

**The City of New Haven
BUREAU OF PURCHASES**

200 Orange Street

New Haven, Connecticut 06510
(203) 946-8201 - FAX (203) 946-8206

JOHN DESTEFANO, JR.
Mayor



Michael V. Fumiatti
Purchasing Agent

REQUEST FOR PROPOSALS

The City of New Haven is accepting Proposals for the following:

**PARKING TICKET ISSUANCE DEVICES,
PROCESSING & COLLECTION SERVICES
2011-12-759**

Proposals must be submitted in the form and manner specified in the request. Forms and specifications may be obtained from the Bureau of Purchases, website: www.cityofnewhaven.com/purchasingbureau.

Hardcopy submission: One (1) "clearly marked" Original. With separate pricing envelope, if required..

Electronic submission is submitted through your login on our website:

www.cityofnewhaven.com/purchasingbureau/CheckSubmissionIP.asp

THE BUREAU OF PURCHASES
200 ORANGE STREET, ROOM 301
NEW HAVEN, CT 06510

RFP's will be accepted until 11:00 AM EST on Tuesday, January 25, 2011.

At which time all responses will be publicly opened and read aloud. A pre-proposal meeting will be held at 200 Orange Street New Haven, Conference Rm 301, on January 6, 2011

12/12

Submitted by:

Company Name

Street Address

City, State & Zip Code

Contact

Email

()

Telephone #

()

Fax #

REQUEST FOR PROPOSALS

INSTRUCTIONS TO RESPONDENTS

RFP Documents – The RFP documents include the following:

- A. Announcement / cover
- B. Instructions to Respondents
- C. Non-Collusion Affidavit
- D. Disclosure & Certification Form
- E. Commission on Equal Opportunities Current Work Force Form
- F. Equal Opportunity Statement
- G. Vendor “Ban The Box” Ordinance Compliance Agreement
- H. Statement of Qualifications

Items C, D, E, F, G & H will be required with each response, unless otherwise specified on the form.

1. **RFP Submission** - All RFPs shall be sealed and identified on the outside by your firm’s name and the RFP title, and submitted to the office of the Bureau of Purchases, 200 Orange Street, New Haven, CT 06510, by the time and date shown on “Cover”. A “clearly marked” Original and separate Pricing Envelope. The City of New Haven can accept, as sole documentation, on-line submission for solicitations. If you respond on-line, you must respond through your account and also provide your response in the manner described on the web site, in creating on-line submissions.
2. **Interpretation of Addenda** – Requests for interpretation of the RFP documents shall be made in writing. Such interpretations will be in the form of an addendum to the RFP documents and will be on file in the Office of the Purchasing Agent at least seven business (7) days before the day of the RFP opening. In addition, the addendum will be posted on the City of New Haven web-site not less than (5) calendar days prior to the opening date unless it is to extend the opening date which can happen until 5:00 PM on the day before the opening. Respondents that do not have web access or for oversized documents, the Bureau will endeavor to fax or mail addenda. In any event all such addenda shall become part of the contract and each respondent shall be bound by such addenda whether or not received by the respondent.
3. **RFP Withdrawal** – RFPs may be withdrawn by written request prior to RFP opening or after 60 days subsequent to RFP opening if no award has been made.
4. The City of New Haven cannot guarantee that equipment involved in this technology will be available to provide information or receive transmittals. It is your responsibility to ensure that you have current information and that submittals are received at the designated location complete and on time. The City of New Haven is not responsible for the confidentiality of information transmitted over the Internet.
5. Downloading Commodity/Service Bids, RFP/RFQs, Quotes or Construction Bid Documents does not obligate the city to send you future notification of addendum updates. You will need to check the web-site periodically, however we will endeavor not to issue addendums later than 5 business days prior to the solicitation due Date. The only exception would be in the event of an extension, which can occur up to 24 hours prior, to the opening date. Our website www.cityofnewhaven.com/purchasingbureau

6. **Questions, Inquiries, and/or requests for clarifications regarding this RFP should be directed to:**

Procurement Specialist
200 Orange Street Room 301
New Haven, CT 06510
Tel: (203) 946-8201
Fax: (203) 946-8206
E-mail purchasing@newhavenct.net

All questions must be received 7 business days prior to the opening date. Questions received after the deadline may not be answered.

7. **Assignment of Contract** – The contractor may assign all or part of the contract to another after receiving written permission from the City Purchasing agent. Such assignment shall NOT release the contractor from any part of the responsibility or liability assumed under the contract.
8. **Equal Employment Opportunity** – The City will terminate any contract without accepting liability for any incomplete work if it is found that the Contractor has violated any of the provisions of Executive Orders 11246 and 11374, Connecticut Fair Employment Practice Act, and Chapter 12 ½ of the code of Ordinances of the City of New Haven, incorporated herein by reference. The City reserves the right to incorporate into the contract any additional provisions relating to Equal Employment, including an Affirmative Action Agreement
9. **Implied Requirements** – All services not specifically mentioned in this RFP that are necessary to provide the functional capabilities described by the vendor shall be included in the Proposal. The City does not reimburse for expenses incurred during the performance of this contract. It is the contractor's responsibility to notify the City of New Haven, Bureau of Purchases within a minimum of 7 days of the opening date of any services or supplies not specifically mentioned in this specification but are necessary to provide the functional capabilities of the contract.
10. **Preparation Costs** - All costs incurred in the preparation and presentation of this Proposal shall be wholly absorbed by the proposer.
11. **Insurance**
A. The Contractor will carry Professional Liability or Errors & Omissions Insurance with respect to any damage caused by an error, omission or any negligent act of the Contractor with minimum coverage limits of One Million Dollars and No Cents (\$1,000,000.00) per claim for any wrongful act to cover work performed under this contract.

Upon signing this Agreement, the Contractor shall provide a certificate of insurance evidencing said insurance. Upon request, the Contractor will promptly provide the City with a copy of the insurance policy. It is understood that the Contractor shall not change the terms and conditions of such insurance policy except upon the prior written approval of the City, which approval shall not be unreasonably withheld.

"Tail" Coverage: If any of the required liability insurance is on a claims made basis, "tail" coverage (Extended Reporting Period) will be required at the completion of this contract for a duration of 24 months, or the maximum time period reasonably available in the marketplace. Contractor shall furnish certification of "tail" coverage as described or continuous "claims made" liability coverage for 24 months following Contract completion. Continuous "claims made" coverage will be acceptable in lieu of "tail" coverage provided its Retroactive date is on or before the effective date of this Contract. If continuous "claims made" coverage is used, Contractor shall

be required to keep the coverage in effect for duration of not less than 24 months from the end of the Contract.

B. The Contractor shall indemnify, defend and save harmless the City and its officers, agents, and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's arising out of or resulting directly or indirectly from the performance of services of the Contractor set forth under this Agreement.

C. The Contractor, shall, in addition carry Commercial General Liability insurance providing for a total limit of one million dollars and no cents (\$1,000,000.00) per occurrence for all damages arising out of bodily injury and property damage, and contractual liability for the indemnification provided under this contract; Personal and Advertising Liability \$1,000,000 per occurrence; Products/Completed Operations \$1,000,000 aggregate; Fire Damage Legal Liability (where required) \$300,000; Medical Expense \$10,000. Each annual aggregate limit shall not be less than one million dollars and no cents (\$1,000,000.00).

D. The Contractor shall carry Automobile Liability insurance with respect to any owned, non-owned, or hired vehicles in the amount of one million dollars and no cents (\$1,000,000.00) per accident for bodily injury and property damage.

E. The City shall be named both certificate holder and additional named insured.. The certificate shall specifically reference this Agreement, and provide the City with 30 days notice of cancellation. The Contractor shall furnish the City with a certificate of Insurance evidencing that it has complied with the obligations under this section of the Agreement. The Contractor shall be solely responsible for the payment of all premiums.

F. Where required by statute, the Contractor shall carry Workers' Compensation and Employers' Liability with limits of not less than the following: Each Accident \$100,000; Per Disease Policy Limit \$500,000; Disease each employee \$100,000. The City shall be named a Certificate Holder on such policy, and the Contractor shall furnish the City with a Certificate of Insurance evidencing that it has complied with the obligations under this Section of the Agreement.

G. All Certificates of Insurance must endeavor to provide for the insurance company giving a minimum of thirty (30) days written notice to the City prior to any modification or cancellation (except 10-days for non-payment of premium) of any such insurance coverage.

H. City of New Haven must be named as an additional insured and the Certificate of Insurance must include the contract name, number and location.

12. **Availability of Funds** – All contracts are bid with the intention of awarding a contract as a result of the RFP. Any and all awards and actual contract execution by the City Of New Haven is contingent upon availability of appropriate funds. In the event that funding is not available at the time of award and/or execution of the contract the City reserves the right to cancel the bid.
13. **Execution of Agreement** – Failure of the successful respondent to deliver to the City a properly signed and witnessed Agreement with all required bonds and insurance policies, within ten (10) days after receipt of written Notice of award, or within such extended period as the Purchasing Agent may grant, shall constitute a default, to the City, which may either award the contract to the next lowest respondent, or re-advertise for RFPs.
14. **Commencement of Work** – The City will not be responsible for payment of any work performed or materials supplied by the successful respondent before the Contractor receives a fully executed agreement unless an emergency situation has been declared by a City employee duly empowered

to do so, and the vendor receives written authorization from this individual to proceed. Note: Responsibility for payment shall be limited to only that work deemed necessary by the City to alleviate the immediate emergency.

