

RESOLUTION OF THE CITY COUNCIL

No. 373


Approved November 10, 2022

RESOLVED, That the Members of the Providence City Council hereby Authorize Approval of the following Contract Award by the Board of Contract and Supply in accordance with Section 21-26(b)(1) of the Code of Ordinances.

Conduent State & Local Solutions, Inc.
(Providence Police Department)

\$3,548,457.00

IN CITY COUNCIL
NOV 03 2022
READ AND PASSED


JOHN J. IGLIZZI, PRESIDENT

Tina L. Mastrosanni
ACTING CLERK

I HEREBY APPROVE.



Mayor
Date: 11/10/22



OFFICE OF THE INTERNAL AUDITOR
City of Providence

June 14, 2022

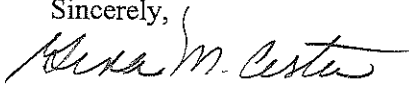
Ms. Tina Mastroianni
City Clerk's Office
City of Providence
25 Dorrance Street
Providence, RI 02903

Dear Tina:

I am writing to request that the following requested contract awards be submitted to the City Council and the Finance Committee for approval:

- **Providence Water Supply:**
 - Award to **Avanceon** for a total not to exceed **\$1,500,000** for Wonderware and SCADA Technical Support in accordance with the Code of Ordinance, Section 21-26 (b)(1);
 - Award to **SpryPoint Services, Inc.**, for Utility Billing System and Implementation in the amount of **\$2,899,119** in accordance with the Code of Ordinance Section 21-26 (b) (1);
- **Providence Police Department;**
 - Award to **Conduent State & Local Solutions, Inc** in the amount of **\$3,548,457** for "Parking Citation Processing and Delinquent Collection Services in accordance with the Code of Ordinance Section 21-26 (b) (1);
- **Information Technology:**
 - Approval to extend contract with **Jimmy Chiu** for Lawson System support in an amount of **\$30,000** in accordance with the Code of Ordinance Section 21-26 (b) (2).

Sincerely,

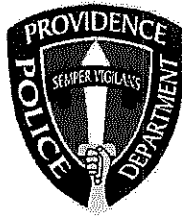


Gina M. Costa
Internal Auditor

Cc: Ricky Caruolo, General Manager, Providence Water
Hugh T. Clements, Chief of Police
Alejandro Tirado, Director of Purchasing
James J. Lombardi, III, City Treasurer

Jorge O. Elorza
Mayor

Steven M. Paré
Commissioner



Colonel Hugh T. Clements, Jr.
Chief of Police

Providence Police Department
325 Washington Street
Providence, Rhode Island 02903

"Building Pride in Providence"

June 9, 2022

The Honorable Jorge O. Elorza
Chairman, Board of Contract and Supply
City Hall
25 Dorrance Street
Providence, RI 02903

RE: Parking Citation Processing and Delinquent Collection Services (3 Year Contract with 2 One-Year Renewal Options)

MinuteTraq ID#: 35846

Minority Participation: 0 % MBE , 0 %WBE

Account Code(s): 101-302-53420

Dear Mayor Elorza,

DATE OF BID OPENING: 04/25/2022

RECOMMENDED BIDDER & THEIR ADDRESS:

Conduent State & Local Solutions, Inc.
P.O. Box 201322
Dallas TX 75320-1322

TOTAL AMOUNT RECOMMENDED: Total amount not to exceed \$3,548,457.00.

In response to our request for proposal regarding the above entitled, our department received the following bid(s)
(Listed by low bidder first):

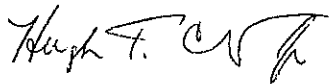
	VENDOR NAME	BASE (minimum reqs.)	TOTAL (final specifications)
1	Conduent State & Local Solutions, Inc		\$3,548,457.00
2	Duncan Solutions		\$3,823,687.80
3	T2 Systems, Inc.		\$4,151,250.00

- ☒ On the basis of said bids, we recommend the low bidder, as identified on **LINE 1**, whose bid has met the specification.
- ☐ On the basis of said bids, we recommend the low bidder, as identified on **LINE 2**, while not the apparent low bidder, a review of the bids reveal that it is in the best interest of the City to reject the low bidder. See the Explanation box below.
- ☐ On the basis of said bids, we recommend multiple bidders identified **on Lines: 1 & 2**. A review of the bids reveal that it is in the best interest of the City to utilize these bidders together. See Explanation box below.

