

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
SUITE 500, 2100 CLARENDON BOULEVARD
ARLINGTON, VA 22201
(703)228-3410**

REQUEST FOR PROPOSALS NUMBER 45-07

Sealed proposals will be received in hand in the Office of the Arlington County Purchasing Agent, in Suite 500, #1 Courthouse Plaza, 2100 Clarendon Boulevard, Arlington, VA 22201, until 2:00 p.m. on the 30TH day of January, 2007 for:

**PROVISION, IMPLEMENTATION, AND MAINTENANCE OF AN AUTOMATED
MUNICIPAL PARKING TICKET SYSTEM.**

At time, date, and place above, proposals will be opened.

AN ADVANCE **NONREFUNDABLE** FEE OF \$5.00 IS REQUIRED FOR EACH HARD COPY SET OF THE SOLICITATION DOCUMENTS.

Arlington County reserves the right to reject any and all proposals, cancel this solicitation, and to waive any informalities or irregularities in procedure. Arlington County does not discriminate against faith-based organizations.

Arlington County, Virginia

George Barak, C.P.M., CPPB
Procurement Officer

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SCOPE OF SERVICES

INTRODUCTION

Arlington County, Virginia is soliciting proposals from Offerors having experience and qualifications in automated municipal parking ticket systems as described in this solicitation. Proposals must contain evidence of the Offeror's experience and abilities in such systems and other disciplines directly related to the proposed work. Other information required by the County includes the submission of profiles and resumes of the staff to be assigned to the project, references, illustrative examples of similar work performed, and other information which will clearly demonstrate the Offeror's expertise in the area of this solicitation.

A selection committee will review and evaluate all proposals and identify firms that may be invited to submit more detailed proposals, conduct oral presentations, or both. The selection committee will rely primarily on the proposals submitted in selection of finalists and, therefore, Offerors must emphasize specific information considered pertinent to the project and submit all information requested. The County may make award of this Contract or initiate negotiations with one or more Offerors without further contact with other Offerors. Evaluation of the proposals will include the following criteria:

The extent to which the proposal meets the requirements of the solicitation and the extent to which the Offeror is likely to be able to achieve the desired results:

1. Experience and history of the Offeror in the particular disciplines covered by the solicitation.
2. Qualifications and experience of assigned staff members.
3. The capability, integrity, and reliability of the Offeror.
4. Response to System Requirements as stated in Appendix A.
5. Understanding of the project and the County's objectives.
6. The cost of the services to be provided.
7. The ergonomic design and usability of the handheld units.
8. The architecture of the system.
9. The cost of the system.
10. Other evaluation criteria described or included by reference in this solicitation.

ARLINGTON COUNTY WILL RECIEVE PROPOSALS FOR THE PROVISION, IMPLEMENTATION, AND MAINTENANCE OF AN AUTOMATED MUNICIPAL PARKING TICKET SYSTEM IN ACCORDANCE WITH THE FOLLOWING SPECIFICATIONS.

I. PURPOSE

The intent of this solicitation is to obtain proposals from qualified Contractors to provide, implement, and maintain an automated municipal parking ticket system. The proposed system shall include all facets of parking administration, including but not necessarily limited to: computerized hand-held parking ticket equipment, citation tracking, delinquency notices, vehicle tag tracking, cash receipts interfaces, and other enforcement modules in accordance with the proposed specifications. The issuance of parking tickets and the posting of collections will remain a County Police Department and Treasurer's Office responsibility.

II. GENERAL

The proposed system shall include a multi-user comprehensive administrative system that tracks each ticket through all stages; assessment of late fees, generation of payment reminder notices to the vehicle owner, payment, adjudication, and archive of historical data. The proposed system also shall interface with a variety of other systems, including, but not limited to, Virginia Department of Motor Vehicles, Tiburon RMS/Ti product, the County Cash Receipts system, the County delinquency tracking system (CUBS), and external ticket processing service bureaus. Standard and ad hoc reports shall be generated by the system. Personnel in the Police Department and the Treasurer's Office will use this part of the system.

The system shall include hand-held computers units (handhelds) that will be used to issue parking tickets to violators and to notify the police officers of vehicles that are of particular interest to the County (scofflaw list, stolen car list, stolen license plate list, etc. which all make up what will be referred to as the "hot list"). In conjunction with the handhelds shall be a printing capability enabling the County's Parking Enforcement Unit personnel to print the parking tickets at the time data is entered into the handheld. The ticket data from the handhelds will be uploaded to the administrative system, and the administrative system shall be the source of the updated "hot list" that is downloaded onto the handhelds. The handhelds are intended to issue most of the parking tickets, but some tickets will still be manually generated and the system must provide for the manual entry of such tickets into the system.

The proposed system must provide a mechanism to exchange data from the handhelds to the central database, as well as provide a mechanism to recharge the batteries of the handhelds. The ticket data shall transfer from the hand-held unit to the central database with control reports produced to confirm successful and complete data transfer. Likewise, the central database shall transfer data such as reference tables and delinquent accounts ("hot lists") to the handhelds with similar control reports. Although there is some wireless capability within Arlington's boundaries, at this time, the coverage and reliability are not deemed sufficient to proceed with wireless handhelds. A docking station approach for data transfer and unit recharge is necessary.

The Contractor shall provide all hardware, software and supplies for the issuance and administration of County parking tickets. Pricing for the system must be based on the cost of a single ticket to the County. The County will compensate the Contractor through the purchase of issued tickets; there will

be no other fees, charges, and costs.

Offerors shall submit their proposals based on a total parking administration and enforcement system including all hardware and software components and implementation services that may be required in order to provide a comprehensive system to perform the functions outlined in this solicitation. The proposed system shall include all phases of parking enforcement, payment and cash receipts interfaces to provide full integration with the County's network and computer systems. All equipment shall reflect the latest technology for this type of system at the time the implementation begins. For the interfaces, the system shall, at a minimum, create a file that the County can upload into its systems.

III. EXISTING TECHNICAL ENVIRONMENT

The technical environment in which the parking ticket system will reside is an enterprise-wide network that supports many different platforms and applications. The network currently supports not only file servers and PC workstations, but also the connectivity for other platforms currently in use or planned for the County.

The County network operates in a Windows 2003 Active Directory environment on an Ethernet switched backbone. Most of the county's edge sites are connected via single mode fiber, with a handful of wide-area networks connected via T-1 connections using Cisco routers. TCP/IP is the standard protocol used by PC workstations to access network services from the server farm. Desktops generally use DHCP for address assignment. The current Internet connection is a pair of DS3 lines from two separate County facilities with load balancing between them.

The County standard for server hardware is a Dell 2850 with the following:

- Intel® Pentium® IV 3.6 GHz.
- 2nd Intel® Pentium® IV 3.6 GHz.
- 4GB DDR, 266MHz, 2X1GB DIMMS.
- PERC4-DI, 128MB Battery Backed Cache, 1 Int 1 ext Ch-Embedded Raid.
- On-Board RAID 5, 3 drives connected to on-board RAID.
- Five or six 146GB Hot-Pluggable Ultra3 SCSI Hard Drive (1") 320M Transfer speed.
- Dual NICs 10/100/1000 (onboard).
- Dual Power supplies.
- Windows Server 2003
- 3Yr Same Day 4Hr Response Parts + Onsite Labor (7 Days x 24 Hours).

The County standard for operating systems is as follows:

- WIN 2003 for the server
- Windows XP for the desktop PC.

Over the past five years, the County has issued on average between 175,000 and 180,000 tickets per year. For enforcement purposes, this data is retained on the system for a minimum of three years. This would result in the database containing a minimum of 600,000 ticket records. The system must be able to store, process, and retrieve data of this volume in a response time rate acceptable to the County.

The County standards for database software are:

- Microsoft SQL Server 7.0

- Microsoft SQL Server 2000
- Oracle 8I

IV. SYSTEM REQUIREMENTS

The following are the function and performance specifications the County has determined are necessary to satisfy the requirements for the proposed parking ticket system:

1. General/Global Requirements

All modules shall have the ability to:

- A.a. Provide user access control and security.
- A.b. Share data (import and export data).
- A.c. Provide specified input and output features and controls.
- A.d. Operate with the County's technical environment.
- A.e. Create preformatted and user-defined (ad hoc) reports.
- A.f. Process data in on-line and batch modes.
- A.g. Provide a web-based, public-facing inquiry capability such that violators may view a cumulative history of their parking tickets and payment history.
- A.h. Interface with Arlington County's Treasurer's financial system. Identify and pay violations online.
- A.i. Provide bar code capable tickets with bar code on the horizontal or vertical margin of the ticket.
- A.j. Must have a variety of user-defined fields to track different processes a record has been used in.
- A.k. Users of the system must be able to access the parking ticket database using various keys (tag number, violator name, ticket number, etc.) in order to locate outstanding tickets for payments received without the physical ticket or any reference to the ticket number being paid, to provide information to inquiries received, or for research concerning outstanding obligations owed.

2. Data Sharing, Data Import/Export

The software shall be capable of creating ASCII format data files that readily facilitate and accommodate data import/export between the parking management system and other external systems such as:

- A.1.a. The County's cash receipting system by importing and exporting the data.
- A.1.b. The County's financial system (Oracle e-Business Suite) to post revenues and reconcile.
- A.1.c. Collection agencies and internal collection tools (the County uses Columbia Ultimate's system for delinquency collection).
- A.1.d. Virginia Department of Motor Vehicles (DMV) to match and capture vehicle owner data.
- A.1.e. Multi State License tracking systems (NLETS) for vehicle registration and driver's license information.
- A.1.f. File suitable to send to an internal or third party print shop for mass printing of notices to violators.

3. Security Controls

User Access Control and Security:

- A.2.a. The software shall allow for an array of user access control and security that can vary by module, field, and security

- level, from no access to complete insert/delete/edit capability anywhere in the software system.
- A.2.b. The system must be integrated with the County's Microsoft Active Directory system for authentication of user ID's and passwords.
- A.2.c. The system shall also provide a complete audit trail of every transaction or modification executed by each user.
- A.2.d. The software must provide for separate security profiles for each type of user, including, but not limited to those used for system administration, central operation (several levels), and field users (several levels).

In addition, the system shall:

- A.2.e. Have a hierarchy of security (logon, record, field, function, object, and user-group) to allow or prevent specified users (or groups of users) to access specified modules at specified levels of data entry, editing, updating, deleting, and reporting functions.
- A.2.f. Restrict download of confidential data to high-level security-authorized users to prevent loss/misuse of confidential data and information.
- A.2.g. Provide a means to print transaction error/alteration logs as needed and specified, depending on application.