15. **Local Preference** - All else being equal, preference for New Haven based businesses, pursuant to Section 2-153 of the New Haven Code of Ordinances, will be given. This will be determined on a case by case basis dependent upon the source of funds targeted to pay for this service.
16. **Agreement Term** – the term of this agreement as a result of this RFP unless indicated elsewhere in this RFP shall be for one Fiscal year with an option to renew for 2 additional one year periods at the same terms and conditions at the sole discretion of the City of New Haven.
17. **City Right & Reservations** - The City of New Haven reserves the right to alter or revoke this RFP at any time. The City further reserves the right to reject any or all responses, to waive any informalities in the responses received and to accept only those responses deemed by the City to be in the best interests of the City. Any mention in these documents of the term “Proposal” refers to the Response; and any mention of the term “provider” refers to the Respondent.
18. **Vendor Supplied Materials** - Any material submitted by the vendor shall become the property of the City of New Haven unless otherwise requested at the time of submission. Any material that is to be considered as confidential in nature must be so marked.
19. **Public Records and Freedom of Information** - The proposals received shall become the property of the City and are subject to public disclosure. Those parts of a proposal which are defined by the proposer as business or trade secrets as that term is defined in CT Trade Laws, and are reasonably marked “Trade Secrets”, “Confidential” or “Proprietary” and placed in a separate envelope shall only be disclosed to the public- if such disclosure is required or permitted under the CT Public Records Act or otherwise by law. Proposers who indiscriminately and without justification identify most or their entire proposal as exempt from disclosure may be deemed nonresponsive. Proposals, excluding confidential information, will be available for review after contract award.

Statement of Qualifications- and Calculation Sheet (Not Applicable)

Statement of Qualifications:

Each solicitation response shall include a Statement of Qualifications in the format provided in this Solicitation upon stationary of the responding entity.

(To be typed upon Company stationary and submitted with this response)

All questions must be answered and the data given must be clear and comprehensive. The contractor/vendor may submit any additional information he/she desires.

1. Name of Vendor/Contractor
2. Permanent main office address
3. Contact Information: Phone, Fax, **E-mail**,
4. When organized
5. Legal form of ownership. If a corporation, where incorporated.
6. How many years have you been engaged in services, under your present name?
7. Experience in work similar in scope of services and in importance to this solicitation opportunity..
 - Proposals are currently or previously been provided, include for each client:
 - Name of Organization
 - Gross cost of agreement
 - Date services started
 - Services being provided
 - Responsible official, address and telephone number of person available as a reference.
8. Have you ever failed to complete any work awarded to you? If so, where and why?
9. Have you ever defaulted on a contract? If so, where and why?
10. Describe any pending litigation or other factors, which could affect your organization's ability to perform this agreement
11. Names, titles, reporting relationships, and background and experience of the principal members of your organization, including the officers. Indicate which individuals are authorized to bind the organization in negotiations with the City of New Haven
12. Name, title, address and telephone number of the individual to whom all inquiries about this Proposal should be addressed.
13. Will you upon request, fill out a detailed financial statement and furnish any other information or sign a release that may be required by the City of New Haven?
14. Tax Identification number(s)
15. Addendum acknowledgement Indicate Yes or None. In the event that you indicate “none” and there have been addendum issued, you are still responsible for the addendum content. See section **Interpretation of Addenda for details**

Calculation Sheet (Not Applicable)

Please view a separate web form document associated with this solicitation on the web site. The calculation sheet is accessed by clicking on the “**Submit Response...**” icon located to right of the solicitation documents. The worksheet will calculate total pricing for you after you click on “update”, when placing your figures in the “unit cost” column when applicable. Please verify your amounts before submitting your calculation sheet.et.

Submission Options:

Electronic Submission

When submitting your Electronic Bid you are required to

- Upload your Statement of Qualifications. (our system will not accept your calculation sheet without this upload) This statement is to be uploaded as your one required upload.
- Calculation sheet

Hardcopy Submission

When submitting your Hardcopy bid please submit information in the following format.

- Coversheet-The first page of this document
- Calculation sheet
- Statement of Qualifications
- Required City of New Haven Forms –preceding this page

REQUEST FOR PROPOSALS PARKING TICKET ISSUANCE DEVICES, PROCESSING & COLLECTION SERVICES

Section 1 - Background

As required by the City of New Haven's ordinances, a Request For Proposal (RFP) is required for the provision of parking enforcement ticket and collection services. The management and oversight of these services is a joint effort between the City of New Haven Department of Finance and the Department of Transportation, Traffic and Parking.

The City of New Haven desires to obtain parking ticket issuance devices and implement services for the processing and collecting of parking tickets and residential parking permits that is responsive to the needs of our citizens; is fiscally sound and responsible; and mirrors the best practices in the industry. The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified proposers to establish a contract through competitive sealed proposals for the provision of these services. The City of New Haven invites qualified proposers to respond to this request for proposals by submitting a proposal consistent with the terms and conditions of this document.

The Department of Transportation, Traffic and Parking is responsible for managing the ticket issuance operation through management of 15 Parking Enforcement Officers and through cooperative arrangements with other ticketing entities, including the New Haven Police Department and various other agencies. The Transportation, Traffic and Parking Department manages the annual issuance of approximately 157,871 electronic handheld tickets and paper tickets by its partners; the uploading of the electronic tickets; and transmittal of the issued tickets database to a collections entity managed by the City's Finance Department.

The Department of Finance is responsible for the management of all collections related activity following the transmittal of the parking ticket data. Payment processing, noticing, the filing of civil judgments, and other collections related activity will be performed by the proposer in accordance with the State of Connecticut statutes and City of New Haven Code of Ordinances governing these actions under the direction of Department of Finance.

Tickets contested will be the responsibility of the proposer. The first line of customer service will be the proposer. All self-addressed ticket envelopes should contain information that directs the violator to contact the proposer for this purpose. However, to increase customer service levels, the City's Transportation, Traffic and Parking Department will also continue to handle any walk-ins as well as telephone requests that may reach their office. The proposer will be responsible to ensure that this arrangement is seamless and that all contested ticket and Court reports are comprehensive and can be generated on demand in real time.

The following is a brief profile of the City's parking ticket enforcement and collection activity:

1. Tickets Issued:
 - a. Five year average- 157,871
 - b. F/Y 09/10- 152,875

2. Accounts Receivable (Backlog)- \$8,576,000
 - a. Outstanding tickets- 147,000
 - b. Outstanding plates- 88,000
3. Tickets- Over three fiscal years, 357,542 tickets were paid and 452,147 tickets issued. This is a ratio of paid to issued of 79%.
4. Payments- Over three fiscal years, \$13.5-million was collected from \$19-million tickets issued. This is a ratio of paid to issued of 72%, including penalties.
5. Penalties-
 - a. If the ticket is not paid within 15 days of the violation, the ticket value will double.
 - b. If the ticket is not paid within 30 days of the violation, the ticket value will triple.
6. Amount of dismissed and reduced tickets is approximately \$200,000 annually. Dismissed and reduced tickets are tickets that were either written in error or the recipient may not have displayed the proper permit or voucher and received a ticket although they did possess the proper credentials.
7. Approximately 44% of tickets issued are for City residents, 41% for non-city instate residents and 15% are out of state residents.
8. Approximate profile of Accounts Receivable by plate and dollar value in percentage terms.

<u>Tickets Owed</u>	<u>Plates</u>	<u>\$ Value</u>
\$200>	6.42%	28.03%
\$150-\$199	6.46%	12.94%
\$100-\$149	14.84%	20.29%
\$0-\$99	72.28%	38.74%

Section 2 – General Comments

The City of New Haven hereafter referred to as the City, issues approximately 158,000 parking violation tickets annually.

The City will be responsible for issuing parking violations; overseeing methods of payment collections; determining/instituting legal action for the collection of delinquent parking violations in conjunction with the successful proposer, assigning/directing its work force, and administration of the overall parking violation program.

The goal of this RFP is for the proposer to provide the City of New Haven with a full service system that will reduce the level of clerical work and paper handling currently required while increasing customer service levels, financial accountability and increased methods of payment.

The successful proposer, hereafter referred to as the “Proposer” , is responsible for ticket processing, noticing, report generation, collection assistance for outstanding parking tickets, and lockbox payment processing. The Respondent will be required to provide all computer hardware, and software, data entry, appropriate data transmission lines, vehicle owner information, notices, postage, reports and report writing capabilities, insurance, training and other items and services specified herein. The proposer will be responsible for the complete seamless conversion of ticket data from the current system

The proposer will be required to comply with all applicable local, state and federal laws as they pertain to collection of parking ticket fees and penalties. All data develop and supplied as part of this contract will be the property of the City of New Haven and shall be supplied to the City at no charge. The successful proposer will be responsible for revenue loss due to system crashes or any other software or hardware failures leading to downtime.