325 Washington Street * Providence, Rhode Island 02903 * (401) 272-3121 * Fax: (401) 243-6464 * TDD #: (401) 831-3456

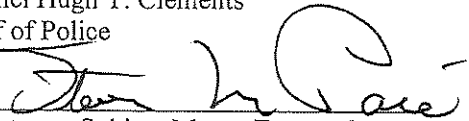
Additional documentation to support the decision for this award is **not** attached to this letter.

Respectfully submitted,



Colonel Hugh T. Clements
Chief of Police

Financial Approval:



Department Subject Matter Expert: Steven M. Pare, Commissioner

By signing, the subject matter expert certifies the following: That the recommended vendor(s) is/are the lowest, qualified bidder(s) with regards to the corresponding specifications. That all bids corresponding to this award were reviewed for completeness and that the recommended bidder's submission is inclusive of all required documents.

City of Providence



Rhode Island

Department of City Clerk

MEMORANDUM

DATE: May 9, 2022

TO: Purchasing Director

SUBJECT: **PARKING CITATION PROCESSING AND DELINQUENT
COLLECTION SERVICES (3 YEAR CONTRACT WITH 2
ONE YEAR RENEWAL OPTIONS).- PROVIDENCE
POLICE DEPARTMENT**

CONSIDERED BY: Board of Contract and Supply

DISPOSITION: VOTED: that all bids be referred to the Purchasing
Director for tabulation.

Duncan Solutions
Conduent State & Local Solutions, Inc.
T2 Systems, Inc

cc: Pur. Dir.
File

Jina L. Mastroianni
Acting City Clerk



160

Procurement #:

BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND

BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. Contracts exceeding twelve months must specify annual costs for each year.
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each** item should be priced individually. Do not group items. Awards may be made on the basis of *total* bid or by *individual items*.
5. All bids **MUST BE SIGNED IN INK**.

Name of Bidder (Firm or Individual): Conduent State & Local Solutions, Inc.

Contact Name: Chad Krohn

Business Address: 750 First Street, N.E., 10th Floor Washington, DC 20002

Business Phone #: 404.218.6432

Contact Email Address: chad.krohn@conduent.com

I agree to bid on (Write the "Item Description" here): Parking Citation Processing and Delinquent Collection Services

If the bidder's company is based in a state other than Rhode Island, list name and contact information for a local agent for service of process that *is located within Rhode Island* Reese Blahuta, reese.blahuta@conduent.com, 971.221.2690

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Total Amount in Writing*: Three million, five hundred forty-eight thousand, four hundred fifty-seven dollars

Total Amount in Figures*: \$3,548,457.00

** If you are submitting a unit price bid, please insert "Unit Price Bid"*

Use additional pages if necessary for additional bidding details.

Signature of Representation

James Barkman, Vice President

Title

JORGE O. ELORZA
Mayor

STEVEN M. PARÉ
Commissioner of Public Safety



HUGH T. CLEMENTS, JR.
Chief of Police

Department of Public Safety, Police Department
"Building Pride in Providence"

March 17, 2022

The Honorable Jorge O. Elorza
Chairman, Board of Contract and Supply
Providence City Hall
25 Dorrance Street
Providence, RI 02903

RE: Parking Citation Processing and Delinquent Collection Services (3 Year Contract with 2 One-Year Renewal Options)

ID Number: #35846

Dear Mayor Elorza:

Please advertise for Parking Citation Processing and Delinquent Collection Services (3 Year Contract with 2 One-Year Renewal Options) at the board meeting of 03/28/2022.

Funds are budgeted in Account Code 101-302-53420 and the cap is \$3,000,000.