4. Input Controls

- A.3.a. Range checks: critical fields can be checked against a table or formula to determine if the data entered is within a given range of values.
- A.3.b. Completeness check: critical fields can be checked for a non-empty range and processing action determined according to a specified table. Example: further input halted until a ticket number or date is input; transaction rejected if amount field is empty.
- A.3.c. Sign check: critical fields can be checked before and after computation for invalid positive or negative values. Example: prevent a fee that should have a positive sign from being entered with a negative sign in a field or during a process with a negative sign.
- A.3.d. Time Stamping: All transactions shall be date and time stamped by the internal clock of the system or handheld device and this may not be modified in the field.

5. Processing Features

The proposed system shall provide the following features:

- A.4.a. System shall be capable of providing a full and complete accounting of all transactions and account balances. This includes the retention of individuals' account histories (citations, permits, payments, etc), the ability to run reports on a daily basis encompassing all transactions by type, allowing the system to be balanced on a daily basis with totals reflecting daily transactions, and year to date transactions and balances.
- A.4.b. The system shall be able to archive and purge selected data based on user defined selection criteria.
- A.4.c. System shall have the capability to do on-line processing as well as batch processing. For example, a input file, created with customer numbers, dates, and payment amounts, shall be

- integrated to/merged with existing outstanding citation database to record payments to violators' files.
- A.4.d. The system shall have a graphical user interface including menu selection by the application administrator for processing, updating, running reports etc.
 - A.4.e. The system shall provide multiple database inquiries or views for the operator such as account totals, address, citation history, etc.
 - A.4.f. On-line (real-time) computation of specified fields, such as the amount of the fine(s), total payment due, penalties, etc. to be displayed to user at time of data entry or inquiry.
 - A.4.g. On-line "help" feature for user that can be accessed without shutting down currently running application.
 - A.4.h. The system shall enable default data entry from previous entry, such as transaction date, user ID, revenue type, street etc. to minimize redundant data entry.

6. Audit Trails

- A.5.a. The system shall provide a full and complete trail of all transactions from point of entry into the system through interface to the County's accounting system either through Arlington County Treasurer's cash receipting system or directly into the accounting system via its interfaces.
- A.5.b. Each transaction recorded, edited, deleted, or otherwise altered shall be tracked by the system with regard to unique transaction ID, date, time, operator, and/or other specified criteria depending on the sensitivity of the data. Supervisor overrides shall also be tracked and logged.
- A.5.c. All transactions shall be time and date stamped by the internal system clock and this data cannot be altered by anyone.

7. Output Features/Reports

The proposed system shall provide the following:

- A.6.a. Pre-defined reports available from menu selection by authorized user.
- A.6.b. Ad-hoc report writer capability for authorized users to define one-time and reusable (stored) report formats.
- A.6.c. Batch processing shall produce detail reports of each transaction, specified totals, batch and control totals, and error-flagging of improper or rejected transactions.
- A.6.d. System shall the capability to allow extraction of selected data and export to Microsoft Excel spreadsheet and other desktop applications on an as-needed basis.
- A.6.e. Operator queries, such as individual account balances, transactions by date, etc. can be printed as a screen-print or report.
- A.6.f. Where applicable, application shall provide the ability to create and print scan-quality barcodes (such as citations with bar-coded ticket numbers and violation codes) on appropriate media.
- A.6.g. Allow the user to define the condition or combination of conditions that shall exist to trigger the printing or the generation of a file so a standard letter may be generated. User should be able to combine these conditions using logical operators and/or to form more complex situations.

- A.6.h. Allow certain user-defined fields in each standard letter type to be automatically filled in by accessing data in the database file at the time of printing (i.e. mail merge of customer name and address, etc.).
- A.6.i. Allow the user to automatically print individual and batch standard type letters.
- A.6.j. Ability to note which form letter was sent to customer on a "per citation" basis.
- A.6.k. They system shall provide or interface with an-hoc report writer and query tool. This tool shall allow reports to be created and run by any authorized user of the system. The query tool shall allow data to be sent to a printer, file, or screen.

PARKING CITATIONS

1. Administration

- B.1. Data from handhelds shall be seamlessly downloaded to the parking administration system.

2. Export

- B.2.a. User-defined data from the parking administration system or other databases shall be uploaded to the handhelds to update information (ex.: scofflaw information).
- B.2.b. The download process must include the transfer of the "hot list" from the administrative system as well as updating the reference tables on the handhelds.

3. Processing Features

The system shall:

- B.3.a. Provide for (allow) the issuance (entry) of hand written citations.
- B.3.b. Ability to edit citation data by an authorized user.
- B.3.c. List all citations assigned to the vehicle, permit or customer.
- B.3.d. Set revised due dates and allow user to update citation amounts due.
- B.3.e. Extensive, scrollable comment and history field.

This module shall also:

- B.3.f. Be able to reassign citations to a different customer individually or in batch (ex. from vehicle leasing company to vehicle lessor) without compromising ownership information.
- B.3.g. Have the ability to track and define scofflaws.
- B.3.h. Have the ability to track stolen tags.
- B.3.i. Have the ability to track stolen cars.

4. Automated Procedures

The software shall automatically:

- B.4.a. Provide for user defined fine escalation penalties
- B.4.b. Add late payment and suspension fees

5. Output Features

The system shall provide:

- B.5.a. Detailed violation information including fine structure
- B.5.b. Extensive scrollable comments/history field
- B.5.c. Detailed citation status information
- B.5.d. Listing of all prior citations and ability to display any previous citation
- B.5.e. Ability to transfer account information and history information to another account
- B.5.f. Automatically generate and print labels from the database with user-defined fields triggered by a condition or combination of conditions, as specified

6. Automated Notice and Letter Generation

- B.5.g. Allows the user to define a letter that produces a ONE to MANY relationship. For example: It shall be possible to define a letter that is to be generated for every individual who has any citation(s) outstanding for more than "x" days and that then lists all the individuals outstanding citations in a list format including individual citation(s) amount due and total amount due. In this example, the individual's name and address record is the ONE and the list of citations is the MANY.
- B.5.h. Notices and letters shall be capable of being automatically generated for either a single citation or individual or in batch mode for multiple individuals/citations. Each time any letter is generated, a record of it shall be automatically added to the history of the citation file.
- B.5.i. Ability to flag addresses as invalid (such as those with blank address fields).

7. Reports

- B.6.a. User Defined Citation Print Formats: The software shall allow the user to design an unlimited number of custom citation print formats. This includes the selection of variable fields as well as the ability to print seasonal or periodic messages and/or warnings.

HANDHELDS

1. Import

- C.1.a. Handheld ticket writer system will be fully integrated to the system to make a complete municipal parking ticket system.
- C.1.b. Bar Codes - The software shall support the capability to print a quality user defined bar code on the citation in a landscape (long side) position.
- C.1.c. Transfer data between unlimited number of handheld computers and the parking management database software in a totally automated fashion.
- C.1.d. Preferred but not mandatory: Ability to import selected customer/vehicle information from DMV records

2. Export

- C.2.a. System shall be able to export data from the handhelds to the parking administration system seamlessly.

3. Multiple Violations

- C.3.a. Optional Multiple Citation Alarm: 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.

4. Processing Features

- C.4.a. Chalking: The handhelds support monitoring of vehicles in fixed time zone parking areas. The software allows the user to enter the Citation Entry module directly from the chalking module with one keystroke.
- C.4.b. Digital Photo: Ability to attach digital photo to citation record (preferred but not mandatory)
- C.4.c. Citation Display and Edit : With minimal keystrokes, the user shall be able to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process before printing the ticket
- C.4.d. Citation Browsing, Voiding, and Reprinting: The system shall allow the user to view and void (optionally) any and all previous citations 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 this code and the officer ID will be noted on exception report at the host. The system shall also support reprinting of an issued citation.
- C.4.e. Warnings: The system shall support the issuance and tracking of warnings as well as actual citations.
- C.4.f. Location: The system shall support standard location codes and descriptions, location comments, block number, and meter number.
- C.4.g. Comments: The system shall support both standard comment codes and free-form comments. Software shall allow the user in the field to select whether the comments are to be printed on the citation. System should allow administrators to search comment fields for specific words, tag numbers, etc.
- C.4.h. Notices: a user-defined table with notification parameters shall control advising customers of their delinquencies.
- C.4.i. Field Permit Checks: The handheld software shall not eliminate the ability to interface with a bar code laser scanner to perform validity checks on bar coded decals and hang tags.

5. Supplies

- C.5.a. Contractor shall supply all required ticket stock, envelopes, and other miscellaneous supplies that are necessary for system operation. All such items will be supplied and paid through a single charge for each ticket purchased from the Contractor.
- C.5.b. Contractor shall provide back of ticket proofs in a Microsoft Word or .rtf document for editing purposes when changes need to be made.

6. Usability

- C.6.a. Each handheld unit must be able to process and hold in memory at least 200 tickets per shift
- C.6.b. Certain data elements must be selectable from a list to reduce data entry and to provide consistency of data.

- C.6.c. Data elements that are selectable from a list must also allow manual entry of the values that are not on the list.
- C.6.d. The batteries for the handheld must provide at least 10 hours of power before requiring recharge.
- C.6.e. The handheld must have a low-power-source detector that will alert the officer to a lack of battery charge. This alert must be made such that there is enough power remaining to complete a ticket already started.
- C.6.f. The handheld must retain all data when power is lost, unit is turned off or unit malfunctions.
- C.6.g. Batteries must be rechargeable within 10 hours.
- C.6.h. The handheld must be sturdy enough to protect the unit from damage from daily rigorous use. The handheld must be sealed against weather, moisture, dirt, and other elements encountered in daily use by an officer in the Northern Virginia area.
- C.6.i. The handheld must be sturdy enough to withstand a drop from three feet onto a hard surface without internal damage and/or significant case damage.
- C.6.j. The handheld display should have an automatic lighting option for reading in dark areas.
- C.6.k. The keys on the handheld must be labeled as to function.
- C.6.l. The keys on the handheld must be large enough for accurate use when gloves are worn.
- C.6.m. The handheld must have a timing feature to track the number of hours a car is parked in a timed space.
- C.6.n. The handheld must automatically maintain unique ticket numbers. Specifically, once given a starting ticket number, the handheld must increment the ticket number as tickets are issued so that a unique number is associated with each ticket. This function must be coordinated across handhelds so that ticket numbers are unique system-wide.
- C.6.o. The handheld unit must not exceed 16 ounces in weight.
- C.6.p. The printer unit must not exceed 36 ounces in weight.
- C.6.q. The printer unit must have either a belt or shoulder strap for carrying purposes.
- C.6.r. The ticket must be printed within 15 seconds or less from the time the print button is pushed after all data has been entered and edited.
- C.6.s. The batteries for the printer must provide at least 10 hours of power before requiring recharge.
- C.6.t. The printer must be able to withstand adverse weather conditions and also print clearly legible characters utilizing paper and ink that are unaffected by adverse weather conditions or by chemicals such as those in windshield washer fluids.
- C.6.u. The charging unit must be designed for unattended operation during the upload, download and recharging processes.
- C.6.v. The charging unit must have an indicator that shows the status of the charge on each handheld unit.
- C.6.w. The upload process must produce reports to highlight what activities occurred, particularly if a handheld was not successfully off-loaded or recharged.