The following is a brief list of services the proposer will be responsible for supplying, maintaining, or completing:

- Automated ticket issuance devices (real time handheld ticket issuance computers with photographic capability)
- Provision, operation, and maintenance of a web and Windows based automated ticket management system delivered to existing City desktop PC's via the Internet. The proposer shall maintain redundant server systems to reduce the potential for an off-line communication failure between the proposer and the City of New Haven.
- Conversion of existing data to the new ticket management system
- Data entry of ticket (manual) and disposition data
- Information retrieval from the Department of Motor Vehicles (DMV), local and nationwide.
- Fine escalation and late fee assessment
- The generation and mailing of Late Notices for unpaid tickets
- Placement and release of DMV registration suspensions/holds (when applicable)
- On-line inquiry and update
- Provision of a Customer Service Call Center
- Receipt and posting of mail payments
- On-line cashiering
- Internet payment capability

- Interactive Voice Response (IVR) System
- Ticket book inventory and control
- Court/Review Adjudication management and reporting
- Management and statistical reporting for the issuing agencies and the Court
- Boot/Tow functionality
- Ad Hoc query and reporting
- Complete ticket processing activity audit trail
- Follow up collection on delinquent parking tickets
- Interfaces to other sub-systems as required by the City during the course of the contract. (Initially, the proposer's system must interface with the Finance Department's HDE Sungard software system. Proposers must list all other software their respective system can be and/or has been integrated with in past applications with other government agencies.)
- Digital Imaging

The successful proposer must meet the following requirements:

1. Provide a turnkey Web-based system capable of processing and collecting City regulated fines, fees and taxes for in-state and out-of-state vehicle owners with parking violations.
2. Maintain current and historical vehicle information that expedites the towing/booting or notification to officers of vehicles having a value of \$200.00 or more in unpaid tickets or owe an amount greater than \$100.00 in delinquent property taxes. Immediate and continued integration with the Finance Department's tax system is imperative.
3. Provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool must directly access data in the master database to provide accurate timely information.
4. Provide a variety of managerial reports. These will include the type and status of tickets, revenue collection data, exact number of unpaid tickets, etc.
5. Proposer must provide eighteen (18) one-piece handheld issuance computers, with internal, un-detachable printers. Proposer must also provide software, host PC, cables, chargers, batteries, etc to operate the handhelds.
6. The handheld host system must be capable of transferring all data, including digital voice recordings and photographs (minimum of three (3) per ticket), captured by the handhelds. Proposers should also address the ongoing maintenance and replacement cost of the handheld devices. A detailed description of the equipment proposed and the associated benefit of the equipment proposed is required.
7. The proposer shall implement and provide, free of charge, all necessary training and instruction on the proposer's system. Proposals should provide a description of the training sessions available during the pre-implementation, implementation, and ongoing support phases of the project. Proposer shall at a minimum supply an administrator on site for the first week of operation to provide onsite training and troubleshooting capabilities.

8. Ability to process credit card payments for parking ticket fees and fines. Ability to process IVR (integrated voice response) payments over the phone. The ability to process payments over the Internet. Proposers must meet all current PCI DSS multifaceted security standards that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. Proposers are also responsible to update any standards immediately as they change or are updated.
9. Ability to access real-time ticket information on-line and to pay the ticket on-line.
10. Services shall provide for the timely collection of fines from parking violators whether they are currently located in-state or out-of-state.
11. The proposer shall identify and report necessary or beneficial policy and procedure changes.
12. The proposer shall develop an implementation plan and submit it for City approval within 30 days of notification of award and be prepared to start contract within ninety (90) days from written notice to proceed.
13. All information pertaining to the issuance, processing and/or collection of parking tickets will be the sole property of the City of New Haven. The Proposer shall provide the City with a monthly reporting of parking ticket information sufficient to provide an electronic audit of all processes pertaining to parking ticket collection operations.
14. Itemize the cost of the proposed services. Include projected costs for the initial contract years and renewable contract years. Proposers must quote the cost of their services based on price per ticket. The proposer must describe their plans to ensure the use of cost efficient methods for providing proposed service to the City. Secondary collections pricing shall be supplied separately and on a contingency basis.
15. The proposer must provide the City with an initial three (3) year contract price with two (2) additional one-year renewable terms.
16. The proposer must have the capability to integrate existing systems data with the system proposed.
17. Included with each proposer's submission shall supply a business plan and associated cost to attempt to recover the City of New Haven scofflaw backlog.

The City of New Haven will provide the following for this contract:

1. The City's contract administrator during the performance of the program will be Mr. Edward Zack representing the Department of Finance and Mr. James Travers representing Department of Transportation, Traffic and Parking or their appointed representative. Any questions or problems must be addressed to this individual during City working hours, 9:00 a.m. to 5:00 p.m., Monday through Friday, except holidays observed by the City of New Haven.
2. The City will provide broadband Internet connectivity to City of New Haven owned PC's for access to the proposers system.

All parking violation information supplied to the proposer by the City through any means, the history of any such violation recorded or processed by the proposer, the names and addresses of such vehicle owners (regardless of source), and any and all information regarding the City's parking violations records shall remain the exclusive property of the City. Upon termination of this contract by either party for any reason, all files and information shall be returned to the City in such format as the City may specify at no cost to the City. Proposer's failure to comply shall result in the City taking any and all legal action to recover such information at the proposer's expense.

The proposer agrees to hold the City harmless in any action arising from the use or misuse of any information supplied by the parties under this agreement.

Section 3 – Specific Requirements

For its processing services, the proposer shall utilize a fully tested, functioning Parking Ticket Management System (System). The System shall comprise of all hardware, software, database management, communication networks, reports, forms, notices, hand-held ticket issuance system, and support services. In addition, the System shall be compatible with the City's network infrastructure.

The proposer shall provide support services to include: data entry, error correction, document storage, mail payment processing, registered owner acquisition, noticing, report generation and distribution, audit and control processes, quality assurance, telephone and correspondence processing, and operational management of those functions.

The proposer shall also provide sufficient staff with the required expertise to support System applications and its ongoing operation, maintenance and enhancement. In addition, the proposer shall maintain strict control of the privacy, integrity and safety of all data stored or processed under the terms of the contract.

GENERAL

The System will consist of a internet connection between the proposer's and the City's existing high-speed Internet connection. The Proposer shall provide this dedicated high-speed Internet connection. The proposer shall have the ability to deliver the application to existing City desktop PC's running Windows 7 (Cloud), 98, 2000, XP Pro or NT4.0.

Proposer shall provide a system that is capable of uploading all parking ticket information from the proposed handhelds, including digital voice recordings and photographs.

Proposer shall provide data entry services to input, capture and process all manual (handwritten) tickets.

The Proposer will process tickets by mutually agreed upon means for all electronic and handwritten tickets on a daily basis (within one (1) working day of receipt of transmission from City of New Haven). Violations, deletions, holds, and dispositions shall be processed within two (2) working days; dispositions must provide rejection capability to avoid duplication of ticket numbers. Proposer shall image all manual tickets and make them available as part of the ticket processing system and individual ticket records.

Perform routine updates of tables and lists, file reorganizations, software upgrades, and equipment maintenance. The selected proposer must provide the most current upgrades at no cost to the city of New Haven, which will be included in the maintenance agreement.

The System shall be capable of maintaining an accounting of all tickets by issuing officer, including missing and voided tickets, based on procedures established by the proposer and provided to the City. The System shall enable the City's authorized Parking staff to perform an on-line inquiry of active and voided tickets.

The System shall facilitate gathering information to report on the performance of ticket writers and the Parking and Transportation Department including reports that indicate gaps in issuance of tickets on a per officer basis. Information shall be captured and recorded by the System from the time of ticket issuance through the time of final ticket disposition.

HANDHELD TICKET ISSUANCE COMPUTERS

Proposer is required to provide eighteen (18) handheld ticket issuance computers, the latest version of the proposer's issuance management software, all cables, chargers, batteries to the City of New Haven. The handheld computers must meet the following *minimum* requirements:

- issues a 3" x 6" ticket using a thermal printer and weighs 2 lbs.
- a single-construction unit held in one hand with total weight of 2.00lbs, including computer, printer, battery pack and 75 tickets
- memory capacity of 1,000 tickets before unloading
- battery capacity of 375-400 tickets per charge and full recharge in 4-8 hours, easy use for multiple shifts
- full 55 key alpha-numeric keyboard with no need to shift between alpha and numeric with a function key (26 alpha, 14 numeric/punctuation, 5 function and 10 cursor/edit control) or 60 keys (26 alpha, 16 numeric/punctuation, 6 function 12 cursor/edit control)
- "Hotlist" storage for 75,000 – 1,000,000+ plates
- storage of complete make, model, or body type lists
- 1,000+ violations and a complete states list capable of 2 violations on a single ticket
- 1,000+ remarks of 32 characters in length
- 1,000+ streets or locations of 24 characters each
- 80 character printer with regular and bold print
- ticket issuance every 25 to 30 seconds
- unload of 100 tickets in 30 seconds to any IBM compatible personal computer at the end of each shift
- complete password protection system for the PC Host System
- durable and weather proof for use in rain and snow conditions.
- concurrent printing and top of form sensor mark
- second power down mode to conserve energy

Standard Features:

CPU: Intel PXA255 XScale

Memory:

- 32MB Flash
- 64MB RAM

Display:

- 320x240 QVGA TFT, 64K colors.
- White LED backlight.

Resistive Touchscreen

Keyboard:

- 52 total keys; 26 Alpha, 10 numeric/punctuation, 15 control/navigation keys
- Backlight

Printer:

- 80mm (3")
- Integral to device (not an attachment)
- Scalable fonts
- Barcode and OCR printing

Tickets Forms:

- Pre-printed, fan-folded, perforated flat packs 6" long by 3.13" wide.
- Stored internal to device.
- 73 forms per pack.

Weight: 2.0 lb including battery and paper.