FY 2023 - \$1,000,000 (Pending Budget Approval)

FY 2024 - \$1,000,000 (Pending Budget Approval)

FY 2025 - \$1,000,000 (Pending Budget Approval)

(Pending Budget Approval in FY23, FY24 & FY25).

Bids are to be opened on 04/25/2022.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Hugh T. Clements, Jr.".

Colonel Hugh T. Clements, Jr.
Chief of Police

Financial Approval:

Pursuant to RIGL Sec. 45-55-5(c). and given the bi-weekly scheduling of the Board of Contract & Supply, I, the Associate Director of Purchasing, have determined that the twenty-one (21) day limitation must be waived for this advertisement. The new maximum number of days prior to the opening of bids is 28.

Alejandro Tirado, Director of Purchasing

Public Safety Complex | 325 Washington Street | Providence, RI 02903
401-272-3121 phone | 401-243-6464 fax | 401-831-3456 TDD



OFFICE OF THE COMMISSIONER OF PUBLIC SAFETY
Steven M. Paré, Commissioner of Public Safety | Jorge O. Elorza, Mayor

MEMORANDUM

TO: Alejandro Tirado
Director of Purchasing

FROM: Commissioner Steven M. Paré
Providence Department of Public Safety

DATE: June 10, 2022

SUBJECT: Parking Citation Processing and Delinquent Collection Services/RFP No. 35846

Attached you will find the vendor evaluation regarding the above-referenced RFP that was submitted by the committee for your review and processing.

Please feel free to contact me with any questions or if you require any further information.

Vendor Evaluation — Parking Citation Processing and Delinquent Collection Services – RFP#35846

EVALUATION AND SELECTION

The proposals were reviewed by a committee consisting of Joseph DePina Chief Operating Officer for the Mayor, Steven Paré Commissioner of Public Safety, Elaine Richards Deputy Commissioner of Public Safety, Patrick Butler Municipal Court Administrator, Leo Perrotta Director of Public Works, Captain Luis SanLucas, and Liza Farr Curbside Administrator. Additionally, the computer hardware and software components of the proposals were evaluated by the Public Safety Information Technology Department (Gregory Haroian and Byron Monge) for compatibility and compliance to the City’s policies and procedures.

Technical Review: The technical review is broken into two phases:

- 1. Phase 1 – Review of Vendor Submitted Technical Proposal: The Technical Review Committee individually reviewed and scored the Vendor’s submitted proposal.

A total of 70 points were available in this phase. Vendors that scored a minimum of 45 of the 70 (75%) available points advanced to the Cost Proposal stage. Technical Proposals scoring less than 45 points did not advance to the Cost Proposal stage and did not have the cost component considered, and the proposal was dropped from further consideration. There were no proposals that scored less than 45 points.

All vendors moved to the cost review phase.

Evaluation Results:

The following table displays the collective summary of the committee’s scores:

TECHNICAL PROPOSAL	TOTAL POSSIBLE POINTS	T2 SYSTEMS	CONDUENT	DUNCAN SOLUTIONS
ALL PURCHASING FORMS COMPLETE	5	3.6	4.9	3.7
QUALIFICATIONS AND RELEVANT EXPERIENCE	20	12.3	19.0	15.7
PROJECT APPROACH AND SCOPE OF WORK NARRATIVE	30	20.3	25.1	24.1
PROPOSED PROJECT SCHEDULE	5	2.6	5	3.9
REFERENCES	10	9.6	6.6	8.1
TOTAL POSSIBLE TECHNICAL POINTS	70	48.3	60.6	55.6
COST PROPOSAL - MAX OF 25 POINTS	25	21.4	25	23
MBE/WBE/VBE PARTICIPATION		0	0	5
TOTAL POSSIBLE POINTS	100	69.7	85.6	83.6
	Rank	3	1	2

Cost summary:

	T2 SYSTEMS	CONDUENT	DUNCAN SOLUTIONS
Per Citation – Year 1	\$3.69	\$2.80	\$3.31
Per Citation Cost – Year 2	\$3.69	\$2.86	\$3.31
Per Citation Cost – Year 3	\$3.69	\$2.92	\$3.31
Automated Delinquent Citation	\$1.00		
Delinquent Citation Collections – Tier 1	25%	18%	18%
Delinquent Citation Collections – Tier 1	25%	22.5%	33%
3-year cost	\$4,151,250	\$3,548,457	\$3,823,688

Vendor Evaluation — Parking Citation Processing and Delinquent Collection Services – RFP#35846

Additional considerations:

	T2 SYSTEMS	CONDUENT	DUNCAN SYSTEMS
EQUIPMENT CHARGES	0	0	\$194 PER HANDHELD PER MONTH AND \$5,215 PER POS SYSTEM PER MONTH
OPERATIONAL CONSIDERATIONS	New System Integration, Training and Development Time. Requires conversion of data.	Seamless Transition with no conversion or startup problems. Current Contract Expired 5/31/22 Renewal Required If new vendor is Awarded bid until system is operational.	New System Integration, Training and Development Time. Requires conversion of data.

Based on the Technical Proposal Evaluations and the Cost Proposals, the committee recommends the award for the Parking Citation Processing and Delinquent Collection Services be given to Conduent. Conduent is not only the lowest bidder over the three-year period, but they are by far the vendor that will provide the city a seamless transition while avoiding any development, integration, conversion, or training delays. Additionally, because other companies would be starting from scratch, the city would have to continue to pay Conduent on a monthly basis until a new vendor was fully operational which could be upwards to one year or more resulting in an additional cost of \$1 million dollars or more to the City.

There are outstanding issues for Conduent to resolve prior to entering a contract for parking services:

They must agree and conform to the City’s Information Technology recommendations and Cybersecurity regulations.

Provide improvements to their solution with automatic upgrades consistent to industry standards.

Provide handheld replacements plan on an annual basis or as new models are released.

Provide access to the permitting database for Police Officers to query.

Provide an electronic system to manage temporary/guest/overnight residential parking.

Software (fuzzy) to correct errors in data input.

Provide paper stock ticket books.

I.T. DEPARTMENT RECOMMENDATIONS - The city has standardized on currently supported Microsoft platforms including Windows OS desktop, Microsoft Office, Windows Server OS, and browsers. The vendor must provide a solution on current and supported Microsoft platforms and will continue to upgrade their product to maintain interoperability with new Microsoft releases.

For example, if Microsoft ends support for a browser, or browser version, the vendor must certify their software will work with upcoming supported versions prior to at least 90 days of end of support. Also, If Microsoft ends

Vendor Evaluation – Parking Citation Processing and Delinquent Collection Services – RFP#35846

support for a Desktop OS, the vendor must certify their software will work with upcoming supported versions prior to at least 90 days of end of support

Interoperability with Microsoft platforms without modification or compatibility mode is necessary. Software must also comply with W3C web browser standards and continue to meet upgrades.

Proposals reviewed and scored based upon the following criteria by the Technical Review Committee. The committee evaluated and scored all proposals on an individual basis. The following table notes the actual scores for each member:

Proposals were evaluated and scored individually by the Committee	TOTAL POSSIBLE POINTS	J. DiPina	S. Paré	E. Richards	Patrick Butler	L. Perrotta	L. San Lucas	L. Farr	TOTAL AVERAGE POINTS
TECHNICAL CRITERIA									
PURCHASING FORMS COMPLETE	5								
T2 SYSTEMS		3	3	3	2	5	4	5	3.6
CONDUENT		5	5	5	5	5	4	5	4.9
DUNCAN SOLUTIONS		3	2	3	3	5	5	5	3.7
QUALIFICATION AND RELEVANT EXPERIENCE	20								
T2 SYSTEMS		15	15	10	14	10	12	10	12.3
CONDUENT		20	20	20	20	15	18	10	19.0
DUNCAN SOLUTIONS		18	15	15	16	15	16	15	15.7
PROJECT APPROACH AND SCOPE OF WORK NARRATIVE	30								
T2 SYSTEMS		20	20	20	20	20	22	20	20.3
CONDUENT		30	30	25	30	25	26	10	25.1
DUNCAN SOLUTIONS		25	25	20	24	20	25	30	24.1
PROPOSED PROJECT SCHEDULE	5								
T2 SYSTEMS		1	1	3	1	3	4	5	2.6
CONDUENT		5	5	5	5	5	5	5	5
DUNCAN SOLUTIONS		4	4	2	4	3	5	5	3.9