CITATION APPEALS MODULE/CAPABILITIES

- D.a. The software shall track citation appeals.
- D.b. When an appeal record is created, the information relating to

- citation shall be automatically linked to the appeal data as the citation number is entered to reduce data entry.
- The appeals module shall have the ability to:
- D.c. Set user-defined tables for hearing time.
 - D.d. Direct access to the citation, customer and vehicle license number records.
 - D.e. Establish user-defined appeal status note code that allows user to read why appeal was upheld/denied.
 - D.f. Shall have the option to print a message on a letter.
 - D.g. Display a message if a citation has already been appealed.
 - D.h. Provide the user with the choice of Oral or Written appeal.
 - D.i. Make monetary adjustments (Insert Transaction), and provide a report to the System Administrator of all monetary adjustments by employee.
 - D.j. Produce a detailed history listing Customer and Vehicle information.
 - D.k. Produce a listing of all actions taken on a citation in appeal by PC operator and PC workstation location.
 - D.l. The appeals module shall support an Internet browser-based capability for the customer to view the status of their ticket and appeal.

HARDWARE AND SOFTWARE MAINTENANCE AND SUPPORT

1. Maintenance

- E.1.a. All hardware and software maintenance and enhancements shall be included in the per ticket charge. All hardware and software shall be owned, maintained, and upgraded by the Contractor to insure the system is totally operational.
- E.1.b. Modularity/Expansion: The system shall allow for addition of handheld computers, users, locations, and modules at any time.
- E.1.c. The Contractor shall provide next-day replacement of any inoperable handheld ticket writing device.
- E.1.d. The Contractor shall provide upgrades of system software and hardware as a part of the support/maintenance program that will offer new functions and communication options, as they become available, costs for these upgrades will only be recognized in the per ticket price charged by the Contractor.
- E.1.e. Proposed maintenance/support shall include, but not necessarily be limited to: A toll-free telephone support number for its software between the hours of 8:00AM and 5:00PM EST, Monday through Friday, with a target response time of two hours.
- E.1.f. A period of on-site support shall be provided so that minor adjustments to screen layout and user features may be made within an agreed-upon time frame during the acceptance test period.
- E.1.g. Additional support (via telephone or onsite, depending on user needs) will be provided on an ongoing basis. The cost for all support will be included in the cost of each ticket.
- E.1.h. Contractor shall provide annual maintenance/support that will cover the system hardware and software as proposed. As part of the support, Contractor shall provide the County with upgrades to the database and handheld software, as they become available for distribution. Contractor's total projected cost for these items must be included in the per ticket cost.

SYSTEM DELIVERY

1. Deliverables

- F.1.a. The Contractor shall prepare and deliver a project plan addressing tasks, resources, timing, dependencies and roles and responsibilities.
- F.1.b. The Contractor shall maintain a Requirements Traceability Matrix that traces each requirement through design, development, and testing to ensure no requirements are overlooked during the implementation process.
- F.1.c. The Contractor shall prepare an External Design that describes the configuration of reference tables and other configurable aspects of the system.
- F.1.d. The Contractor shall deliver, install, and integrate the necessary handheld hardware and software components for the proposed automated parking ticket system to achieve the County's intent for a fully functional, turn key automated system as described in this RFP. The Contractor shall provide total system support for all hardware and software.
- F.1.e. The Contractor shall prepare an approach to and perform the migration of current and historical data from the existing client/server parking ticket system to the new system.
- F.1.f. The Contractor shall prepare an external and internal interfaces design and develop software interfaces from/to the parking ticket system from/to other County and external system with which the parking ticket system must exchange data.
- F.1.g. The Contractor shall prepare a test plan and perform the unit testing, system testing, and integration testing necessary to ensure the system is operating in accordance with the system design and the requirements of this RFP. The County shall independently conduct a User Acceptance Test to determine if the system meets the system requirements.
- F.1.h. The Contractor shall prepare and deliver a data conversion plan, including data mapping between the existing systems and the new system, amount of historical data to be converted, data transformations necessary, data purification activities that will take place. The County expects most, if not all, of the data conversion to occur through automated processes.
- F.1.i. The Contractor shall prepare and deliver a rollout plan describing the approach to implementing the new system.

2. Staff Training

- F.2.a. Staff training in all phases of the Parking Administration System will be done to the satisfaction of the County. Contractor is to recommend training and number of days for all related hardware and software modules and support system administration for the proposed system. Operator and administrator training shall be provided for all users in a hands-on environment for a period specified by agreement.

3. Follow up Training

- F.3.a. Contractor shall include any recommended follow-up training. All related costs, if applicable, will be reflected in the per ticket price. This information should include identification

of the training/number of days, and specific personnel who should be included in all phases of training.

4. System Documentation

- F.4.a. All documentation shall be provided in printed and electronic format (Microsoft Word, Adobe Acrobat .pdf, or HTML preferred).
- F.4.b. A Data Dictionary and Entity Relationship Diagram shall be provided, listing of all tables and field names including field descriptions to assist with report writer functions. Listing of all key index fields and links between tables including type of link (one-to-one, one-to-many, etc.). The E-R Model shall be provided in a CASE tool (such as Erwin 4.0) format.
- F.4.c. A Database Standards Document shall be provided describing the database naming standards followed, list of abbreviations (and corresponding full names) used in naming data objects.
- F.4.d. A Technical Architecture Document shall be provided describing the platform and networking requirements of the application, including the documentation of any configuration files, utilities, and other technical specifications.
- F.4.e. An Interface Design Document shall be provided describing the system interfaces to other County and external systems, including business purpose, data elements passed, file layouts, interface timing, impact of failed operations, recovery of failed operations, indication of successful operation, etc.

5. End User Documentation

- F.5.a. A System Administrator's Manual shall be provided which describes the desktop procedure and administrative functions, explaining field by field on each screen how to enter data and use system.
- F.5.b. A User's Manual shall be provided for the handheld unit, the printer, and the recharging/upload unit will be provided that describes in detail the functions, capabilities, and usage of each device.

6. Testing

The test will be conducted under the guidelines of a mutually agreed upon Test Plan to be developed at least ten (10) days prior to the commencement of the test. The County will complete the test within fourteen (14) days of commencement. The County shall notify the Contractor in writing when the test is complete. At the completion of the test, the County will certify that the test was successfully completed or will describe any functions that have not performed correctly. Contractor will have seven (7) calendar days to make necessary corrections on core functions.

The County can at its discretion restart the complete test within five (5) calendar days of the Contractor notifying the County corrections have been completed or may retest specific functionality. If successful completion of the test is not attained to the County's satisfaction within thirty (30) day period after a test restart or retesting of specific functionality, the County shall have the right to terminate

the contract or to continue to test and adjust the project schedule accordingly.

If notwithstanding its right under this subparagraph to terminate the contract, the County has permitted the test to be continued, such permission by the County shall not constitute an abrogation of its right or a waiver of its right to terminate the contract; and such right shall remain in effect until such time as either a successful completion of the test is accomplished, or the County formally terminates the contract by notice to Contractor, whichever occurs first.

At the County's discretion, the County may terminate this contract after two (2) tests upon notification to the Contractor of its intent to terminate. On or before the effective date of such termination, Contractor shall refund to the County all payments made to Contractor under this contract and shall relinquish all rights to payments tied to future milestones.

7. Documentation Updates

F.6.a. Updates to documentation shall be provided with all system software upgrades when applicable.

V. PROPOSAL FORMAT

The Offeror's proposal shall be presented in accordance with the following format:

1. Executive Summary this section shall describe at a high level the key aspects of the proposal and the key differentiators and qualifications of the Offeror.
2. System Functional Description - this section shall describe in narrative form the key functions and features of the proposed parking ticket system, including how the parking enforcement personnel will use the handheld devices and printers and how the collections and delinquency personnel will use the administrative component of the system. It shall include a description of the standard system interfaces, the standard reports, and the capability of the system to allow violators to view and pay their tickets over the Internet.
3. System Technical Description - this section shall describe in narrative form and with diagrams the key components of the system and how they interact. This shall include the key data repositories, the hardware components, the network or infrastructure requirements the system may have, the security functions and features in the system. It shall also specify the system platform including server hardware, operating system, database, application languages and anticipated bandwidth consumption.
4. Approach to System Implementation - this section shall describe in narrative form the approach to the system implementation at the County. Include the approach to project management, including roles and responsibilities of the Offeror and the County. It shall describe the methodology that will be used and/or the phases the project will go through (i.e. installation, design/configuration, interface design, interface development, data conversion, testing, training,

documentation, implementation, etc.) It shall also include a high-level schedule and/or time estimates for each phase.

5. Understanding of Requirements - in this section each of the system requirements identified in section VI - System Requirements of this RFP shall be individually addressed. This section shall be presented in matrix format according to the template presented in Appendix A of this RFP. In the matrix, the terms "must", "should", and "may" describe the criticality of the requirements. "Must" identifies requirements whose absence will have a major negative impact on the use of the system. Items labeled as "should" are highly desirable, although their absence will not have as large an impact. Items labeled, as "may" will be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" items may not be fully satisfied, but it is the intent to satisfy most, if not all of the "must" requirements. The inability of the Offeror to satisfy a "must" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.
6. Offeror Qualifications - in this section the Offeror shall describe the qualifications of the Offeror's organization and personnel assigned to the project. This section shall include a description of similar implementations and the outcome of the implementation of the parking ticket system in jurisdictions (preferably in Virginia) of similar size constituency and ticket volume to Arlington County and the dates of those implementations. In addition, a list of current installations and a list of customer references for key installations shall be provided. The proposal shall also include a description of the relevant history of the company and its relationship to the proposed system (original developers, third-party implementer, etc.), as well as a statement of the company's fiscal stability. For each person on the implementation team, provide a statement of the individual's relevant experience and qualifications in resume format.
7. Cost Proposal - in this section the Offeror shall state the cost of the implementation. The County is currently using a price per ticket cost model and all proposals must provide a similar "bundled cost" per ticket for the proposed system. The proposal cost should be based on the five year average of 175,000 and 180,000 tickets per year. The Offeror should be very clear as to what services will be included in the cost per ticket price per year, and what services would be at an extra charge, if any. Under this cost model, the County expects that the price will cover the cost of licenses for the software application and database, the implementation of the system, the training of the users, the documentation, the cost of the hardware, the maintenance of the application, database, and hardware, and upgrades to the application, database, and hardware as they are released for a one year period. The County will provide the desktop PCs for its end users to connect to the ticket administration component of the system.