Size: 9.15" x 3.30" x 1.85"

Environment:

- -5 to 125 degrees F operational
- -30 to 160 degrees F storage

Speaker

Microphone

RS-232 Serial Port

6V NiCd battery (single battery supplies printer and computer)

Proprietary real-time operating system

64MB Flash memory

USB 1.1

Camera: 320x240 QVGA, 64K colors (minimum 3 pictures per ticket)

Wireless WAN Modem: GPRS

7.2V LiIon battery (single battery supplies printer and computer)

Windows CE operating system

Standard Modules must include:

- Parking module
 - Ticket Issuance & Look Up feature
 - Search Only Mode (Plates & VIN) feature
 - Warning Issuance feature
 - Up to 3 late fees feature
 - Special Enforcement Hot List feature (plate and VIN)
 - IVR Code feature
 - Check Digit on the Ticket # (MOD 7 Service Center Standard)
- Time Limit Marking function (Mark Mode)
- Barcode Printing function (128c - Prefix & Ticket Number)
- Permit /License Cross Reference function
- Search Only Mode (permit) feature
- Meter/Location Matrix
- Broken Meter Reporting function

- Damaged Sign reporting function
- Officer Activity Logging function
- Visitor Information function
- OCR Scanline (Prefix/Ticket# and Fine)
- Warnings Tracking
- Manual Ticket Entry per form
- License Plate Inventory
- Empty Space Inventory

PAYMENT PROCESSING

Proposer shall provide a mechanism for payment processing that include:

1. Collection of parking ticket remittances received via mail at City of New Haven Post Office box(s) daily, except Sunday's and holidays when the U.S. Postal Service is closed.
2. Daily sort and batch all City of New Haven's incoming mail by postmark date and post daily all mail from designated Post Office box(s) and other receiving sites.
3. Enter and process payments received within one (1) business day, including opening all mail received, verifying payment amounts, updating database/computer records, and making daily bank deposits.
4. Report to City of New Haven of bank deposits with ticket payment detail on daily basis.
5. Proposer must track and report rebilling on partial payments, checks returned for insufficient funds, vehicle change of ownership, and leased vehicle information.
6. Proposers shall propose a process for the collection of tickets from lessees or vehicle renters, which are returned to collecting agency by registered owner claiming lessee/rental as a defense against violation within a timeframe to be negotiated with the City of New Haven.
7. Proposer shall propose a follow-up process for the collection of those delinquent violations issued to out-of-state and in-state licensed vehicles, which do not pay the fines and are designated as delinquent subject to negotiation with the City of New Haven.
8. Proposer shall propose a Collection Process as DMV purges holds from their files or as holds are rejected because of transfers or make mismatches.
9. Proposer shall provide that payments received from DMV as a result of DMV Hold, shall be reconciled to Receivable Records and released within a timeframe to be determined by the City of New Haven.
10. The System shall accept ticket dispositions and payments on-line and this information should be posted in real time. The Proposer shall provide equipment and staff to process mail-in payments, as well as receive, research and answer telephone and written inquiries from the public. The System shall provide various access and approval levels necessary to protect information.
11. The System shall also have the capability of updating a payment or disposition before posting the original ticket.

12. Include no name and mail hold status reports on a monthly or as needed basis along with course(s) of action to obtain the required information for proper billing and collections

DATABASE and DATA ACCESS/RETRIEVAL

Proposer shall provide the City of New Haven with on-line, real-time access to proposer's database on a 24/7 basis 365 days per year. Any required system maintenance shall be performed after 7:00 PM and before 8:00 AM.

The System shall process all manually and electronically produced tickets. Electronic ticket data shall be available on-line within 24 hours of date of issuance. Manual ticket data shall be available on-line within 24 hours of receipt.

The City of New Haven shall have connections through the Internet for access at locations designated by the City of New Haven. Initially, these locations will include the Parking and Transportation Department, Finance Department and Account Receivable Division of the Finance Department.

The on-line inquiry system must provide the City of New Haven with real-time access through Ticket Number, Vehicle License Number, and/or Registered Owner Name or Address to all ticket information including registered owner name, address, license number, ticket number, payment information and history, and any administrative adjudication correspondence history.

The proposer will be required to install and maintain a Development Instance of the database. This instance will run in parallel to the production environment. The development environment will be a 'snapshot' of the production environment and mirror the features and functionality of the production environment. The City will have access to the development environment. The Development environment will be utilized by the City and proposer personnel for testing, validation of new features, functionality and training of new personnel."

Proposer shall provide an Integrated Voice Response (IVR) System and an Internet Payment (IPAY) service capability for ticket inquiry and credit card payment processing.

As the City is currently evaluating exactly how many seat licenses will be required for this system, each proposer shall list the cost of each seat license on a per unit basis and identify and reduction in pricing based on volume.

LOCKBOX CASH MANAGEMENT

A City of New Haven post office box must be established at the New Haven Post Office for the receipt of payments by mail. These payments will be processed by proposer lockbox cash management staff and then deposited into a Trust Account established with the Proposer's Bank in the name of the Proposer and the City of New Haven. All activity within the Trust Account will be restricted to transactions for the City of New Haven. The Proposer will act as the owner of the Trust Account and have signatory control over the Trust Account. This Trust Account will be regulated by the State of Connecticut and the any other State or Federal agencies that governs financial institutions.

A full accounting will be made to the City of New Haven at the end of each month. Records of deposits, management reports and statistical summaries of activity for the period, together with supporting detail, will be delivered according to the specific requirements of the City of New Haven.

The Proposer should provide a detailed description of how the items received in the lockbox will be processed from the point at which the mail is sorted and opened to when the payments are then sent to the data entry for key-entry and batch assignment.

The bank account will be a Trust Account in the names of the proposer and the City of New Haven. The Proposer will be responsible for the reconciliation of the Trust Account prior to disbursement of funds to the City. The revenue will be transferred to the City by the 15th day of the following month. Proposer will issue a check to the City from the Trust Account.

Compensating balances normally offsets bank-processing charges. If the balances are not sufficient to offset the charges, those charges will be deducted from the amount due the City. In addition, return deposit items, citizen refunds, deposit adjustments and other bank adjustments will be deducted from or added to, the amount due to the City.

Proposer will prepare and send letters to the issuers of NSF checks to inform such issuers of the returned check and to provide notification that a \$30.00 NSF penalty charge has been added to the total ticket, payment is due and that payments must be made by cash, cashier's check or money order. In these cases, the City will receive the original penalty amount and proposer will be entitled to the NSF fee collected. A full accounting reconciliation for this NSF account will be prepared by proposer each month and submitted to the City of New Haven. Proposer will be liable and responsible for collection shortages, which may occur during the collection and processing.

PENALTY PROCESSING

Proposer will provide a system for Penalty/Late Fee processing that will include updating ticket information with penalty/late fee amounts owed. Penalties and or late fees are to be added to ticket information within one (1) working day of the ticket becoming delinquent.

DEPARTMENT of MOTOR VEHICLES (DMV)

Proposer must interface with local DMV to obtain registered owner information. At least two (2) documented attempts must be made to obtain this information. When the ticket becomes delinquent pursuant to City of New Haven ordinance, the registered owner name shall be on file and available for the automatic generation of a Delinquent Notice.

Proposer must have ability to retrieve data on-line from the State DMV and access registered owner information, validate DMV makes upon return of DMV information to ensure proper make of vehicle issued ticket and DMV payment information.

Proposer must have the ability to retrieve registered owner information from all 50 US States, the District of Columbia, and Canadian Provinces (where legal). It is recommended that the proposer maintain a license with the National Law Enforcement Telecommunications System (NLETS) to overcome any obstacle in retrieving owner information. Proposers must clearly indicate if they maintain this license.

A DMV Hold Notice (where applicable) shall be transmitted to the DMV on all vehicle registered owners who have not complied with the Notice of Intent. An edit check shall be made to correct any discrepancies. A DMV hold will be placed on the registration for those vehicles for which no response to the notice was made within five (5) days of the time allowed by law.

A Release of DMV Hold (where applicable) shall be transmitted to DMV if payment of a ticket previously submitted to DMV for Hold is received by the Proposer.

DELINQUENT and LATE NOTICE GENERATION and MAILING

Proposer must provide ticket collection services to the City. Proposer must generate and mail notices; Notices must be generated within a period specified by the City of New Haven. The following schedule shall be implemented:

- a. A Delinquent Notice will be issued when a parking ticket remains unpaid for 20 days from the ticket date.
- b. A Second Notice will be issued when a parking ticket remains unpaid 40 days after ticket date.
- c. A Third Notice will be issued 60 days from ticket date with wording specified by the City of New Haven.
- d. A Fourth Notice will be issued 90 days from ticket date with wording specified by the City of New Haven.
- e. A Fifth Notice will be issued 180 days after the ticket date with wording specified by the City of New Haven.
- f. A Final Notice will be sent 365 days after ticket date and every year thereafter.
- g. The Notice schedule for lease/rental vehicles will follow applicable Connecticut Statutes.

For all notices, all outstanding parking tickets for the specific plate and person(s) must be included. All unpaid motor vehicles taxes for each respective vehicle must be included

Proposer will be responsible to program all required fine and penalty escalation logic in accordance with New Haven specifications. All notice language will be programmed in accordance with New Haven specifications for the various types of notices.

The following data will be included on the New Haven notices:

- a. Registered owner name and address
- b. Vehicle license number
- c. Vehicle make
- d. Parking violation issue date, number, and time
- e. Location where parking violation was issued
- f. Issuing agency
- g. Violation and description
- h. Information on how and where to make payment
- i. Total amount of payment for listed tickets
- j. Consequences of non-payment (tow/boot, penalties and DMV hold)
- k. Contact information including toll free telephone number and website address
- l. Motor vehicles taxes due for the plate holder on all vehicles
- m. Other (capability to add additional data at a later date)

In conjunction with the generation of Notices, a Notice Register will be generated listing, by state/plate, all tickets for which a notice is prepared. Information contained on the notice register will reflect the information contained on the notice.