Vendor Evaluation – Parking Citation Processing and Delinquent Collection Services – RFP#35846

Proposals were evaluated and scored individually by the Committee	TOTAL POSSIBLE POINTS		J. DiPina		S. Paré		E. Richards		Patrick Butler		L. Perrotta		L. San Lucas		L. Farr		Total Average Points
REFERENCES	5																
T2 SYSTEMS			10		10		9		10		10		8		10		9.6
CONDUENT DUNCAN SOLUTIONS			8		10		8		10		6		4		0		6.6
			10		8		8		7		8		6		10		8.1
TOTAL POSSIBLE TECHNICAL POINTS PRIOR TO COST PROPOSAL & MBE/WBE/VBE CONSIDERATION	70																
T2 SYSTEMS			49		49		45		47		48		50		50		48.3
CONDUENT DUNCAN SOLUTIONS			68		70		63		70		56		57		40		60.6
			60		54		48		54		51		57		65		55.6

Vendor Evaluation – Parking Citation Processing and Delinquent Collection Services – RFP#35846

Proposals reviewed and scored based upon the following criteria by the Technical Review Committee. The committee met to evaluate and discuss all proposals. The following table notes the compiled notes and comments from the technical Committee.

Compiled Technical Review Committee Comments	
STAFF QUALIFICATIONS	
T2 SOLUTIONS	- 10 years established
CONDUENT	- Qualified Staff handles numerous city parking systems - Current vendor for City of Providence - 40 Years of parking management with 18 years of service to the City of Providence -Ability to handle large quantity of citations annually
DUNCAN SOLUTIONS	- Qualified Staff - 30 Years of experience
CAPABILITY, CAPACITY AND QUALIFICATION OF THE OFFEROR AND/OR SUBCONTRACTORS WHERE APPROPRIATE	
T2 SYSTEMS	- One major client (Allentown Parking Authority) 165,000 tickets annually - Duncan Solutions is their access to NLETS data - Utilizes Mobile Automatic License Plate Recognition (ALPR)
CONDUENT	- New resident and applicable permitting web portal system - - Experience in city functions, seamless transition - Fully integrated and web-based Citations Processing Systems(eTIMS) that provides self-service for customers, reporting and real time data. - Large city permitting provider - Additional services added to include Merge platform, Data Science and Analytics, Dynamic Pricing and Curb Lane Management and Smart Loading Zone Management
DUNCAN SOLUTIONS	- Coordinated between two companies (Passport / Duncan) - Strong experience with collections -device not 5G -Rollout will take a long period of time -Partnered with Passport (reviews show there may be some issues with flow problems) - Have over 200 clients - NLETS compatible
REFERENCES	
T2 SYSTEMS	- 3 references provided - only service provider equal in size to the City of Providence was Allentown Parking Authority
CONDUENT.	-Large city permitting provider(Chicago, Cleveland, Dallas, Denver, San Francisco, Washington DC
DUNCAN SOLUTIONS	-5 References provided for Duncan - 3 References provided for Passport -Large company owned by Navient

RFP No. 35846 PARKING CITATION PROCESSING AND DELINQUENT COLLECTION SERVICES									
	Technical Criteria	Possible Points	T2 SYSTEMS		CONDUENT			DUNCAN SOLUTIONS	
1	All Purchasing Forms Complete	5	3		5			25	
2	Qualification and Relevant Experience	20	15		20			15	
3	Project Approach and Scope of Work Narrative	30	20		30			25	
4	Proposed Project Schedule	5	1		5			4	
5	References	10	10		10			8	
	Total Possible Technical Points	70	49	0	70	0		57	0
	Cost Proposal: Cost and Budget (Only scored if meet minimum threshold of 45 points in Technical Points)	25			25			23	
	MBE/WBE/VBE Participation	5			0			5	
	Total Possible Points	100	70	0	95	0		82	0