APPENDIX A

The following matrix shall be used by all Offerors to respond to all requirement stated in Section IV – System Requirements. Offerors must respond to every requirement by placing a check mark in one of the boxes for each row. Failure to enter a response will be interpreted as “not available.” Each page of the document must have the offering organization’s name entered in the space provided. The following is a description of individual columns in the matrix:

Requirement No.	The codes in this column match the requirement numbers in Section VI – System Requirements. There will be a response row for each requirement.
Standard	A check mark in this column indicates the requirement is met by the product without any modification or setup.
Standard via parameter	A check mark in this column indicates the requirement is met by the product but requires some setup, such as establishing a table.
Supported Customization	A check mark in this column indicates the requirement can be met by the product although customization is required. This customization will be supported by the Offeror as if it were a standard capability of the product for the current and all future releases. Show the estimated cost (non-binding at this stage of the process for doing the customization)
Unsupported Customization	A check mark in this column indicates the requirement can be met by the product although customization is required. This customization is unique to Arlington County, and retention of this customization will require continual modifications to future releases of the product. Show the estimated cost (non-binding at this stage of the process) for doing the customization.
Not Available	A check mark in this column indicates the requirement can not be met within X months of project completion or implementation of the product.
Comment	A check mark in this column indicates that additional comments on this requirement have been prepared by the Offeror. These comments must be attached and included in the cost proposal portion of the Offeror’s proposal submission. Each comment must be limited to one page or less.

APPENDIX A
List of Specific Requirements

Requirement	Critic ality	Stand ard	Stand ard via Paramet er	Supported Customizat ion	Unsupporte d Customizat ion	Not Availab le	Comment
A. General/Global Requirements All modules shall have the ability to:							
A.a. Provide user access control and security.	Must						
A.b. Share data (import and export data).	Must						
A.c. Provide specified input and output features and controls.	Must						
A.d. Operate with the County's technical environment.	Must						
A.e. Create preformatted and user-defined (ad hoc) reports.	Must						
A.f. Process data in on-line and batch modes.	Must						
A.g. Provide a web-based, public-facing inquiry capability such that violators may view a cumulative history of their parking tickets and payment history.	Must						
A.h. Interface with Arlington County's Treasurer's financial system.							

	Identify and Pay violations online.						
A.i.	Provide bar code capable tickets with bar code on the vertical margin of the ticket.	Must					
A.j	Must have a variety of user-defined fields to track different processes a record has been used in.	Must					
A.k.	Users of the system must be able to access the parking ticket database using various keys (tag number, violator name, ticket number, etc.) in order to locate outstanding tickets for payments received without the physical ticket or any reference to the ticket number being paid, to provide information to inquiries received, or for research concerning outstanding obligations owed	Must					

A.1. Data Sharing The software shall be capable of creating ASCII format data files that readily facilitate and accommodate data import/export between the parking management system and other external systems such as:							
A.1.a. The County's cash receipting system to import collections received from over the counter	Must						
A.1.b. The County's financial system (Oracle e-Business Suite) to post revenues and reconcile	Must						
A.1.c. Collection agencies and internal collection tools (the County uses Columbia Ultimate's system for delinquency collection)	Must						
A.1.d. Virginia Department of Motor Vehicles (DMV) to match and capture vehicle owner data	Must						

A.1.e. Multi State License tracking systems (NLETS) for vehicle registration and driver's license information	Must						
A.1.f. File suitable to send to an internal or third party print shop for mass printing of notices to violators	Must						
A.2 Security Controls							
A.2.a. The software shall allow for an array of user access control and security that can vary by module, field, and security level, from no access to complete insert/delete/edit capability anywhere in the software system.	Must						
A.2.b. The system be integrated with the County's Microsoft Active Directory system for all authentication of user ID's and passwords.							
A.2.c. The system shall also provide a complete audit	Must						

trail of every transaction or modification executed by each user.							
A.2.d. The software must provide for separate security profiles for each type of user, including, but not limited to those used for system administration, central operation (several levels), and field users (several levels).	Must						
A.2.e. Have a hierarchy of security (logon, record, field, function, object, and user-group) to allow or prevent specified users (or groups of users) to access specified modules at specified levels of data entry, editing, updating, deleting, and reporting functions.	Must						
A.2.f. Restrict download of confidential data to high-level security-authorized users	Must						

to prevent loss/misuse of confidential data and information.							
A.2.g. Provide a means to print transaction error/alteration logs as needed and specified, depending on application.	Must						
A.3 Input Controls							
A.3.a. <u>Range</u> checks: critical fields can be checked against a table or formula to determine if the data entered is within a given range of values.	Must						
A.3.b. <u>Completeness</u> check: critical fields can be checked for a non-empty range and processing action determined according to a specified table. Example: further input halted until a ticket number or date is input; transaction rejected if amount field is empty.	Must						
A.3.c. <u>Sign check</u> : critical fields can be checked before and after computation for invalid positive or negative values. Example: prevent a fee that should have	Must						

a positive sign from being entered with a negative sign in a field or during a process with a negative sign.							
A.3.d. Time Stamping: All transactions shall be date and time stamped by the internal clock of the system or handheld device and this may not be modified in the field.	Must						

A.4 Required Processing Features							
A.4.a. System shall be capable of providing a full and complete accounting of all transactions and account balances. This includes the retention of individuals' account histories (citations, permits, payments, etc), the ability to run reports on a daily basis encompassing all transactions by type, allowing the system to be balanced on a daily basis with totals reflecting daily transactions, and year to date transactions and balances.	Must						

A.4.b. The system shall be able to archive and purge selected data based on user defined selection criteria.	Must						
A.4.c. System shall have the capability to do on-line processing as well as batch processing. For example, a input file, created with customer numbers, dates, and payment amounts, shall be integrated to/merged with existing outstanding citation database to record payments to violators' files	Must						
A.4.d. The system shall have a graphical user interface including menu selection by the application administrator for processing, updating, running reports etc.	Must						
A.4.e. The system shall provide multiple database inquiries or views for the operator such as account totals, address, citation history, etc.	Must						
A.4.f. On-line (real-time) computation of specified fields,	Must						

such as the amount of the fine(s), total payment due, penalties, etc. to be displayed to user at time of data entry or inquiry.							
A.4.g. On-line "help" feature for user that can be accessed without shutting down currently running application.	Must						
A.4.h. The system shall enable default data entry from previous entry, such as transaction date, user ID, revenue type, street etc. to minimize redundant data entry.	Must						
A.5 Audit Trails							
A.5.a. All systems shall provide a full and complete trail of all transactions from point of entry into the system through interface to the County's accounting system either through our cash receipting system or directly into the accounting	Must						

system via its interfaces.							
A.5.b. Each transaction recorded, edited, deleted, or otherwise altered shall be tracked by the system with regard to unique transaction ID, date, time, operator, and/or other specified criteria depending on the sensitivity of the data. Supervisor overrides shall also be tracked and logged.	Must						
A.5.c. All transactions shall be time and date stamped by the internal system clock and this data cannot be altered by anyone.	Must						
A.6 Output Features							
A.6.a. Pre-defined reports available from menu selection by authorized user.	Must						
A.6.b. Ad-hoc report writer capability for	Must						

authorized users to define one-time and reusable (stored) report formats.							
A.6.c. Batch processing shall produce detail reports of each transaction, specified totals, batch and control totals, and error-flagging of improper or rejected transactions.	Must						
A.6.d. System shall have the capability to allow extraction of selected data and export to Microsoft Excel spreadsheet and other desktop applications on an as-needed basis.	Must						
A.6.e. Operator queries, such as individual account balances, transactions by date, etc. can be printed as a screen-print or report.	Must						

A.6.f. Where applicable, application shall provide the ability to create and print scan-quality barcodes (such as citations with bar-coded ticket numbers and violation codes) on appropriate media.	Must						
A.6.g. Allow the user to define the condition or combination of conditions that shall exist to trigger the printing or the generation of a file so a standard letter may be generated. User should be able to combine these conditions using logical operators and/or to form more complex situations.	Must						
A.6.h. Allow certain user-defined fields in each standard letter type to be automatically	Must						

filled in by accessing data in the database file at the time of printing (i.e. mail merge of customer name and address, etc.).							
A.6.i. Allow the user to automatically print individual and batch standard type letters.	Must						
A.6.j. Ability to note which form letter was sent to customer on a "per citation" basis.	Must						
A.6.k. The system shall provide or interface with an ad-hoc report writer and query tool. This tool shall allow reports to be created and run by any authorized user of the system. The query tool shall allow data to be sent to a printer, file, or screen.	Must						
B. Parking Citations							
B.1 Administration							