Each plate holder's file must contain documentation of all noticing. These notices are to be mailed first class and include a return envelope, which is pre-addressed to the City of New Haven's designated remittance processing address. The System shall have the ability to prepare multiple notices of delinquency of individual tickets, composite notices by license number, and notice of partially paid tickets. The system shall maintain a record of all notices mailed and their mail dates. The System shall enable the user to access on-line all notices by ticket number, license number, date mailed, and the status of violations as they proceed through the noticing and collections cycles. Listings shall accompany the production of notices for quality assurance purposes. Notices shall be produced and sequenced for lowest mailing costs. Postage for the notices will be paid by the proposer and forwarded to the City for reimbursement.

The proposer shall be responsible for issuing notifications. The proposer shall research the mail addresses on all return mail, and re-mail a notice to the correct address within five (5) working days of receiving the returned mail. The proposer shall provide for the forms and postage for these delinquent notices. The City will reimburse proposer for postage.

CUSTOMER SERVICE

A toll-free telephone number shall be provided for the public to make inquiries. Such inquiries shall be responded to within 24 hours of the query.

Proposer's Customer service representatives shall be available during normal business hours of 8:30 AM until 5:00 PM to provide instructions and information on general parking policies and procedures, to handle complaints, and explain the administrative adjudication process of the City of New Haven.

The public shall have encrypted or secure Internet on-line inquiry access (IPAY) by ticket number as well as through an automated telephone system (IVR).

The proposer shall provide to the public the means, via an IVR System and an IPAY service at no cost to the City of New Haven. IVR and IPAY must be available 24 hours per day, 7 days per week. Features must include:

1. The ability to pay for parking tickets with credit card, debit card, or by check;
2. The ability to review the payment status of a parking ticket,
3. A customized recorded voice response system in English and Spanish shall be available to provide information about how to pay and contest tickets, registration violation information, and City of New Haven address information.
4. The automated telephone system must provide detailed real-time ticket information by ticket number. Information provided the public shall include: Ticket date, amount owed, and vehicle license number.
5. Ability for citizens to complete a form online that allows them to request additional detailed ticket information, including copies of manual citations, notices, or other correspondence).
6. Ability for citizens to contest tickets on-line by completing a form online to provide the necessary violation information, stating their grounds for dismissal, and electronically attaching supporting evidence such as photographs, documents, and other materials. This information is then batched and queued for adjudicator review. These online submissions will be integrated into the processing services workflow and batched and queued for adjudicator review. The system will prompt appropriate users with work lists. The website will have the ability to generate an automated email confirmation that the request was received. Additionally, the system will be capable of producing automated emails that informs the citizen of the outcome of the review.
7. In an attempt to reduce the volume of frivolous hearings, the images captured by the parking enforcement officers using the camera enabled-handhelds will be presented to the public through the web page when a hearing for an individual ticket is requested on-line. Images will be retrieved and displayed when the violation number and license plate are entered (personal information is not disclosed for privacy reasons). The webpage showing the images will include a link to the pay-by-web page to encourage and facilitate prompt payment of the fine.

Refunds: the proposer shall provide online, real-time information/data to the City of New Haven in order to validate refund balances specific to a request for refund on a registered owner or a specific ticket.

Proposer will void original tickets when requested by the City of New Haven. The City of New Haven shall not pay for tickets received and/or paid for at City offices.

TICKET REVIEW/COURT SCHEDULING and NON-COURT REVIEW PROCESS

Proposer shall provide for the scheduling, tracking and support services for the Court review and/or hearing process. Proposer will maintain a database of all review and/or hearing requests received showing current status of each request, integrated with parking ticket issuance and processing system(s).

Review and/or hearing requests must be entered into the system(s) within two (2) business days from date of receipt.

Proposer shall forward all inquiries regarding tickets in the reviews and/or hearings process to the City of New Haven for determination.

Proposer will schedule all Court review and/or hearings upon request and forward schedule to the City of New Haven. The City of New Haven will provide the actual review and/or hearing officer for the reviews and/or hearings. The City will directly enter the results of the court/review process into the Ticket Management Processing System.

PARKING PERMIT ISSUANCE AND MANAGEMENT

The City's Residential Parking Permit (RPP) program provides an important service to our citizens and enhances the overall quality of the City of New Haven's on-street parking program. To support this program, the proposer's ticket processing system must include a parking permit management module that is integrated violation database. Key features of this module will include:

1. Housing an inventory of RPP districts and the regulated streets within these districts
2. Full integration with the ticket processing module, enabling the resolution of parking citations issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking tickets or motor vehicle taxes
3. Financial controls for the tracking and reconciliation of fees collected, and inclusion of fees in a collection report
4. Ability to perform all maintenance, updates and payments online
5. Ability to inquire online using a variety of search parameters
6. Ability to generate notices for use in renewal or informational mailings
7. Integration with the ticket processing system cashiering module, allowing outstanding balances for parking tickets and new permit sales to take place in one transaction
8. Configurable to match existing permit data entry flow, for easy transition
9. Allows for the interface with other systems

10. Ability to utilize assign/allocate multiple permits to a single address
11. Ability to assign multiple vehicles to a single permit tag (carpools, multi-vehicle families)
12. Allows permit types to be defined with flat-rate, prorated or tiered fee schedules.
13. Integration of vehicle owner information into ticket issuance database
14. The resident permit application must be capable of generating various mailings that can be merged with the name and address file of the system.
15. The resident permit application must provide the ability for applicants to register on-line, with the controls to ensure any delinquencies of tickets and/or taxes are paid first.
16. Management reports must be provided relating to the functions of this program as designated by the City of New Haven.

In addition, this fully automated residential parking permit system must have the ability to print address labels for all correspondence by permit number range. The system will have the ability to inquire on permit data by street address, name, and permit number. The inquiry function must be able to accept a partial search. Permit data must be able to be updated real-time. Permit system must accept new permits and provide a function that interfaces with the ticket system to inquire for delinquent tickets. The permit system must have the flexibility to allow the user to issue or not issue (based on supporting documentation) new permit.

TOWING

The successful proposer must provide the capability of providing networking services for the City's authorized agent regarding towing and booting. Crown Towing is currently the authorized agent of the City of New Haven.

The System shall enable the City's parking staff to perform the following on-line inquiries, updates, and processes:

- On-line inquiry of habitual violator status within the ticket database;
- Lists of violators eligible for towing;
- Ability to track authorization of tow by individual
- Upload of scofflaw lists to handheld ticket issuance computers
- Inquiry by:
 - License plate number
 - Vehicle owner's name
 - Vehicle Identification Number (VIN)
 - Ticket number
 - City of residence

This module must include the ability to integrate and update, on a daily basis, motor vehicle taxes due along with outstanding parking tickets.

In an effort to provide increased levels of customer service to those individuals who have been towed, the City requires the capability of accepting payment for all fees due (tickets, boot/tow fee, and/or taxes) at the point of vehicle impoundment. This requires a real time online cashiering terminal with the same online capabilities as those found within City offices. All information required for the release of a towed vehicle should be available at this terminal. This terminal

should have the ability to accept cash, credit and debit cards.

This terminal, placed at the authorized agent location(s), should maintain the same level of reporting capabilities as those placed at City of New Haven offices and shall be password level protected to allow access to specific modules as determined by the City of New Haven.

BOOTING

The System shall enable the City's parking staff to perform the following on-line inquiries, updates, and processes:

- On-line inquiry of habitual violator status within the ticket database;
- Lists of violators eligible for booting;
- Upload of scofflaw lists to handheld ticket issuance computers
- Inquiry by:
 - License plate number
 - Vehicle owner's name
 - Vehicle Identification Number (VIN)
 - Ticket number
 - City of residence

Both the Tow and Boot system modules will enable the City of New Haven and its towing contractor to track the status of vehicles from the point of apprehension to the point of release or disposal. The requisite notices will be generated at designated milestones within the City's custody of the vehicle.

ON-LINE CASHIERING

The proposer shall provide the ability to install on-line cashiering equipment at the City's Accounts Receivable Department for accepting over-the-counter payments for tickets and residential permits, providing receipts, updating the ticket status, and controlling and balancing cash receipts. The equipment shall operate in a real time on-line mode and shall enable user access to the ticket number, permit number, license plate number, and vehicle owner name. The equipment shall apply all payments and adjustments directly to the database on a real-time basis.

The equipment shall be equipped in such a manner as to provide continuous cashiering operations in case of computer or communication outages.

The cashier equipment shall enable the user to perform the following transactions:

- Payment of an individual ticket or residential parking permit.
- Payment of selected tickets issued to a given license plate.
- Payment of all tickets issued to a given license plate number with a single entry.
- Payment of all boot, impoundment and storage fees.
- Printing of a receipt, which displays all tickets or permits paid and total amount paid.
- Display of fund totals collected by cashier in the following categories: cash, check, money order, and credit card.
- Adjustments of amounts paid.
- Listing of all payment and adjustment entered.

Audit Control Facilities – The cashiering equipment shall possess the following audit control features:

- Balancing a computer-produced cashiering report to the log printed on the cashiering terminal.
- Password sign-on, by operator.
- Daily balancing of separate reports by individual operators.
- Segregation of cash, check, and money order, receipts in balancing totals.
- Operator ID retained in every transaction.

COLLECTION FOLLOW UP

Proposer must provide ticket collection services to the City. Proposer will be responsible to program all required fine and penalty escalation logic in accordance with New Haven specifications. All notice language will be programmed in accordance with New Haven specifications for the various types of notices.

