA	$ 30.00			PO	01/18/2013
06426991	KFL8040	VA	$ 30.00			PO	01/18/2013
07220183	HOLTZ13	VA	$ 50.00			PO	01/18/2013
07670219	487001			DE	$ 40.00	PO	01/18/2013
07836021	XYU9290	VA	$ 20.00			PO	01/18/2013
07990317	WUT2037	VA	$ 60.00			PO	01/18/2013
02180130	JME9395	VA	$ 30.00			PR	01/18/2013
02180426	ZJW8964	VA	$ 20.00			PR	01/18/2013
02534773	XAL2993	VA	$ 40.00			PR	01/18/2013
02670356	XPL8628	VA	$ 50.00			PR	01/18/2013
03100075	YEW2267	VA	$ 30.00			PR	01/18/2013
03150149	WWT2336	VA	$ 30.00			PR	01/18/2013
03150321	5346HK	VA	$ 20.00			PR	01/18/2013
03150464	XWH4666	VA	$ 50.00			PR	01/18/2013
03570120	XJF8205	VA	$ 20.00			PR	01/18/2013
03590217	XFG9930	VA	$ 20.00			PR	01/18/2013
03600332	XWC4934	VA	$ 20.00			PR	01/18/2013
03680706	XEB4465	VA	$ 40.00			PR	01/18/2013
03680725	WXT7667	VA	$ 40.00			PR	01/18/2013
03680931	WXC4153	VA	$ 20.00			PR	01/18/2013
03760302	XFX8381	VA	$ 20.00			PR	01/18/2013
03840425	KAY1392	VA	$ 30.00			PR	01/18/2013
03870314	XYR9898	VA	$ 20.00			PR	01/18/2013
03870379	TW7175	VA	$ 20.00			PR	01/18/2013
03870469	WVH6340	VA	$ 20.00			PR	01/18/2013
03950136	XJB3560	VA	$ 20.00			PR	01/18/2013
03950251	XFX8923	VA	$ 40.00			PR	01/18/2013
03990337	YDJ2853	VA	$ 20.00			PR	01/18/2013
03990339	WYK6267	VA	$ 20.00			PR	01/18/2013
03990382	YWL46O5	VA	$ 20.00			PR	01/18/2013
04392658	XHH6633	VA	$ 40.00			PR	01/18/2013
05668914	XBA1784	VA	$ 40.00			PR	01/18/2013
05687414	WUX1428	VA	$ 20.00			PR	01/18/2013
05687416	GOALLLL	VA	$ 20.00			PR	01/18/2013
05700554	KBP6122	VA	$ 40.00			PR	01/18/2013
07220168	XSC4767	VA	$ 20.00			PR	01/18/2013

Citation Paid/Deposited for the Period

From: 01/18/2013   To: 01/18/2013

Citation	Plate	In-State	Payment	Out-State	Payment	Disposition	Date Paid
07490207	418403	VA	$ 50.00			PR	01/18/2013
07670131	XYY3929	VA	$ 40.00			PR	01/18/2013
07730139	388LBA			KY	$ 20.00	PR	01/18/2013
07990146	JYA3059	VA	$ 30.00			PR	01/18/2013

A Total of 199 Citations with $ 7380.00 Paid.

if these 183 were In State Plates for $ 6880.00 Paid, and 16 were Out-of-State Plates with $ 500.00 Paid.