John W. Gae
6-8-2022

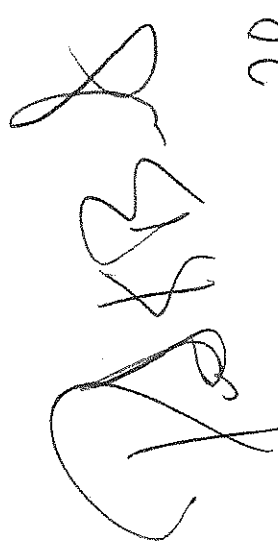
RFP No. 35846 PARKING CITATION PROCESSING AND DELINQUENT COLLECTION SERVICES					
	Technical Criteria	Possible Points	T2 SYSTEMS	CONDUENT	DUNCAN SOLUTIONS
1	All Purchasing Forms Complete	5	3	5	3
2	Qualification and Relevant Experience	20	15	20	18
3	Project Approach and Scope of Work Narrative	30	20	30	25
4	Proposed Project Schedule	5	1	5	4
5	References	10	10	8	10
	Total Possible Technical Points	70	49	68	60
	Cost Proposal: Cost and Budget (Only scored if meet minimum threshold of 45 points in Technical Points)	25	21	25	23
	MBE/WBE/VBE Participation	5	0	0	0
	Total Possible Points	100	70	93	83

Scored By:

Joseph P. Dipina, Jr.

JOSEPH P. DIPINA, JR.
CHIEF OPERATIONS OFFICER
JUNE 8, 2022

RFP No. 35846 PARKING CITATION PROCESSING AND DELINQUENT COLLECTION SERVICES									
	Technical Criteria	Possible Points	T2 SYSTEMS			CONDUENT		DUNCAN SOLUTIONS	
1	All Purchasing Forms Complete	5	2			5		3	
2	Qualification and Relevant Experience	20	14			20		16	
3	Project Approach and Scope of Work Narrative	30	20			30		24	
4	Proposed Project Schedule	5	1			5		4	
5	References	10	10			10		7	
	Total Possible Technical Points	70	47			70		54	0
	Cost Proposal: Cost and Budget (Only scored if meet minimum threshold of 45 points in Technical Points)	25	20			25		23	
	MBE/WBE/VBE Participation	5	0			0		5	
	Total Possible Points	100	67			95		82	0



 6-8-2022

RFP No. 35846 PARKING CITATION PROCESSING AND DELINQUENT COLLECTION SERVICES						
	Technical Criteria	Possible Points	TZ SYSTEMS	CONDUENT		DUNCAN SOLUTIONS
1	All Purchasing Forms Complete	5	5	5		5
2	Qualification and Relevant Experience	20	10	15		15
3	Project Approach and Scope of Work Narrative	30	20	25		20
4	Proposed Project Schedule	5	3	5		3
5	References	10	10	6		8
	Total Possible Technical Points	70	0			0
	Cost Proposal: Cost and Budget (Only scored if meet minimum threshold of 45 points in Technical Points)	25	21	25		23
	MBE/WBE/VBE Participation	5	0	0		5
	Total Possible Points	100	69	81		79



6-10-2022

RFP No 35846 Parking Citation Processing and Delinquent Collection Services

	Technical Criteria	Possible Points	T2 Systems		Conduent		Duncan
1	All Purchasing Forms	5	4		4		5
2	Qualifications & Relevant Experience	20	12		18		16
3	Project Approach and Slope of Work Narrative	30	22		26		25
4	Proposed Project Schedule	5	4		5		5
5	References	10	8		4		6
	Total Possible Technical Points	70	50		57		57
	Cost Proposal: Cost & Budget (Only score if meet minimum threshold of 45 Pts in Technical Points)	25	24		#23		20
	MBE/WBE/VBE Participation	5	0		0		0
	Total Possible Points	100	74		80		77

Luis Sam Lavery
6/8/2022



Liza Farr 9 days ago

I did do my scoring, though I did not check the document completions, thinking that Alejandro could speak to that best. I am not sure how to grade their costs as well, since they are not all in the same format.