The following data will be included on the New Haven notices:

- a. Notice number
- b. Mail date
- c. Ticket issue date and time
- d. Ticket number
- e. Location of violation
- f. Violation code
- g. Fine amount
- h. Penalty amount
- i. Total due for all listed tickets
- j. All tickets and motor vehicles taxes due for the plate holder on all vehicles
- k. Other (capability to add additional data line at a later date)

In conjunction with the generation of Notices, a Notice Register will be generated listing, by state/plate, all tickets for which a notice is prepared. Information contained on the notice register will reflect the information contained on the notice.

Each plate holder's file must contain documentation of all noticing.

SYSTEM IMPLEMENTATION, TRAINING & MAINTENANCE

The Proposer shall:

1. Conduct site surveys and prepare sites as necessary for installation and operation of the System.
2. Oversee installation of required communication lines.
3. Install all hardware and software at the City sites mutually agreed upon, in conjunction with City Information Technology staff, and initialize the System.
4. Perform unit and interface tests on the installed hardware and communication lines.
5. Develop a test system designed to aid in the training of various personnel throughout the implementation and operations phase of the project. This system shall be separate from,

but parallel to, the operational version of the System to facilitate hands-on training without the possibility of inadvertently affecting live data on the actual production database.

6. Develop user manuals containing procedures relating to the ongoing operation of the System.
7. Train specified City personnel in the use of the System. Conduct ongoing training of City staff in the operation and maintenance of the System.
8. Create and validate databases.
9. Effect a transfer of data from the current Vender's system. The proposer shall provide a complete schedule and report, based on its experience and expertise, of how to convert the entire system, including all historical data and electrical requirements of the site.
10. Start up and monitor the entire System, taking immediate corrective action on areas that are not operating in accordance with the requirements contained herein.
11. Provide system management reports to the City on a regular basis to aid in monitoring system performance.
12. Respond immediately to reports from the City of system failure and take corrective action.

Monthly/Other Management Meetings

- a. The Respondent must be available to have monthly/quarterly meetings
- b. The Respondent must provide the technical services and when required to come to the City to rectify and issues in which any system/module is not working and in which the City/vendor is unable to transact business

REPORTS

Proposer shall provide a full complement of monthly and annual management reports for the City of New Haven. The City shall have full accessibility to all data at all times. The Proposer shall provide in its proposal examples/samples of all standard reports in its database, including electronic online reports, as well as the following:

1. Report of revenue collected for month; report of tickets issued for month with violation code and fine, plus penalty amounts added to delinquent tickets during the reporting month;
2. Monthly status reports on all parking violations processed;
3. Monthly payment report identifying collection results by month in which parking violations issued, to also include delinquent notices and DMV holds;
4. Monthly Habitual Violators Report listing registered violations; Include the latest DMV registered owner name and address;
5. Monthly status report of open and closed parking violations;
6. Aged Accounts Receivable Report;

Reporting Requirements

The City must have the ability to run and print all standard management reports in real-time at the

City offices.

Ticket Issuance Control

Reports must include, but not be limited to, the following:

- Missing Ticket Analysis Report: Issued monthly. Identifies missing tickets within active ticket books by the name of the officer to whom the book was issued.
- Ticket Issuance by Officer: Issued monthly. Displays the number of tickets issued by each officer by type of violation. Type of violation is identified by the violation code.
- Ticket Disposition by Officer: Issued monthly. Displays by issuing officer, the tickets issued, paid, dismissed, unmatched at DMV, and voided.
- Issuance Performance by Officer: Issued monthly. Provides a summary of ticket writing errors by officer.
- Violation Analysis by Issuing Agency: Issued monthly. Displays the tickets issued by each issuing agency by the number and percentage of total tickets issued for each violation.
- Ticket Issuance by Location: Issued monthly. Displays the number of tickets issued for each agency by violation broken down by location.
- Ticket Disposition by Location: Issued monthly. Summarized issuance by area with disposition results.

Towing

Reports must include, but not be limited to, the following:

- Tow Activity Report. Issued monthly. Sorted by company, reflects how many vehicles were towed, the date towed, where the vehicles were towed, the number of tickets outstanding against individual vehicles, the value of the tickets, and the date the ticket was paid.

Processing and Collections

Reports must include, but not be limited to, the following:

- Processing Activity Report
- Ticket Payments After Activity Report
- Ticket R/O Activity Report
- Tickets With Credit Balances
- Cleared Tickets Report
- Cleared Tickets Summary Report
- Current Open Tickets Report
- Ticket Aging Report
- Ticket Aging By Year Report
- Outstanding NSF Service Fee Report
- Ticket Closed Reasons Summary Report
- Ticket Closed Reasons Report
- Payments Received Report Sorted by Agency
- Payment Batch Summary Report By Effective Date
- Hotsheet Report

- Entered Tickets Report
- Operator Productivity Report
- Late Payments Report (Greater than 5 days)
- Out of State Plate Payments Report
- Officer Productivity Report
- Violations Summary by Officer Report
- Violation Summary by Area Report
- Violation Summary Report
- Officer Log Report
- Suspended Tickets
- Tickets with R/O but 2nd Notice Not Sent
- Tickets with R/O but 1st Notice Not Sent
- Duplicate Tickets Report
- Skeletal Tickets Report with Related Vehicle Information
- Open Tickets Without R/O Info
- Active Users Report
- Login History Report

Monthly Summary Management Report

Information required on these reports includes, but not be limited to, the following:

- Monthly and year-to-date fine collections;
- Monthly and year-to-date new ticket processing;
- Monthly and year-to-date dismissals and suspensions;
- Number of void/cancellations for the current month and year-to-date by ticket type;
- Number of complaints received for the current month and year-to-date.

AD-HOC REPORTING REQUIREMENTS

The System shall possess a user-friendly report writer feature to allow the City to query and generate ad hoc reports on-line. Proposer shall provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool must directly access data in the master database to provide accurate real-time information.

MANAGEMENT DASHBOARD

To optimize the utility of violation and other data for the Parking and Transportation Department's management staff, Proposer will generate customized graphs, bar charts, pie charts, scatter-plot diagrams, conical diagrams, and many other presentations of program data that allows for the rapid identification of performance trends. The reporting "dashboard" will be set as the home page for designated City users. The dashboard will provide up-to-date information on performance, including activities by day, month-to-date, year-to-date, and graphic illustrations to identify the year-to-date trend as compared to the prior year.

AUTOMATED PAYMENT KIOSKS (Optional)

As an option, the proposer must provide a solution for a self- service payment kiosk for the payment of parking citations and/or purchase or permits. The kiosks must have a real time connection to the ticket processing and permit database. The kiosk will be stand alone and not

require City personnel involvement to complete a transaction. The kiosks must have a touch screen and be bi-lingual (Spanish). The following payment types must be accepted: Cash, Check, Credit card, and Debit Card. Change must be dispensed and the unit must be highly durable and be of sound construction. The City will be responsible for the maintenance and stocking of consumables for the kiosk. A complete breakdown of pricing for this unit shall be provided including anticipated annual consumable costs.

FORMS

All forms, delinquency and late notices, and correspondence shall conform to all applicable state and local laws and regulations. Prior approval by the City of New Haven shall be obtained before use of or changes to any such forms or notices.

SYSTEM SUPPORT

For the term of the agreement, proposer shall provide on-going support to the City of New Haven for access and interface with the parking ticket and residential parking permit database.

Proposer shall provide an on-line user's manual, which includes systematic instructions for accessing computer database information, and a list and description of any codes used in screens accessed by the City of New Haven.

Proposer shall provide orientation and training on the use of software and the database.

Proposer shall provide system backup procedures for system failures.

Proposer **must** provide a comprehensive system disaster plan.

Proposer must complete the repair and replacement of all hardware devices that fail to perform as specified. The proposer shall respond within one (1) working day of a reported equipment or software failure by providing the on-site technical support at the City's premises if the fault lies at a City site.

PROPOSER QUALIFICATION

Proposer must have five (5) years experience processing municipal parking tickets and providing processing and collection services equal to or superior to those detailed in this document.

Proposer must be a fully accredited collection agency legally qualified to contract for collection services in the State of Connecticut and be a current member of the American Collectors Association (ACA).

PROPOSER BACKGROUND INFORMATION

Proposer must demonstrate its history and experience in Parking Ticket processing.

Proposer shall provide a listing of all its corporate officers and the specific staff persons that will oversee and provide services to the City of New Haven.

Proposer will provide four (4) references showing experience providing similar parking ticket processing and collection services. Information required;

- Contract start date

- Scope of services
- Number of tickets processed annually
- Name, address, phone and email of contact person.

Proposer will provide a listing of all former ticket processing clients and the reasons why the Proposer no longer maintains those contracts. Proposer will also provide listing of any ticket processing contracts that have been terminated, lost, canceled, and abandoned throughout the history of the company.

SECURITY

The Proposer shall possess security features that limit System access to authorized personnel. The System and its procedures shall contain audits trails and controls to account for all dispositions, notices, transactions, and payments, from ticket issuance through final resolution and archiving. Additionally, the Proposer shall establish and maintain procedures in all data control areas that will reduce the opportunity for an employee to damage, alter, or compromise data.

Section 4 – Proposal Evaluation and Format

EVALUATION PANEL and CRITERIA

The Evaluation Panel will consist of the City of New Haven staff and any other person(s) designated by the City of New Haven. The Panel will evaluate the proposals based on, but not limited to, the following criteria:

1. Application and System functionality.
2. Proposer's ability to provide all services as outlined in the Scope of Services and provide a single point of contact.
3. Compliance with the City of New Haven's System Standards.
4. Related experience with similar projects, company background and personnel qualifications.
5. Proposer's Fee Schedule
6. References

PROPOSAL DEVELOPMENT COSTS

The cost of preparing and submitting a proposal is the sole responsibility of the proposer and shall not be chargeable in any manner to the City of New Haven.