B.1.a. Data from handhelds shall be seamlessly downloaded to the parking administration system.	Must						
B.2 Export							
B.2.a. User-defined data from the parking administration system or other databases shall be uploaded to the handhelds to update information (ex.: scofflaw information).	Must						
B.2.b. The download process must include the transfer of the "hot list" from the administrative system as well as updating the reference tables on the handhelds.							
B.3 Processing Features The system shall:							
B.3.a. Provide for (allow) the issuance (entry) of hand-written citations.	Must						
B.3.b. Ability to edit citation data by an authorized user.	Must						
B.3.c. List all citations assigned to the vehicle, permit or customer.	Must						
B.3.d. Set revised due dates and	Must						

allow user to update citation amounts due.							
B.3.e. Extensive, scrollable comment and history field.	Must						
B.3.f. This module shall also be able to reassign citations to a different customer individually or in batch (ex. from vehicle leasing company to vehicle lessor) without compromising ownership information.	Must						
B.3.g. This module shall also have the ability to track and define scofflaws.	Must						
B.3.h. This module shall also have the ability to track stolen tags.	Must						
B.3.i. This module shall also have the ability to track stolen cars.	Must						
B.4 Automated Procedures The software shall automatically:							
B.4.a. Provide for user defined fine	Must						

escalation penalties							
B.4.b. Add late payment and suspension fees	Must						
B.5 Output Features The system shall provide:							
B.5.a. Detailed violation information including fine structure.	Must						
B.5.b. Extensive scrollable comments/history field.	Must						
B.5.c. Detailed citation status information.	Must						
B.5.d. Listing of all prior citations and ability to display any previous citation.							
B.5.e. Ability to transfer account information and history information to another account.							
B.5.f. Automatically generate and print labels from the database with user-defined fields triggered by a condition or combination of conditions, as specified.							
B.5.g. Allows the user to define a letter that produces							

a ONE to MANY relationship. For example: It shall be possible to define a letter that is to be generated for every individual who has any citation(s) outstanding for more than "x" days and that then lists all the individuals outstanding citations in a list format including individual citation(s) amount due and total amount due. In this example, the individual's name and address record is the ONE and the list of citations is the MANY.							
B.5.h. Notices and letters shall be capable of being automatically generated for either a single citation or individual or in batch mode for multiple individuals/citations . Each time any letter is generated, a record of it shall be automatically added to the history of the citation file.							
B.5.i. Ability to flag addresses as							

invalid (such as those with blank address fields).							
B.6 Reports							
B.6.a. User Defined Citation Print Formats: The software shall allow the user to design an unlimited number of custom citation print formats. This includes the selection of variable fields as well as the ability to print seasonal or periodic messages and/or warnings.	Must						
C. Handhelds							
C.1 Import							
C.1.a. Handheld ticket writer system will be fully integrated to the system to make a complete municipal parking ticket system.	Must						
C.1.b. Bar Codes: The software shall support the capability to print a quality user defined bar code on the citation in a landscape	Must						

(long side) position.							
C.1.c. Transfer data between unlimited number of handheld computers and the parking management database software in a totally automated fashion.	Must						
C.1.d. Preferred but not mandatory: Ability to import selected customer/vehicle information from DMV records	Should						
C.2 Export							
C.2.a. System shall be able to export data from the handhelds to the parking administration system seamlessly.	Must						
C.3 Multiple Violations							
C.3.a. Optional Multiple Citation Alarm: The software shall allow the user to select whether they wish to check for multiple citations to the	Must						

same vehicle in the same day and notify the officer of the previous citation.							
C.4 Processing Features							
C.4.a. <u>Chalking</u> : The handhelds support monitoring of vehicles in fixed time zone parking areas. The software allows the user to enter the Citation Entry module directly from the chalking module with one keystroke.	Must						
C.4.b. <u>Digital Photo</u> : Ability to attach digital photo to citation record (preferred but not mandatory)	Should						
C.4.c. <u>Citation Display and Edit</u> : With minimal keystrokes, the user shall be able to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process	Must						

C.4.d. <u>Citation Browsing, Voiding, and Reprinting:</u> The system shall allow the user to view and void at user's option any and all previous citations 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 this code and the officer ID will be noted on exception report at the host. The system shall also support reprinting of an issued citation.	Must						
C.4.e. <u>Warnings:</u> The system shall support the issuance and tracking of warnings as well as actual citations.	Must						
C.4.f. <u>Location:</u> The system shall support standard location codes and descriptions, location	Must						

comments, block number, and meter number.							
C.4.g. <u>Comments</u> : The system shall support both standard comment codes and free-form comments. Software shall allow the user in the field to select whether the comments are to be printed on the citation.	Must						
C.4.h. <u>Notices</u> : a user-defined table with notification parameters shall control advising customers of their delinquencies.	Must						
C.4.i. <u>Field Permit Checks</u> : The handheld software shall not eliminate the ability to interface with a bar code laser scanner to perform validity checks on bar coded decals and hang tags.	Must						
C.5 Supplies							
C.5.a. Contractor shall supply all required ticket	Must						

stock, envelopes, and other miscellaneous supplies that are necessary for system operation. All such items will be supplied and paid through a single charge for each ticket purchased from the Contractor.							
C.5.b. Contractor shall provide back of ticket proofs in a Microsoft Word document or .rtf document for editing purposes when changes need to be made.							
C.6 Usability							
C.6.a. Each handheld unit must be able to process and hold in memory at least 200 tickets per shift	Must						
C.6.b. Certain data elements must be selectable from a list to reduce data entry and to provide consistency of data.	Must						

C.6.c. Data elements that are selectable from a list must also allow manual entry of the values that are not on the list.	Must						
C.6.d. The batteries for the handheld must provide at least 10 hours of power before requiring recharge.	Must						
C.6.e. The handheld must have a low-power-source detector that will alert the officer to a lack of battery charge. This alert must be made such that there is enough power remaining to complete a ticket already started.	Must						
C.6.f. The handheld must retain all data when power is lost or when the unit is turned off.	Must						
C.6.g. Batteries must be rechargeable within 10 hours.	Must						

C.6.h. The handheld must be sturdy enough to protect the unit from damage from daily rigorous use. The handheld must be sealed against weather, moisture, dirt, and other elements encountered in daily use by an officer in the Northern Virginia area.	Must						
C.6.i. The handheld must be sturdy enough to withstand a drop from three feet onto a hard surface without internal damage and/or significant case damage.	Must						
C.6.j. The handheld display should have an automatic lighting option for reading in dark areas.	Must						
C.6.k. The keys on the handheld must be labeled as to function.	Must						
C.6.l. The keys on the handheld	Must						

must be large enough for accurate use when gloves are worn.							
C.6.m. The handheld must have a timing feature to track the number of hours a car is parked in a timed space.	Must						
C.6.n. The handheld must automatically maintain unique ticket numbers. Specifically, once given a starting ticket number, the handheld must increment the ticket number as tickets are issued so that a unique number is associated with each ticket. This function must be coordinated across handhelds so that ticket numbers are unique system-wide.	Must						
C.6.o. The handheld unit must not exceed 16 ounces in weight.	Must						

C.6.p. The printer unit must not exceed 36 ounces in weight.	Must						
C.6.q. The printer unit must have either a belt or shoulder strap for carrying purposes.	Must						
C.6.r. The ticket must be printed within 15 seconds or less from the time the print button is pushed after all data has been entered and edited.	Must						
C.6.s. The batteries for the printer must provide at least 10 hours of power before requiring recharge.	Must						
C.6.t. The printer must be able to withstand adverse weather conditions and also print clearly legible characters utilizing paper and ink that are unaffected by adverse weather conditions or by chemicals such	Must						

as those in windshield washer fluids.							
C.6.u. The charging unit must be designed for unattended operation during the upload, download and recharging processes.	Must						
C.6.v. The charging unit must have an indicator that shows the status of the charge on each handheld unit.	Must						
C.6.w. The upload process must produce reports to highlight what activities occurred, particularly if a handheld was not successfully off-loaded or recharged.	Must						
D. Citation Appeals Module/Capabilities							
D.a. The software shall track citation appeals.	Must						
D.b. When an appeal record is created, the information relating to a citation shall be automatically	Must						

linked to the appeal data as the citation number is entered to reduce data entry.							
The appeals module shall have the ability to:							
D.c. Set user-defined tables for hearing time.	Must						
D.d. Direct access to the citation, customer and vehicle license number records.	Must						
D.e. Establish user-defined appeal status note code that allows user to read why appeal was upheld/denied.	Must						
D.f. Shall have the option to print a message on a letter.	Must						
D.g. Display a message if a citation has already been appealed.	Must						
D.h. Provide the user with the choice of Oral or Written appeal.	Must						
D.i. Make monetary adjustments (Insert Transaction), and provide a	Must						

report to the System Administrator of all monetary adjustments by employee.							
D.j. Produce a detailed history listing Customer and Vehicle information.	Must						
D.k. Produce a listing of all actions taken on a citation in appeal by PC operator and PC workstation location.	Must						
D.l. The appeals module shall support an Internet browser-based capability for the customer to view the status of their ticket and appeal.	Must						
E. Hardware And Software Maintenance And Support							
E.1 Maintenance							
E.1.a. All hardware and software maintenance and enhancements shall be included in the per ticket charge. All hardware and software shall	Must						

be owned, maintained, and upgraded by the Contractor to insure the system is totally operational.							
E.1.b. Modularity/Expansion: The system shall allow for addition of handheld computers, users, locations, and modules at any time.	Must						
E.1.c. The Contractor shall provide next-day replacement of any inoperable handheld ticket writing device.	Must						
E.1.d. The Contractor shall provide upgrades of system software and hardware as a part of the support/maintenance program that will offer new functions and communication options, as they become available, costs for these upgrades will only be	Must						

recognized in the per ticket price charged by the Contractor.							
E.1.e. Proposed maintenance/support shall include, but not necessarily be limited to: A toll-free telephone support number for its software between the hours of 8:00AM and 5:00PM EST, Monday through Friday, with a target response time of two hours.	Must						
E.1.f. A period of on-site support shall be provided so that minor adjustments to screen layout and user features may be made within an agreed-upon time frame during the acceptance test period.	Must						
E.1.g. Additional support (via telephone or onsite, depending on user needs) will	Must						

be provided on an ongoing basis. The cost for all support will be included in the cost of each ticket.							
E.1.h. Contractor shall offer annual maintenance/support that will cover the system hardware and software as proposed. As part of the support, Contractor shall provide the County with upgrades to the database and handheld software, as they become available for distribution. Contractor's total projected cost for these items must be included in the per ticket cost.	Must						
F. System Delivery							
F.1 Deliverables							
F.1.a. The Contractor shall prepare and deliver a project plan addressing	Must						

tasks, resources, timing, dependencies and roles and responsibilities .							
F.1.b. The Contractor shall maintain a Requirements Traceability Matrix that traces each requirement through design, development, and testing to ensure no requirements are overlooked during the implementation process.	Must						
F.1.c. The Contractor shall prepare an External Design that describes the configuration of reference tables and other configurable aspects of the system.	Must						
F.1.d. The Contractor shall deliver, install, and integrate the necessary handheld hardware	Must						

and software components for the proposed automated parking ticket system to achieve the County's intent for a fully functional, turn key automated system as described in this RFP. The Contractor shall provide total system support for all hardware and software.							
F.1.e. The Contractor shall prepare an approach to and perform the migration of current and historical data from the existing client/server parking ticket system to the new system.	Must						
F.1.f. The Contractor shall prepare an external and internal interfaces design and develop software interfaces from/to the parking ticket	Must						

system from/to other County and external system with which the parking ticket system must exchange data.							
F.1.g. The Contractor shall prepare a test plan and perform the unit testing, system testing, and integration testing necessary to ensure the system is operating in accordance with the system design and the requirements of this RFP. The County shall independently conduct a User Acceptance Test to determine if the system meets the system requirements.	Must						
F.1.h. The Contractor shall prepare and deliver a rollout plan describing the approach to implementing the new system.	Must						
F.2 Staff Training							
F.2.a. Staff training in all	Must						