Who can do the cost proposal scoring?

Without the cost, I scored them as Duncan/Passport with 65, T2 with 50, and Conduent with 30.

I also listed out some questions, both for us internally, and a couple that would be great to ask the bidders though I'm not sure if that's allowed.



Scoring.xlsx
Excel Spreadsheet · Download

1. All Purchasing Forms Complete	T2 5	Comments 5 ?	Duncan Comment 5 ?	Conduent 5 ?
2. Qualification and Relevant Experience	15	10 ALPR is additional and relevant maybe, but that was it	LPR experience is additional and relevant, also just all their experience specifically improving upon existing systems. Experience with integrations with caler/mackay in portland and 15 other cities	curb management experience is additional, and certainly do have a lot of the qualifications for providing this stuff. EXCEPT they don't have customer facing permit application system which is a vital part 10 of this bid.
3. Project Approach and SOW Narrative	30	Not sure how "Innovative and exceptional" anything specifically is. I liked the mapping and reports stuff, and how customizable it is, including stuff we can do on our own without needing their staff to do something. And again the ability for people to do things on their own - permit management, disputing tickets online that i could quickly process. etc. also they said they can't do cash and shortages and what not i think? But just said that in one 20 place and didn't reference it otherwise	The differnet optional payment options are great like promise pay, LPR, chalking, fuzzy matching, dynamic look up, and drop 30 downs,	Doesn't include much that customers can access on their own - permit management, citations, checking status of citations, etc. the other two do have those features. Also doesn't have fuzzy matching and dynamic look up etc., and doesn't have LPR options. everything is updated overnight, not real time. Does not include customer facing permit application, so you still have to keep viewpoint and then have clerks 10 enter everything in. i think.
4. Proposed Project Schedule	5	5	detailed proposed project schedule, but proposed timeline starts in January and finishes like second week of May. But i'm 5 assuming you just shift that up. So it would be ~4.5 months total	5
5. References Total Possible Technical Points Cost Proposal: Cost and Budget (Only scored i	10 70 25 idk how to score this	10 50 page 32	All references responded. Overall quite positive experiences, though Duncan does have some downsides, but the collections part is good. Some warnings over making sure to nail down how 10 the two companies will hand things off 65	Not very positive experiences. One reference never responded, the other also didn't and I reached out through other means to find someone else who 0 worked with them. 30
M/BE/WBE/VBE Participation TOTAL POSSIBLE POINTS	5 Bonus Points 100	0	they have two vendors but I don't think its 20%, but i'm not sure 1. what percent it is and how we allocate partial points?	0

Questions:

Duncan/Passport	What does the work flow look like for a ticket that must go through collections, and thus must transfer from Passport to Duncan? How do you ensure really tight integration with that--so that if they do end up paying for the ticket through passport's citation payment system, Duncan knows to stop the collection process? etc.
Alli	Is there a way to allow our regular uniformed police officers to be able to check overnight permit?
T2	Do you allow direct chat between clerks and applicants within the permit issuance site? What does it look like when we get a walk in for a permit application? Do you provide kiosks? Do the clerks have to input it all for them, or is there a way for them to do so without the person creating an account? Is there a way to use a paper form and generate a permit number and entry based on that?
T2 and Passport	

Conduent

T2

For our team:

Is IVR currently good enough to look up things by plate? Do we need this, or is it sufficient to have them connect to a live customer service agent? (passport/duncan)

Conduent is essentially non-compliant with all of the permit issuance because they don't have the customer facing option. Is that a deal breaker? (it kind of is for me)
Is the Treasury department good with the lock box stuff provided by each bid?

T2

Comments

Can you confirm that RPP does not have a customer facing side? So we would continue using viewpoint for taking in applications from people, and edims RPP to enter them in?

Have you done integrations with Passport for parking payments? How does that work? Is there any problem with searching with and without dash marks and spaces?

Duncan Comment

Conduent