PROPOSER CONTACT

Proposer shall provide the name, address and telephone number of an individual in their organization to whom notices and inquiries by the City of New Haven should be directed as part of this proposal.

REJECTION of PROPOSALS

The City of New Haven reserves the right to reject any proposals submitted and to request additional information from the proposer. The award will be made to the firm, which in the opinion of the City of New Haven is best qualified.

AWARD

The City intends to award a contract as soon as practicable after receipt of proposer's proposals. The award of a contract shall be at the sole discretion of the City. Award will be made to the proposer whose proposal is determined to be most advantageous to the City.

The City of New Haven further reserves the right to make an award of contract without further discussion of the proposals submitted. Therefore, the proposal should be submitted initially on the most favorable terms that the proposer could propose with respect to both price and technical capability. The contents of the proposal of the selected proposer will become a contractual obligation when the award is made. Proposals will be initially evaluated based on the written material provided, with clarification as needed through telephone calls or onsite meeting with proposers. Based on this initial evaluation, the City may select proposers whose services most closely meet the City's needs to make an oral presentation.

1. The City intends to award an initial three (3) year contract that will start on July 1, 2011 and end on June 31, 2013. The contract will include an option to renew for two (2) additional one (1) year periods. Provision for renewal will be at the exclusive option of the City.

2. The contract shall be awarded at the sole discretion of the City. The award will be made to the proposer whose proposal is determined most advantageous to the City, considering the evaluation factors set forth in this document.

3. Proposals will be initially evaluated based on the written material provided, with clarification as needed through telephone calls or onsite meetings with proposers. Based on the initial evaluation, the City may select proposers whose services most closely meet the City's needs to make an oral presentation or provide onsite reviews of functioning systems. Additionally, the City may choose to visit or contact one or more of the proposer's existing or former clients/operating sites to verify the proposer's statements and information relative to the existence, features and benefits of the proposer's system.

ACCEPTANCE PLAN

A service acceptance plan is outlined below. Each proposer must make a statement regarding agreement with this proposed acceptance plan, and provide alternatives for those areas with which the proposer takes exception. The selected proposer's services will be accepted by the City of New Haven only after the following items have been satisfied.

1. A performance period will be in effect for a minimum of 120 consecutive calendar days and

will begin on the first workday following the arrival of the proposer's personnel on-site.

2. During the performance period, the work and services pursuant to the requirements of this RFP shall conform to high professional standards. The contract will include efficiency, ingenuity, responsiveness, perceptiveness, thoroughness, timeliness and resourcefulness as part of the criterion by which the proposer shall be evaluated during the performance period.

3. The City will have the option of terminating the contract or initiating an additional performance period if the performance standard is not maintained during the performance period.

EVALUATION METHOD AND CRITERIA

An Evaluation Committee composed of representatives from the City of New Haven will evaluate all proposals received. Dominant weight will be given to the experience and competency of the proposer and proven capability and expandability of the proposed hardware and software. Costs will be considered, but will not be as high in the priority rankings as those items previously noted. The contract will be awarded to the responsive, qualified proposer who offers the most advantageous system and service package to the City. The evaluation criteria outlined below shall be utilized by the Evaluation Committee in the decision-making process.

1. Understanding the Needs of the City – This refers to the proposer's demonstrated understanding of the City's needs that generated the RFP, of the City's purpose and objectives in asking for the services and of the nature and scope of the work involved.

2. Firm's Experience, Reputation, and Demonstrated Effectiveness with Parking Ticket Processing and Collection – This refers to the proposer's demonstrated performance of an operationally tested system that is currently used by a major parking or traffic agency and includes all system components and interfaces described in the RFP.

Capability and availability of the proposed System's on-line data and information to assist the City in conducting timely and efficient data inquiries, resolving contested disputes, performing financial analyses and correcting system problems and issues. Additionally, this refers to the proposer's demonstrated compliance with proposed service level requirements and ability to maximize revenue. Reputation relative to System capabilities, resolution of business issues, service to clients and technical resources committed will be evaluated based on RFP responses, possible oral presentations and references from previous clients and third-party agencies.

3. Proposer's Qualifications — Qualifications of key personnel to be assigned to this project. This includes length of time with firm, education and experience on similar assignments, technical resources. This demonstrates the qualifications and experience of the resources committed by the proposer to the project.

4. Proposed Staffing and Policies – Soundness of the proposed staffing levels and policies.

5. Soundness of Approach – Emphasis here is on the techniques for providing the services requested, and on the proposer's capability to deliver the desired services on schedule. Special emphasis should be placed on responding to questions asked by the City in this solicitation, on outlining problems that may be encountered and offering solutions to those problems, and on offering innovative solutions that increase customer service.

6. Reasonableness of Costs – Efficiency and economy are very important to the City.

THE CITY OF NEW HAVEN

BUREAU OF PURCHASES

200 Orange Street

New Haven, Connecticut 06510
(203) 946-8201 - FAX (203) 946-8206

JOHN DeSTEFANO, JR.
Mayor



Michael V. Fumiatti
Purchasing Agent

DISCLOSURE & CERTIFICATION AFFIDAVIT OF OUTSTANDING OBLIGATIONS TO THE CITY OF NEW HAVEN

VENDOR NAME	
VENDOR ADDRESS	
TELEPHONE /FAX	
CONTACT/E-MAIL ADDRESS	
SOLICITATION TITLE	
SOLICITATION NUMBER	

For the purposes of this Disclosure of Outstanding Financial Obligations, the following definitions apply:

- (a) "Contract" means any Public Contract as defined below.
- (b) "Person" means one (1) or more individuals, partnerships, corporations, associations, or joint ventures.
- (c) "Public Contract" means any agreement or formal commitment entered into by the city to expend funds in return for work, labor, services, supplies, equipment, materials or any combination of the foregoing, or any lease, lease by way of concession, concession agreement, permit, or per agreement whereby the city leases, grants or demises property belonging to the city, or otherwise grants a right of privilege to occupy or to use said property of the city.
- (d) "City" means any official agency, board, authority, department office, or other subdivision of the City of New Haven.

State of		County of		Ss.	
				being first duly sworn, deposes and says that:	
(type or print your name above)					

1.	I am owner, partner, officer, representative, agent or of: (circle one)	Company Name (if individual type your name)
-----------	---	---

2.	I am fully informed respecting the preparation and contents of the attached Agreement and of all pertinent circumstances respecting such Agreement;
-----------	---

3.	That as a person desiring to contract with the City (check <u>all</u> that apply):
	The Contractor and each owner, partner, officer, representative, agent or affiliate of the Contractor has filed a list of taxable personal property with the City of New Haven for the most recent grand list, as required by Conn. Gen. Stat. §12-42.
	Neither the Contractor nor any owner, partner, officer, representative, agent or affiliate of the Contractor are required to file a list of taxable personal property with the City of New Haven for the most recent grand list, as required by Conn. Gen. Stat. §12-42.
	Neither the Contractor nor any owner, partner, officer, representative, agent or affiliate of the Contractor either directly or through a lease agreement, owes back taxes to the City of New Haven
	Neither the Contractor nor any owner, partner, officer, representative, agent or affiliate of the Contractor either directly or through a lease agreement, has any other outstanding obligations to the City of New Haven
	The Contractor or an owner, partner, officer, representative, agent or affiliate of the Contractor owes back taxes and has executed

an agreement, satisfactory to the tax collector, to pay said back taxes in installment payments and the payments under said agreement are not in default. **The agreement shall be attached**, and incorporated herein by reference.

4. The following list is a list of the names of all persons affiliated with the business of the Contractor, if none state none. Use additional sheet if necessary (Must be on company letterhead and notarized): This does not mean ALL employees - just officers, owners etc.

Name	Title	Affiliated Company (if none state NONE)	Service or Material	DOB
1				
2				
3				
4				

5. That as a person desiring to contract with the City:

(a) The Contractor or an owner, partner, officer, representative, agent or affiliate of the Contractor provides, or has provided, services or materials to the City within one (1) year prior to the date of this disclosure, if none, state none. Use additional sheet if necessary (Must be on company letterhead and notarized):

Name	Title	Affiliated Company (if none state NONE)	Service or Material	DOB
1				
2				
3				
4				

(b) The Contractor possesses an ownership interest in the following business organizations, if none, state none. Use additional sheet if necessary (Must be on company letterhead and notarized) :

Organization Name	Address	Type of Ownership		
1				
2				

(c) The following persons possess an ownership interest in the Contractor. If the Contractor is a corporation, list all of the officers of the corporation and the names of each stockholder whose shares exceed twenty-five (25) percent of the outstanding stock, if none, state none. Use additional sheet if necessary (Must be on company letterhead and notarized):

Name	Title	DOB	Stock %	
1				
2				

(d) Of the following of the affiliates, individuals or business entities identified in this affidavit, list each that owns, owned, or within one (1) year prior to the date of this disclosure has owned, taxable property situated in the City of New Haven, if none state none. Use additional sheet if necessary (Must be on company letterhead and notarized):

Name	Title	Affiliated Company (if none state NONE)	Address	DOB
1				
2				

(e) If the Contractor conducts business under a trade name, the following additional information is required: the place where such entity is incorporated or is registered to conduct such business; and the address of its principal place of business, if none, state none:

TRADE NAME	PLACE OF INCORPORATION/REGISTRY	PRINCIPAL PLACE OF BUSINESS
1		
2		

I hereby certify that the statements set forth above are true and complete, and I understand that any incorrect information or omission of information from this affidavit may result in the immediate termination of the Contractor's agreement with the City of New Haven.