phases of the Parking Administration System will be done to the satisfaction of the County. Contractor is to recommend training and number of days for all related hardware and software modules and support system administration for the proposed system. Operator and administrator training shall be provided for all users in a hands-on environment for a period specified by agreement.							
F.3 Follow up Training							
F.3.a. Contractor shall include any recommended follow-up training. All related costs, if applicable, will be reflected in the per ticket price. This information	Must						

should include identification of the training/number of days, and specific personnel who should be included in all phases of training.							
F.4 System Documentation							
F.4.a. All documentation shall be provided in printed and electronic format (Microsoft Word, Adobe Acrobat .pdf, or HTML preferred).	Must						
F.4.b. A <u>Data Dictionary and Entity Relationship Diagram</u> shall be provided, listing of all tables and field names including field descriptions to assist with report writer functions. Listing of all key index fields and links between tables including type	Must						

of link (one-to-one, one-to-many, etc.). The E-R Model shall be provided in a CASE tool (such as Erwin 4.0) format.							
F.4.c. A <u>Database Standards Document</u> shall be provided describing the database naming standards followed, list of abbreviations (and corresponding full names) used in naming data objects.	Must						
F.4.d. A <u>Technical Architecture Document</u> shall be provided describing the platform and networking requirements of the application, including the documentation of any configuration files, utilities, and other technical specifications.	Must						
F.4.e. An <u>Interface Design Document</u>	Must						

shall be provided describing the system interfaces to other County and external systems, including business purpose, data elements passed, file layouts, interface timing, impact of failed operations, recovery of failed operations, indication of successful operation, etc.							
F.5 End User Documentation							
F.5.a. A <u>System Administrator's Manual</u> shall be provided which describes the desktop procedure and administrative functions, explaining field by field on each screen how to enter data and use system.	Must						
F.5.b. A <u>User's Manual</u> shall be provided for the handheld unit,	Must						

the printer, and the recharging/upload unit will be provided that describes in detail the functions, capabilities, and usage of each device.							
F.6 Documentation Updates							
F.6.a. Updates to documentation shall be provided with all system software upgrades when applicable.	Must						

SPECIAL CONDITIONS

CONTRACT DOCUMENTS

Unless a separate formal Agreement is entered into between the parties, the Contract Documents consist of the response of the Contractor and this solicitation. The Contract Documents set forth the entire Agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either of them has made any representation or promise with respect to the Contract Documents which is not contained in the Contract Documents, and that all terms and conditions with respect to the Contract Documents are expressly contained herein.

PROJECT OFFICER

The performance of the Contractor is subject to the review and approval of the County Project Officer who shall be appointed by the Director of the agency requesting the work under this solicitation. However, it shall be the responsibility of the Contractor to manage the details of the execution and performance of its work under the Contract Documents.

TERMINATION FOR DEFAULT

The Contract will remain in force for the full period specified and until the County determines that all requirements and conditions have been satisfactorily met and the County has accepted the Work, and thereafter until the Contractor has met all requirements and conditions relating to the Work under the Contract Documents following the Initial Contract Term and all Subsequent Contract Terms, including warranty and guarantee periods. However, the County will have the right to terminate this Contract sooner if the Contractor has failed to perform satisfactorily the Work required, as determined by the County in its discretion.

In the event the County decides to terminate this Contract for failure to perform satisfactorily, the County will give the Contractor at least fifteen (15) days written notice before the termination takes effect. Such fifteen (15) day period will begin upon the mailing of notice by the County. If the Contractor fails to cure the default within the fifteen (15) days specified in the notice and the Contract is terminated for the Contractor's failure to provide satisfactory Contract performance, the Contractor will be entitled to receive compensation for all Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to such termination. However, an amount equal to all additional costs required to be expended by the County to complete the Work covered by the Contract, including costs of delay in completing the project, shall be either subtracted from any amount due the Contractor or charged to the Contractor in the event the County terminates the Contract.

Except as otherwise directed by the County, or in the case of termination for default (in which event the Contractor may be entitled to cure, at the option of the County), the Contractor shall stop Work on the date of receipt of notice of the termination or other date specified in the notice, place no further orders or subcontracts for materials, services, or facilities except as are necessary for the completion of such portion of the Work not terminated, and terminate all vendors and subcontracts and settle all outstanding liabilities and claims.

In the event any termination for default shall be found to be improper or invalid by any court of competent jurisdiction, then such termination shall be deemed to have been a termination for convenience.

TERMINATION FOR THE CONVENIENCE OF THE COUNTY

The performance of work under this Contract may be terminated by the Purchasing Agent in whole or in part whenever the Purchasing Agent shall determine that such termination is in the County's best interest. Any such termination shall be effected by the delivery to the Contractor of a written notice of termination at least fifteen (15) days before the date of termination, specifying the extent to which performance of the work under this Contract is terminated and the date upon which such termination becomes effective.

After receipt of a notice of termination and except as otherwise directed the Contractor shall stop all work on the date of receipt of the notice of termination or other date specified in the notice; place no further orders or subcontracts for materials, services or facilities except as are necessary for the completion of such portion of the work not terminated; immediately transfer all documentation and paperwork for terminated work to the County; and terminate all vendors and subcontracts and settle all outstanding liabilities and claims.

PAYMENT TERMS

Payment terms will be recorded by the County as Net thirty (30) days. The County will pay the Contractor within thirty (30) days after the date of receipt of a correct (as determined by the Project Officer) invoice approved by the Project Officer describing completed work which is reasonable and allocable to the Contract, or the date of receipt of the entire order, or the date of acceptance of the work which meets the Contract requirements, whichever is later. Payments will be made by the County for goods or services furnished, delivered, inspected, and accepted upon receipt of invoices submitted on the date of shipment or delivery of service, subject to applicable payment terms. The number of the Purchase Order by which authority shipments have been made or services performed shall appear on all invoices. Invoices shall be submitted in duplicate. Unless otherwise specified herein, payment shall not be made prior to delivery and acceptance of the entire order by the County.

NONAPPROPRIATION

All funds for payments by the County under this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County. In the event of nonappropriation of funds by the County Board of Arlington County for the goods or services provided under this Contract or substitutes for such goods or services which are as advanced or more advanced in their technology, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the then current fiscal year or when the appropriation made for the then current year for the services covered by this Contract is spent, whichever event occurs first. If funds are not appropriated at any time for the continuation of this Contract, cancellation will be accepted by the Contractor on thirty (30) days prior written notice, but failure to give such notice shall be of no effect and the County Board of Arlington County shall not be obligated under this Contract beyond the date of termination.

PAYMENT OF SUBCONTRACTORS

The Contractor is obligated to take one of the two following actions within seven (7) days after receipt of amounts paid to the Contractor by the County for work performed by any subcontractor under this Contract:

- a. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or
- b. Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor that remain unpaid after seven (7) days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in b., above. Unless otherwise provided under the terms of this Contract, interest shall accrue at the rate of one percent (1%) per month.

The Contractor shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to the above provisions may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

AUDIT

The Contractor agrees to retain all books, records and other documents related to this procurement for at least five (5) years after final payment, or until audited by the County, whichever is sooner. The County or its authorized agents shall have full access to and the right to examine any of the above documents during this period. If the Contractor wishes to destroy or dispose of records (including confidential records to which the County does not have ready access) after the County's audit but within five (5) years after final payment, the Contractor shall notify the County at least thirty (30) days prior to such disposal, and if the County objects, shall not dispose of the records.

PROJECT STAFF

The County will, throughout the Contract Term and any renewal term, have the right of reasonable rejection and approval of staff or subcontractors assigned to the project by the Contractor. If the County reasonably rejects staff or subcontractors, the Contractor must provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor's employees shall be solely the responsibility of the Contractor.

SUPERVISION BY CONTRACTOR

The Contractor shall at all times enforce strict discipline and good order among the workers performing under this Contract, and shall not employ on the work any person not reasonably proficient in the work assigned.

INSTRUCTIONS TO OFFERORS

ADDITIONAL INFORMATION

Technical questions relating to this solicitation shall be submitted in writing to Patricia Bradley at pbradley@arlingtonva.us, Fax Number (703)228-3304. A copy of any questions submitted must be forwarded to the Procurement Officer, George Barak, at gbarak@arlingtonva.us, Fax Number (703)228-3409.

If any questions or responses require revisions to the solicitation as originally published, such revisions will be by formal amendment only. If the solicitation includes a separate County contact for technical information, bidders are cautioned that any written or oral representations made by any County or other person that appear to change materially any portion of the solicitation shall not be relied upon unless subsequently ratified by a written amendment to this solicitation issued by the Office of the Purchasing Agent. For determination as to whether an oral or written representation of any County or other person requires that an amendment be issued, contact the County Purchasing Office in writing at Fax Number (703)228-3409.

General contractual questions regarding this solicitation shall be submitted to the George Barak, Procurement Officer, at gbarak@arlingtonva.us, Fax Number (703)228-3409.

PROPOSAL FORM SUBMISSION

One proposal with a proposal form containing an original longhand signature and four (4) additional copies, which may include a photocopy of the signed proposal form (5 copies total), shall be submitted in hand in a sealed envelope to the Office of the Purchasing Agent no later than the time and date specified in the solicitation. Timely submission of the proposal is solely the responsibility of the offeror. Proposals received after the specified time will be rejected. The envelope or package shall indicate the name of the offeror, proposal submission date, time, and the number of the solicitation. The time and date of receipt shall be indicated on the envelope or package by the Purchasing Office. Proposals received in the Office of the Purchasing Agent after the time and date specified in the solicitation will not be opened or considered. Proposals not submitted in the number of copies requested are subject to immediate rejection. Facsimile transmissions of proposals will not be accepted.

Failure to submit a proposal with a fully completed Proposal Form provided for that purpose in this solicitation shall be considered just cause for rejection of the proposal. Modification of or additions to any portion of the solicitation may be cause for rejection of the proposal; however, the County reserves the right to decide, on a case by case basis, in its sole discretion, whether or not to reject such a proposal as nonresponsive. Proposals and all documents related to this solicitation submitted to the County by an Offeror or a prospective Offeror shall, upon receipt by the County, become the property of the County.

INCOMPLETE DOCUMENTS

The Contractor, as an Offeror, is responsible for having determined the accuracy and completeness of the solicitation documents upon which it relied in making its proposal, and having notified the County Purchasing Agent immediately upon discovery of an apparent inaccuracy, error in, or omission of any pages, drawings, sections, or addenda whose omission from the documents was apparent from a reference or page numbering in the solicitation documents.

If a potential Offeror downloaded an electronic version of the solicitation documents, such potential Offeror is responsible for determining the accuracy and completeness of the electronic documents.

If the Contractor proceeds with any activity that may be affected by an inaccuracy, error in, or omission described above, of which it has not notified the County Purchasing Agent, the Contractor hereby agrees to perform any work described in such missing or incomplete documents at no additional cost to the County.

EXPENSES INCURRED IN PREPARING PROPOSAL

The County accepts no responsibility for any expense incurred by the offeror in the preparation and presentation of a proposal, such expenses to be borne exclusively by the offeror.

OFFEROR INVESTIGATIONS

Before submitting a proposal, each offeror shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the Contract and to verify any representations made by the County that the offeror will rely upon. No pleas of ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will relieve the successful offeror from its obligation to comply in every detail with all provisions and requirements of the Contract documents, or will be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the successful offeror.

QUALIFICATION OF OFFERORS

Each offeror may be required, before the award of any contract, to show to the complete satisfaction of the Purchasing Agent that it has the necessary facilities, ability, and financial resources to furnish the service or material specified herein in a satisfactory manner. The offeror may also be required to show past history and references which will enable the Purchasing Agent to be satisfied as to the offeror's qualifications. Failure to qualify according to the foregoing requirements will justify rejection by the County.

TWO-STEP EVALUATION

Evaluation of responses shall be a two step process. The first step consists of scoring the responses of all offerors to create a short list of those deemed most qualified to perform the work. Two or more of the highest scoring offerors will be included in the short list. The scores for the first step are solely to identify those who will proceed to the second step. The second step is the selection of the finalist(s) from the short listed offerors. The second step selection will be based on an evaluation of either the short listed offerors' interviews and oral presentations, or the quality of responses to the County's request for additional information, or a combination of these factors. The scores received by the finalists in the step one evaluation will not be used in step two except as a tie breaker.

DEBARMENT STATUS

By submitting a proposal, the offeror certifies that it is not currently debarred or suspended from submitting proposals on contracts by Arlington County, Virginia or any political subdivision or agency of the Commonwealth of Virginia, and is not an agent of any person or entity that is currently debarred or suspended from submitting proposals on contracts by Arlington County, Virginia or any political subdivision or agency of the Commonwealth of Virginia.

ARLINGTON COUNTY BUSINESS LICENSES

The Contractor must comply with the provisions of Chapter 11 (Business Licenses) of the Arlington County Code, if applicable. For information on the provisions of this chapter and its applicability to this Contract, contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, Arlington, Virginia, Telephone Number (703)228-3060.

PROPOSAL WITHDRAWAL

No proposal can be withdrawn after it is filed unless the offeror makes a request in writing to the County prior to the time and date set for the receipt of proposals or unless the County fails to award or issue a notice of intent to award a Contract within ninety (90) days after the date and time set for receipt of proposals.

ALTERNATE INSURANCE COVERAGE

If the offeror does not meet the insurance requirements of the specifications, alternate insurance coverage, satisfactory to the County, may be considered. Written requests for consideration of alternate coverages must be received by the County Purchasing Agent at least ten (10) working days prior to the date set for receipt of proposals. If the County denies the request for alternate coverages, the specified coverage will be required to be submitted. If the County permits alternate coverage, an amendment to the Insurance Requirements will be prepared and distributed prior to the time and date set for receipt of proposals.

PARKING

At most County locations, parking for the Contractor's vehicles is not provided by the County. The Contractor is responsible for the payment of any parking charges or fines resulting from illegal parking at any of the sites. Arlington County offers the "ParkSmart" card, a prepaid, debit card that can be used at 2800 specially marked parking meters in Arlington County. You may purchase the ParkSmart card at Arlington County Commuter Services Commuter Stores, the Arlington County Treasurer's Office, or online at www.commuterdirect.com. For more information on the use of this payment device, visit www.parkarlington.com or call 703-228-7433.

TRADE SECRETS OR PROPRIETARY INFORMATION

Trade secrets or proprietary information submitted by an offeror in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, the offeror must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

PROPOSAL STANDARDS

Whenever possible, proposals submitted in response to this solicitation shall comply with the following guidelines:

- All copies shall be printed on at least 30% recycled-content and/or tree free paper;
- All copies shall be double-sided;
- Covers or binders shall be recyclable, made from recycled materials, and/or easily removable to allow for recycling of pages (proposals with glued bindings that meet all other requirements are acceptable);
- The use of plastic covers or dividers should be avoided; and

- Unnecessary attachments or documents not specifically asked for should not be submitted, and superfluous use of paper (e.g. separate title sheets or chapter dividers) should be avoided.

INTEREST IN MORE THAN ONE PROPOSAL, AND COLLUSION

More than one proposal received in response to a single solicitation from an individual, firm, partnership, corporation, affiliate, or association under the same or different names will be rejected. Reasonable grounds for believing that an offeror is interested in more than one proposal for a solicitation both as an offeror and as a subcontractor for another offeror, will result in rejection of all proposals in which the offeror is interested. However, a firm acting only as a subcontractor may be included as a subcontractor for two or more offerors submitting a proposal for the work. Any or all proposals may be rejected if reasonable grounds exist for believing that collusion exists among any offerors. Offerors rejected under the above provisions shall be disqualified if they respond to a re-solicitation for the same work.

COMPETITIVE NEGOTIATION FOR GOODS AND SERVICES OTHER THAN PROFESSIONAL SERVICES

This solicitation is let under the Arlington County procedure, "Competitive Negotiation for Goods and Services" as defined in the Arlington County Purchasing Resolution. Under this procedure, the content of the proposals, and the identity of the offerors are not public record until an award determination has been made. Because of this restriction, the opening of proposals is not public.

UNNECESSARILY ELABORATE RESPONSES

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the respondent's lack of cost consciousness. Elaborate or expensive art work, paper, bindings, and visual and other presentations are neither necessary at this time nor desired by the County.

GENERAL TERMS AND CONDITIONS

COUNTY EMPLOYEES

No employee of Arlington County, Virginia shall be admitted to any share or part of this Contract or to any benefit that may arise therefrom which is not available to the general public.

EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED

During the performance of this contract, the contractor agrees as follows:

- A. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability or any other basis prohibited by state law related to discrimination in employment except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an Equal Opportunity Employer.
- C. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- D. The contractor will comply with the provisions of the Americans with Disabilities Act of 1990 which prohibits discrimination against individuals with disabilities in employment and mandates their full participation in both publicly and privately provided services and activities.
- E. The contractor will include the provisions of the foregoing paragraphs in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR

During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Arlington County Resolution, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

INDEMNIFICATION

The Contractor covenants to save, defend, hold harmless, and indemnify the County, and all of its elected and appointed officials, officers, employees, agents, departments, agencies, boards, and commissions (collectively the "County") from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, or exposure, however caused, resulting from, arising out of, or in any way connected with the Contractor's intentional, negligent, or grossly negligent acts or omissions in performance or nonperformance of its work called for by the Contract Documents. This indemnification shall survive the termination of this Contract.

COUNTY PURCHASE ORDER REQUIREMENT

County purchases of goods over \$5,000.00 per transaction and purchases of services over \$500 per transaction are authorized only if a County Purchase Order is issued in advance of the transaction, indicating that the ordering agency has sufficient funds available to pay for the purchase. A purchase order will be issued for any purchase if the vendor requires a purchase order for its records. The County will not be liable for payment for any purchases of goods over \$5,000 per transaction or purchases of services over \$500 per transaction made by its employees without appropriate purchase authorization issued by the County Purchasing Agent. Contractors providing goods or services without a signed County Purchase Order do so at their own risk and must satisfy themselves that the ordering person or agency is authorized to purchase goods or services in the name of the County. Please direct questions regarding this requirement to the County Procurement Officers at (703)228-3410.

FAILURE TO DELIVER

In case of failure to deliver goods or services in accordance with the Contract terms and conditions, the County, after due oral or written notice, may procure the goods or services from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs; provided, that if public necessity requires the use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a reduction in price to be determined solely by the County. This remedy shall be in addition to any other remedies, which the County may have. The County shall be entitled to offset such costs against any sums owed by the County to the Contractor.

ETHICS IN PUBLIC CONTRACTING

This Contract incorporates by reference Article 9 of the Arlington County, Virginia, Purchasing Resolution, as well as any state or federal law related to ethics, conflicts of interest, or bribery, including by way of illustration and not limitation, the Virginia State and Local Government Conflict of Interests Act, the Virginia Governmental Frauds Act, and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Virginia Code, as amended. The Contractor certifies that its offer is made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer, or subcontractor and that it has not conferred on any public employee having official responsibility for this purchase any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

LIABILITY

The Contractor shall not be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to strikes, fires, riots, rebellions, or Force Majeure, beyond the control of the Contractor, that make performance impossible or illegal, unless otherwise specified in the Contract.

The County shall not be held responsible for failure to perform the duties and responsibilities imposed by the Contract if such failure is due to strikes, fires, riots, rebellions, or Force Majeure, beyond the control of the County, that make performance impossible or illegal, unless otherwise specified in the Contract.

ASSIGNMENT

The Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of any award, or any or all of its rights, obligations, or interests under this Contract, without the prior written consent of the County.

APPLICABLE LAW

This Contract and the work performed hereunder shall be governed in all respects by the laws of the Commonwealth of Virginia and the venue for any litigation with respect thereto shall be in the Circuit Court for Arlington County, Virginia, and in no other court. In performing the Work under this Contract, the Contractor shall comply with applicable federal, state, and local laws, ordinances and regulations.

AUTHORITY TO TRANSACT BUSINESS

In accordance with §13.1-613 of the Code of Virginia, any firm submitting a bid or proposal in response to this solicitation must be authorized to transact business in the Commonwealth of Virginia.

IMMIGRATION REFORM AND CONTROL ACT OF 1986

The Contractor certifies that it does not, and will not during the performance of the Contract, employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

ANTITRUST

By entering into this Contract, the Contractor conveys, sells, assigns and transfers to the County all rights, title, and interest in and to all causes of action the Contractor may now have or hereafter acquire under the antitrust laws of the United States or the Commonwealth of Virginia, relating to the goods or services purchased or acquired by the County under said Contract.

RELATION TO COUNTY

The Contractor will be legally considered as an independent contractor and neither the Contractor nor its employees will, under any circumstances, be considered employees, servants or agents of the County. The County will not be legally responsible for any negligence or other wrongdoing by the Contractor, its employees, servants or agents. The County will not withhold payments to the Contractor for any federal or state unemployment taxes, federal or state income taxes, Social Security tax, or any other amounts for benefits to the Contractor. Further, the County will not provide to the Contractor any insurance coverage or other benefits, including Workers' Compensation, normally provided by the County for its employees.