(Signed) _____

Title:

Subscribed and sworn to before me this _____ day of _____, ____.

(Title)

My commission expires _____, ____.

This Form Must be Notarized

THE CITY OF NEW HAVEN

BUREAU OF PURCHASES

200 Orange Street

Room 301

New Haven, Connecticut 06510

(203) 946-8201 - FAX (203) 946-8206

JOHN DeSTEFANO, JR.

Mayor



Michael V. Fumiatti

Purchasing Agent

NON-COLLUSION AFFIDAVIT OF PRIME BIDDER/PROPOSER

State of _____ County of (_____) ss.

_____, being first duly sworn, deposes and says that:

1. He/She is (owner, partner, officer, representative, or agent) of _____, the bidder/proposer that has submitted the attached bid/proposal. (Bidder/Proposer's name)

2. He/She is fully informed respecting the preparation and contents of the attached bid/proposal and of all pertinent circumstances respecting such Bid/Proposal;

3. Such Bid/Proposal is genuine and is not collusive or sham Bid/Proposal;

4. Neither the said Bidder/Proposer nor any of its officers, partners, owners, agents, representative, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder/proposer, firm or person to submit a collusive or sham Bid/Proposal in connection with the Contract for which the attached Bid/Proposal has been submitted or to refrain from bidding/proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder/proposer, firm or person to fix the price or prices in the attached Bid/Proposal or of any other bidder, or to fix any overhead, profit or cost element of the bid/proposal prices or the Bid/proposal price of any other bidder/proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of New Haven or any person interested in the proposed Contract;

5. The price or prices quoted in the attached /Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the bidder/proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant; and

6. That no Alderman or other officer or employee or person whose salary is payable in whole or in part from the City Treasury is directly or indirectly interested in the Bid/Proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any of the profits thereof.

(Signed) _____

(Title) _____

Subscribed and sworn to before me this _____ day of _____, ____.

(Title)

My commission expires _____, ____.

EQUAL EMPLOYMENT OPPORTUNITY AGREEMENT

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

- a. To comply with all provisions of Executive Order 11246 and Executive Order 11375, Connecticut Fair Employment Practices Act, and the contract compliance ordinance of the City of New Haven, including all standards and regulations which are promulgated by the government authorities who established such acts and requirements, and all standards and regulations are incorporated herein by reference;
- b. Not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, physical disability or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to race, color, religion, sex, age, or national origin and physical handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship;
- c. To post, in conspicuous place available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause;
- d. To state, in all solicitations or advertisement for employees placed by or on behalf of the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, physical disability or national origin;
- e. To send to each labor union representative of workers with whom it has a collective bargaining agreement, or other contract or understanding, a notice advising a labor union or worker's representative of the contractor's commitments under the equal opportunity clause of the City of New Haven, and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The contractor shall register all workers in the skilled trades, who are below the journeyman level, with the Apprentice Training Division of the Connecticut State Labor Department;
- f. To utilize labor department and city sponsored manpower programs as a source of recruitment and to notify the contract compliance unit and such programs of all job vacancies;
- g. To take affirmative action to negotiate with qualified minority contractors for any work which may be proposed for subletting, or for any additional services, or work which may be required as a result of this contract;
- h. To cooperate with city departments in implementing required contract obligations for increasing the utilization of minority business enterprises;
- i. To furnish all information and reports required by the Contract Compliance Director pursuant to section 12 1/2 -1, 12 1/2-19 through section 12 1/2-32, 12 1/2-48 through 12 1/2-52 and to permit access to his books, records and accounts by the contracting agency, the Contract Compliance Officer, and the Secretary of Labor for purposes of investigation to ascertain compliance with the program;
- j. If such contractor employs three or more employees to refrain from paying such employees dues and related expense for clubs that restrict membership use of their facilities on the basis of race, color, sex, religion, national origin or ancestry;
- k. To take such action, with respect to any subcontractor, as the City may direct as a means of enforcing the provisions of sub-paragraphs (a) through (m) herein, including penalties and sanctions for noncompliance, provided however that, in the event the contractor becomes involved or threatened with litigation as a result of such direction by the City, the City will intervene in such litigation to the extent necessary to protect the interest of the City and to effectuate the City's Equal Employment Opportunity Program, in the case of funded directly or indirectly, in whole, or in part, under one or more Federal Assistance Programs, the contractor or the City may ask the United States to enter into such litigation to protect the interest if the United States;

l. To file, along with his subcontractors, if any, compliance reports with the City in the form and to the extent prescribed in the contract by the Contract Compliance Director of the City of New Haven. Compliance reports filed at such times as directed shall contain information as to the employment practices, policies, programs and statistics of the contractor and his subcontractors, if any;

m. To include the provisions of sub-paragraphs (a) through (m) of this Equal Opportunity Clause in every subcontract or purchase order so that said provisions will be binding upon each such subcontractor or vendor;

n. That a finding, as hereinafter provided, of a refusal by the contractor, or subcontractor, to comply with any portion of this program as herein stated and described, may subject the offending party to any or all of the following penalties:

1. Withholding of all future payments under the involved public contract to the contractor in violation until it is determined that the contractor, or subcontractor, is in compliance with the provisions of the contract;

2. Refusal of all future RFPs for any public contract with the City of New Haven, or any of its departments or divisions, until such time the contractor or subcontractor, is in compliance with the provisions of the contract;

3. Cancellation of the public contract;

4. Recovery of specified monetary penalties;

5. In case of a substantial or material violation, or the threat of substantial or material violation of the compliance procedure or as may be provided in for by the contract, appropriate equitable or legal proceedings may be brought to enforce these provisions against contractors, subcontractors or other organizations, individuals or groups who directly or indirectly are not in compliance with the policy herein outlined. (Ord. of 12-5-77).

IN WITNESS WHEREOF, on the _____ day of _____, _____, the contract has caused three counterparts of this Agreement to be executed and delivered.

WITNESS:

(Contractor)

(Signature)

By: _____
(Signature)

(Signature)

(Title)

VENDOR “BAN THE BOX” ORDINANCE COMPLIANCE AGREEMENT

The City of New Haven is subject to Ordinance #1585 (2/17/2009) which prohibits unfair discrimination in City hiring policies against persons previously convicted and provides a mechanism to ensure that persons and businesses supplying goods and/or services to the City of New Haven have adopted and employ fair hiring policies and practices that are consistent with the City’s goal of removing obstacles to the employment of persons with prior convictions.

Accordingly, during the performance of this contract, the Contractor agrees as follows:

(A) Vendors doing business with the City of New Haven shall adopt and employ conviction history policies, practices, and standards that are consistent with City standards further detailed in the attached ordinance. The Vendors' criminal history standards will be part of the criteria to be evaluated by the City as to whether to award a City contract. Further, the City will be able to evaluate a Vendor's execution of the criminal history standards as a part of the performance criteria of said City contract(s); the Awarding Authority, in consultation with the Office of Corporation Counsel and the Community Services Administration, shall consider any Vendor's deviation from these criminal history standards as grounds for rejection, rescission, revocation, or any other termination of the contract.

(B) Under exigent circumstances, an Awarding Authority, by its highest ranking member, in consultation with the Office of Corporation Counsel and the Community Services Administration, may grant a Vendor a waiver of the criminal history standards on a contract-by-contract basis. A written record of the waiver shall be kept on file by the Awarding Authority, the Community Services Administration and the Office of Corporation Counsel, and shall also be submitted to the City of New Haven Commission of Equal Opportunities. The written record shall include, but not be limited to: (a) a summary of the terms of the contract, (b) the details of the Vendor's failure or refusal to conform to the City's criminal history standards, and (c) a brief analysis of the exigency causing the grant of waiver. No waiver may be considered perfected unless the Awarding Authority fully complies with the provisions of this sub-section.

(C) A Vendor may contact the Community Services Administration to report any problems, concerns or suggestions regarding the implementation, compliance and impact of these sections, and the Community Services Administration shall log every comment received with a summary of the comment and shall keep on file any written comments. Subsequent to logging any comment the Community Services Administration shall refer all complaints to the Office of the Corporation Counsel and shall notify the relevant Awarding Authority of the complaint and any further investigation that the Community Services Administration in consultation with the Office of Corporation Counsel deems necessary or appropriate.

IN WITNESS WHEREOF, on the _____ day of _____, 20____,
the contract has caused two counterparts of this Agreement to be executed and delivered.

WITNESS:

CONTRACTOR:

Signature

Signature

Title_____

City of New Haven
Current Workforce Certificate
Equal Opportunities

Bidder/Proposer : _____

Address _____

City, State _____

Zip Code _____

JOB CATEGORIES	Racial Group													
	MALE							FEMALE						
	W	AA	HA	H	O			W	AA	HA	H	O		TOTAL
Officials & Managers														
Professionals														
Technicians														
Sales Force														
Office & Clerical														
Craftsmen (skilled)														
Operatives (semi-skilled)														
Laborers (unskilled)														
Service Workers														
Total														

Are you a disadvantaged business enterprise ?	Yes		No	
Are you a women's business enterprise ?	Yes		No	
Does your company have an affirmative action plan ?	Yes		No	

W - White (Caucasian)

AA - African American

HA - Hispanic American

H - Handicapped

O - Other