DELIVERY

All goods are purchased F.O.B. point of delivery in Arlington County. All costs for handling and transportation charges to the designated point of delivery shall be borne by the Contractor. Transportation, handling and all related charges shall be included in the unit prices or discounts bid for each item.

ARLINGTON COUNTY PURCHASING RESOLUTION

The Contract is governed by the applicable provisions of the Arlington County Purchasing Resolution. The time limit for final written decision by the County Manager in the event of a contractual dispute, as that term is defined in the Purchasing Resolution, is fifteen (15) days. Procedures for considering contractual claims, disputes, administrative appeals, and protests are contained in the Purchasing Resolution, incorporated herein by reference, and available upon request from the Office of the Purchasing Agent.

ARBITRATION

It is expressly agreed that nothing under the Contract shall be subject to arbitration, and any references to arbitration are expressly deleted from the Contract.

PATENTS AND ROYALTIES

The Contractor covenants to save, defend, hold harmless, and indemnify the County, and all of its officers, officials, departments, agencies, agents, and employees (collectively the "County") from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, or exposure, however caused, for or on account of any trademark, copyright, patented or unpatented invention, process, or article manufactured or used in the performance of this Contract, including its use by the County. If the Contractor uses any design, device, or materials covered by letters patent or copyright, it is mutually agreed and understood, without exception, that the Contract price includes all royalties or costs arising from the use of such design, device, or materials in any way involved with the work.

CONFIDENTIALITY AND RETURN OF RECORDS

The Contractor agrees that all findings, memoranda, correspondence, documents or records of any type, whether written or oral, and all documents generated by the Contractor or its subcontractors as a result of the County's request for services under this Contract, are confidential records ("Record" or "Records"), and neither the Records nor their contents shall be released by the Contractor, its subcontractors, or other third parties; nor shall their contents be disclosed to any person other than the Project Officer or designee. The Contractor agrees that all oral or written inquiries from any person or entity regarding the status of any Record generated as a result of the existence of this Contract shall be referred to the Project Officer or designee for response. At the County's request, the Contractor shall deliver all Records to the Project Officer, including "hard copies" of computer records, and at the County's request, shall destroy all computer records created as a result of the County's request for services under this Contract.

The Contractor agrees to include the provisions of this section as part of any Contract or Agreement the Contractor enters into with subcontractors or other third parties for work related to work pursuant to this Agreement.

No termination of this Agreement shall have the effect of rescinding, terminating or otherwise invalidating this section.

COPYRIGHT

The Contractor hereby irrevocably transfers, assigns, sets over and conveys to the County all right, title and interest, including the sole exclusive and complete copyright interest, in any and all copyrightable works created pursuant to this Agreement. The Contractor further agrees to execute such documents as the County may request to effect such transfer or assignment.

Further, the Contractor agrees that the rights granted to the County by this paragraph are irrevocable. Notwithstanding anything else in this Agreement, the Contractor's remedy in the event of termination of or dispute over the terms of this Agreement shall not include any right to rescind, terminate or otherwise revoke or invalidate in any way the rights conferred pursuant to the provisions of this paragraph. Similarly, no termination of this Agreement shall have the effect of rescinding, terminating or otherwise invalidating the rights acquired pursuant to the provisions of this "Copyright" paragraph.

The use of subcontractors or third parties in developing or creating input into any copyrightable materials produced as a part of this Agreement is prohibited unless the County approves the use of such subcontractors or third parties in advance and such subcontractors or third parties agree to include the provisions of this paragraph as part of any contract they enter into with the Contractor for work related to work pursuant to this Agreement.

INSURANCE REQUIREMENTS

The Contractor shall provide to the County Purchasing Agent a Certificate of Insurance indicating that the Contractor has in force the coverage below prior to the start of any Work under this Contract. The Contractor agrees to maintain such insurance until the completion of this Contract. All required insurance coverages must be acquired from insurers authorized to do business in the Commonwealth of Virginia and acceptable to the County. The minimum insurance coverage shall be:

Workers Compensation - Virginia Statutory Workers Compensation (W/C) coverage including Virginia benefits and employers liability with limits of \$100,000/100,000/500,000. The County will not accept W/C coverage issued by the Injured Worker's Insurance Fund, Towson, MD.

Commercial General Liability - \$1,000,000 combined single limit coverage with \$1,000,000 general aggregate covering all premises and operations and including Personal Injury, Completed Operations, Contractual Liability, Independent Contractors, and Products Liability. The general aggregate limit shall apply to this Contract. Evidence of Contractual Liability coverage shall be typed on the certificate.

Additional Insured - Arlington County, its officers, elected and appointed officials, and employees shall be named as an additional insured in the Contractor's Commercial General Liability policy; evidence of the Additional Insured endorsement shall be typed on the certificate.

Cancellation - All insurance policies required hereunder shall be endorsed to include the following provision: "It is agreed that this policy is not subject to cancellation, non-renewal, material change, or reduction in coverage until thirty (30) days prior written notice has been given to the Purchasing Agent, Arlington County, Virginia." Therefore, the words "endeavor to" and "but failure to mail such notice shall impose no obligation of liability of any kind upon the company, its agents or representatives" are to be eliminated from the cancellation provision of standard ACORD certificates of insurance.

Contract Identification - The insurance certificate shall state this Contract's number and title.

Business Automobile Liability - \$500,000 Combined Single Limit (Owned, non-owned and hired).

The Contractor shall carry Professional Liability insurance which will pay for injuries arising out of errors or omissions in the rendering, or failure to render professional services or perform Work under the contract, in the amount of \$1,000,000.

The Contractor assumes all risks for direct and indirect damage or injury to the property or persons used or employed on or in connection with the Work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted Work.

No acceptance or approval of any insurance by the County shall be construed as relieving or excusing the Contractor from any liability or obligation imposed upon the Contractor by the provisions of the Contract Documents.

The Contractor shall be responsible for the Work performed under the Contract Documents and every part thereof, and for all materials, tools, equipment, appliances, and property of any description used in connection with the Work. The Contractor shall be as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons directly employed by it.

Notwithstanding any of the above, the Contractor may satisfy its obligations under this section by means of self insurance for all or any part of the insurance required, provided that the alternative coverages are submitted to and acceptable to the County.

**ARLINGTON COUNTY, VIRGINIA
REQUEST FOR PROPOSALS NO. 45-07**

P R O P O S A L F O R M

PROPOSALS WILL BE OPENED AT 2:00 P.M., JANUARY 30, 2007

FOR PROVIDING PARKING TICKET SYSTEM PER THE FOREGOING SOLICITATION:

THE UNDERSIGNED UNDERSTANDS AND ACKNOWLEDGES THE FOLLOWING:

THE OFFICIAL, TRUE, AND COMPLETE COPY OF THE SOLICITATION DOCUMENTS, WHICH SHALL INCLUDE ANY AMENDMENTS THERETO, IS THE HARD COPY OF THE DOCUMENTS AVAILABLE FROM THE OFFICE OF THE PURCHASING AGENT.

AN ELECTRONIC COPY OF THE SOLICITATION DOCUMENTS ALSO IS AVAILABLE FROM THE COUNTY'S WEBSITE AT: [HTTP://WWW.ARLINGTONVA.US/PURCHASING](http://www.arlingtonva.us/purchasing). HOWEVER, SUCH ELECTRONIC COPY IS SUBJECT TO AN IMPORTANT DISCLAIMER WHICH ALL POTENTIAL OFFERORS MUST ACKNOWLEDGE ONLINE BEFORE THE DOCUMENTS CAN BE DOWNLOADED.

POTENTIAL OFFERORS ARE RESPONSIBLE FOR DETERMINING THE ACCURACY AND COMPLETENESS OF ALL SOLICITATION DOCUMENTS THEY RECEIVE, INCLUDING DOCUMENTS OBTAINED FROM THE COUNTY BY EITHER OF THE METHODS DESCRIBED ABOVE, AND DOCUMENTS OBTAINED FROM ALL OTHER SOURCES.

1. ALL MATERIAL (PROPOSAL AND ATTACHMENTS) SUBMITTED SHALL BE IN FIVE COPIES, CONSISTING OF: ONE PROPOSAL, CLEARLY MARKED ON ITS COVER WITH THE WORD "ORIGINAL", WHICH SHALL INCLUDE A PROPOSAL FORM CONTAINING AN ORIGINAL LONGHAND SIGNATURE; AND 4. ADDITIONAL COPIES, WHICH MAY INCLUDE A PHOTOCOPY OF THE SIGNED PROPOSAL FORM. THIS ORIGINAL, SIGNED PROPOSAL FORM SHALL BE FIRST PAGE OF THE ORIGINAL PROPOSAL.

2. INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS PROPOSAL (PROJECT MANAGER).

NAME (PRINTED): _____ TEL. NO.: _____

E-MAIL ADDRESS: _____

TRADE SECRETS OR PROPRIETARY INFORMATION:

Trade secrets or proprietary information submitted by an offeror in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-110 of the Arlington County Purchasing Resolution states that the offeror must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

Please mark one:

() **No**, the proposal I have submitted does not contain any trade secrets and/or proprietary information.

() **Yes**, the proposal I have submitted does contain trade secrets and/or proprietary information.

If **Yes**, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the proposal containing such data or materials:

State the specific reason(s) why protection is necessary:

If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-110 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the proposal will be open for public inspection consistent with applicable law.

CERTIFICATION OF NON-COLLUSION: The undersigned certifies that this proposal is not the result of, or affected by, any act of collusion with another person (under Virginia Code Section 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under Article 1.1 of the Virginia Governmental Frauds Act (Va. Code §18.2-498.1 et seq.).

THIS PROPOSAL FORM MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE OFFEROR, OR THE PROPOSAL WILL BE REJECTED:

AUTHORIZED SIGNATURE _____

PRINT NAME AND TITLE _____

SUBMITTED BY: (LEGAL NAME OF FIRM)					
ADDRESS:					
CITY/STATE/ZIP:					
TELEPHONE NO:			FACSIMILE NO.:		
TAX ID NUMBER (EIN/SSN):					
THIS FIRM IS A: • INSERT NAME OF STATE _____ ____ CORPORATION, ____ GENERAL PARTNERSHIP, ____ LIMITED PARTNERSHIP, ____ UNINCORPORATED ASSOCIATION, ____ LIMITED LIABILITY COMPANY, ____ SOLE PROPRIETORSHIP					
IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?					
OFFEROR STATUS:	MINORITY OWNED:		WOMAN OWNED:		NEITHER: