0150-12935-0001

TRANSMITTAL

TO	DATE	COUNCIL FILE NO.
The City Council	08/21/2025	
FROM		COUNCIL DISTRICT
The Mayor		Citywide

Proposed Contract Agreement between the Department of Transportation and Modaxo Traffic Management USA, Inc. to provide parking citation processing and collection services.

Transmitted for your consideration. The Council has 60 days from the date of the receipt to act; otherwise, the contract will be deemed approved pursuant to Los Angeles Administrative Code Section 10.5(a).
See the City Administrative Officer report attached.

Jenny Delwood

MAYOR

(Jenny Delwood for)

MWS:ADN:06260008t

Report From
OFFICE OF THE CITY ADMINISTRATIVE OFFICER
Analysis of Proposed Contract
($25,000 or Greater and Longer than Three Months)

To: The Mayor	Date: 08-21-25	C.D. No. Citywide	CAO File No.: 0150-12935-0001
Contracting Department/Bureau: Los Angeles Department of Transportation		Contact: Lindsey Estes (213) 928-9772	

Reference: Department of Transportation memo dated August 15, 2025; referred by the Mayor for report on August 15, 2025.

Purpose of Contract: For Los Angeles Department of Transportation to enter into a contract with Modaxo Traffic Management USA, Inc. to provide parking citation processing and collection services for a term of five years with an option for two one-year extensions.

Type of Contract: (X) New contract ( ) Amendment, Contract No. [C-XXXXXX]	Contract Term Dates: August 16, 2025 to August 15, 2030 Five years with an option for two one-year extensions.

Contract/Amendment Amount: $136,500,000

Proposed amount $ 136,500,000 + Prior award(s) $ N/A = Total $ 136,500,000

Source of funds: General Fund

Name of Contractor: Modaxo Traffic Management USA, Inc.

Address: 606 S. Olive Street, Los Angeles, CA 90014

	Yes	No	N/A	Contractor has complied with:	Yes	No	N/A
1. Council has approved the purpose		X		8. Business Inclusion Program			X
2. Appropriated funds are available	X			9. Equal Benefits & First Source Hiring Ordinances	X		
3. Charter Section 1022 findings completed	X			10. Contractor Responsibility Ordinance	X		
4. Proposals have been requested	X			11. Disclosure Ordinances	X		
5. Risk Management review completed	X			12. Bidder Certification CEC Form 50		X	
6. Standard Provisions for City Contracts included	X			13. Prohibited Contributors (Bidders) CEC Form 55		X	
7. Workforce that resides in the City: N/A %				14. California Iran Contracting Act of 2010		X	

RECOMMENDATION

That the City Council authorize the Los Angeles Department of Transportation (LADOT) General Manager or designee to execute a five year contract with two optional one-year extensions, at a cost of $136.5 million, with Modaxo Traffic Management USA, Inc. (Modaxo) to provide parking citation processing and collection services contingent on the contractor updating all required contractor compliance documents to reflect the new ownership prior to execution of contract. Should this contract not be approved, the City will not collect these funds until an alternative method of collection is identified.

SUMMARY

In accordance with Executive Directive 3, the Department of Transportation (LADOT) requests authority to execute an agreement with Modaxo to provide parking citation processing and collection services for a period of five years with two one-year options to extend.

Selection Process

On April 15, 2022, the LADOT issued a Request for Proposal (RFP) to seek a contractor to provide parking citation processing and collection services. The LADOT received two proposals, one from the

Andrew Veri			Kathryn J. Hudson
ADN	Analyst	0150-12935-0001	City Administrative Officer

current contractor, Conduent and one from Professional Account Management, LLC (also known as Duncan Solutions). LADOT created a five-person RFP evaluation committee composed of three members of LADOT's staff, and two outside representatives (one from Los Angeles World Airports and another from the City of Pasadena). The evaluation committee reviewed each proposal based on three evaluation categories:

1. Qualifications of Proposer (30%);
2. Operating Methodology (35%); and,
3. Management and Financial Capability (20%).

The evaluation committee did not score or rank the final category, Cost Effectiveness (15%), since LADOT contract administration intentionally withheld the cost proposals from the committee so as to avoid any influence to the overall evaluation. LADOT contract administration calculated the Cost Effectiveness score objectively, then independently added the points to the evaluation committee's submitted scores. The RFP evaluation committee unanimously ranked Conduent as the recommended contractor for the parking citation and permit processing contract.

	Scores				
Bidder	**Rater 1**	**Rater 2**	**Rater 3**	**Rater 4**	**Rater 5**
Conduent	103	97	102	101	97
Duncan Solutions	85	81	88	86	76

* Total score may exceed 100 points as Conduent qualified for 8 additional points awarded through the Local Business Preference Program above and beyond the maximum 100 points.

In August 2023, the LADOT recommended to award the proposed contract to Conduent (C.F. 22-0375), but the non-selected proposer submitted a protest letter on September 28, 2023. Per the Protest Procedures outlined in the RFP all protests must contain a comprehensive written statement specifying in detail the grounds for the protest and the facts supporting the protest. The protest is limited to the content of the terms and conditions in the RFP and the evaluation process. Subsequently, on October 25, 2023, the LADOT convened a protest hearing to allow Duncan Solutions to voice its objections. The Standing Protest Committee consisted of two members of the City's Board of Transportation Commissioners and three LADOT executives not involved in the proposal evaluation. The Standing Protest Committee reviewed and considered the written protest and oral testimony presented by Duncan. The Standing Protest Committee did not find sufficient grounds to overturn the outcome of the RFP selection. On December 14, 2023, the Board of Transportation Commissioners formally adopted the recommendation of the Standing Protest Committee.

On May 1, 2024, Modaxo Traffic Management USA, Inc. (operating as Trellint, A Modaxo Company) acquired the curbside management and public safety business assets from Conduent and its affiliates, including this agreement, as amended. Prior written notice was provided by Conduent to the City of Los Angeles on December 28, 2023 regarding the definitive agreement to sell its Curbside Management and Public Safety Solutions businesses assets to Modaxo.

On February 20, 2024, the City of Los Angeles provided a written response to Conduent for consent to assignment to Modaxo contingent upon: Modaxo's commitment to all services and provisions in Conduent's RFP response and contract; and Modaxo meeting the City's contractor compliance and insurance requirements. On February 28, 2024 and April 3, 2024, Modaxo confirmed acceptance of these contingencies with written notice to the City of Los Angeles. The proposed amendment assigns

the contract to Modaxo Traffic Management USA, Inc., effective May 1, 2024 per PSC-12 of the City's Standard Provisions for City Contracts.

Overall Pricing Summary and Cost Comparisons

In order for the City to determine the best operational and cost effective structure, proposers were required to submit pricing options for the base processing and the special collections function. Initial cost proposals submitted by the bidders were significantly more expensive than current contract costs. These higher costs are attributed to new and enhanced services, new parking enforcement equipment, inflation (9.4% increase in Los Angeles Region Consumer Price Index for Urban Areas since the bids were submitted in 2022), increases in LA's minimum wage, and increases in postage rates. The prior contract cost totals $73.5 million over a five-year term from 2019 to 2023. Of that total amount, $46 million is directly charged to the General Fund for operating costs. The remaining cost of $27.5 million accounts for Special Collection fees, which are paid through an offset of a General Fund citation revenue account.

	Prior Contract	Conduent BAFO March 2023	Modaxo July 2025	Duncan Solutions March 2023
Direct General Fund Operating Cost	$ 9.2M	$ 14.0M	$ 15.6M	$ 28.6M
Special Collections Revenue Offset*	5.5M	8.7M	11.5M	6.8M
Annual Total	**14.7M**	**22.7M**	**27.1M**	**35.4M**
First-Year One-Time Costs	N/A	1.0M	1.0M	0.4M
Five-Year Total	**$ 73.5M**	**$ 114.5M**	**$ 136.5M**	**$ 177.4M**

*Special Collections includes the following services; collections software systems, debtor identification through interfacing with the Department of Motor Vehicles (DMV), notice dunning, collection activity through credit bureau reporting, franchise tax board intercepts, court judgment, CA DMV registration holds, telephone dunning, franchise tax board certification and payments, ability to offer various payment options, collection analysis and collection tracking and reporting. In all cases, the only fees that will be paid by the City to Contractor for Special Collections activities will be a subset of those amounts actually received, deposited, and paid to the City.

Modaxo (formerly Conduent) submitted a Best and Final Offer (BAFO) on March 2, 2023 totaling $114.5 million over five years (excluding optional services and enforcement equipment), with $70 million representing direct impact on the General Fund for operating costs. Cost proposals submitted in response to the RFP had an expiration time of 365 days from the date of submission. Due to the negotiation moratorium stemming from the protest and the impending purchase of Conduent by Modaxo, the March 2023 BAFO expired. As a result Modaxo, after detailed negotiations with LADOT and adjusting for inflationary adjustments, subsequently submitted a revised five-year pricing of $136.5 million, with $79 million representing direct impact on the General Fund for operating costs.

New Services to be provided

- LADOT will be equipped with a complete suite of new citation and permit processing via Modaxo's proprietary Electronic Ticket Information Management System (eTIMS®). System enhancements include:
  - Integrated Enforcement Workforce Management System for parking enforcement and traffic control;
  - New software programs for handheld citation processing;
  - Geographic Information System mapping; and
  - Dashboard reporting.

- Customer service enhancements include:
  - Web-chat feature for the Parking Violations Bureau website using Artificial Intelligence technology to reduce wait times;
  - Virtual hold call-back;
  - New digital payment options;
  - Self-service kiosks installed in each of the four customer service centers; and,
  - Retail cash payments for cash-preferred motorists.
- Modaxo will furnish LADOT with new equipment for the Parking Enforcement and Traffic Control, Parking Operations and Support, and Parking Adjudication Divisions.
- As part of the information technology (IT) services, Modaxo will provide a comprehensive network infrastructure to support a data communications network which connects Modaxo's servers, the handheld management system, all system terminals, and all devices located in City offices that require access to Modaxo and other databases, to download and upload data as required.
- Modaxo will fully support and maintain the local area networks and wide area networks that the City installed in various locations, including Parking Enforcement area offices, Parking Operations and Support locations, and adjudication hearing offices.

In addition, LADOT working with the City Attorney's Office, included significantly strengthened Service Level Agreements (SLAs) and Liquidated Damages (LDs) contract language when compared to the prior contract, providing the City with clear enforcement tools in the event of service performance issues (Refer to Exhibit 1 Scope of Work for details).

In accordance with Charter Section 1022, the Personnel Department determined in December 2021 that City employees do not possess the expertise to perform the proposed work. Since there is no change in the scope of work, the determination is still valid.

In accordance with Los Angeles Administrative Code Section 10.5(a), Council approval of the proposed agreement is required because the contract term exceeds three years.

FISCAL IMPACT STATEMENT

Funding of $17.6 million is budgeted in the Department's Contractual Services Account in the 2025-26 Adopted Budget. The LADOT reports that the cost to provide parking citation and permit processing services is approximately $16.6 million in 2025-26 and $15.6 annually beginning in 2026-27. There may be an additional General Fund impact should actual costs exceed budgeted funds. Funding for subsequent years of the agreement is subject to Mayor and Council approval, the availability of funds, and will be appropriated through the City annual budget development process.

In 2024-25, the parking citation revenue deposited into the General Fund was $113,354,339. The 2025-26 Adopted Budget projects collection of $108.4 million in General Fund revenue from the City's net share of collections. Should this contract not be approved, the City will not collect these funds until an alternative method of collection is identified.

FINANCIAL POLICIES STATEMENT

The recommendation in this report complies with the City Financial Policies in that budgeted funds are available for this purpose. Funding for subsequent years is subject to the availability of funds and determinations by Mayor and Council.

MWS:ADN:06260008

CITY OF LOS ANGELES
INTER-DEPARTMENTAL MEMORANDUM

Date: August 15, 2025

To: The Honorable Karen Bass, Mayor
Office of the Mayor
Attention: Legislative Coordinator

From: Laura Rubio-Cornejo, General Manager
Department of Transportation



Subject: **AUTHORIZATION TO EXECUTE PARKING CITATION AND PERMIT PROCESSING SERVICES AGREEMENT WITH MODAXO TRAFFIC MANAGEMENT USA, INC.**

SUMMARY

The Los Angeles Department of Transportation (LADOT) requests authority to execute an agreement with Modaxo Traffic Management USA, Inc. (Modaxo) for a term of five years with two optional one-year extensions for parking citation and permit processing services.

RECOMMENDATION

That the City Council, subject to concurrence by the Mayor:

AUTHORIZE the LADOT General Manager or her designee to execute an agreement with Modaxo to provide parking citation and permit processing services on behalf of LADOT for a term of five years with two optional one-year extensions.

BACKGROUND

In September 2014, LADOT entered into an agreement (C-124676) with Xerox State and Local Solutions, Inc., which later changed ownership to Conduent State and Local Solutions, Inc. (Conduent) for parking citations processing and collection services. In December 2019, LADOT exercised the one-year option to extend the agreement through September 25, 2020. In response to the COVID-19 pandemic and staffing shortages, City Council authorized LADOT to extend the contract twice until June 25, 2023 (Council File 13-0586).

In April 2022, LADOT released the Parking Citation and Permit Processing Services Request for Proposals (RFP) (Council File 22-0375). LADOT received two proposals, one from Conduent (now Modaxo, operating as Trellint, A Modaxo Company) and a second from Duncan Solutions (Duncan). LADOT's evaluation committee unanimously recommended Conduent as the contractor in August 2023 (Council File 22-0375).

In September 2023, Duncan Solutions submitted a protest letter in reference to the recommended bidder. In October 2023, a protest committee heard the arguments by Duncan, carefully reviewed the evidence, and did not find grounds to overturn the RFP selection.

LADOT began contract negotiations with Modaxo (then Conduent) in November 2023. Because contract negotiations could not begin until the protest was resolved, the City Council approved a contract amendment in March 2024 allowing for a contract extension through December 25, 2024. Due to continued negotiations for the new contract, City Council approved in June 2025 an amendment extending the contract through August 15, 2025 (Council File 13-0586). The amendment also confirmed the assignment of the contract from Conduent to Modaxo, effective May 1, 2024.

When Conduent changed ownership to Modaxo, new staff from Modaxo became involved with the contract negotiations. The influx of input from multiple new sources with revised guidance from the new ownership resulted in extended negotiation time.

On August 7, 2025, all parties mutually agreed on the terms and conditions, and the attached agreement is ready for Mayor and City Council consideration.

DISCUSSION

Discussions of the Scope of Work for the new contract included dozens of internal staff meetings and negotiation sessions with Modaxo to draft a contract that aligned with the requirements of the original RFP and incorporated robust safeguards designed to mitigate potential legal and compliance issues for both LADOT and Modaxo. Below are the results of negotiations for the new Agreement between LADOT and Modaxo.

Overview of Services Provided in the New Agreement

The proposed five-year agreement, which includes two one-year renewal options, provides a comprehensive array of services designed to enhance the management of parking citation and permit processing services for the City and the constituents it serves. It represents a focus on accessibility, accountability, and customer service. This scope of work within the agreement will ensure the City benefits from the latest innovations, technology, and industry best practices. Many of these technologies will not only build efficiencies within the LADOT enforcement process, but include customer service access to virtual low-income payment plans, and other citation and permit processing requests.

LADOT will be equipped with a complete suite of citation and permit processing via Modaxo's proprietary Electronic Ticket Information Management System (eTIMS®), which also ensures risk-free continuity of service for the City's parking program. System enhancements include: integrated Enforcement Workforce Management System for Parking Enforcement Traffic Control; new software programs for handheld citation processing; Geographic Information System mapping; and dashboard reporting.

Modaxo will continue to operate four walk-in customer service centers (located in Downtown, Mid-Wilshire, West Los Angeles, and Van Nuys), a call center, and mail house services that process mail-in payments and correspondence. Modaxo will administer payment plans with the ability to pay through various options including online and mobile payment platforms, reconcile all citation and permit payments, and manage operations for the collection of fees and penalties including referral of delinquent citations for vehicle registration held with the California Department of Motor Vehicles. New customer service enhancements will include: a web-chat feature using Artificial Intelligence technology to reduce wait times; virtual hold call-back; new digital payment options; self-service kiosks installed in each of the four customer service centers; and retail cash payments for cash-preferred motorists.

Modaxo will furnish LADOT with new equipment such as handhelds, printers, desktops, and laptop computers for the Parking Enforcement and Traffic Control, Parking Operations and Support, and Parking Adjudication Divisions. As part of the information technology (IT) services, Modaxo will provide a comprehensive network infrastructure to support a data communications network which connects Modaxo's servers, the handheld management system, all system terminals, personal computers, printers, and all devices located in City offices that require access to Modaxo's database, to other databases, and download and upload data as required. Modaxo will fully support and maintain the local area networks and wide area networks that the City installed in various locations, including Parking Enforcement area offices, Parking Operations and Support locations, and adjudication hearing offices. Modaxo's IT system includes security features that are designed to maintain the security of all information contained in the system database and ensure confidentiality of information to conform to industry best practices. The proposed contract includes the most recent version of the Standard Provisions for City Contracts, which includes a provision that City data is to remain confidential unless authorized by the City or required by law, and the Contractor must notify the City immediately if a third party attempts to access confidential information.

Cost Comparison

Both initial cost proposals submitted by the bidders were significantly more expensive than current contract costs. The current contract cost totals $73.5 million over a five-year term from 2019 to 2023. Of that total amount, $46 million is directly charged to the General Fund for operating costs. The remaining cost of $27.5 million accounts for Special Collection fees, which are paid through an offset of a General Fund citation revenue account. Modaxo submitted a Best and Final Offer (BAFO) on March 2, 2023 totaling $114.5 million over five years (excluding optional services and enforcement equipment), with $70 million representing direct impact on the General Fund for operating costs. Cost proposals submitted in response to the RFP had an expiration time of 365 days from the date of submission; due to delays associated with the Duncan protest and executing amendments, the cost proposals expired. Therefore, Modaxo was allowed to revise the pricing. Following detailed negotiations and inflationary adjustments, LADOT staff reached an agreement on the revised five-year pricing of $136.5 million, with $79 million representing direct impact on the General Fund for operating costs. Under the Duncan proposal, the five-year total would be $177.4 million, with $143 million representing direct impact on the General Fund for operating costs. Table 1 below summarizes the average annual and total five-year costs for the current contract, the two cost proposals using the best and final offers, and the Modaxo updated pricing.

Table 1: Summary Cost Comparison

Cost Period	Current Contract	Conduent BAFO (now Modaxo) March 2023	Modaxo July 2025	Duncan Solutions March 2023
Direct General Fund Operating Cost	$9.2M	$14.0M	$15.6M	$28.6M
Special Collections Revenue Offset	$5.5M	$8.7M	$11.5M	$6.8M
Annual Total	$14.7M	$22.7M	$27.1M	$35.4M
Five-Year Total	$73.5M	$114.5M*	$136.5M*	$177.4M*

*The five-year total includes one-time costs charged in the first year only.

Modaxo's revised pricing reflects an increase of 11.5% in direct operating costs to the City's General Fund from their BAFO, compared to the Los Angeles Region Consumer Price Index for Urban Areas (CPI-U) growth of 9.4% since the RFP was released in 2022. In evaluating the cost increase of Conduent's BAFO to Modaxo's updated pricing for 2025, LADOT staff excluded postage costs, which are necessary for mailing parking citation-related notices and correspondence letters, from the price evaluation because postage cost rates set by the U.S. Postal Service exceeds CPI-U and are not within the control of LADOT or Modaxo. With postage costs removed, the direct operating costs to the General Fund increased by 9.9% ($64.4 million to $70.8 million) as part of Modaxo's updated pricing. A 9.9% adjustment was deemed fair and consistent with the CPI-U of 9.4% and rising costs across key service categories including labor, medical benefits, technology, and subcontractor services. Notably, the City's Living Wage increased by 10.6% during this period—from $17.29 to $19.12 per hour—which directly impacts costs incurred by Modaxo's certified minority-owned customer service subcontractor.

To further reduce direct costs to the City, Modaxo proposed adjusting the special collections fee from 19% to 25%. This contingency-based model compensates Modaxo only when delinquent parking citation debt that is owed to the City is successfully recovered. This rate is in line with comparable California jurisdictions, including Los Angeles County (30%), Oakland (30%), and San Francisco (approximately 23%).

Beyond pricing, LADOT staff collaborated with the City Attorney's Office and Modaxo to finalize contract terms and conditions that reflect industry best practices and that protect the City's interests. The new contract includes significantly strengthened Service Level Agreements (SLAs) and Liquidated Damages (LDs) when compared to the current contract, providing the City with clear enforcement tools in the event of service performance issues.

Taken together, the revised pricing, enhanced contract protections, and updated SLAs and LDs represent a responsible, transparent, and market-aligned outcome. Importantly, the updated total cost remains $40.9 million below the BAFO submitted by the second-ranked proposer in 2022. LADOT believes these terms provide the best overall value for the City.

FISCAL IMPACT STATEMENT

Parking citation revenue is deposited into the General Fund. In Fiscal Year (FY) 2024-25, parking citation revenue deposited into the General Fund was $113,354,339. The cost to provide parking citation and permit processing services under the existing contract is approximately $9.2 million per year in operating costs to the General Fund. A new five-year base contract is anticipated to cost up to approximately $15.6 million annually in direct operating costs to the General Fund based on the proposed agreement. The LADOT FY 2025-26 Adopted Budget includes contractual services funding for the parking citation and permit processing services contract; subsequent years will be approved as part of the annual budget process. Parking citation processing is an essential revenue-generating service for the City, and this agreement is necessary to continue operating the program. Should this new agreement not be approved, the City will not have the ability to process and collect parking citation revenue until a new contract is executed.

LRC:KH:PR:dg

Attachments

AGREEMENT _____

BETWEEN

THE CITY OF LOS ANGELES

AND

MODAXO TRAFFIC MANAGEMENT USA, INC.
OPERATING AS TRELLINT, A MODAXO COMPANY

FOR

PARKING CITATION AND PERMIT PROCESSING SERVICES

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Attachment A – Standard Provisions for City Contracts (Rev. 1/25) [v.2]
Attachment B – Amortization Schedule
Attachment C – Pricing Workbook
Attachment D – LADOT Master Data License and Protection Agreement
Attachment E –Parking Citation and Permit Processing Services Request for Proposals 2022-2027 (RFP #202025) and Addendums

AGREEMENT
BETWEEN
THE CITY OF LOS ANGELES
AND
MODAXO TRAFFIC MANAGEMENT USA, INC.
OPERATING AS TRELLINT, A MODAXO COMPANY
FOR PARKING CITATION AND PERMIT PROCESSING SERVICES

THIS AGREEMENT ("Agreement" or "Contract") is made and entered into by and between the City of Los Angeles, (hereinafter referred to as the "**CITY**"), a municipal corporation, acting by and through the Department of Transportation, Parking Operation & Support and Adjudication Division (hereinafter referred to as "**LADOT**"), and Trellint, a division of Modaxo Traffic Management USA, Inc., a Delaware Corporation and indirect wholly owned subsidiary of Constellation Software, Inc. (hereinafter referred to as "**CONTRACTOR**" or "**Modaxo**"), collectively referred to as "**Parties**" and individually as "**Party**," to operate the Parking Violations Bureau (hereinafter referred to as "**PVB**") as City's processing agency pursuant to State Law and to provide Parking Management Support System (hereinafter referred to as "**PMSS**"), is entered into with reference to the following:

WITNESSETH

WHEREAS, on April 15, 2022, LADOT issued a Request for Proposals ("**RFP**") for parking citation processing and collection services; and

WHEREAS, on August 14, 2023, Conduent State & Local Solutions, Inc. ("**Conduent**"), was selected as the winning proposer; and

WHEREAS, on November 28, 2023, LADOT began contract negotiations with Conduent; and

WHEREAS, on May 1, 2024, Conduent and certain affiliates of Conduent entered into an asset purchase agreement with the CONTRACTOR, pursuant to which the CONTRACTOR acquired, effective as of May 1, 2024, substantially all the assets of Conduent's parking and public safety lines of business; and

WHEREAS, on August 7, 2025, negotiations with CONTRACTOR were completed; and

WHEREAS, the CONTRACTOR agreed to provide requested parking citation processing and collection services in the time and manner set forth in the RFP and this Agreement; and

WHEREAS, the CONTRACTOR has the management, technical, and customer service expertise and financial viability necessary to function as the parking citation processing and collection services provider as set forth in the RFP and this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and promises set forth herein, the Parties hereto agree as follows:

1. PARTIES TO THE AGREEMENT, REPRESENTATIVES AND NOTICES

1.1. Parties to the Agreement

The Parties to this Agreement are:

1.1.1 CITY – The City of Los Angeles, a municipal corporation, acting by and through LADOT, having its principal offices at 100 North Main Street, 10th Floor, Los Angeles, California 90012.

1.1.2 CONTRACTOR – Modaxo Traffic Management USA, Inc., 5265 Rockwell Drive NE, Cedar Rapids, IA 52402.

1.2. Representatives of the Parties

The representatives of the respective Parties who are authorized to administer this Agreement and to whom formal notices, demands, and communications shall be given are as follows:

1.2.1 The CITY's representative is, unless otherwise stated in the Agreement:

Laura Rubio-Cornejo, General Manager
Los Angeles Department of Transportation
100 South Main Street, 10th Floor
Los Angeles, California, 90012
Email: laura.cornejo@lacity.org

With copies to:

Patricia Restrepo, Division Manager, Parking Operations and Support
Los Angeles Department of Transportation
221 North Figueroa Street, Suite 1300, Mail Stop 742
Los Angeles, California, 90012
Email: patricia.restrepo@lacity.org

1.2.2 The CONTRACTOR's representative is, unless otherwise stated in the Agreement:

For legal notices:
The Legal Department
Modaxo Traffic Management USA, Inc.
5265 Rockwell Drive NE
Cedar Rapids, IA 52402
Email: legal.notices@trellint.com

For commercial notices:
Att: Sean Mackin, Head of Customer Care
Modaxo Traffic Management USA, Inc.
5265 Rockwell Drive NE
Cedar Rapids, IA 52402
Email: LADOTnotices@Trellint.com

With copies to:

Suheila Haider, Customer Success Director
606 S. Olive Street, 23rd Floor
Los Angeles, CA 90014
Email: LADOTnotices@Trellint.com

1.3. Notices

1.3.1 Formal notices, demands, and communications to be given by either Party must be made in writing (hardcopy or e-mail) and, when required, be effected by personal delivery or by registered or certified mail, postage prepaid, return receipt requested and will be deemed communicated as of the date of mailing. A notice of breach of agreement or liquidated damages, if any, will be sent via certified mail.

1.3.2 If the name of the person designated to receive the notices, demands, or communications or the address of such person is changed, written notice must be given, in accordance with this section, within five (5) working days of said change.

2. CONDITIONS PRECEDENT TO EXECUTION OF THIS AGREEMENT

2.1. Required Facilities Before Service

The CONTRACTOR shall, prior to the commencement of service, have all facilities required for all necessary functions in place for the administration and support of service.

2.2. Insurance Requirements

The CONTRACTOR shall comply at all times with all of the insurance requirements set forth in Attachment A – Standard Provisions for City Contracts (Rev. 1/25) [v.2] attached hereto and incorporated herein. Required insurance shall be fully paid for, and evidence of such payment provided to the CITY upon CITY's request, in advance of the signing of this Agreement. Moreover, insurance certificates must include an Additional Insured Endorsement naming the CITY an additional insured, completed by CONTRACTOR's insurance company or its designee.

PSC-23 of Attachment A – Standard Provisions for City Contracts (Rev. 1/25) [v.2] refers to several templates. For the avoidance of doubt, we have included the references below:

(i) Insurance Contractual Requirements Form General 133 in Exhibit 1 of Attachment A; and
(ii) Program of insurance template Form General 146 in Exhibit 1 of Attachment A .

2.3. Worker's Compensation

The CONTRACTOR hereby certifies that it is aware of the provisions of section 3700 et seq., of the Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the code, and that it will comply with such provisions at all such times as they may apply during the performance of the work under this Agreement.

2.4. Business Tax Registration Certificate (BTRC)

The CONTRACTOR shall provide evidence of a valid City of Los Angeles Business Tax Registration Certificate ("**BTRC**") prior to contract execution. During the Term of the Agreement, the BTRC must remain in force.

3. TERMS OF AGREEMENT

3.1. Term

This Agreement shall commence on August 16, 2025 ("**Effective Date**") and shall be for five (5) years thereafter, plus two (2) optional one (1) year extensions, unless otherwise terminated in accordance with the termination provisions set forth in Attachment A - Standard Provisions for City Contracts (Rev. 1/25) [v.2] attached hereto and incorporated herein.

3.2. Funding Contingency

CITY obligations under this Agreement are contingent upon the CITY's ability to obtain the funds from the funding agencies and the availability of CITY funds in this and subsequent fiscal year budgets to finance the cost of this Agreement. In the event the CITY is not able to secure funds from the funding agencies and/or through the CITY funds, the CITY may terminate this Agreement with sixty (60) days' prior written notice to the CONTRACTOR. The CONTRACTOR agrees to release the CITY from further obligation or liability under this Agreement. If the CITY terminates this Agreement as it is not able to secure funds under this section 3.2, the CITY agrees to pay the CONTRACTOR for all services completed and reasonable costs incurred under this Agreement.

If sufficient funds are not appropriated, allocated, or available at the time of termination under this section to pay for applicable outstanding fees owed, CITY agrees to use its best efforts to seek additional funding in its subsequent fiscal year to pay such outstanding fees owed to CONTRACTOR.

4. CONTRACTOR RESPONSIBILITIES

4.1. Scope of Work

4.1.1. The CONTRACTOR shall operate the Parking Violation Customer Service Center in full compliance with the Scope of Work detailed in Exhibit 1.

4.1.2. The CONTRACTOR shall provide a Parking Management Support System in full compliance with the Scope of Work detailed in Exhibit 1. All services and deliverables are subject to penalty assessments in accordance with the Scope of Work detailed in Exhibit 1.

4.2. Contractor Responsibility

The CONTRACTOR shall be responsible for delivering services in accordance with the CITY's operating policies, standards and procedures, and the terms and conditions specified and indicated in this Agreement and Attachments.

4.3. Compliance with Government Codes, Regulations, and Directives

The CONTRACTOR shall be responsible for operating in compliance with the governmental codes, regulations, and directives applicable to such programs and as defined in this Agreement. All services to be operated as part of this Agreement shall comply with the Americans with Disabilities Act ("**ADA**") of 1990.

5. INDEPENDENT CONTRACTOR

5.1. Tax Withholding

In rendering service hereunder, the CONTRACTOR shall be and remain an independent contractor. It is expressly understood and acknowledged by the Parties hereto that any amounts payable hereunder shall be paid in gross amount, without reduction for any federal or state withholding or other payroll taxes, or any other governmental taxes or charges. The CONTRACTOR shall be responsible for assuming and remitting any applicable federal or state withholding taxes, estimated tax payments, social security payments, unemployment compensation payments, or any other fees or expenses whatsoever.

5.2. Non-Legal Representation of the City

The CONTRACTOR shall refrain from any action that would create or tend to create obligations, expressed or implied, on behalf of the CITY. It is understood that the CONTRACTOR is not and shall not be the legal representative or agent of the CITY. The CONTRACTOR is not authorized to make any promise, warranty, or representation except as specifically provided for in this Agreement or as otherwise agreed to in writing between the Parties.

5.3. City Liability to Subcontractors

The CITY will have no liability to any subcontractor(s) for payment for service under this Agreement or other work performed for the CONTACTOR nor on any subcontract entered into by the CONTRACTOR pursuant to the conduct of service under this Agreement. It is noted that the responsibility for payment for technical services or any other work performed shall be the sole responsibility of the CONTRACTOR.

5.4. Property Ownership

All property purchased directly by the CITY or through the CONTRACTOR for this Agreement shall become the property of the CITY and shall be returned to the CITY upon termination of this Agreement, except as provided otherwise. The CITY agrees that title to CONTRACTOR property will not transfer to the CITY until full payment is paid or unless otherwise set out in Attachment B - Amortization Schedule.

5.5. Personnel Wages and Benefits

The CONTRACTOR is solely responsible for paying all CONTRACTOR's employee wages and benefits. Without any additional expense to LADOT, the CONTRACTOR shall comply with the requirements of liability, workers' compensation, employment insurance, and social security. The CONTRACTOR shall hold the CITY harmless from any liability, damages, claims, costs, and expenses of any nature arising from alleged violations of this section.

6. COMPENSATION AND PAYMENT

6.1. Compensation

6.1.1. For, and consideration of, the services to be provided by the CONTRACTOR under this Agreement, the CITY agrees to pay the CONTRACTOR one hundred thirty-six million five hundred thousand dollars ($136,500,000), as specified in Attachment C - Pricing Workbook attached hereto and incorporated herein, for the complete and satisfactory performance of the terms and conditions set forth in this Agreement. The amount shall include special equipment/tools, fees, warranty and all applicable customs, taxes, licenses, and permits, if any.

6.2. Payment

6.2.1. For services provided under this Agreement, the CONTRACTOR shall be paid by the CITY in accordance with this section 6.2 (Payment). The CITY shall pay the CONTRACTOR the amount of the authorized invoices for payment within thirty (30) days upon receipt of invoices, subject to section 6.4. The CITY may require, and the CONTRACTOR shall provide, all documents reasonably required to determine whether amounts on the invoice are allowable expenses under this Agreement. All invoices are subject to audit.

6.2.2. The CONTRACTOR shall submit by email (unless otherwise advised by the CITY) authorized invoices on company or firm letterhead for payment to LADOT. These invoices must represent actual costs. The format and the degree of detail to be included in the invoice shall be subject to the approval of LADOT and must not be changed except upon written approval of LADOT. The CONTRACTOR shall include the following information on the invoice:

Name and Address of Company or Firm
Date of Invoice
Invoice Number
Agreement Number
Remittance Address
Description of the task(s) performed and/or deliverable(s) during the billing period
Total Amount Payable

6.2.3. The Contractor must submit invoices to:

Patricia Restrepo, Division Manager, Parking Operations and Support
cc: Désirée Guzzetta, Sr. Management Analyst I
Los Angeles Department of Transportation

221 North Figueroa Street, 13th Floor, Suite 1300, Mail Stop 742
Los Angeles, California, 90012
Email: patricia.restrepo@lacity.org

6.3. Tax Remittance

The CONTRACTOR shall be responsible for remitting all applicable taxes assessed by federal, state, and local governments or special districts to the responsible government entity.

6.4. Prompt Payment

6.4.1. The CITY agrees to pay invoices within 30 days upon receipt of invoices, if invoices and supporting documents are satisfactory. However, subject to section 6.6 the CONTRACTOR agrees that the CITY has the right to withhold any and all payments to the CONTRACTOR until required reports, supporting documents, and/or accurate invoices have been received by the LADOT. The CITY further reserves the right to withhold payments to the CONTRACTOR if the CONTRACTOR fails to comply with any material provisions of this Agreement. Where payments have been outstanding for 180 days at the exclusive fault of the CITY, the CONTRACTOR may, in its sole discretion and upon notice to the CITY, suspend or interrupt the provision of non-critical services under this Agreement and the CITY's access to or right to use any products or services until such time as the CITY makes full payment. CONTRACTOR will not be held liable for any loss or damage caused by the suspension or interruption under this section 6.4.

6.4.2. Where CONTRACTOR seeks to suspend or interrupt the services under this Agreement pursuant to section 6.4.1, CONTRACTOR must provide the CITY with no less than five (5) calendar days' written notice advising the CITY of the impending suspension or interruption of those services.

6.4.3. Nothing in this section 6.4 prevents or precludes CONTRACTOR from exercising any additional rights or remedies available to it pursuant to the terms of this Agreement or otherwise in equity or at law.

6.5. Suspension of Fees

6.5.1. Where CONTRACTOR suspends an Agreement under section 6.4, the CITY's obligation to pay fees for the suspended services will be abated on a pro rata basis for the period of any such suspension.

6.6. Disputed Invoices

6.6.1. The CITY may dispute an invoice issued by CONTRACTOR ("**Fee Dispute**") by written notice to CONTRACTOR within 30 calendar days of the relevant invoice being issued ("**Fee Dispute Notice**"). If a portion of an invoice is disputed, the CITY shall notify the CONTRACTOR of the amount in dispute and shall approve for payment that portion of the invoice which is not in dispute.

6.6.2. If CITY, acting reasonably, disputes all or part of the invoice under this section 6.6 it must notify CONTRACTOR in writing setting out the details and reasons for the disputed amounts. Any undisputed amounts charged on such invoice are due and payable.

6.6.3. Where the CITY has issued a Fee Dispute Notice disputing some or all of the invoiced fees ("**Disputed Fees**"), the Parties will use reasonable efforts to address and attempt to try, to resolve the Fee Dispute within 15 days after CONTRACTOR's receipt of the CITY's Fee Dispute Notice and if the Parties fail to resolve the Fee Dispute within the 15 days or another time agreed between the Parties, the Parties will resolve the Fee Dispute in accordance with section 12.1.

7. DOCUMENTS, RECORDS, AND AUDITS

7.1. Audits and Inspections

During the Term of this Agreement, the CONTRACTOR shall comply with the Retention of Records, Audits, and Reports sections set forth in Attachment A - Standard Provisions for City Contracts (Rev. 1/25) [v.2] attached hereto and incorporated herein.

In addition, the CONTRACTOR shall comply with the additional provisions for Audits and Inspections as described in the following subsections:

7.1.1. At any time during regular business hours and as often as the CITY may deem necessary, the CONTRACTOR shall make available to the CITY for examination, all of its records (except for trade secrets or other proprietary information not involving or related to the subject matter of this Agreement) with respect to all matters covered by this Agreement (except for any source code or other trade secrets or proprietary information). The CITY shall have the authority to audit, examine and make excerpts or transcripts from records, including all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other statistical data relating to all matters covered by this Agreement. Notwithstanding the foregoing, to the extent permitted by law, the CITY agrees that its audit rights hereunder shall not cause the CONTRACTOR to violate any confidentiality obligations owed to third parties or the privacy rights of the CONTRACTOR's employees or cause the CONTRACTOR's trade secrets to be publicly disclosed.

7.1.2. The CITY reserves the right to dispatch auditors of its choosing to any site during regular business hours, where any phase of the performance of this Agreement is being conducted. The CONTRACTOR shall provide adequate and appropriate work space to the City auditors in order to conduct audits and shall allow them to interview any employees of the CONTRACTOR.

7.1.3. When a fiscal or special audit determines that the CONTRACTOR has expended funds that are questionable under the criteria established in the Agreement, the CONTRACTOR shall be notified and given the opportunity to justify questioned expenditures prior to the CITY's final determination of disallowed costs. The CITY shall determine any amount to be paid to the CONTRACTOR during the period of the audit. If the CONTRACTOR fails to respond within fifteen (15) days from the notice date or another time agreed between the Parties, the CITY shall make the final determination

of disallowed costs and shall incorporate the non-compliance findings in the final audit report.

7.1.4. Unless otherwise stated in the Agreement, all Outputs prepared by the CONTRACTOR shall be owned by the CITY and be made available to the CITY at no additional charge. The CITY may elect to authorize representatives of other project funding partners to inspect, audit, and analyze the Outputs of the CONTRACTOR in operating this service.

7.2. Maintenance of Records

The CONTRACTOR shall comply with the provisions for Maintenance of Records as described below:

7.2.1. Administrative Records

7.2.1.1. Records, in their original form, shall be maintained in accordance with requirements covered by this Agreement and in support of service provision. Such records shall be retained for a period of five (5) years after termination of this Agreement if all other pending matters are closed. "Pending matters" include but are not limited to an audit, litigation, or other action involving the records. The CITY may, at its discretion, take possession and retain said records.

7.2.1.2. Records in their original form pertaining to matters covered by this Agreement shall at all times be retained within Los Angeles County unless authorization to remove them is granted in writing by the CITY.

7.2.1.3. Results of record inspection may indicate the need for changes and or modifications. The CONTRACTOR shall cooperate with the CITY to establish and improve the system and maintain flexibility so the modifications may be implemented.

8. STANDARD PROVISIONS FOR CITY CONTRACTS

8.1. Standard Provisions

By entering into this Agreement with the CITY, the CONTRACTOR agrees to abide by the provisions set forth in Attachment A - Standard Provisions for City Contracts (Rev. 1/25) [v.2] attached hereto and incorporated herein.

8.2. Applicable Law, Interpretation and Enforcement

In lieu of PSC-2 of the Standard Provisions for City Contracts, the following shall apply:

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and CITY, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. CONTRACTOR shall comply with new, amended, or revised laws, regulations, or procedures that

apply to the performance of this Contract with no additional compensation paid to CONTRACTOR.

8.2.1. Change of Law

In the event of a substantial change in any applicable federal, state, or local law regulation, ordinance or ruling ("**Change in Law**") occurs after the Effective Date of this Agreement, and such Change in Law materially affects CONTRACTOR's commercial ability to perform the required services under this Agreement the CONTRACTOR shall provide reasonable written notice to the CITY of such Change in Law. The notice shall include a detailed description of the nature of the Change in Law, the anticipated impact on the CONTRACTOR's performance, and any proposed adjustments to the scope, schedule, or compensation necessary to address the impact.

Upon receipt of such notice, the CITY and CONTRACTOR shall use reasonable endeavors to engage in negotiations to determine whether modifications to this Agreement are necessary to accommodate the Change in Law. Such negotiations shall be mutually agreed between the Parties.

Notwithstanding the foregoing, CONTRACTOR shall continue to perform its obligations under this Agreement to the extent reasonably practicable while negotiations are ongoing, unless performance would be unlawful or impossible as a result of the Change in Law. Any modifications to this Agreement resulting from a Change in Law shall be documented in a written amendment signed by authorized representatives of both parties.

8.3. Excusable Delays

In lieu of PSC-6 of the Standard Provisions for City Contracts, the following shall apply:

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of CONTRACTOR shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both CONTRACTOR and Subcontractor, and without any fault or negligence of either of them. In such case, CONTRACTOR shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit CONTRACTOR to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event CONTRACTOR's delay or failure to perform arises out of a Force Majeure Event, CONTRACTOR agrees to use commercially reasonable best efforts to obtain the goods or services

from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event. The CITY agrees to pay for any additional costs incurred by the CONTRACTOR in obtaining the goods or services from other sources during the Force Majeure Event.

8.4. Termination

In lieu of PSC-9 of the Standard Provisions for City Contracts, the following shall apply:

A. Termination for Convenience

CITY may terminate this Contract for CITY's convenience at any time by providing CONTRACTOR sixty (60) days' written notice. Upon receipt of the notice of termination, CONTRACTOR shall immediately take action not to incur any additional obligations, costs or expenses, except as may be reasonably necessary to terminate its activities. CITY shall pay CONTRACTOR its reasonable and allowable costs through the effective date of termination and those reasonable and necessary unamortized costs incurred including goods, services, and any leases incurred exclusively for this Contract by CONTRACTOR to affect the termination. Because actual remaining unamortized costs would not be known until date of termination, a baseline is provided in Attachment B. Subject to section 8.6 all finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights that are not New IP or CONTRACTOR IP as defined in section 8.6, shall become CITY property upon the date of the termination, subject to section 5.4. CONTRACTOR agrees to execute any documents necessary for CITY to perfect, memorialize, or record CITY's ownership of rights provided herein.

B. Termination for Breach of Contract

1. Except as provided in PSC-6, if CONTRACTOR fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, CITY may give CONTRACTOR written notice of the default. CITY's default notice will indicate whether in the CITY's opinion the default may be cured and the proposed time period to cure the default to the sole satisfaction of CITY. Within 14 business days of the CONTRACTOR's receipt of the CITY's written notice of default, the Parties agree to meet to discuss the default and CONTRACTOR must advise the CITY if (i) it can cure the default and if so, provide a cure plan; or (ii) it can't cure the default. Additionally, CITY's default notice may offer CONTRACTOR an opportunity to provide CITY with a plan to cure the default, which shall be submitted to CITY within the time period allowed by CITY. At CITY's sole discretion, but no less than 30 days following the meeting between the Parties, the CITY must advise the CONTRACTOR in writing if it accepts or rejects CONTRACTOR's plan. If the default cannot be cured or if CONTRACTOR fails to cure

within the period allowed by CITY, then CITY may terminate this Contract due to CONTRACTOR's breach of this Contract.

2. If the default under this Contract is due to CONTRACTOR's failure to maintain the insurance required under this Contract, CONTRACTOR shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and CONTRACTOR's obligation to suspend performance of services. CONTRACTOR shall not recommence performance until CONTRACTOR is fully insured and in compliance with CITY's requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against CONTRACTOR, or if CONTRACTOR makes an assignment for the benefit of creditors, then CITY may immediately terminate this Contract.

4. If CONTRACTOR engages in any dishonest conduct related to the performance or administration of this Contract or violates CITY's laws, regulations or policies relating to lobbying, then CITY may immediately terminate this Contract.

5. Acts of Moral Turpitude

   a. CONTRACTOR shall immediately notify CITY if CONTRACTOR or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").

   b. If CONTRACTOR or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, CITY may immediately terminate this Contract.

   c. If CONTRACTOR or a Key Person is charged with or indicted for an Act of Moral Turpitude, CITY may terminate this Contract after providing CONTRACTOR an opportunity to present evidence of CONTRACTOR's ability to perform under the terms of this Contract.

   d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources

Code section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

e. For the purposes of this provision, a "**Key Person**" is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of CONTRACTOR.

6. In the event CITY terminates this Contract as provided in this section 8.4B (Termination for Breach of Contract), CITY may procure, upon such terms and in the manner as CITY may deem appropriate, services similar in scope and level of effort to those so terminated, and CONTRACTOR shall be liable to CITY for all of its direct, reasonable and evidenced costs and damages, including, but not limited to, any excess costs for such services.

7. If, after notice of termination of this Contract under the provisions of this section 8.4B (Termination for Breach of Contract), it is determined for any reason that CONTRACTOR was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the Parties shall be the same as if the notice of termination had been issued pursuant to 8.4A Termination for Convenience.

8. The rights and remedies of CITY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

C. In the event that this Contract is terminated, CONTRACTOR shall immediately notify all employees and Subcontractors and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

8.5. Intellectual Property Indemnification

In lieu of PSC-19 of the Standard Provisions for City Contracts, the following shall apply:

The CONTRACTOR, at its own expense, shall defend, indemnify, and hold harmless the CITY, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands, and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by the CITY, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever arising out of the proven

infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information:

(1) any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware provided by and used by the CONTRACTOR, or its subcontractors, in performing the work under this Agreement; or
(2) CITY'S actual use of any CONTRACTOR IP or New IP furnished by the CONTRACTOR, or its subcontractors, under this Agreement.

The rights and remedies of the CITY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement. This provision will survive expiration or termination of this Agreement. The Contractor assumes no liability, and shall have no liability, for any infringement claim based on:

(i) CITY's use of any product after notice that CITY should cease use of such product due to an infringement claim;
(ii) any modification of a product by CITY or at its direction;
(iii) CITY's combination of a product with non-CONTRACTOR programs, data, hardware, or other materials unless CITY uses CONTRACTOR's product as intended or directed hereunder;
(iv) CITY's use of CONTRACTOR's products in a way other than intended or directed by Contractor; or
(v) any trademark infringement involving any marking or branding not applied by CONTRACTOR or involving any marking or branding applied at CITY's request.

8.6. Ownership and License

In lieu of PSC-21 of the Standard Provisions for City Contracts, the following shall apply:

A. No rights of ownership of Intellectual Property Rights are transferred under the Agreement.

B. All right, title and interest in and to the Contractor IP remains vested in the CONTRACTOR. The CONTRACTOR grants to the CITY, a revocable, non-exclusive, non-transferable, non-assignable, non-sublicensable license to use the Contractor IP for the purpose of issuing and managing parking citations throughout the lifecycle from issuance to final disposition and related back-office software services for the duration of this Contract. The CITY may make copies of any user manuals for backup and archival purposes. The CITY may retain copies of third-party equipment user manuals and CITY business rules and reports at expiration or termination of the Contract. At expiration or termination of the Contract, the CITY shall return CONTRACTOR-related system and IP user manuals, including any Contractor IP, originals and any copies thereof, to the CONTRACTOR. The CITY will not reverse engineer, decompile, or otherwise attempt to derive the source code for the Contractor IP. For the avoidance of doubt, at termination or expiry of the Contract, the CITY will retain all rights to the City Data.

In addition to the above granted rights, the following restrictions apply to the license granted to the CITY:

(i) The CITY may not sell, rent or lease the Contractor IP, nor disassemble, alter, modify, assign, translate, adapt or make derivative works of the CONTRACTOR software;

(ii) The CITY agrees not to remove or destroy any proprietary markings or proprietary legends placed upon or contained within the Contractor IP or any related materials or documentation; and

(iii) The CITY agrees to not sell, lease, rent, or transfer Contractor IP or equipment to a competitor of the CONTRACTOR, nor allow any unauthorized access to Contractor IP.

C. All right, title and interest in and to the City IP remains vested in the CITY. The CITY grants to the CONTRACTOR a revocable, royalty-free, non-exclusive, non-transferable, non-assignable license to use, operate, modify and maintain the CITY's Materials to support the provision of products or services during the term of this Agreement.

In addition to the above granted rights, the following restrictions apply to the license granted to the CONTRACTOR by the CITY:

(i) The CONTRACTOR may not sell, rent, lease, or make derivative works of the City IP or City Data; and

(ii) The CONTRACTOR agrees not to remove or destroy any proprietary markings or proprietary legends placed upon or contained within the City IP or any related materials or documentation.

(iii) The CONTRACTOR agrees to not allow any unauthorized access to City IP or City Data

D. Subject to sections 8.6B, 8.6E and 8.6F upon creation, all right, title and interest in and to the Output will be owned by and vest in the CITY.

E. Upon its creation, all New IP will be owned by and vest in the CONTRACTOR and to the extent necessary, the CITY irrevocably assigns to the CONTRACTOR all current and future right, title and interest (including all Intellectual Property Rights) in and to the New IP.

F. The CITY agrees to execute any documents necessary to accomplish the assignment in section 8.6E and/or to allow the CONTRACTOR to register any such Intellectual Property Rights.

G. Each Party must not:

(i) do or permit, or omit to do, any act which infringes on the other Party's Intellectual Property Rights; or

(ii) take any action which would, or might, invalidate or give rise to a dispute of a party's rights in, or title to, its Intellectual Property Rights.

H. The CITY must notify the CONTRACTOR within 30 days if it becomes aware of:

(i) any actual or suspected infringement by a third party of the CONTRACTOR'S Intellectual Property Rights; or

(ii) any actual or threatened Claim by a third party that its Intellectual Property Rights have or will be infringed by any act, omission or permission by a party in connection with the Agreement.

I. The CITY agrees that:

(i) the CONTRACTOR may collect Feedback during the term of this Agreement; and

(ii) upon creation of the Feedback, the Parties will mutually agree and document in writing the ownership of the Feedback. If the Parties fail to mutually agree to the ownership of the Feedback within 14 business days of creation or another time agreed between the Parties, ownership of the Feedback shall automatically vest in the CITY.

J. CONTRACTOR agrees that

(i) The CITY retains full ownership of all City Data, including but not limited to parking citation records. The CONTRACTOR shall not restrict, delay, or withhold access to City Data at any time, including upon termination or expiration of the contract.

8.6.1. Definitions

"**City Data**" means all data provided, uploaded or generated by or on behalf of the CITY (including its Personnel) to any platform, system or other infrastructure used by the CONTRACTOR to provide the products or services.

"**City IP**" means any pre-existing Intellectual Property Rights created or owned by the CITY and any new Intellectual Property Rights created independently of the Agreement.

"**Claim**" means, in relation to a person, any action, allegation, claim, demand, judgment, liability, proceeding, remedy, right of action or right of set-off made against the person concerned however it arises whether:

(a) it is present, unascertained, immediate, future or contingent;

(b) it is based in contract, tort, statute or otherwise; or

(c) it involves a third party or a party to this Agreement.

"**Content**" means any forms, templates, layouts, fonts, colors or trademarks owned or created by the CONTRACTOR (whether prior or during the term of this Agreement), irrespective of whether used in, or incorporated into, the Output.

"**Contractor IP**" means all Intellectual Property Rights created or owned by the Contractor, including without limitation the Intellectual Property Rights subsisting in the products, services, software, Documentation and Content as described in Exhibit 1 - Scope of Work.

"**Documentation**" means any specifications, guidelines, representations, technical information or other such materials provided by the CONTRACTOR in relation to the CITY's use and access of the products and services

"**Feedback**" means any comments, ideas, requests, recommendations or suggestions provided by the CITY to the CONTRACTOR in relation to the products or services (and including as to how the Outputs are generated or prepared).

"**Intellectual Property Rights**" means all current and future registered and unregistered rights in respect of copyright, circuit layouts, designs, trademarks, service marks, commercial names and designations, know-how, confidential information, patents, inventions, discoveries and all other rights resulting from intellectual activity in the industrial, scientific, literary, or artistic fields.

"**Materials**" means property, software, firmware, documented methodology or process, documentation or other material in whatever form, including any reports, specifications, business rules or requirements, user manuals, user guides, operations manuals, training materials and instructions, and the subject matter of any category of Intellectual Property Rights.

"**New IP**" means any and all Intellectual Property Rights created by CONTRACTOR in the course of, or connection with, the provision of the products or services but excluding the Intellectual Property Rights subsisting in the Output.

"**Output**" means any data, reports, analysis, risk assessments and any other documents produced using the products, other than New IP or Contractor IP.

"**Personnel**" means, in relation to a Party, an employee, officer, agent, contractor, or professional adviser of that Party.

8.7. Exit Clause

The CITY reserves the right to request from the CONTRACTOR in writing, no less than seven (7) calendar days following termination or expiry of this Contract, the right to continue to use the

Contractor IP, New IP, hardware, and equipment comprising the system and services under this Contract after termination or expiration of the resulting Contract ("**Continued Use**"). Fees for Continued Use or acquisition of the system and/or services will be negotiated between the Parties at the time such a request is made by the CITY. Other than the changes to fees, the Parties agree that all terms and conditions under this Contract will continue to apply to any Continued Use.

The CONTRACTOR agrees that the CITY will own all City Data collected and maintained by the system upon termination or expiration of this Contract, and following termination or expiration of the Contract, CONTRACTOR shall provide to the CITY all CITY Data in a mutually agreeable readable electronic form.

8.8. Data Protection

In lieu of PSC-22 of the Standard Provisions for City Contracts, the following shall apply:

A. CONTRACTOR shall protect, using the most secure means and technology that is commercially available, City Data or consumer-provided data acquired in the course and scope of this Contract, including, but not limited to, customer lists and customer credit card or consumer data. CONTRACTOR shall notify CITY in writing as soon as reasonably feasible, and in any event within twenty-four hours, of CONTRACTOR's discovery or reasonable belief of any unauthorized access of City Data (a "**Data Breach**"), or of any incident affecting, or potentially affecting City Data related to cyber security (a "**Security Incident**"), including, but not limited to, denial of service attack and system outage, instability or degradation due to computer malware or virus. CONTRACTOR shall begin remediation immediately. CONTRACTOR shall provide daily updates, or more frequently if required by CITY, regarding findings and actions performed by CONTRACTOR until the Data Breach or Security Incident has been effectively resolved to CITY's satisfaction. CONTRACTOR shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with CITY. Any potential subsequent investigation that may be criminal in nature would be led by the appropriate law enforcement agency as determined by the CITY. At CITY's sole discretion, CITY and its authorized agents shall have the right to lead or participate in the criminal investigation. At CITY's sole discretion, CITY and its authorized agents shall have the right to participate in the investigation that is not criminal in nature. CONTRACTOR shall cooperate fully with CITY, its agents and law enforcement.

B. If CITY incurs a loss as a direct result of any Data Breach or Security Incident, then CONTRACTOR shall indemnify CITY to the extent CONTRACTOR or CONTRACTOR's subcontractor(s) were responsible for the Data Breach or Security Incident. The indemnity provided to the CITY by the CONTRACTOR under this section 8.8B, shall be reduced proportionately to the extent that any liability for any Data Breach or Security Incident was caused or contributed to by the CITY, its personnel, contractors, or agents.

9. LIABILITY

Notwithstanding anything else in this Agreement and to the full extent permitted by law, the aggregate liability of the CONTRACTOR (including under any indemnity) under this Agreement for, or in respect of, any and all claims, expenses, loss or damage suffered by the CITY (whether due to breach of Agreement, tort (including negligence or otherwise)), arising directly under or in connection with the Agreement, will be limited to the total contract value of $136,500,000. For the avoidance of doubt, the limitation of liability referred to in this section does not apply to: (a) liability for breach of any confidentiality obligation, (b) liability for infringement of the other party's intellectual property rights, (c) CONTRACTOR's liability for personal injury including death or loss of, or damage to, tangible property directly caused by the CONTRACTOR's negligence or willful misconduct, or (d) liability for payment of interest added by a court of law or an arbitration panel to a judgment entered in any action or proceeding under this Agreement.

To the maximum extent permitted by law, neither Party will be liable under or in connection with this Agreement for any indirect, special, consequential, or incidental loss, except for any liability arising in connection with a breach of the other party's intellectual property rights under sections 8.5 (PSC-19), 8.6 (PSC-21) and 8.8 (PSC-22) of this Agreement, and PSC-20 (Intellectual Property Warranty) of Attachment A – Standard Provisions for City Contracts (Rev. 1/25) [v.2]. Before either Party can exercise its right under this section, the breaching Party has 30 calendar days, or another time period agreed between the Parties in writing, from the date of receipt of the notice of such breach, to, at its own expense, (a) replace or modify its IP to be non-infringing; or (b) obtain for the other Party a right to continue using the IP.

The Parties agree that the total amount of SLAs and penalties payable by the CONTRACTOR under this Agreement are set out in section 15 (Performance Standards and Compliance) of Exhibit 1 – Scope of Work. In cases where a single incident causes non-compliance with multiple service level requirements, only a single SLA penalty will be charged.

The provisions in this section shall survive the expiration or termination of this Contract.

10. BOND REQUIREMENT

In lieu of PSC-17 of the Standard Provisions for City Contracts, the following shall apply:

10.1. Bond Requirement

10.1.1. CONTRACTOR shall furnish to the CITY, within thirty (30) days after the Effective Date of the Contract, a performance bond in the total amount of $15,000,000 for the CITY which decreases as reflected in the table of Appendix 1 – Bond Requirements, and executed by a corporate surety licensed to transact business in the State of California ("**Performance Bond**"). Such Performance Bond shall be maintained by CONTRACTOR in full force and effect until the earlier of (i) the release by the CITY, (ii) 180 calendar days following any form of termination of the Agreement, or (iii) expiry of the Agreement. Such Performance Bond will contain a waiver of notice of any Change Notices and Amendments (each as defined in section 11 of this Agreement) to the Contract. Such Performance Bond may be issued on an annually renewable performance bond provided by CONTRACTOR'S surety bond broker.

10.1.2. Prior to acceptance of CONTRACTOR'S Performance Bond, CONTRACTOR shall submit to CITY the form of the proposed Performance Bond, for approval by CITY.

10.1.3. Failure on the part of CONTRACTOR to procure and maintain the required Performance Bond, shall constitute a material breach of the Agreement upon which CITY may terminate the Agreement.

10.2. Recourse to Bond

10.2.1. The CITY may, (i) following the CONTRACTOR's failure to remedy the circumstances listed below within thirty (30) days or another time agreed between the Parties, and (ii) upon ten (10) business days' prior written notice to the CONTRACTOR that it intends to, demand payment under the Performance Bond in respect of any amount the CITY evidences, in accordance with the terms of this Agreement, the CONTRACTOR is liable to pay to the CITY in (and only in) any of the following circumstances:

10.2.1.1. an event referred to in 8.4B.3 occurs in respect of the CONTRACTOR; or

10.2.1.2. the CITY accrues (or has accrued) the right to terminate this Agreement due to the CONTRACTOR'S actual breach of this Agreement, where such a breach materially adversely affects the CONTRACTOR'S ability to deliver the services or perform its obligations in accordance with the terms of this Agreement.

10.2.2. The CITY will, no more than 10 business days prior to it making a demand for payment under this section 10.2, give a notice to the CONTRACTOR specifying the amount of the demand and the reasons for making the demand.

10.2.3. If the issuer of the Performance Bond has made a payment to the CITY as a result of a demand made under the Performance Bond in accordance with this section 10.2 and the CONTRACTOR does not, in fact, by order of court, mediation, or arbitration, become liable to pay to the CITY all or part of the amount in respect of which the demand and payment was made, the CITY must pay to the CONTRACTOR that part of the amount that the CONTRACTOR did not, in fact, become liable to pay to the CITY.

10.2.4. The CITY may make more than one claim on the Performance Bond so long as the aggregate amount specified in all such claims does not exceed the Performance Bond amount specified in section 10.1.1 above. The CITY shall not be able to double recover for any claims for which compensation is sought under the Performance Bond.

11. CONTRACT AMENDMENT

The CITY reserves the right to change any portion of the work required under the Agreement, or amend such other terms and conditions which may become necessary. Any revisions shall be accomplished as follows:

11.1. Changes

For any change which does not significantly affect the scope of work, as set forth in the Scope of Work, the period of performance, payments, or any term or condition included under the Agreement, a written document memorializing the change ("**Change Notice**") shall be prepared and signed by the Department's General Manager and the CONTRACTOR's authorized representative. In the event of any inconsistency between this Agreement and any one or more Change Notice, then the terms of this Agreement shall control to the extent necessary to resolve the inconsistency.

11.2. Amendments

For any revision which significantly affects the scope of work, period of performance, payments, or any term or condition included in the Agreement, a written document memorializing the revision to the Agreement ("**Amendment**") shall be approved by the CONTRACTOR's authorized representative and executed by the General Manager of the Department of Transportation, subject to the approval of the Mayor and City Council. All Agreement Amendments shall be subject to the approval of the City Attorney as to form and legality. In the event of any inconsistency between this Agreement and any one or more Amendment, then the terms of the most recent Amendment shall control to the extent necessary to resolve the inconsistency.

12. MISCELLANEOUS

12.1. Disputes

Disputes regarding the interpretation or application of any provisions shall, to the extent reasonably feasible, be resolved through good faith negotiations between the Parties. The CITY shall make every effort to limit the negotiating period for a time not to exceed thirty (30) days or another time agreed between the Parties. Failure to come to a negotiated settlement will allow the aggrieved Party to seek recourse in the courts of law. This Agreement shall be solely governed by and construed in accordance with the laws of the State of California. Each of the Parties hereby agrees that the courts in Los Angeles County shall have exclusive jurisdiction to enforce this Agreement.

12.2. Performance

The failure of either Party to insist upon strict performance by the other Party of any provision under this Agreement, in every one or more instances, shall not constitute a waiver of such provision by a Party, nor shall, as a result, either Party relinquish any rights that it may have under this Agreement.

12.3. Agreement

This Agreement shall be binding on and inure to the benefit of the heirs, executors, administrators and assigns of the Parties hereto.

13. MUNICIPAL LOBBYING ORDINANCE

The CONTRACTOR is required to comply with the disclosure requirements and prohibitions established in the Los Angeles Municipal Lobbying Ordinance if the CONTRACTOR qualifies as a lobbying entity under Los Angeles Municipal Code §48.02. Agreements submitted without a completed CEC Form 50 by contractors that qualify as a lobbying entity under Los Angeles Municipal Code §48.02 may be subject to penalties, termination of this Agreement, and debarment.

14. DISCLOSURE OF BORDER WALL CONTRACTING ORDINANCE

The CONTRACTOR shall comply with Los Angeles Administrative Code section 10.50 et seq.," Disclosure of Border Wall Contracting." The CITY may terminate this Agreement at any time if the CITY determines that the CONTRACTOR failed to fully and accurately complete the required affidavit and disclose all Border Wall Bids and Border Wall Contracts, as defined in Los Angeles Administrative Code section 10.50.1.

The CONTRACTOR shall complete and upload a Disclosure Ordinance Affidavit, on www.rampla.org.

15. CONTRACTOR PERFORMANCE EVALUATION ORDINANCE

At the end of this Agreement, the CITY will conduct an evaluation of the CONTRACTOR's performance. The CITY may also conduct evaluations of the CONTRACTOR's performance during the term of this Agreement. As required by section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on several criteria, including the quality of the work produced or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the CONTRACTOR assigns to the contract. A CONTRACTOR who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final CITY evaluation and allowed fourteen (14) calendar days to respond. The CITY will use the final CITY evaluation, and any response from the CONTRACTOR, to evaluate proposals and to conduct reference checks when awarding other personal services contracts.

16. GENERAL PROVISIONS

16.1. Governing Law and Venue

This Agreement and any action related thereto will be governed and interpreted by and under the laws of the State of California, without giving effect to any conflicts of laws principles that require the application of the law of a different jurisdiction. Each Party hereby expressly consents to the exclusive personal jurisdiction and venue in the state and federal courts of Los Angeles County, California for any lawsuit filed there against it by the other Party arising from or related to this Agreement.

16.2. Export

The CONTRACTOR agrees not to export, report, or transfer, directly or indirectly, any City Data, or any products utilizing such data, in violation of United States export laws or regulations. Without limiting the foregoing, the CONTRACTOR agrees that (a) it is not, and is not acting on behalf of, any person who is a citizen, national, or resident of, or who is controlled by the government of any country to which the United States or other applicable government body has prohibited export transactions (e.g., Iran, North Korea, etc.); (b) it is not, and is not acting on

behalf of, any person or entity listed on a relevant list of persons to whom export is prohibited (e.g., the U.S. Treasury Department list of Specially Designated Nationals and Blocked Persons, the U.S. Commerce Department Denied Persons List or Entity List, etc.); and (c) it will not use any City Data for, and will not permit any City Data to be used for, any purpose prohibited by applicable law.

16.3. No Assignment

Neither Party shall assign, subcontract, delegate, or otherwise transfer this Agreement, or its rights and obligations herein, without obtaining the prior written consent of the other Party, and any attempted such assignment, subcontract, delegation, or transfer in violation of the foregoing will be null and void.

16.4. No Third-Party Beneficiaries

Nothing herein is intended to create a third-party beneficiary in any subcontractor. The CITY has no obligation to any subcontractor. No privity is created with any subcontractor by this Agreement. Even if the CONTRACTOR uses subcontractors, the CONTRACTOR remains responsible for complete and satisfactory performance of the terms of this Agreement.

16.5. Amendments

This Agreement may be amended by mutual agreement of the Parties. No amendment or modification to this Agreement or its attachments will be effective unless in writing and signed by an authorized signatory of each Party.

16.6. Severability

If any provision of this Agreement is, for any reason, held to be invalid or unenforceable, the other provisions of this Agreement will remain enforceable, and the invalid or unenforceable provision(s) will be deemed modified so that it is valid and enforceable to the maximum extent permitted by law.

16.7. No Waiver

Any waiver or failure to enforce any provision of this Agreement or its attachments on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

16.8. Counterparts and Electronic Signatures

This Agreement may be executed in one (1) or more counterparts, each of which will be deemed an original and all of which will be taken together and deemed to be one (1) instrument. The Parties further agree that facsimile signatures or signatures scanned into .pdf (or signatures in another electronic format designated by the CITY) and sent by email shall be deemed original signatures.

16.9. Entire Agreement

This Agreement, and any exhibits, attachments, or documents incorporated herein by inclusion or by reference, constitutes the final, complete, and entire Agreement between the CITY and the CONTRACTOR, and supersedes and merges all prior discussions between the Parties. No modification of or amendment to this Agreement, or any waiver of any rights under this Agreement, will be effective unless in writing and signed by an authorized signatory of each Party pursuant to section 11.2 (Amendments).

16.10. Order of Precedence

In the event of any inconsistencies between the body of this Agreement, exhibits, or attachments, the order of precedence will be as follows:

1. This Agreement and any amendments between the CITY and CONTRACTOR.
2. Exhibit 1 – Scope of Work
3. Attachment C – Pricing Workbook
4. Attachment B – Amortization Schedule
5. Attachment D – LADOT Master Data License and Protection Agreement
6. Attachment A – Standard Provisions for City Contracts (Rev. 1/25) [v.2]
7. Attachment E –Parking Citation and Permit Processing Services Request for Proposals 2022-2027 (RFP #202025) and Addendums

APPENDIX 1 – BOND REQUIREMENTS

In accordance with Section 10 of the Agreement, CONTRACTOR shall furnish to the CITY a performance bond for the CITY in the amounts reflected in the table below. The CITY agrees that the bond amounts will decrease based on completion of the Phases of Project Deliverable Milestones outlined below:

Year	Bond Value (USD)	Bond Reduction Dependency
1	$ 15,000,000	
2	$ 12,000,000	Delivery of Phase 1 by end of Year 1
3	$ 9,000,000	Delivery of Phase 2 by end of Year 2
4	$ 5,000,000	Delivery of Phase 3 by end of Year 3
5	$ 5,000,000	

Key Project Deliverable Milestones

Phase 1 – Completion no later than one (1) year from contract signing

1. Handhelds and Printers Delivery
   (includes handheld units, printers, citation issuance software, and wireless communication)
2. Desktop Equipment Refresh
   (includes desktop equipment, 150 PCs for Enforcement, and 60 PCs for Parking Operations and Parking Adjudication)
3. Single Sign-On (SSO) rollout for Trellint applications
4. Initial Set-up of Enforcement Workforce Management System (EWMS)
5. Additional Enhancements for Citation Management System (CMS) and Permit Management System (PMS) to be determined based on discussions between LADOT and Trellint staff

Phase 2 – Completion no later than two (2) years from contract signing

1. GIS Data Viewer
2. Alternative Payment Option: Retail cash store payments
3. Artificial Intelligence (AI) Web Chat-bot
4. Interactive Voice Response (IVR) Virtual Hold/Callback
5. Noticing by Email
6. Additional Enhancements for Citation Management System (CMS) and Permit Management System (PMS) to be determined based on discussions between LADOT and Trellint staff

Phase 3 – Completion no later than three (3) years from contract signing

1. CitySight® Enhancements for Productivity Manager
2. IPP Application Portal with auto debit/recurring payments
3. Additional Enhancements for Citation Management System (CMS) and Permit Management System (PMS) to be determined based on discussions between LADOT and Trellint staff

Assumptions:

1. Coordinating and implementing integrations and connectors with third-party systems may result in unanticipated delays due to dependencies on other project teams or the need to transform code/data to support integration.
2. LADOT commits to providing timely feedback in alignment with the project plan schedule to support delivery of key milestones by the scheduled completion dates.

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SIGNATURE PAGE FOLLOWS

IN WITNESS WHEREOF, the City of Los Angeles and the CONTRACTOR have caused this Agreement to be executed by their duly authorized representatives.

For: THE CITY OF LOS ANGELES,
a Municipal Corporation

By signing below, the signatory attests that they have no personal, financial, beneficial, or familial interest in this contract.

By: _____
Laura Rubio-Cornejo
General Manager
Department of Transportation

Date:

Modaxo Traffic Management USA, Inc., a Delaware Corporation

**Approved Signature Methods:*
1) Two signatures: One of the Chairman of the Board of Directors, President, or Vice-President, and one of the Secretary, Assistant Secretary, Chief Financial Officer, or Assistant Treasurer.

2) One signature of a Corporate-designated individual together with a properly attested resolution of the Board of Directors authorizing the individual to sign
.

By: _____
Bill Delaney
CEO
Modaxo Traffic Management USA, Inc.

By: _____

Date:

APPROVED AS TO FORM:

HYDEE FELDSTEIN SOTO, City Attorney

By: _____
Kevin Dufner
Deputy City Attorney

Date:

ATTEST:

PETTY F. SANTOS, Interim City Clerk

By: _____

Deputy City Clerk

Date:

City Business License Number:
Internal Revenue Service Taxpayer Identification Number:
City Contracts Agreement Number:
Council File Number:

CITY OF LOS ANGELES
SCOPE OF WORK
Exhibit 1

Parking Citation and Permit Processing Services
Contract 2025

PARKING CITATION AND PERMIT PROCESSING SERVICES

SCOPE OF WORK

LADOT

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DEFINITIONS

The following is a summary of terms used within this document:

24/7: 24 hours a day, seven days a week.

Acceptance: The successful completion of the Acceptance tests.

Acceptance Testing: Criteria set forth by the City and LADOT to determine if a Contractor is capable and eligible to satisfy the needs of a specific project component.

ACD: Automated Call Distributor.

ADA: Americans with Disabilities Act.

Ad-hoc: When needed, necessary, or requested.

Adjudication: A review and judgment of a contested parking citation based on evidence.

Administrative Hearing: A second appeal to contest a parking citation, in the situation where the first-level hearing results in the citation's being upheld.

Administrative Review: The first level of review for a contested parking citation.

Appeal: A request to dismiss a citation that the recipient believes should not have been issued, usually accompanied by evidence.

API: Application Programming Interface—a method that one computing system provides as a way for another computing system to send or receive data.

Availability Level: The percentage determined by dividing the System Operational Use Time by the System Operational Use Time plus Downtime.

AVRS: Automated Voice Response System.

Batch Control Log: A log that stores the number of handwritten citation batches.

Beat: A designated area assigned to a Traffic Officer for patrol and parking enforcement.

Boot: A device used to immobilize a wheel on a vehicle based on business rules.

Boot Return Map: Contractor-operated facilities strategically located throughout the City to be used for post-payment to accept devices returned by motorists whose vehicles have been immobilized by the Contractor's device.

Business Days: Monday through Friday, excluding City-observed holidays.

Bus/Transit Lane: A bus lane or bus-only lane is a lane restricted to buses, often on certain days and times, and generally used to speed up public transport that would otherwise be held up by traffic congestion.

CA DOJ: California Department of Justice.

CAPP: Community Assistance Parking Program. Created to assist unhoused population with unpaid parking citations.

Car Share Permit/Decal: A permit program which authorizes vehicles designated by authorized permit or decal to park in designated CarShare spaces on designated parking spaces on the streets or in parking lots.

Cases: The filed appeals under adjudication review.

Catastrophic Failure: A disaster which has caused either disruption of services to the user for extended periods of time or loss of data.

City: The City of Los Angeles.

Citation: A notice of violation issued to a person or vehicle by a City employee when the person or vehicle is not in compliance with applicable codes and regulations.

Citation Management System (or CMS) – The software solution provided by the Contractor to supply the City with access to all parking citation issuing and processing functions.

CLETS: The California Law Enforcement Telecommunications Service, which is the interface to obtain certain confidential data from state agencies, including the DMV and DOJ.

Collections: The legal process of obtaining payment for outstanding amounts due.

Communication Center Operators: LADOT Dispatch Operators that are on duty 24/7 to attend to reported parking, immobilization and towing issues.

Community Assistance Parking Program (CAPP): A City program to assist homeless individuals with open or unpaid parking citations to pay in the form of community service.

Contest: A formal challenge to a citation, following a procedure mandated by law.

Contract Administrator: Assistant General Manager.

Contractor: The vendor or team that is awarded a contract based on this Request for Proposals.

Council: City Council of the City of Los Angeles.

Court: Los Angeles Superior Court.

Customer: A member of the public who interacts with the System, such as purchasing a parking permit or paying a citation. City employees and Contractor employees who use the system as part of their job functions are not customers, though they may be customers in their personal lives.

Customer Service Center: In-person facilities for citation inquiry, cashiering, vehicle release processing, parking permit processing (for preferential, overnight, and oversize permits), requesting administrative investigations, scheduling hearings, and other issues relating to parking citations. Also referred to as Public Service Centers (PSC).

CVC: The California Vehicle Code.

Day(s): Consecutive calendar days, not business or working days.

Department: Department of Transportation (LADOT)

Disposition: the result after a citation has been appealed or contested; in most cases, the disposition will be either "upheld" or "dismissed."

DMV: The California Department of Motor Vehicles, the state agency that maintains registration information for vehicles, including owners' names and addresses, and issues drivers' licenses and identification cards. *For purposes of clarity, all references in this RFP to "DMV" mean any state's or province's motor vehicle registry, unless the reference specifically states "CA DMV" to refer to the California Department of Motor Vehicles.*

DOJ: Department of Justice. In California, the DOJ maintains the lists of vehicles that are stolen or are wanted because of association with a felony.

DOT: See LADOT.

Downtime: The amount of time when the System is not available for its intended use by the City and its Contractors, measured in hours and whole minutes.

Effective Date: The date on which the final contract is executed by the City Clerk.

Electronic Ticket Writer: Also called Handheld Ticket Writer or Automated Ticket Writer. A device used by Traffic Officers to issue parking citations.

Enforcement Workforce Management System (EWMS): Integrated solution that offers workforce management capabilities. Contractor's solution will be a combination of Orion's Workforce Management Software as well as The CitySight Enforcement System.

Error Corrections: Emergency and unplanned actions taken to correct or repair system hardware or software anomalies which have a negative impact on the operation or use of the system.

Fail-over: The process when the operations of a failing computer or system are transferred over to another computer or system.

Fine: The penalty amount for violating City or State code.

Fiscal Year: July 1 through June 30 of every year.

Geo-fencing: Setting virtual boundaries using GPS.

Geo-location: The geographical location of an item or individual, derived from GPS, and usually presented on a digital map.

Geographic Information System (GIS): A computer system for capturing, storing, managing, analyzing, and displaying maps and data.

GPS: Global Positioning Satellites, a system that allows a user's device to receive signals from the satellites and determine the device's precise location, velocity, and time anywhere in the world, 24x7.

Handheld: The portable electronic device used by City Traffic Officers to verify the payment status of parking spaces and issue parking citations.

Hot list: A list of license plates of interest to the System, such as the stolen vehicle hotlist.

Intended Use: The system intended to execute all of the functions set forth in the "Scope of Work".

Initial Review: The first step in a three-tier process conducted by LADOT to determine if a violation occurred, if the registered owner is responsible, and if there were any extenuating circumstances. May also be referred to as *Administrative Review*.

ITA: City of Los Angeles Information Technology Agency.

IVR: Interactive Voice Response software that recognizes spoken words and/or tones over the telephone and translates into computer code to assist callers with their service needs.

LADOT: Los Angeles Department of Transportation. Sometimes it is referred to as DOT.

LPR: License Plate Recognition, a system that monitors a video camera, finds license plate images and obtains the plate number for further processing. Mobile LPR refers to a system mounted in a vehicle.

MERGE: The system used by LADOT to collect all information related to parking functions. Examples include parking space occupancy, payments, parking meter activity (including maintenance and repairs), and parking compliance data.

Metro: Los Angeles County Metropolitan Transportation Authority overseeing LA County's complex transportation system. Metro acts as the regional transportation planner, coordinator, designer, builder, funder, and operator of the country's largest and most populous counties.

Mobile Payment: Payment services performed via a mobile device.
Motor Vehicle Registries: Authoritative list maintained by the Department of Motor Vehicles.

Normal business hours: From 8:00 AM through 5:00 PM, Monday through Friday, except City holidays.

NSF: Non-sufficient funds.

OCR: Optical Character Recognition, a technology that recognizes text within images and converts it to a digital format for further processing.

On-Line: Controlled by or connected to another computer or to a network.

OPD: Overnight Parking District, an area with streets and boundaries designated by a City Council resolution wherein displaying a valid permit shall be exempt from parking restrictions between the hours of 2AM to 6AM which are established by said City Council resolution or ordinance.

Operations: The ongoing operation of the parking management information system and the Parking Violations Bureau, subsequent to implementation of the system by the contractor and acceptance of the system by the City.

OPG: Official Police Garages. Towing companies with storage areas who have contracts with the City to impound vehicles, with a web site at opgla.com.

Overnight Parking Permit (OPP): A parking permit granted to residents, visitors and guests of residents within an Overnight Parking District to allow them to park at such location and times.

Oversized Parking Permit (OVPP): A parking permit granted to residents of the City of Los Angeles to allow for parking of such vehicles during the time permit is valid.

OVRA: Oversized Vehicle Restricted Area. An area with streets and boundaries designated by a City Council Resolution wherein vehicles displaying a valid daily permit and taller than 72 inches and longer than 22 feet (or dimensions set forth by statute) shall be exempt from parking restrictions between the hours of 2AM and 6AM which are established by said City Council resolution or ordinance.

PaySR: Payroll System Replacement, used to replace the City's decades old legacy payroll system.

PCI DSS: Payment Card Industry Data Security Standard, an industry organization that establishes standards for how banking cards (credit and debit) will be processed securely.

PDT or PST: Pacific Daylight Time or Pacific Standard Time, which is the time base for any scheduling for Services under the Agreement.

Performance Standards: The minimum standards acceptable for functioning of the Service.

Permit Management System (or PMS): The software solution that will be supplied by the Contractor to supply the City access to all parking permit issuance and processing functions.

Preferential Parking District (PPD): A residential area with streets and boundaries designated by a City Council resolution wherein vehicles displaying a valid permit shall be exempt from parking restrictions established by said City Council resolution or ordinance.

Preferential Parking Permit (PPP): A parking permit granted to residents, visitors, and guests for residents within a Preferential Parking District to allow them to park at such locations and times.

Prima Facie: Before further investigation and self-evident.

Primary Work Hours: are from 8:00 AM through 5:00 PM, Monday through Friday, except City holidays.

Principal Hours: The hours between 6:00 AM and 10:00 PM, Pacific Time, Monday through Friday, and 6:00 AM, to 5:00 PM, on Saturdays, excluding City holidays.

Private Label: Branding within the system designed to meet LADOT branding and marketing standards and built in a manner consistent with the look and feel of the City's existing website.

Project Team: Composed of a grouping of Contractors that fall under the umbrella of a Prime Contractor responding to specific components of this RFP.

Proposal: A complete and properly signed document to provide goods, commodities, labor, or services for the sum stated and submitted in accordance with the RFP.

Quarter: any one of the following three-month periods: January to March; April to June; July to September; and October to December.

Real Time: a short time period, no more than five seconds, to process a transaction or transmit/receive information.

Recovery from Catastrophic Failure: Those corrective efforts undertaken by the contractor as a direct result of either serious human error or malicious action, natural disaster, fire or flood, which cause either disruption of services to the City for an extended period of time or loss of data.

Reparking: Parking again within the same block face, parking lot, or garage after the expiration of time limits.

Respondent: Entity that submits a proposal in response to this document.

Request for Proposals (RFP): This document, including any attachments, amendments, or other addenda, describing the expected scope of work and process for responding.

Scofflaw: A vehicle that has five or more delinquent citations.

Situs address: Place to which a property belongs, site location of a property, meter location

SOW: Scope of Work or Statement of Work

Subcontractor: Any person, entity, or organization to which the contractor proposed delegating any portion of its contractual obligations.

System: The complete Parking Citation and Permit Management System and Associated Hardware, Software, Support, and Services, including all functionality and devices, the hosting service, all interfaces to external services, mobile devices, IVR, servers, operating software, apps, web pages, etc.

System Operational Use Time: The time during Principal Hours when the system is available to the City for its intended use, measured in hours and whole minutes.

TDD: Telephone Device for the Deaf.

Technical Assistance: Assistance provided by the Contractor to the City to enhance or modify the system beyond the requirements set forth in the Statement of Work.

Terminal Response Time: The interval measured from the time the end user depresses the Enter key to the time an initiation or system acknowledgment is received.

Terminal Uptime: The aggregate amount of time, during principal hours each month, all terminals on the contractor's network are operational and available for their intended use.

TIMS: Towing and Immobilization Management System.

TTY: Teletypewriter, a keyboard with networking ability that can print or display information. TTYs can be used to communicate via text over regular telephone lines.

User: A person accessing the System (may be a customer or an employee).

VIN: Vehicle Identification Number, a unique number stamped on various vehicle components by the manufacturer.

VIPU: Vehicle Information Processing Unit.

VLN: Vehicle License Number, contained on a license plate issued by a state or province.

Work Days: Monday through Friday, excluding City holidays.

INTRODUCTION

The following Scope of Work is divided into distinct sections corresponding to the separate functions to be performed under this contract. The Contractor is responsible for operating the Parking Customer Service Center (PCSC); providing a parking management information system made up of many different components; providing technical support for both the Contractor's system and future development; providing security for both physical facilities and City data; and ensuring that the system is protected through periodic maintenance and able to recover from major disruption.

It is the Contractor's responsibility to ensure that ALL proposed systems/services/components, including those provided by a subcontractor, meet the requirements in Section 10 through Section 15 as listed below. These requirements are mandatory for all proposed solutions whether provided by Contractor or their Subcontractor(s).

Throughout the Scope of Work, requirements of the Contractor are delineated with the understanding that the Contractor is offering the most comprehensive solution and actively engaged with, and responsible for any Subcontractor-provided service or product. The Contractor will be responsible for the performance of the Subcontractors. It is the responsibility of the Contractor to serve as the single point of contact for all items related to the provided comprehensive solution for LADOT staff and all related contributors.

All references to time within this Scope of Work shall be in the Pacific Time Zone (Pacific Standard Time or Pacific Daylight Time, as appropriate).

1 CITATION MANAGEMENT SYSTEM (CMS)

The CMS is the turnkey software solution and support provided by the Contractor to support the City with all parking citation processing functions and service features. At a high-level, the core functionality must include citation inquiry, citation entry, payment processing, noticing, appeals, enforcement analytics and reporting, access to documentation and images/photos, and citation

history. Users shall have specific functionality access assigned by a designated software administrator. Software must support real-time access for multiple parties and must be a web-based application requiring no software installation on personal computers (PCs).

The Contractor shall support the software at no additional cost to the City for the entirety of the contract including adjustments to correspondence requirements and payment plans/programs when required by State or City law. All software should be customizable to City specifications including violations, fines and penalties, locations, custom notes, badge numbers, etc.

Contractor shall provide a robust reporting dashboard customizable to City requested data that incorporates performance management, revenue comparisons, collection rates, citation totals, monthly trends, gap management, and the capability to set up alerts.

1.1 CMS Key Requirements

The following is a list of key requirements for the CMS:

1.1.1 A comprehensive web-based software solution that integrates citation related data, vehicle registered owner data, and complete records of all processing status and public contacts by phone or mail, and is accessible to both the Contractor and the City staff.

1.1.2 Transfer of citation data and photos from enforcement devices to the CMS software in real-time.

1.1.3 Real-time access to motor vehicle registries in California and the California Department of Motor Vehicles (CA DMV) for registration holds and releases. (See Section 1.9 for DMV requirements)

1.1.4 Access to out-of-state registered owner names and addresses.

1.1.5 Generate reminder notices for unpaid citations by mail including out-of-state owners. (See Section 3 for notice processing requirements)

1.1.6 Generate delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under California state law. (See Section 3 for notice processing requirements)

1.1.7 Generate "Drive Away" notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle. (See Section 3 for notice processing requirements)

1.1.8 Generate citation correction notices where the issuing officer determines that there is incorrect data in the parking citation. (See Section 3 for notice processing requirements)

1.1.9 Generate notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement as required by the CVC. (See Section 3 for notice processing requirements)

1.1.10 Generate any other parking-related correspondence as directed by LADOT.

1.1.11 Responsibility for any and all fees associated with obtaining registered owner information. (See Section 1.9 for DMV requirements)

1.1.12 Validate DMV vehicle makes upon return of registered owner information from DMV to ensure proper make of vehicle issued citation. (See Section 1.9 for DMV requirements)

1.1.13 Provide DMV "No Hit" lists to ensure that license plate and state have been entered correctly.

1.1.14 Continuously attempt, up to nine (9) times to retrieve registered owner information for all unpaid parking citations without registered owner information in the CMS, at no additional cost to the City. (See Section 1.9 for DMV requirements)

1.1.15 Manage rental car agency and fleet programs.

1.1.15.1 Store and track car rental agency and fleet vehicle reports of responsible billing parties from parking citations.

1.1.15.2 Enrollment and maintenance of existing fleet accounts, including enrollment date, contact information, date of termination, enrolled vehicles, etc.

1.1.15.3 Electronic invoicing and payment tracking

1.1.15.4 On-demand report function with export option to standard Excel format.

1.1.15.5 Create account-based functionality for participants to look-up and pay invoices online.

1.1.15.6 Direct customer support for fleet clients.

1.1.16 Facilitate the digital tracking of records.

1.1.17 Maintain the CMS database and physical system security in such a way as to provide complete confidentiality and protection from unwanted access.

1.1.18 File and store citations in an easily retrievable format for a minimum of five (5) years and then dispose of records in accordance with City direction as listed in Section 14.3 for Data Storage and Electronic Archives.

1.1.19 Allow for uploading of electronic citations, in real time, allowing customers to pay citations immediately once uploaded.

1.1.20 Notwithstanding the previous requirement, the CMS shall allow creation of a temporary citation record in the situation where a motorist attempts to pay or contest a citation, but the citation has not yet been uploaded. Once the citation data from the handheld has been uploaded, the data from the temporary citation will be merged into the uploaded data and the temporary citation will be discarded.

1.1.21 Send and receive electronic data files using a scheduler function. This would apply to automated reports generated from Business Objects.

1.1.22 Ability to send/receive push notifications to/from officers in the field regarding enforcement or safety issues, without creating an ability to exploit internet access.

1.1.23 Allow for the authorized account users as dictated by the City to correct dates, duplicate citations, violation codes, and fine amounts, and suspend citations.

1.1.24 Allow for various timelines for invoicing.

1.1.25 Allow for automation of invoicing, late fees, appeals, and collections with scheduler function.

1.1.26 Store and track previous and current owner information when transfer of vehicle ownership has occurred by clearly notating in the account with changes, not limited to the source, old address, new address, date of owner transfer, etc.

1.1.27 Provide online confirmation, showing the number of citations issued by the traffic officers and transferred to CMS.

1.1.28 Immediate/real-time batching of files upon transfer of citations records to update CMS.

1.1.29 Identify duplicate citations and correct dates, violation codes, and fine amounts.

1.1.30 Maintain and update a confidential vehicle database for exemptions authorized by the City that are linked to the parking enforcement handheld units when requested by the City.

1.1.31 An established process for logging in and out of CMS via handheld units when requested by the City.

1.1.32 Asset management program that uses handheld units for equipment check-in and check- out processes.

1.1.33 CMS must integrate geographic information system (GIS) maps that are essential to job functions of the enforcement team.

1.1.34 Maintain online communication during primary work hours when the CMS, including all components, is available to the City and the public for its intended use.

1.1.35 Allow for updates to customer records and the ability to enter comments with audit trail.

1.1.36 Prepare a report at the end of each Fiscal Year, in accordance with CVC Section 40200.3(b) setting forth the number of cases processed, and all financial and/or citation payments received and distributed, along with any other information that may be required by the issuing agency. This report is public record and shall be delivered to each issuing agency at the end of each fiscal year. If the City requests, the Contractor shall hire an independent auditor to prepare a report. The City shall pay the costs of the audit report upon the City's written approval of the auditor's cost.

1.1.37 Provide comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City. CPRA requests which require a significant level of effort and programming will be reviewed on a case by case basis. Potential costs will be passed on to CPRA requesters.

1.1.37.1 The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess and improve the operational performance of the City's parking and citation management

program. A sample of the reporting structure for the monthly and annual report is shown in Attachment E – Parking Citation and Permit Processing Services Request for Proposals 2022-2027 (RFP #202025) and Addendums. At a minimum, Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design and provide daily and weekly reports as specified by the City. Since the City's reporting needs are likely to change over the course of the contract, Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.

1.1.37.2 The City will require the production of all reports listed in Attachment E. These reports must be printable, electronically accessible, and exportable to other software packages in a text and/or spreadsheet format. These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by Contractor's own report with the approval of the City.

1.1.38 Upon request, Contractor must provide training in the use and interpretation of the reports produced by the CMS. Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City. Proposer shall provide documentation delineating details of available reports.

1.1.39 Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City.

1.1.39.1 The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.

1.1.40 Report templates developed to the City's specification that may be exported to Excel or PDF.

1.1.41 Real-time reporting tool for ad-hoc reports.

1.1.42 24/7 technical support described in Section 9.

1.1.43 Multiple languages on the customer portal website (at least English and Spanish) with City's approval.

1.1.44 Ability to accept mail-in citation payments (lockbox) to a City of Los Angeles mailing address (Contractor-provided and managed). (See Section 3 for notice processing requirements)

1.1.45 An open-source API that allows for current and future integration with third parties such as financial software, LPR, as well as pay stations and mobile payment. (See Section 12 for integration requirements.)

1.1.46 Sandbox/test environment available prior to award and ongoing for pre-release testing.

1.1.47 The CMS must have controls, checks and balances sufficient to ensure data integrity and accountability of all information processed by LADOT. Full audit trail information for every processing transaction must be captured and retained for each citation until the related citation is purged per the policies established by LADOT. All processing activities including direct public support transactions will be subjected to detailed audit by the City.

1.2 CMS Software Requirements

The software shall allow users to perform the following functions:

1.2.1 Entry form for handwritten citations.

1.2.2 Query for citation data by any input field, including, but not limited to date, citation number, license plate number, name and address of registered owner and responsible party, citation location, serial number of enforcement officer, and VIN. For each citation record the City must be able to access in an on-line, real-time mode at a minimum, but not limited to, the following:

1.2.2.1 Summary Citation Data: citation number, state and license plate, parking meter number (if applicable), violation code with description, issue date and time, location, amount due, and current processing status.

1.2.2.2 An electronic copy of the citation that was issued by the wireless electronic ticket writer.

1.2.2.3 Enforcement Data: serial number of the issuing officer, issuing agency code, division number, geographical beat number, permit or district number.

1.2.2.4 Vehicle Data: vehicle make/model, vehicle color, vehicle type, registered owner name, address as provided by DMV, and the effective date of vehicle ownership.

1.2.2.5 Financial Data: the original fine amount plus any penalties or fees that have been added, such as a late payment penalty that includes the amount and exact date that late payment penalty was imposed or a returned check fee.

1.2.2.6 Mail Data: the mail date, description and actual copy of all notices or correspondence letters mailed and received. All returned mail, including the returned envelope, must be scanned, noted, and marked within the database.

1.2.2.7 Processing Data: the processing batch date and number, digital imaging index (if applicable), date on which the citation was updated to the CMS, the date registered owner information was requested and received from the vehicle registry, and the date that a registration hold was placed, confirmed, and released at the CA DMV. Each field must be clearly delineated and marked.

1.2.2.8 Registry Data: the vehicle make as recorded by the DMV, the date on which ownership data was recorded, and dates that indicate returned mail or registration non-renewal.

1.2.2.9 Adjudication Data: for administrative adjudication hearings, the date, time, office location, and disposition for in-person, telephone, video, and written declaration hearings for citations, immobilization-tow and post-impound hearings.

1.2.2.10 Suspend Data: the date and time a temporary suspension is applied that stops normal processing, the ID of the person processing the suspension, type of suspension, and the date the suspension will be removed and processing resumes.

1.2.2.11 Correspondence Data: an image copy of all related correspondence as well as the date, time, code, and sufficiently detailed and readable description of all correspondence mailed relating to a citation along with the address used.

1.2.2.12 Returned Mail Data: the date that any notice or correspondence was returned by the United States Postal Service as undeliverable. This shall include the address or addresses used. Multiple entries should be kept and used for skip-tracing efforts.

1.2.2.13 Payment Data: payment date, payment type, payment source, amount, method of payment, payment batch number, and a copy of the check with appropriate security measures.

1.2.2.14 Access to data shall be available by clicking on the search results, not requiring the user to make a note of search results and then separately open relevant records.

1.2.3 Pay citations on one or multiple plates in one transaction in the Customer Portal.

1.2.4 Add notes to citations and plates.

1.2.5 Attach documents to citation records.

1.2.6 Place citations on hold to suspend penalty and notice activity.

1.2.7 Print and mail and/or email correspondence letters.

1.2.8 Void citations with custom City void codes.

1.2.9 Support for multiple vehicle owners.

1.2.10 View and print a copy of a citation and images/photos taken during citation issuance.

1.2.11 Assign permissions to access certain features based on user ID.

1.2.12 Review all user activity within the software.

1.2.13 Run ad-hoc real-time reports on all data fields.

1.3 Specialized Unit Requirements

The City has a number of specialized enforcement shift assignments. Some assignments require customized CMS features that are unique to those shifts.

1.3.1 The CMS shall, based upon the specific shift assignment, have the following capabilities:

1.3.1.1 Ability to retroactively date a citation (example: bus/transit only lane enforcement)

1.3.1.2 Ability to capture an image at any time (example: gridlock tickets). Refer to Section 2 Citation Devices for more information.

1.3.1.3 Ability to attach documents (example: disabled placard ID card)

1.3.2 The Contractor shall support an adaptive solution that provides integration flexibility for LADOT to implement additional configuration for specialized units or programs.

1.4 Bus / Transit Lane Only & Stop Enforcement Program Support

To assist the LADOT's effort to discourage vehicles from obstructing transit corridor routes and posted transit stops, Contractor shall develop a means to support citation issuance for illegally parked vehicles in lanes designated as "bus-only" or "transit-only"; regular traffic lanes where vehicles create accessibility problems that result in buses not being able to reach curbs at stops and vehicles that block intersections; and posted transit stops. The CMS must be able to integrate with outside agencies to allow the transmission of bus/transit violation citation evidence packages from outside agencies to the CMS and be able to process the citations for LADOT accordingly. The Contractor may be required to provide an evidence package review queue solution to allow authorized LADOT personnel to approve and reject violations. The Contractor may be required to provide Contractor staff for evidence package preparation prior to LADOT personnel review. More details in Section 12.5.

LADOT may also request that the Contractor develop options for inputting citation information via computer instead of handheld device, or suggest other options to make issuance and enforcement in this area more viable and efficient including supporting other camera-based and/or LPR-based enforcement options as authorized by CA State legislation and CA DMV code. These additional options may include, but are not limited to, providing back office systems to manage the enforcement, review, and citation issuance process and providing enforcement camera hardware on street sweepers for enforcement of street sweeping violations and/or utilizing fixed or mobile enforcement cameras for enforcing parking violations. If LADOT chooses to exercise any of these options, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract.

1.5 Payment Plans

Payment plans are available for individuals whose financial situation qualifies them as a low-income household, using guidelines established by the Office of the Assistant Secretary for Planning and Evaluation (ASPE), a part of the Health and Human Services Department. Once

approved, the payment plan shall allow the total amount due to be paid in installments over a set period of time. Future payments plans may be open to any participants regardless of their income.

The Contractor shall offer a mobile app, integrated with the CMS, to pay parking citations. The mobile app shall offer features such as the ability to scan or read the parking citation, low-income verification, payment plans processed through eTIMS Workflow, automated email and text payment reminders and receipts, view account balance and other relevant information, update payment and contact information, and accept payment using a variety of methods including credit card, debit card, Google Pay, Apple Pay and Automated Clearing House.

The CMS shall include the ability to support LADOT's payment plans. Contractors shall describe how their solution can accommodate this. At a minimum, the CMS shall have the following capabilities:

1.5.1 Payment plans in accordance with existing and future State, CVC, and LADOT policies.

1.5.1.1 https://prodpci.etimspayments.com/pbw/include/laopm/ipp_income_guidelines.pdf

1.5.1.2 https://prodpci.etimspayments.com/pbw/include/laopm/ticket_ipp.htm

1.5.1.3 https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=40220.&lawCode=VEH

1.5.2 Ability for customers to apply for payment plans online, by mail, or in person.

1.5.3 Payments for payment plans accepted online, by phone, online, or in person.

1.5.4 Ability to configure and manage features such as low-income verification, payment plans processed through eTIMS Workflow, email and text payment reminders and receipts, view account balance and other relevant information, update payment and contact information, and accept payment using a variety of methods, and a mobile payment app.

1.6 Community Assistance Parking Program (CAPP)

The City of Los Angeles's Community Assistance Parking Program (CAPP) was created to assist individuals experiencing homelessness with open or unpaid parking citations, by allowing them to pay in the form of community service.

Participants of CAPP must provide a proof of completion form to the City of Los Angeles upon completion of service hours.

The CMS shall include the ability to support the CAPP program (https://ladotparking.org/operations-support/capp-info/). At a minimum, the CMS shall have the following capabilities:

1.6.1 Record the Homeless Management Information System (HMIS) number on one or multiple citations.

1.6.2 Upon completion of the CAPP program, allow for the citation status to be updated to complete and close out the citation.

1.6.3 Upon the successful enrollment into the CAPP program, suspend citation fines and fees, provide a CA DMV hold release (where necessary), and suspend collection efforts or individual citations assigned to the CAPP program.

1.6.4 Provide comprehensive reporting including citations assigned to the CAPP program, citations closed out through the CAPP program, and citations pending approval into the CAPP program.

1.7 Initial Review

Contractor must provide Initial Review processing, utilizing policies and procedures specified by the City, for all contested citations.

The following is a list of key requirements for Initial Review:

1.7.1 Verification that all requests for Initial Review are processed in accordance with the time limits prescribed by State law and City policy. Requests for extensions based on verifiable extenuating circumstances must be addressed by an LADOT supervisory level employee.

1.7.2 Record response for dismissal or when a citation is deemed valid, and record the justification in writing and retain it on the database until the citation is purged, and to be stored per the data record retention policy.

1.7.3 When an Initial Review cannot be resolved, the software shall allow for the appeal to be referred electronically to LADOT staff for investigation. All such referrals must be accounted for, appropriate records kept, and all case files logged in and out. Case files electronically transmitted to LADOT for investigation must contain all relevant information including, but not limited to, correspondence received from the complainant, traffic officer comments, a copy of the citation, and any notes or memos prepared by Contractor staff which would be relevant to the City's investigation. All regular citation processing (including, but not limited to noticing, and escalations) must be suspended during the period the citation is under administrative investigation and the CMS so marked. Furthermore, at a minimum, all referrals for field investigations must be electronically geo-coded and downloaded, sorted by suspend code and street address for field investigation. This work will be completed as part of the Complaint and Investigation application on the handheld. Upon the daily completion of City's investigations, the determinations must be uploaded back into the CMS for processing.

1.7.4 The CMS must be capable of determining whether the Initial Review has not been completed within the suspend period and/or report that the suspend date has been reached and investigation is still outstanding. No noticing shall be sent until the investigation is completed. Aging reports of suspends still pending resolution (30, 60, 90, 120, etc. days) are to be included in monthly activity reports.

1.7.5 At the conclusion of the Initial Review, if the citation has not been dismissed, the CMS must promptly generate a notice listing the reason for a valid cite determination as required by the CVC. The notice must also explain the CVC procedures that must be followed if the complainant wishes to contest the citation through an administrative hearing, including specific dates by which to respond.

1.7.6 The CMS shall support multiple work queues for Initial Review, including, but not limited to queues by user, appeal status and reason, suspend reason, review progress, and field survey status.

1.7.6.1 LADOT supervisors shall have the ability to move appeals between queues as needed.

1.7.7 The CMS will generate statistical reports via Business Objects, as determined by LADOT, about Traffic Officers' activity which the Initial Review and Adjudication teams may review when researching contested citations.

1.7.8 Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City. Contractor shall describe the proposed report and its content. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.

1.8 Administrative Hearings

The Contractor shall provide a turnkey component for Administrative Hearings which integrates seamlessly with essential external and internal applications that hearing examiners and clerical staff use daily.

This component shall be completely integrated with the CMS. Hearing examiners and clerical staff shall be able to access all data, including appeal details, within the CMS directly, without requiring them to be working in multiple applications simultaneously to be able to find all related details for a particular citation.

In addition to second-level review as defined by the CVC, hearing examiners also conduct administrative hearings for impounds and immobilizations. In some cases, the appeals may be on an emergency basis. While impounds and immobilizations should be related to a citation, there may be times when the citation isn't properly connected to the impound/immobilizations. In addition, an appeal of an impound/immobilization doesn't necessarily include an appeal of the citation. Therefore, the component shall be able to process full adjudication of all these activities independently from citation adjudication, and if the finding for the appeal of an impound/immobilization is in the motorist's favor, it does not close the citation. The activity for impound hearings will be documented as a separate record created by Adjudication in CMS (with a "PI" prefix).

The Contractor provided solution must allow users to perform all job functions with a high level of integration to remote productivity tools, such as telecommuting and telephonic/video communications, and strategically plots a course for future business needs, developed with

open architecture, that makes it easy to add, change, and replace new components as necessary.

The Contractor shall coordinate the citation adjudication process following prescribed timelines and processes for persons contesting parking citations in accordance with the CVC, laws of the State of California, and City of Los Angeles.

The following is a list of key requirements for adjudication:

1.8.1 Allow motorists to appeal citations through various methods, including online via web browser, mobile app, fax, U.S. Mail, or delivery to a customer service center (see Section 3). Appeals for immobilizations and impounds can be requested online after the post-impound record is created by the Adjudication Officer.

1.8.1.1 Online and mobile submissions shall allow the motorist to upload supporting evidence.

1.8.1.2 A clerk shall be able to enter appeals submitted by mail or delivery into the component, including any supporting evidence included with the appeal.

1.8.1.3 Appeals submitted shall be entered into the component.

1.8.1.4 Appeals for immobilizations and impounds shall not require an associated citation to be processed through the Adjudication component.

1.8.1.5 Should an appeal for an impound or immobilization have a finding in the motorist's favor, that decision cannot affect the original citation(s) that led to the impound or immobilization.

1.8.2 Suspend timelines/due dates/escalations while appeals are under investigation.

1.8.3 Record data and comments for historical background and attach to citation.

1.8.4 Manage supporting evidence submitted by customers in support of their appeals.

1.8.5 Provide reports with appealed citations sorted by type of violation.

1.8.6 Record case decisions.

1.8.6.1 Automated process to update tracking history to reflect if a constituent has had their case adjudicated or requires further review.

1.8.7 Generate all correspondence related to each case.

1.8.7.1 Capability to have static templates and unique templates for each type of correspondence that can be prefixed in queue.

1.8.7.2 Generate decision letters and use customizable liability and non-liability reason codes, using a template, but allowing reviewers to add comments/notes.

1.8.7.3 Generate letters for scheduling of hearings, reminders, "no show" follow-ups, etc.

1.8.7.4 Retain exact electronic copies of all correspondence, including those generated by the component, that can be reviewed and accessed at any time.

1.8.7.5 Capture all returned adjudication correspondence, including images of the envelope, as part of the case history.

1.8.8 Maintain record of "no show" letters sent to and received back from constituents who either have already had their case adjudicated or have returned undeliverable correspondence.

1.8.9 Queuing logic that allows ability to view and distribute adjudication workload.

1.8.9.1 Authorized or designated user(s) should have the ability to review queue and "pull" or hold cases.

1.8.9.2 Cases assigned to an examiner should remain visible in queue, but not allow others to operate on them unless an authorized user transfers to another examiner.

1.8.9.3 Cases that have been in an examiner's queue for a City designated period, like 72 hours (weekend hours not included), without action should trigger a report emailed to the supervisor(s).

1.8.9.4 Cases that have been in an examiner's queue for a designated period, like 24 hours, without action should trigger a report emailed to the examiner.

1.8.9.5 Cases that have been in the main queue without action for a designated period, like three (3) days, should trigger a report emailed to the supervisor(s).

1.8.10 Capture all information relating to a case.

1.8.10.1 Enforcement related evidence including, but not limited to, copies of the citation/ ticket facsimile and Traffic Officer photos and videos which are from CitySight, copies of notices and correspondences from the mailhouse vendor, link to call recordings (if applicable), and data from third party enforcement systems should be stored electronically in CMS, whether by reference or by copy (preferred).

1.8.10.2 Any paper documents provided by any source should be scanned and uploaded, and remaining paper documents shall be stored and managed as per City policy. The component shall provide an easy-to-use method for adjudication staff to use a shared scanner or multi-function machine to generate the scan and allows the user to attach it to the citation record, so it becomes part of the case history.

1.8.10.3 Capture hearing recordings/videos seamlessly, regardless of hearing session length.

1.8.10.4 When an appeal (Initial Review) is first filed, motorists should be prompted and allowed to upload all information, including photos, documents, etc. All

information shall be attached to the citation record, such that it is viewable to anyone (with appropriate access rights) who finds the citation record, including searches by citation number, plate, or VIN.

1.8.10.5 Appellants should have the ability to add documents until 48 hours before their hearing.

1.8.10.6 Initial Review notes and additional evidence (including results of all investigations) should be attached to the citation history record as they are created.

1.8.10.7 Requests for hearing should allow motorists to add more evidence/documentation. All information shall be attached to the citation record, such that it is viewable to anyone (with appropriate access rights) who finds the citation record, including searches by citation number, plate, or VIN.

1.8.10.8 Any City-designated user to review or update the case shall be able to see all related records and uploads (e.g., all data) associated with case—it should not require printing any materials to allow someone to review (only possible exception: if court will not allow electronic submission, then the entire case can be printed at that time, with a single print command). In the Virtual Case File hearing folder, this information shall be sorted, identifiable, and filterable.

1.8.11 Support tracking of case from start to current point in process, including:

1.8.11.1 Original citation, immobilization action, or impound report and its supporting photos

1.8.11.2 Any officer notes/remarks

1.8.11.3 All information provided by the DMV

1.8.11.4 All citation/immobilization/impound processing history within the component (e.g., dates and times of various steps in the citation, immobilization, and impound processing cycle)

1.8.11.5 Information from PMS in the Residential Parking Permit subsystem

1.8.11.6 All activity by Initial Review

1.8.11.7 All activity to-date by Adjudication/Hearing Examiners

1.8.12 Allow the customer the ability to schedule the date and time for a hearing.

1.8.13 Allow the City to create various types of hearings (e.g., standard, peak hour, taxi, vehicle for hire, and others) and specify the times they can be scheduled. CMS to support new hearing types in addition to the current types (in-person, mail, impound, etc.) through configuration of tables in the Table Maintenance module. City to provide hearing calendar and hearing slots to open 10-15 business days before the next month.

1.8.14 Allow scheduling based on hearing examiners' availability, work location (in-person or remote hearings), and the types of hearings they can process.

1.8.15 If hearing examiners have included Saturday in their availability, the component shall allow scheduling on Saturdays.

1.8.16 Distribute written hearings across all Adjudication locations, so the workload is evenly shared.

1.8.17 Distribute hearings across the week and not fill certain days and leave the others unscheduled incorporating staff availability. City to review process regularly and advise Contractor at least two weeks in advance if changes need to be made with hearing schedules to allow proper time for motorists to receive new hearing notices.

1.8.18 Customers shall be able to choose a hearing time, from those available, using the web interface, or customer service representative which can be initiated by calling the Interactive Voice Response (IVR).

1.8.19 Notify Traffic Officers and their supervisors if they are required to attend a post-impound hearing, including the date, time, and location (which may include video and/or telephone conferencing), preferably as a calendar invitation. Parking Enforcement must provide a monthly deployment schedule to Contractor in order to upload the schedule to CMS.

1.8.20 If a required officer is not available for the scheduled time, the component shall notify appellant and allow the appellant to reschedule the post-impound hearing or waive their rights to continue with the post-impound hearing. Parking Enforcement must provide a monthly deployment schedule to Contractor in order to upload the schedule to CMS.

1.8.21 Support workflow for completing decisions and supervisor/manager review.

1.8.22 Provide a document editor for hearing examiners to document their fact finding. The document editor shall provide standard editing functions, including templates, spelling and grammar checks, image pasting, attachments, and text formatting.

1.8.23 The editing function shall autosave frequently to prevent loss of work.

1.8.24 When the hearing examiner completes and "submits" the fact finding and decision, it shall be saved and routed to the examiner's supervisor for review/edits.

1.8.25 The supervisor shall be able to approve the document or "markup" the document in a manner similar to Microsoft Word and return to the examiner for edits.

1.8.26 If the hearing examiner makes edits to address the supervisor's comments, then the document shall again be routed to the supervisor. This cycle shall repeat until the supervisor has approved the document.

1.8.27 The document edit history shall be saved within the component for future reference; the edit history shall only be available to hearing examiners and supervisors.

1.8.28 Provide a "prima facie" statement separate from the fact-finding document. Within the appeal documents, it should appear above the Officer and appellant statements.

1.8.29 Allow appellants to "opt-in" to receiving correspondence electronically (with the exception of notifications required by law to be recorded and sent via U.S. Mail).

1.8.29.1 All correspondence sent by the component should originate from a "system mailbox," not requiring Adjudication staff to use their City email boxes for correspondence regarding an appeal.

1.8.29.2 Responses from appellants should be initiated from the Customer Service Portal and shall be stored with the history of the citation being appealed. Any attachments to the email shall be added to the correspondence on file for the appeal.

1.8.30 Recognize "correctable" citations (typically disabled placard and vehicle registration citations) that can be dismissed after proper documentation has been provided, and provide the proper reports to avoid going through a full hearing process.

1.8.31 Provide full reporting and statistics for all aspects of the adjudication process.

1.8.31.1 Provide reporting about reasons why citations were dismissed based upon reason code entered by Hearing Officer, so the information can be used to guide training, or request changes to signage, street, and curb markings.

1.8.31.2 Allow ad hoc reporting on all data within the overall system (e.g., including but not limited to citation, permit, LPR, and immobilization/impound data) to which adjudication has access.

1.8.31.3 Allow scheduling of common reports to be distributed on a regular basis as determined by LADOT.

1.8.32 Contractor provided programs need to function universally across all web browsing platforms.

1.8.33 Capability to allow cloud computing, productivity, and collaboration tools to be integrated with this component.

1.8.34 Provide video conferencing related solution(s) for hearing examiners in-office, and at home teleconferencing, and in accordance with CVC and CA DMV.

1.8.35 Utilize an opt-In feature for external communication with constituents which allows Adjudication staff to easily initiate email, or other forms of communication, with the motorist.

1.8.35.1 Adjudication staff need to have the ability to attach case items to emails with the motorist that are on the citation record limited to Officer photos and scanned correspondences up to 25MB.

1.8.35.2 Templates for most frequently used emails should be available for examiners to choose from.

1.8.36 Capable of a web-based interface for constituents to be able to upload documentation during the hearing request process in lieu of going to Customer Service centers.

1.8.37 Facilitate the implementation and rollout of strategically located Customer Service Kiosks throughout the service region, including, but not limited to City offices.

1.8.37.1 Customer Service Kiosks must perform the function of a vital customer touch point and serve as an equitable extension of Administrative Hearing offices.

1.8.37.2 Kiosks placed within the Adjudication Offices can serve as a point for appellant self-check-in for an in-person hearing; the kiosk can also allow for appellant updates to contact information.

1.8.38 Record audio and/or video of hearings and other activity (such as a motorist at the front counter making a verbal threat). LADOT approval is required prior to implementation.

1.8.39 Hearing examiner scheduling modules must interface with Google Workspace and to determine examiner availability.

1.8.40 Support adjudicating multiple citations/impounds/immobilizations for the same license plate; e.g., one hearing can result in several citations/impounds/immobilizations for that plate to be dismissed, without requiring the hearing examiner to update each citation separately.

1.8.41 Process refund requests after the hearing examiner has determined the citation/impound/immobilization was in error.

1.8.41.1 If the hearing was for a parking citation(s), the adjudication component shall initiate a refund request for all amounts paid for the citation(s) and guide the hearing examiner through completion.

1.8.41.2 If the hearing was for an impound, the adjudication component shall initiate a refund request for all fees paid for the impound, including the tow fee and storage fees, which will require information from the City's contracted tow service provider which is currently the Official Police Garages (OPGs), as recorded in the TIMS (Towing and Immobilization Management System).

1.8.41.3 If the hearing was for an immobilization, the adjudication component shall initiate a refund request for all fees paid for the immobilization, including the "boot" fee, as recorded in the TIMS.

1.8.41.4 The refund request shall itemize the amounts to be refunded and allow the hearing examiner to make corrections, including any additional refund amounts.

1.8.41.5 The refund request shall include all other relevant information for processing the refund, including the Respondent's name and address, associated license plate(s) and VIN(s), impound or immobilization numbers, type of hearing (regular/urgent), and OPG (Official Parking Garage) information (i.e., name and contract number).

1.8.41.6 The hearing examiner shall have the ability to add comments to the refund request and then mark it complete.

1.8.41.7 When the hearing examiner marks the refund request complete, workflow shall assign the refund request to the hearing examiner's supervisor or delegate, who shall have the ability to make any edits, including comments, then either reject the request (which sends it back to the hearing examiner for corrections) or approve the request (which sends it to Accounting for review).

1.8.41.8 Accounting shall have the ability to make any edits, including comments, then either reject the request (which sends it back to the hearing examiner) or approve the request. If any payment issued by cash/check/credit card needs to be refunded, the request shall go to the Contractor for validation and then submitted to the next check request batch to Accounting.

1.9 DMV

Under California State law, the registered owner of a vehicle, as identified by the DMV (or equivalent) where the vehicle is registered, is liable for all parking violations. The accurate and timely acquisition of registered owner information is critical to the success of processing citations, i.e., sending notices, collecting fines, and escalating to collections.

In addition, verification of registered owner and their address is part of the business process for other activities within the overall system, such as confirming that a preferential parking permit applicant is the registered owner of the vehicle and the vehicle's DMV registered address is the same for which the permit application is being made.

The Contractor must be able to exchange (send and receive) data with the CA DMV and out of state registries in a timely manner so that all legal and policy timelines are met for every parking citation.

For purposes of clarity, all references in this RFP to "DMV" mean any state's or province's motor vehicle registry, unless the reference specifically states "CA DMV" to refer to the California Department of Motor Vehicles.

The following is a list of key requirements for DMV processing, including integration and interfacing:

1.9.1 Access to License Plate Detail

1.9.1.1 Detailed information related to a particular CA DMV vehicle license plate must be immediately accessible in an on-line, real-time environment. For out-of-state license plates, online access is not available. Contractor will obtain registry information through out-of-state DMV's on a recurring schedule or via third-party systems. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including:

1.9.1.1.1 General Information: the license plate; effective date of vehicle registration; and vehicle identification number (VIN) with information indicating whether the vehicle is registered in the City's Fleet Operator Program, including date registered and date deleted, if appropriate.

1.9.1.1.2 Registry Information: the dates on which DMV data were: (a) requested, (b) returned from DMV and (c) confirmed or errors noted.

1.9.1.1.2.1 Processing registry information by updating the database with the registered owner's full name, address, and vehicle identification number.

1.9.1.1.2.2 If data were not received or incomplete, an exception report is to be provided to identify for follow-up of all incomplete or declined transactions.

1.9.1.1.3 CA DMV Hold Data: the date the hold was sent to CA DMV and subsequently released, if appropriate, the number of citations charged to the license plate that are currently confirmed and on hold at the CA DMV, data on hold that have been released.

1.9.1.1.4 Seizure Data: the number of citations which count toward eligibility for immobilization (booting) or seizure (towing), and the total amount of fines these citations represent.

1.9.1.1.5 Financial Summary Data: the total amount of fines and fees due for an individual license plate, and any unapplied balance that may exist.

1.9.1.1.6 Returned Mail Data: the date that any notice or correspondence was returned by the United States Postal Service as undeliverable ("nixies"). This shall include the address or addresses used. Multiple entries should be kept and used for skip-tracing efforts.

1.9.1.1.7 Outgoing Correspondence Mail Data: the correspondence must include the date and batch time mailed and the actual scanned (or digital) copy of correspondence mailed to the responsible party for a citation, and the ability to override the default and access a particular page by typing in the page number.

1.9.1.1.7.1 User should have the ability to sort by the outgoing Correspondence Mail Date. If user preference is not available, then sort shall be most recent to oldest.

1.9.2 DMV Data Integration

1.9.2.1 Contractor must be able to immediately retrieve, and import into the parking citation database, vehicle related information that must be obtained by the Contractor in a real-time, on-line environment from the CA DMV, including all out-of-state motor vehicle registries that allow this type of access or via third-party systems.

1.9.2.2 Contractor's proposed system must be able to immediately process all DMV name and address transactions required to support City operations. Currently, approximately 20,000 such transactions are sent each day to CA DMV.

1.9.2.3 This capability must include the continuous on-line, real-time placing and releasing of vehicle registration holds with the CA DMV.

1.9.2.4 In addition to the name and address of the registered owner of the vehicle cited, the vehicle identification number (VIN) must be obtained and presented in a format that permits a direct comparison with the last four digits of the VIN entered from an original parking citation.

1.9.2.5 Contractor's solution must make provision for recording this data, which could be used in future authorized collection activity.

1.9.2.6 Contractor's solution must store and maintain the following information, and keep it up-to-date:

1.9.2.6.1 License plate; effective date of vehicle registration; and vehicle identification number (VIN) with information indicating whether the vehicle is registered in the City's Fleet Operator Program, including date registered and date deleted, if appropriate.

1.9.2.6.2 The dates on which DMV data were: (a) requested, (b) returned from DMV, and (c) confirmed or errors noted. Processing registry information by updating the database with the registered owner's full name, complete address, and vehicle identification number. If data were not received or incomplete, an exception report is to be provided to identify for follow-up of all incomplete or declined transactions.

1.9.2.6.3 The date that any holds were sent to CA DMV and subsequently released, if appropriate; the number of citations charged to the license plate that are currently confirmed and on hold at the CA DMV; and data on hold that have been released.

1.9.3 DMV Interface Role and On-line Access

1.9.3.1 Contractor will inform the City of all additions, changes, and deletions to existing State and local laws affecting parking issues, as soon as Contractor

learns of the change within a reasonable timeframe (such as signed by the Governor, published by the City Clerk, notice issued by the DMV, etc.).

1.9.3.2 Contractor must be able to make the necessary adjustment in its solution (hardware and software) to incorporate and modify all additions, changes and deletions to the existing parking regulations and statutes.

1.9.3.3 The DMV interface shall support Name and Address Processing through DMV.

1.9.3.3.1 Contractor must provide functionality that interfaces directly on-line and in real time with the database of vehicle registration information maintained by the CA DMV, including all out-of-state motor vehicle registries that allow this type of access or via third-party systems.

1.9.3.3.2 Contractor's DMV interface must obtain registered owner information within 48 hours for CA DMV and at a regular weekly recurrence for out of state registries of any new citation record being updated or entered on the database.

1.9.3.3.2.1 The DMV interface must also, on a schedule determined by the City, re-request information on license plates initially returned as "no hits" (name and address information not available) and for all vehicles that have reached "scofflaw" status.

1.9.3.3.2.2 An exception report must be produced and maintained. The percentage of no hits shall be listed in the monthly activities report.

1.9.3.3.3 For contested citations, the CMS must be capable of showing the registered owner's name and address including the contestant's name and address if the contestant is not the registered owner.

1.9.3.3.4 Contractor's DMV interface must be capable of processing all DMV name and address transactions required to support the City program, including all transaction history required by adjudication hearing examiners in immobilization/tow hearings.

1.9.3.3.5 Edits and checks must be included to ensure the accuracy of all data returned by DMV prior to updating the parking citation database.

1.9.3.3.6 The DMV interface must be capable of inquiring through DMV for registered owner information using either a VIN or the vehicle license plate number.

1.9.3.4 The CMS shall support DMV Registration Holds.

1.9.3.4.1 The CA DMV allows local jurisdictions to add the fine amount for unresolved parking citations to the bill for annual vehicle registration renewal. This is called placing a "hold" on vehicle registration and is an effective means of securing payment of delinquent parking citations. Contractor must provide an on-line, real-time interface with CA DMV to place these "holds" for unpaid parking citations, to release the holds within 24 hours when a citation is resolved or a hearing is scheduled, and, if permitted by DMV, to reactivate a registration hold when appropriate as determined by the City.

1.9.3.4.1.1 The information required by CA DMV to place a vehicle on hold must be automatically forwarded by the CMS and receipt by CA DMV acknowledged and recorded in the citation history as mark confirmed.

1.9.3.4.1.2 The process must be completely documented on Contractor's solution.

1.9.3.4.1.3 An exception report must be produced and maintained.

1.9.3.4.2 When payment or suspend transactions are applied to the parking citation database, Contractor must be able to release the registration hold at CA DMV within 24 hours.

1.9.3.4.3 Exception reports are required to verify compliance.

1.9.3.4.4 Release date must be noted in the citation record.

1.9.3.4.5 The citation history for each citation receiving a registration hold must be updated to indicate the most recent processing step in the hold cycle.

1.9.3.4.6 Contractor shall be responsible for monitoring input and output reports of registration hold transactions with the DMV and for correcting any errors. Monthly exception and summary reports shall be included in the monthly activity report.

1.9.3.5 Contractor must process and account for payment transactions associated with money collected by CA DMV.

1.9.3.5.1 Contractor's database must be updated with all citation payment transaction details, and the payment information received from CA DMV must be reconciled with the parking citation database.

1.9.3.5.2 Contractor must update citation record in CMS based on information provided by CA DMV, including reporting of non- sufficient funds (NSF) checks.

1.9.3.5.3 Contractor shall monitor the supporting documents for DMV administrative fee charged by the DMV.

1.9.3.6 The DMV interface shall perform DMV lookups for the Permit Management System, to allow for automated confirmation of registered owner name and address associated with the vehicle registration, where the vehicle plate and effective date are provided by the motorist.

1.9.3.7 The CA DMV interface shall perform ad hoc CA DMV lookups to allow authorized personnel to view, in real time, the current record on file with the CA DMV for a vehicle plate, VIN, or disabled placard number.

1.9.3.7.1 The DMV interface shall provide a "user friendly" view of the data returned limited to specific data fields to be agreed upon by City and Contractor.

1.9.3.7.2 Additionally, the "raw" data from the DMV shall be available for the City designated user to view, if wanted.

1.9.4 Out-of-State Registry Interface

1.9.4.1 Contractor's staff will be required to ensure the timely legal acquisition of out-of-state DMV (or equivalent) data based on City requirements. Contractor must maintain current and complete interface specifications, in-depth knowledge of state-specific data formats, and registration update schedules.

1.9.4.2 Contractor must provide comprehensive quality assurance to guarantee proper vehicle ownership identification and data integrity. With each request and return cycle for each state, Contractor's staff must check record counts, edit rejects, match rates, and match failures.

1.9.4.3 Contractor must validate critical data fields (e.g., vehicle make, registration renewal dates, and state abbreviations) through interpretation and comparison of data from the citation and data received from the vehicle registry. As with vehicles registered in California, Contractor must be able to recognize and accurately split out-of-state registration records based on changes in ownership.

1.9.4.4 Contractor must provide monthly reports in a City-approved format to document, monitor, and control the processing of citations issued to vehicles registered out-of-state.

1.9.4.5 Should other states agree to accept and process vehicle registration holds for outstanding citations issued in California, Contractor shall initiate filing of registration holds with those states with any associated costs for that service being a pass-through cost to the City.

1.9.5 Split-Plate Logic

1.9.5.1 Contractor's CMS must reliably and automatically compare the issue date of each citation with the vehicle registration date information on file at the DMV. This is especially important in states such as California where the license plate stays with the vehicle, rather than with the owner.

1.9.5.1.1 The CMS must use registration date information to assign legal responsibility for each citation to a registered owner based on the effective date the license was assigned to a particular individual by a motor vehicle agency.

1.9.5.1.2 Citations issued before a change in registered owner must be assigned to the previous owner.

1.9.5.2 Registration updates shall be made as frequently as CA DMV makes the registration information available.

1.9.5.3 Registration updates should be reflected in the CMS immediately upon receipt.

1.9.5.4 If a vehicle is seized under California Vehicle Code 22651(i) or 22651.7, and a finding of No Reasonable Grounds is made due to Contractor's faulty data or untimeliness in reporting changes in vehicle ownership, Contractor shall reimburse the City for any tow-or storage-related fees refunded or waived by the City. The contractor will be exempt if the information from the CA DMV is the reason for the faulty or untimeliness of report changes.

1.9.5.5 Contractor's CMS must accommodate the manual entry and processing of timestamp, record of who inputted information, owner name, and address information.

1.9.5.6 In addition, Contractor's CMS must provide on-line, real-time display of multiple citation records for a single plate, split by date of ownership.

2 CITATION ISSUANCE DEVICES AND RELATED HARDWARE / SOFTWARE

The City is seeking a comprehensive integrated System, capable of supporting officers who are issuing parking citations and parking warnings, as well as supporting supervisors and special teams.

2.1 Enforcement Handhelds

The City is seeking parking citation issuance devices that represent the current state of mobile wireless device technology and data management/analysis. The Contractor will provide at least 600 handheld devices and 600 printers for citation issuance. The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement.

Contractor should include at least two (2) citation issuance device options for consideration by the City:

- A handheld device with a separate printer.
- An "all-in-one" or "single-piece" handheld device where the printer and handheld are attached.

All proposed equipment must be inclusive of the protective infrastructure to ruggedize and protect equipment from working conditions and outdoor elements. They shall be able to withstand drops, be water resistant, have appropriate screen protection, and appropriate grip control.

Contractor shall support any changes in requirements or communications by wireless carriers (e.g., should the Contractor's choice of wireless carrier eliminate 4G, the Contractor shall upgrade the handhelds or find another carrier).

Devices that are smartphone-based shall:

2.1.1 Be managed to prevent usage of the device as a telephone, to allow calling only to specific phone numbers, and/or to restrict calling to a VOIP environment only, as directed by the City.

2.1.2 Be managed to prevent use of SMS capability, unless limited to specific numbers, as directed by the City.

2.1.3 Regardless of other restrictions, receive SMS messages by City management, such as changes to planned assignment or enforcement scheme, or during unusual occurrences or catastrophic emergencies.

2.1.4 Be "locked" or "restricted" so that users in the field cannot add or remove "apps" on the device; e.g., to prevent a user from adding a music or social media app.

The handheld citation issuance device hardware shall meet the following requirements:

2.1.5 Batteries shall last for an entire shift (of up to 11 hours); supplemental battery packs will be acceptable if they can be "hot-swapped" while in the field, for single devices and two-device options.

2.1.6 Devices shall include a camera with a minimum resolution of 8 megapixels, able to take photos in all lighting conditions, and be able to geotag the photos taken.

2.1.7 Device shall include a "recording feature" (video and sound, or sound only) that can be immediately uploaded into CMS. The recording will capture two minutes (120 seconds) of audio or video with audio to operate independently of a citation in process.

2.1.8 Device shall have the appropriate carrying case(s).

2.1.9 Devices shall be capable of communicating using cellular 5G service.

2.1.9.1 Contractor shall be responsible for ensuring that devices are able to communicate effectively on cellular networks throughout the term of the contract and any extensions. Should advancements in cellular technology

require upgrades to communication technology in devices, they will be done at no charge to the City.

2.1.10 The following fields, at a minimum, must be captured during citation issuance by Contractor's enforcement software:

2.1.10.1 Citation number

2.1.10.2 License plate

2.1.10.2.1 Where plate is not available, field for up to 17-digit VIN shall be provided

2.1.10.3 License expiration Year/Month, Body Type (DMV specific), Vehicle Make, Vehicle Color

2.1.10.4 Meter Number field, Preferential Parking District (PPD) number field

2.1.10.5 State

2.1.10.6 Last four digits of VIN

2.1.10.7 Violation code and description (up to three)

2.1.10.8 Location of violation, including program zone with the ability to auto-populate location based on GPS coordinates

2.1.10.9 Issue date

2.1.10.10 Issue time

2.1.10.11 Officer ID

2.1.10.12 Officer signature

2.1.10.13 Notes to print on citation (known as external notes)

2.1.10.14 Officer notes, not visible to the public (known as internal notes)

2.1.10.15 Contractors shall indicate whether officers can dictate the internal notes to the device

2.1.10.16 Fine and penalty schedules

2.1.10.17 Appeal and payment instructions

2.1.10.18 Electronic marking

2.1.10.19 Photos, videos (two minutes [120 seconds] recording), and audio (two minutes [120 seconds] recording), per Section 2.1.7

2.1.11 The devices shall have the ability to support pay-by-plate, pay-by-space, permit status, and mobile payment

The handheld citation issuance device software shall:

2.1.12 Provide a user-friendly interface for ease of use and durability.

2.1.13 Require a password/security sign-in to prevent unauthorized use (dual authentication to prevent officers from signing on with wrong officer serial (ID) number).

2.1.14 Allow the user to view and void any citation written by the user in the previous five (5) minutes. A valid void code must be entered for the voiding of any completed citation, and another citation must be created immediately. This is used for the instance where an officer realizes an error has been made and must issue a correction citation.

2.1.15 Support the reprinting of an issued citation, this reprinted citation must contain the same time as the original citation, not simply the time it was reprinted.

2.1.16 Produce a voided ticket audit trail.

2.1.17 Automatically transfer and upload citation issued by the handheld to the CMS in real-time, including any audio and/or picture associated with the citation.

2.1.18 Device shall not allow an officer to attempt to issue a citation unless all required fields have been entered with valid information. For example, a citation with no violation code, or no license plate or VIN cannot be created.

2.1.19 Upon entering a license plate during citation entry, automatically search the registered owner's name, vehicle, and scofflaw request file for a match.

2.1.19.1 If a match is found for name/vehicle, automatically enter that data into the proper fields.

2.1.19.2 If a match is found in the scofflaw request file, the handheld device should display the open citations and total amount owed when requested.

2.1.20 Support monitoring of vehicles in a fixed time limit zone.

2.1.21 Timestamp transactions by the system's master clock.

2.1.22 Support the issuance and tracking of warning notices as well as actual citations including issuance history by license plate.

2.1.23 Support standard location codes and descriptions, location comments, and block numbers. Locations shall also be manually generated when necessary.

2.1.24 Able to report issues in the field real time reporting of malfunctioning, which are meter outages, signage issues, and curb issues.

2.1.25 Support multiple citation number sequences and formats.

2.1.26 Support CA CVC requirements for "Drive-Away" citations including allowing a citation to be marked as a drive-away.

2.1.26.1 The back office for the CMS will manage sending the "Drive-Away" citation to the vehicle's registered owner.

2.1.27 Support geofencing capability to auto-populate locations.

2.1.28 Support real-time tracking of officer location based on GPS coordinates.

2.1.29 Allow Traffic Officers to use the camera "scan" bar/QR codes that may appear on various parking infrastructure, such as parking meters/pay stations, signs, and permits, and enter the information on the bar/QR code into the appropriate fields on the citation issued.

2.1.30 Allow Traffic Officers to use the camera to capture the VIN on a vehicle's dashboard and have it entered into the correct field to appear on a citation.

2.1.31 Photos taken as part of the citation process shall be maintained within the citation "app" and uploaded to the CMS, not simply placed on the device's camera roll.

2.1.31.1 LADOT shall be able to set a minimum number of photographs that must be taken for each citation.

2.1.31.2 The maximum number of photographs per citation is configurable in the Contractor's Enforcement software, with 10 being the minimum number of photographs.

2.1.32 Provide a set of "canned" text lines to go in the notes (both printed and internal); when the officer is completing the notes, they can pick from the pre-established text lines or use free-form text entry.

2.1.33 Support enforcement of the City's 72-hour parking ordinance, 22651 (k), to include generation of work orders upon citizen complaint or initiation by Parking Enforcement, tracking/updating all enforcement activity, and generation of a warning notice or citation.

2.1.34 Support the ability for LADOT to add other "apps" for officer productivity to the handheld devices, subject to handheld storage and memory capacity.

2.1.35 Support License Plate Recognition (LPR) within the device, allowing the user to:

2.1.35.1 Set marks and check for overstays

2.1.35.2 Confirm permits or meter/mobile payments

2.1.35.3 Confirm the plate is not on a hot list, including CLETS SVS files

2.1.35.4 Have the information automatically entered into the form/document the user is currently processing (e.g., a citation, warning, incident report, etc.).

2.1.36 Integrate with most major vehicle LPR systems so that any "hit" on the mobile LPR can be transferred seamlessly to the handheld, including associated LPR images.

2.1.37 Include a voice recorder to allow an officer to quickly capture notes in the field.

2.1.38 Encrypt all data on the device (in case of loss or seizure of device) and communicate all data in an encrypted format.

2.1.39 Allow a user to cancel a citation or warning that has not been completed (e.g., the citation has not been printed or marked as "drive-away").

2.1.40 Allow a user to request cancellation of a previously written citation. This differs from a void, which can be done only within five minutes of writing the original citation, and

requires a replacement citation to be written. A cancellation request can be made when an officer becomes aware of an issue at a later time. The officer must enter a reason code for requesting the cancellation, which will be acted upon by a supervisor logged into the CMS back end.

2.1.41 Support Officer activity logging, including capture of additional information as required by LADOT.

2.1.42 Various databases, including CLETS SVS files, permit files, hotlists, and payments (should the City introduce pay-by-plate), must be kept current as updates are made available.

2.1.43 Print a complete citation or warning ticket, including the following fields on the front:

- 2.1.43.1 Citation or warning number
- 2.1.43.2 Date and time issued
- 2.1.43.3 Serial number and name of issuing Traffic Officer
- 2.1.43.4 Location where citation issued
- 2.1.43.5 Violation code for which the citation is being issued
- 2.1.43.6 Violation description
- 2.1.43.7 Violation amount
- 2.1.43.8 State surcharge text comment when requested
- 2.1.43.9 Total amount due
- 2.1.43.10 Vehicle license plate
- 2.1.43.11 VIN
- 2.1.43.12 Vehicle registration expiration date
- 2.1.43.13 Vehicle make
- 2.1.43.14 Vehicle color
- 2.1.43.15 Vehicle type
- 2.1.43.16 External comment

2.1.44 Print the following information on the reverse of the citation:

- 2.1.44.1 Payment instructions, including address for mailed payments.
- 2.1.44.2 Link to PVB web site with information about citation processing, including reference to payment timelines, late payment penalties, and how to appeal.
- 2.1.44.3 Availability of payment plans, including link to PVB payment plan information.

2.1.44.4 A QR code with sufficient information to allow someone who scans the code to go directly to the payment screen on the Internet or within a mobile device app.

2.1.45 Contractor shall provide citation paper (stock) annually or as needed. As stock is needed, Contractor shall solicit competitive bids from at least three (3) companies and present the bids to the LADOT, who will authorize the purchase through a Notice to Proceed (NTP).

3 CUSTOMER SERVICE CENTERS

The Contractor will be responsible for providing robust customer service for:

- In-person customer service centers for citation inquiry, cashiering, vehicle release processing, parking permit processing (for preferential, overnight, and oversize permits), requesting administrative investigations, scheduling hearings, payment plans, scheduling immobilization/tow and post-impound hearings, and other issues relating to parking citations and parking permits;
- Customer web portal;
- Entry of manual/handwritten citations;
- Processing and managing various correspondence related to citations and permits;
- Managing a lockbox with a City of Los Angeles address;
- Providing a sophisticated and flexible telephone system which includes IVR and live operators;
- Processing mail-in payments for citations and permits; and,
- Providing operational support for LADOT's Parking Permits Division and administrative adjudication processes.

3.1 Customer Service Centers

Currently, there are four Contractor-supported customer service center locations (currently known as the "Parking Violation Bureaus") in the City of Los Angeles: in Van Nuys to serve the San Fernando Valley, in West LA to serve the Western part of the City, in Downtown to serve the Central Business District, and in Mid-Wilshire to service the Mid-City area. The four centers serve approximately 110,000 customers per year as "one- stop" facilities for citation inquiry, cashiering, vehicle release processing, parking permit processing (for preferential, overnight, and oversize permits), requesting administrative investigations, scheduling hearings, and other issues relating to parking citations. The customer service centers also enroll qualified customers in Installment Payment Plans (IPP), schedule immobilization/tow, post-impound and "reasonable ground" hearings for impounded vehicles, and perform basic DMV inquiries to confirm vehicle registration status.

The Contractor is not required to replicate the current customer service center configuration; however, the Contractor must provide, at a minimum, a solution that can provide the level of

services and location areas currently in place. It is the responsibility of the Contractor to explain how its proposed solutions will continue and/or enhance the level of service. Each walk-in facility should have customer satisfaction surveys distributed to their clients for feedback on the service level. Provisions should be outlined to address the measurement of the service level. Requirements for the customer service centers include:

3.1.1 At each customer service walk-in facility, the Contractor shall be responsible for providing professionally produced signs specified by the City, professionally constructed office facilities including counters with adequate writing areas, all computer hardware and software required to operate the facility, telephone communication lines, armed security guards and alarm systems, video surveillance systems that provide environmental overview of the customer service walk-in facility to include, a video and audio system which can be viewed and heard remotely on a PC by a minimum of four (4) City staff, comfortable public waiting areas, and payment drop boxes. Disabled person access which meets Americans with Disabilities Act (ADA) standards, and convenient customer parking are also required. Each facility should have a closed-circuit television system that provides pre-recorded information in (at a minimum) English and Spanish which answers commonly asked questions, and can be watched by customers while waiting for service in the facility. The Contractor shall provide a customer courtesy phone that directly links the walk-in facility to the Contractor's telephone system.

3.1.2 The Contractor shall provide self-service kiosks in the customer service walk-in facilities.

3.1.3 The Contractor shall be required to develop quality assurance standards and monitor the quality of service provided to customers at each walk-in service facility to ensure that the time waits for customer service in line do not exceed 15 minutes. *Financial disincentives will be applied for exceeding maximum wait times.* The Contractor must develop and identify means to routinely monitor the amount of time customers wait in line prior to service. The report formats must be approved by the City and submitted in the monthly activities report and must include average and maximum wait times.

3.1.4 The Contractor must provide adequate staffing, including supervisors, between the hours of 9:00 AM and 5:00 PM. At a minimum, bilingual (English/Spanish) staff members must be available at all times at each location.

3.1.5 Additional hours of operation may be required. Contractors should provide a pricing schedule for additional hours, Monday through Friday in hourly increments as well as possible four (4) hour shift for Saturdays. Notification for additional shifts must be provided at least seven (7) business days (or 24-hour notice in emergency situations) in advance to ensure proper staffing and security guard coverage can be scheduled. The cost for this optional service is detailed in Attachment C - Pricing Workbook.

3.1.6 If the facility will be used by additional Contractor-client (City) than the current set-up and the cashiering performance standards are impacted, the Contractor must explain how a credit back to the City of Los Angeles will be calculated and applied to the monthly invoice.

3.1.7 The proposed equipment for processing and recording citation and permit payment information, including check and cash payments, must operate in an on-line real time mode, and the Contractor must provide the capability to continue accepting citation and permit payments during times when data communication lines are temporarily inoperative.

3.1.8 The Contractor's proposed cashiering system must print a payment receipt, in a form acceptable to the City, which will provide the payer with an easily recognizable record (transaction number) to be used as proof of payment in disputes. The receipt must display all citations and/or permits paid, the total amount paid, the amount tendered, and any change given, the license plate, the name or ID of the staff processing the payment, and the time and date payment was made. The cashiering system must provide a clear auditable record of payments received. The audit trail must include citation or permit number, payment date and time, payment amount, payment method, and the name or ID of the staff member that accepted payment and made the entry. Contractor must provide a check endorsement printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed. All transactions are subject to audit by LADOT and the City Controller at any time without advance notice.

3.1.9 The Contractor's proposed on-line cashiering system and support personnel must be able to process payments of citations that have not yet been entered on the database, payments of single citations, multiple citations, and citations on one or more vehicle license plates, in an on-line real time environment. The proposed cashiering system must be able to take appropriate action when it is necessary to release CA DMV holds or change vehicle seizure eligibility based upon citations that have been paid. In addition, the cashiering system must be able to process the following City-imposed fees, bounced check fees and immobilization fees, and fully support the City's existing time payment plan. The proposed cashiering system must be capable of accepting and identifying whether payments were made in cash, by check, money order, or credit card (pay-by-phone, pay-by-app, and pay-by-web) and allow on-line payment adjustments and error corrections with audit trails meeting City accounting standards.

3.1.10 The Contractor's proposed cashiering system must accommodate special handling required for payments related to release of an impounded vehicle. The Contractor's staff must be able to review vehicle history records and locate any additional vehicles registered to the same owner, and accurately inform an individual of the amount of the fines that must be paid to release the impounded vehicle, including any amounts owed on other vehicles. Once full payment is received, a release form must be provided to the motorist by the Cashiering personnel. This form is used to gain release of a vehicle at the Official Police Garages. Accurate instructions must be provided to the customer, including information on the documentation required before a vehicle can be released from impound.

3.1.11 The Contractor's proposed cashiering system must incorporate security and financial control measures which must include, at a minimum, the following:

3.1.11.1 Password security to gain access to the cashiering system;

3.1.11.2 Segregated cash out by operator;

3.1.11.3 Separate totals for cash, check, money order, and credit card; and

3.1.11.4 Operator name or ID, date, and time as a record for each login and transaction (payment or adjustment).

3.1.12 The Contractor's reconciliation process should include:

3.1.12.1 Balancing of monies received to a report that is automatically generated listing the totals;

3.1.12.2 Balancing twice each day to minimize the number of receipts kept on site at the customer service facilities;

3.1.12.3 A separate, secured reconciliation area that is automatically monitored;

3.1.12.4 Separate deposit preparation for each cashier, prior to pick up by an armored courier;

3.1.12.5 Adequate security measures once cash deposits are prepared for pickup, such as a drop safe which requires both Contractor staff and the armored courier to open; and

3.1.12.6 Staff to research and resolve all case overages and shortages within 24 hours of deposit.

3.1.13 All cashier deposits must be delivered to the City's designated financial institution by armored carrier, paid for by the Contractor, within one day of receipt by the service centers. If the City provides the armored carrier service, the Contractor will apply a monthly credit to the invoice in the amount of the cost for the monthly service in order to reimburse the City for its expense. All transactions must be updated to the Contractor's cashiering or accounting system in an on-line real time mode.

3.1.14 The Contractor will regularly interact with various agencies within the City, such as LADOT Accounting, the Controller's Office, City Council Offices, and the Mayor's staff, and with entities external to the City, such as the Superior Court and the Department of Motor Vehicles. The Contractor's staff must be able to research problems, answer questions, and suggest new initiatives to facilitate productive interaction between these agencies and the City's parking program. The Contractor may be required to design new reports in standardized system reporting tools or data screens for one or all of these entities in order to address a general need or specific area requiring support.

3.1.15 Upon request, the Contractor will be required to provide vehicle owners and operators with information on the status of their respective vehicles immobilized or towed for scofflaw status and for vehicles ordered towed by LADOT or Los Angeles Police Department (LAPD) staff for any reason where the information was previously entered in CMS. This task includes, but is not limited to, the reason for the tow, the location of the vehicle, and what steps must be followed in order to recover the vehicle.

3.1.16 The Contractor must provide comprehensive, detailed, accurate, and timely management, financial, and operational online, real-time, and other reports for City management. Contractor shall include a list of the proposed online, dashboard, real-time, and other reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City.

3.1.17 The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess, and improve the operational performance of the City's parking and citation management program. At a minimum, the Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design daily and weekly reports as specified by the City. Since the City's reporting needs are likely to change over the course of the contract, the Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.

3.1.18 These reports must be printable, electronically accessible, and exportable to other software packages in a text and/or spreadsheet format. These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by the contractor's own report with the approval of the City.

3.1.19 The Contractor must provide on-line access to management reports through any PC with web browser software, security, and a connection to the internet. The reporting system should support access to reports using web browser-based software. The reporting system should include the capability to select a report category (e.g., financial, seizure, enforcement) and then an individual report. Reports should be displayed in their entirety with a summary page. City staff must be able to print reports or save reports for future use.

3.1.20 The management reporting system must have ad hoc report generation capability which will allow selected City staff to create desktop reports by querying the database of citation issuance information. The reporting system should provide maximum flexibility in creating the reports. Contractor shall ensure accuracy of information. Contractor shall also provide comprehensive training and the City may request assistance in creating reports.

3.1.21 Upon request, Contractor must provide training in the use and interpretation of the reports produced by the Contractor's reporting system. Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports within the purview of this contract at no additional cost to the City. Contractor shall provide documentation delineating details of available reports.

3.1.22 The Contractor will be required to provide review and approval/denial of mobile applications (e.g., low-income verification) and customizable payment plans.

3.1.23 The Contractor shall be responsible to provide CMS capability for PVB staff to communicate via email and chat with customers.

3.1.24 The Contractor will be required to provide initial and on-going training in response to changes in City policy or procedures. The training will be provided to Contractor's staff, LADOT staff, as well as staff from other agencies as directed by the City. The Contractor must provide training, at no additional cost to the City, for all users if a new CMS component is introduced or if an existing system component is subject to major modifications. Training may be presented in either a classroom or on-line format as appropriate, with all necessary information sheets and training manuals provided.

3.2 Adjudication Services

The Contractor must be able to provide complete operational support for the Department's administrative adjudication process which includes scheduling cases, preparing case files, notifying constituents of hearing dates, times, and locations. Currently, there are approximately 10,000 hearings per year. At a minimum, the following services will be required:

3.2.1 Contractor shall provide sufficient staff to promptly process all requests for administrative hearings, prepare case files with all City-specified documentation, and determine that the complainant is eligible for a hearing or whether another course of action is necessary, or whether special processing is required. City guidelines for special processing must be followed for cases in which citations have not been paid in full, where a request is made to waive the statutory prepayment requirement, or where the hearing request is made after statutory time limits have expired.

3.2.2 Contractor must verify citation status, including the disposition of the initial review, whether the fine has been paid, and that the hearing request is made within statutory guidelines (within 21 days following the mailing of the notice of the results of the initial review). If the requirements are met, the case must be scheduled for a hearing within statutory requirements (within 90 days of receipt of the request) and in accordance with all policies and procedures set forth by the City. All legislative changes shall be incorporated upon the effective date of those changes.

3.2.3 Contractor must provide the printing, transmittal, and storage of paper files. Contractor's staff shall receive and maintain all documentation related to a case in a folder and prepare it as an electronically-imaged "virtual case folder" that must be transmitted or delivered to the appropriate hearing office at a prescribed time (presently three weeks) before the scheduled hearing date. The contents of the virtual case folder and the actual case folder, shall include, but not be limited to a copy of the citation, all correspondence letters and photos received from the complainant, any LADOT initial review investigation reports, or photos, as well as any other documents related to the citation which are on file in the Contractor's facility or retrieved from the secured document storage provider. Virtual case folders must be well organized in an efficient user-friendly format (e.g., indexes or tabs for different file sections, etc.). The adjudication component must have and maintain sufficient transmission and memory capability to enable instantaneous viewing scanned images while also operating multiple computer applications. Adjudication staff must also have the ability to scan documents into the citation record in CMS. The Division currently uses dual computer monitor screens. In the event of system failure, Contractor will be required to reschedule the hearing for the motorist.

3.2.4 In the event that an appeal of a hearing examiner's decision is filed in accordance with State law provisions, the Contractor's staff shall prepare and transmit completed case

folders to Los Angeles Superior Court. Case folders shall be submitted in a format acceptable to the Courts. If the Court rules against the City as a result of Contractor failure to provide the case file to the Court prior to the Court hearing, Contractor will be responsible to the City any and all amount awarded to the appellant by the Court including any payments, court costs and processing fee, provided that the Notice for Appeal was previously mailed by the Court or the respondent to the Contractor.

3.2.5 Contractor will credit the City one (1) armed security guard, to be contracted by the City, at each of the Parking Adjudication Hearing Offices during operational hours of the Adjudication Office. Regular eight-hour work schedule for the Armed Security Officer for each of the three Adjudication hearing offices is Monday – Friday, 7:00 AM – 4:00 PM, excluding City holidays. Hearing Offices are closed to the public for lunch for one hour between 11:30 AM – 12:30 PM. Security Officer may occasionally be required to work earlier than 7:00 AM or past 4:00 PM if hearings are not completed by 4:00 PM or if a staff member requests Security Officer to escort staff member to his/her vehicle for safety reasons. Resulting overtime will be paid for by the City.

3.2.5.1 The security guard will perform general protection for on-site personnel, security screenings of persons attending hearings via visual inspection and use of hand-held metal detector, asset protection, and other related duties. The security guard must meet all requirements and guidelines set forth for "Contract Security" by the City of Los Angeles Police Department - Security Services Division (213) 978-4660. The posted guard must be current on required licenses, certifications, and training at all times.

3.3 Permit Program Support

Contractor may be asked to provide support to LADOT's Parking Permits Division by assisting with the following services on an as needed basis:

3.3.1 Establishment and maintenance of Parking Permit Program information provided by the City; and printing GIS maps of the district upon request.

3.3.2 The conducting of parking studies up to 120 hours per year within reasonable scope, upon request by LADOT, including occupancy studies and license plate studies. The results of such studies, whether directly or through sub- contracted work, shall be supported by supplying necessary access to DMV records and license recognition equipment. City to provide detailed specifications per study.

3.3.3 City to direct and train Contractor to prepare maps of the parking districts showing land use, occupancy data, and indicating non-/residential parking district ratios within each district.

3.3.4 Creating and maintaining a GIS inventory of permit districts and Contractor provided mapping database.

3.3.5 Data entry of block limits, and valid addresses within address maps, as provided by the City.

3.3.6 Validating permit addresses.

3.3.7 Utilization of optional License Plate Recognition technology to assist on license plate studies.

3.3.8 Development and implementation of virtual petition mailers that include mailing or emailing residents unique links to vote to support or object to proposed parking districts.

3.4 Staffing

3.4.1 Contractor shall be responsible for sufficient staff to meet all service and performance standards for Customer Service.

3.4.2 Contractor shall, at a minimum, monitor customer service effectiveness, through customer surveys, monitor telephone representatives, audit citation suspensions, track performance of key functions, and audits of responses to correspondence.

3.4.3 The Contractor's overall system monitoring must be auditable by LADOT and the City Controller. The results of internal audits must be reported to the City. Telephone reports with information such as total number of calls, average length of call and lengthiest calls, shall be provided on a monthly basis.

3.4.4 This requirement must be reviewed by on-site inspections of daily work sheets to be prepared by supervisors at all customer service locations. The Contractor must provide a monthly report summarizing the number of staff and hours worked at each cashiering location.

3.4.5 Contractor shall provide an updated organization chart at least twice a year, including names, titles, reporting structure, and percentage of time assigned to the contract.

3.5 Parking Complaints Processing and Resolution

3.5.1 Contractor shall implement and support a process for Parking Complaints to record issues and grievances raised by the public relating to parking enforcement, permit processing, immobilizations, impounds, and customer service. Essentially, it is an issue tracking system.

3.5.2 The Parking Complaints process shall allow customer service representatives to create a skeletal record and add notes in the ticket history.

3.5.3 The Parking Complaints process shall alert designated City and Contractor staff to issues that are opened and issues that have not been addressed within a configurable timeframe through the use of a standardized report emailed to specific users.

3.5.4 The Parking Complaints process shall allow designated City and Contractor staff to review, update, and close cases through the use of correspondence codes in the CMS.

3.5.5 The Parking Complaints process shall allow designated City staff to review issues for use during citation adjudication.

3.6 Customer Website / Web Tools

Contractor shall provide a customer-friendly, easily updated parking web/mobile site to provide access to parking information including citation inquiry, payments, initial review requests, scheduling hearings, payment plans, tow assistance, scheduling immobilization/tow and post-impound hearings, mobile app(s), and other issues relating to parking citations and parking permits. The website shall be "private label," designed to meet LADOT branding and marketing standards and built in a manner consistent with the look and feel of the City's existing website.

All content for the website including, but not limited to, text, graphics, images, and maps will be the responsibility of the Contractor to develop according to current LADOT style guidelines to be provided by the City. City staff will review and approve all proposed data content prior to public release.

The website must be developed by the Contractor and allow customers the option to create an account that will supply access to all relevant citation, permit, and adjudication requests. The website shall be fully integrated with the CMS and PMS.

The website will be managed by the Contractor. The City expects that the website will be updated with new information as required, such as, but not limited to, changes to parking rules or citation fees. The City will forward website traffic to the Contractor-hosted website using forward URL links on the City's website, and the Contractor's website shall include links to send users back to the City's website where appropriate.

The Contractor shall provide instructions for all aspects of the website.

The website must be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, and Firefox. The website experience for the user shall provide device detection and content displayed according to device type, including desktop computers, laptops, mobile devices, and tablets. The Contractor must be PCI compliant.

The Contractor may provide a mobile application in addition to the customer website.

The customer website must provide the following options, at a minimum, for customers:

- Pay a parking citation
- Request an Initial Review
- Request a Hearing
- Apply or renew parking permits
- Information to release an immobilized or towed vehicle
- Find a customer service center
- Request a pre-payment waiver
- Information to participate in a fleet program
- Request an Installment Payment Plan
- Report an abandoned vehicle
- Report a broken parking meter
- Report damaged signs
- Report faded curb zones
- Submit other complaints

The main website and all associated links shall be managed by the Contractor.

The current customer website and associated services can be found here: www.lacity-parking.org, which redirects to https://prodpci.etimspayments.com/pbw/include/laopm/pvb_home.html

The website shall be a comprehensive management tool for customers and shall allow users to perform, at a minimum, the following functions:

3.6.1 Inquiry by citation number and Installment Payment Plan account number.

3.6.2 Hide customer's name and address when an inquiry is performed on the PVB website. Only verified account holders shall have access to name and address information on the Customer Portal.

3.6.3 Process payment by credit card and debit card. LADOT shall determine whether a convenience fee is to be charged to customers.

3.6.4 View a copy of citation, related photos, and citation notes in the Customer Portal.

3.6.5 Request an online, in-person, or by mail Initial Review of a citation. (CVC 40215)

3.6.6 Request an online, in-person, telephone, or by mail hearing of a citation. (CVC 40215)

3.6.7 Request a payment plan and upload supporting documentation. (CVC 40220)

3.6.8 Purchase and/or request an annual, visitor or guest permits with qualifying documentation.

3.6.9 Allow partially completed online permit applications in the Customer Portal account to be saved and completed at another time by the applicant, Contractor or LADOT staff.

3.6.10 Provide customers with email or text messages regarding the approval or status of their permit application.

3.6.11 Request placement on a permit waitlist through the Customer Portal account, up to three (3) months from application date.

3.6.12 Ability to remove from the waitlist through the Customer Portal account.

3.6.13 Process payment for a waitlist position through the Customer Portal account.

3.6.14 View status of permit requests and position on waitlist through the Customer Portal account.

3.6.15 Renew an existing permit.

3.6.16 Cancel a permit and have customer check a box that they understand the "no refund" policy

3.6.17 Receive emails with confirmation receipts for permits issued online.

3.6.18 Update permit information (e.g., license plate number, make, model, color, and address for certain permit types as defined by LADOT), only if authorized by LADOT or by PVB RPP Team with proper supporting documentation from the permit account holder.

3.6.19 Allow the purchase of multiple permits under a single account.

3.6.20 Restrict individual permit issuance to addresses/users within LADOT defined group management accounts.

3.6.21 Integration with the selected CMS to prevent account holders with open citations from purchasing permits.

Customers shall be able to:

3.6.21.1 Pay a parking citation

3.6.21.2 Request an Initial Review

3.6.21.3 Request a Hearing

3.6.21.4 Apply or renew parking permits

3.6.21.5 Request information to release an immobilized or towed vehicle

3.6.21.6 Find a customer service center

3.6.21.7 Request a pre-payment waiver

3.6.21.8 Request information to participate in a fleet program

3.6.21.9 Request an Installment Payment Plan

3.6.21.10 Report an abandoned vehicle

3.6.21.11 Report a broken parking meter

3.6.21.12 Report damaged signs

3.6.21.13 Report faded curb zones

3.6.21.14 Submit other complaints

3.6.22 Ability to apply for low-income assistance programs, CAPP, IPPs, and flexibility to accept other programs.

3.6.23 Provide email and text payment reminders for customers who opt-in for this service using the Customer Portal account. The customer website(s) shall:

3.6.23.1 Be fully integrated with the CMS and PMS.

3.6.23.2 Be managed by Contractor.

3.6.23.3 Be updated with new information within two business days for time-sensitive changes and five business days for all other changes, as required.

3.6.23.4 Include links to send users back to the LADOT website.

3.6.23.5 Be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, Firefox, etc.

3.6.23.6 Provide device detection and content shall be displayed according to device type, including desktop computers, laptops, mobile devices, and tablets (web-responsive design).

3.6.23.7 Contractor shall provide instructions for customer use of the website(s).

3.6.23.8 Be PCI compliant.

3.6.23.9 Include FAQs created by the Contractor and approved by LADOT.

3.6.23.10 Include forms which can be printed and mailed by customers.

3.6.23.11 Include contact information via phone number, chat, and a website link to enter online inquiries directed to the customer service centers.

3.6.23.12 Provide an online chat feature to assist motorists with their basic needs. If more advanced assistance is needed, the option for a call back should be provided.

3.6.23.13 Include online learning tools to assist with compliance and "how to avoid citations". Training links to be provided by City to Contractor for posting on the PVB website.

3.6.24 The website should conform with current LADOT style guidelines to be provided by the City). All website designs will be pre-approved by the City before "going live".

3.7 Manual/Handwritten Citations

3.7.1 Pick up handwritten citations and Batch Control Logs on a daily basis from at least six (6) designated locations. Additional locations may be added at the discretion of the City. For additional courier service, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract. The Contractor must reconcile the physical count of citations and the number of batches noted on the control log each day.

3.7.2 Provide a courier service to pick up and drop off handwritten citations and Batch Control Logs with agreed upon frequency with the City.

3.7.3 Enter handwritten citations into the CMS.

3.7.4 Verify citation data.

3.7.5 Research any errors and process data entry corrections within four (4) working days from the date the error appears on a daily report.

3.7.6 Process citations voided by authorized LADOT personnel as a separate transaction type which designates them as "not valid". A balance due of zero must be recorded for each voided citation.

3.7.7 Upload and attach a copy of the handwritten citation to the citation record in the CMS.

3.8 Correspondence Processing

All correspondence processing must operate with accurate and timely record keeping that includes, but is not limited to time stamping of all communication. Time stamps must include pertinent and relevant specific information such as process date, time, and citation number. Any correspondence sent to a motorist and/or returned from a motorist must be actively

logged to ensure record keeping is accurate and up to date. All citations must allow a function to review ticket history. Review ticket history function can be easily navigated through time stamps.

3.8.1 The Contractor must provide adequate staffing to open, count, log, review, track, audit, and scan and process all correspondence received each day.

3.8.1.1 Correspondence must be processed each operating day and within one (1) business day of receipt for 96% of incoming correspondence and 100% within 3 business days or 4 days after holiday weekends.

3.8.2 The Contractor must record all correspondence received as well as track and verify that each correspondence received has been accounted for and processed. Workflow logs must be made available for review and audit upon request by the City.

3.8.3 The Contractor's staff must be able to review correspondences in English and Spanish and, in accordance with City guidelines, suspend processing on citations when appropriate; initiate an administrative investigation when necessary; and notify the complainant of the status of the complaint by mail in English and Spanish. All correspondence must be printed on stationery approved by the City and provided by the Contractor. Correspondence must be clearly readable and customized to address the complaint or concern.

3.8.4 All documents received must be filed and maintained at the Contractor's place of business for a minimum of 30 days. After that time, correspondence may be maintained off site, but must be retrievable within two (2) business days.

3.8.5 The Contractor must develop and enforce the use of a detailed correspondence processing training manual for its employees. The training manual must be submitted to the City for review and approval. The Contractor must provide ongoing training for its employees to meet and maintain the required performance standards; and to provide and assure the highest possible service to the public. The training manual must be reviewed and updated as soon as legislative, system or policy changes occur.

3.8.6 The Contractor must set up and maintain a lockbox for mail-in citation payments, payment plan applications, appeal documentation, and permit application and payment preferably to a Los Angeles mailing address.

3.8.7 Process and mail reminder notices for unpaid citations including out-of-state owners.

3.8.8 Process and mail delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under California state law.

3.8.9 Process and mail "Drive Away" notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle. The notice must be mailed out to the registered owner within fifteen (15) calendar days of the citation issuance as required by the CVC.

3.8.10 Process and mail citation correction notices where the issuing officer determines that there is incorrect data in the parking citation. A copy of the correction shall be mailed to the registered owner within a timeframe specified by the California Vehicle Code (CVC).

3.8.11 Process and mail notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement as required by the CVC.

3.8.12 Process and mail permit renewal notices.

3.8.13 Process and mail permit hangtags/decals or other physical permits.

3.8.14 Process and mail other correspondence as directed by LADOT.

3.8.15 Record when mail is returned as not deliverable. Returned envelope and correspondence and/or notice must be scanned and imaged into the CMS.

3.8.16 Preparation of mailing lists and labels for Parking Permit Districts, including those for specific geographic areas or specific purposes as set forth by LADOT, and the provision of same to LADOT, if requested.

3.8.17 Contractor must provide automated noticing and mail noticing to comply with all City procedures and CVC requirements for scheduling and conducting administrative hearings. The City conducts and adjudicates approximately 10,000 administrative hearings involving contested citations each 12-month period.

3.8.18 Process and mail "No Show" letters for constituents who do not appear for their scheduled hearing. The design logic will also prevent a no show letter from generating if the case has been "rescheduled" or "continued" or adjudicated.

3.9 Mail-In Payment Processing

Contractor must provide a verifiable system capable of processing approximately three (3) million payment transactions received through the mail annually. The accurate processing of mail-in payments is critical and directly affects subsequent collection actions, such as the application of late penalties, delinquent noticing; applying registration holds at the CA DMV; and vehicle seizures. Mail-in payment processing must include a broad range of positive control and balancing procedures and include steps such as receipt and control of high volumes of mail; batching and preparing documents for processing; processing payments associated with citations and notices, processing those items that cannot be routed through high speed automated processors on an exception basis; balancing, reconciliation, and deposit preparation; and online, real-time update of payment information to the Contractor's database. All payment documents received and processed must be copied and archived to be promptly retrievable.

With the high volume of mail historically received, the Contractor must provide a detailed explanation of proposed levels of control, audit, and redundancy to ensure the accurate and timely receipt, processing, and update of mail-in payments. At a minimum, the Contractor's mail- in payment processing system should include, but not be limited to:

3.9.1 Mail pick-up from the Post Office and delivery to the Contractor's secured place of business by a bonded courier or bonded employee at least twice each business day along with the required documentation to support pick-up and drop off at Post Office.

3.9.2 Complete procedures for batch counts that are verified to ensure an accurate starting record for control throughout processing.

3.9.3 The ability to process items that must be handled separately. Detailed procedures must be developed to facilitate research and special processing. These include but are not limited to:

3.9.3.1 Any correspondence that is included with a payment;

3.9.3.2 Payments received without accompanying source documents, such as a citation or delinquent notice; and

3.9.3.3 Cash payment.

3.9.4 Copying the payment document and establishing a completely reliable audit trail for all processing procedures, endorsing, and encoding the payment document with the unique control number of each citation paid, date of processing and batch numbers, and daily reconciling with the payments updated to the Contractor's mail-in payment processing system.

3.9.5 Preparing funds in accordance with all required City policies and procedures for transfer to the City's designated financial institution. City required records must be prepared and retained for every deposit. Funds are to be physically transferred by armored courier provided by the Contractor or using the City's armored courier contract (see section 3.1.14), subject to the approval of the City.

3.9.6 Updating payment data to the Contractor's CMS, PMS, and other components, as appropriate, and depositing the payments to the City's designated financial institution within 24 hours of collection from the Post Office.

3.9.7 The Contractor shall be held completely and solely responsible for ensuring the integrity and security of City revenue throughout the entire processing procedure. Any shortages or losses will be the exclusive responsibility of the Contractor and shall be fully reimbursed to the City. Overages must be researched and resolved in every case. Appropriate refunds shall be provided to any entitled parties within timeframes established by the California Vehicle Code.

3.9.8 Payment processing must be in a secure environment. At a minimum, physical security measures should include:

3.9.8.1 Locked doors to the payment processing facility, with restricted access to authorized employees only, including, but not limited to, key card or keypad access. Reports should be reviewed for any inappropriate access.

3.9.8.2 Comprehensive video camera surveillance of all payment handling areas with full-time and redundant 24-hour video recordings to capture the date and time of all activities. Contractor must review the recorded video as needed and video of specific incident date(s) must be made available to the City upon request for audit purposes.

3.9.8.3 A safe or vault, subject to the City's approval, that is surveyed by video cameras.

3.9.8.4 Supervisors for each function, as well as an experienced manager to oversee all operations.

3.10 Telephone Services

The Contractor must design, support, and monitor various specialized phone lines.

3.10.1 Call Center and IVR

3.10.1.1 The Contractor must provide a sophisticated, flexible, and responsive 24 hours a day, 7 days a week, telephone answering system and all necessary hardware components, operational software, and technical support for the Interactive Voice Response (IVR) system. The IVR must provide updated information regarding City policies and procedures and be fully integrated with the CMS to provide on-line, real time status information on citations and on individual records; the Permit Management System (PMS) to assist customers with getting information on permit status and application requirements; and the immobilization/impound system to assist customers with getting information, making payments for (1) general parking citations, (2) immobilization fee, and (3) citations for impounded vehicles. The IVR must include the capability of handling professionally recorded messages in English and Spanish which describe City policies and procedures, including special event messages for extraordinary occurrences.

3.10.1.2 The Contractor must provide a call tree or menu for the IVR. The Contractor's system must disseminate accurate, consistent, and user-friendly information. The current IVR uses over 100 separate messages regarding City parking policies and procedures which have been professionally recorded.

3.10.1.3 The Contractor's proposed IVR must meet the City's customer service performance standards, be fully integrated with Contractor's overall system of retrieving parking citation data and provide online, real-time status of citations and individual license plate records. The proposed IVR shall accept payments for citations and payment plans. The proposed IVR should be tailored to the specifics of the City's parking policies and procedures and updated and enhanced as required by the City. The proposed IVR must be able to inform customers of current and changing information. A Telephone Device for the Deaf (TDD) must be available to provide services to customers with hearing impairment.

3.10.1.4 IVR messages are to be recorded in both English and Spanish and must be available to the customers 24 hours per day, 7 days per week. Contractor must provide all hardware, operational system software, and the application software for the IVR. In addition, the interface between the IVR and parking citation database must be maintained by the Contractor.

3.10.1.5 The IVR/phone system shall have the following features:

3.10.1.5.1 Recorded Announcements in Queue: The Contractor shall provide the ability to have recorded announcements to be scripted into queue according to type of call and agent skill set. The Department shall approve the wording for all announcements.

3.10.1.5.2 Music on Hold: The Contractor shall provide music on hold for customers in queue.

3.10.1.5.3 Estimated Wait Time: The Contractor's IVR shall announce to callers in queue the estimated wait time for a representative. This announcement shall update customers in queue, with a revised wait time, at specified intervals.

3.10.1.5.4 Customized Scripting: The Contractor's IVR shall allow multi-layered nested call scripts, and provide an interface for creating customized rules-based scripting.

3.10.1.5.5 Transaction Tracking from Inception: The Contractor's IVR shall be able to track and report to the City on all customer transactions, including calls and self-service transactions, from the time a transaction enters the IVR until it is terminated. This shall include processing calls through the IVR and through any number of transfers. This shall also include conference calls and calls transferred from the customer service management/supervisory clusters. In addition, the IVR shall be able to track and report on whether a transaction was terminated by the customer, or if the call was terminated by a representative.

3.10.1.5.6 Wait Time in Queue: The Contractor's IVR shall track and report on the amount of time a call is on hold, not to include IVR time.

3.10.1.5.7 Call Back: The Contractor's IVR shall allow the option for the customer to request a call back rather than waiting for an available representative.

3.10.1.6 The Contractor shall work with LADOT personnel to identify desktop requirements. This includes, but not limited to the evaluation of screen information, keystrokes, and transaction types needed to allow customer care representatives and supervisory personnel to effectively process customer transactions.

3.10.1.7 The Contractor shall configure the IVR such that the existing telephone numbers of the Parking Violations Bureau remain operational.

3.10.1.8 City parking citations contain Contractor-provided toll-free phone numbers as well as special number for the hearing impaired. Contractor is responsible for receiving and answering all calls.

3.10.1.9 The Contractor's call processing system must be able to mark the CMS and PMS with an indicator on the history record showing that a telephone call was received, by either the IVR or customer service representative, and the nature of the call including all requests for information and the appropriate action taken including completion of request for information.

3.10.1.10 The proposed IVR must be capable of responding to requests for service in Spanish and English and for the hearing impaired. The Contractor's IVR must also provide the option to speak with a live representative and receive up-to-date, real time information on the status of a citation or permit application between the hours of 8:00 AM and 5:00 PM, Monday through Friday, except holidays.

3.10.1.11 The proposed telephone IVR must be PCI compliant with live representatives trained and capable of taking payments for all instances listed in this scope of work.

3.10.1.12 The proposed IVR must be able to receive calls 24 hours a day, 7 days a week with live representatives available to process transferred phone calls during the hours of 8:00 AM to 5:00 PM, Monday to Friday, except on holidays. Contractor's staff serving as telephone representatives must be fully trained in all informational aspects of parking citation and permit processing, and should have immediate access to the CMS and PMS. Sufficient staff must have the capability of conversing in Spanish as well as English so that a bilingual representative is always available between 8:00 AM and 5:00 PM. A TTY line or equivalent for the hearing impaired must also be available to receive calls.

3.10.1.13 The Contractor must maintain sufficient staffing to meet all performance levels. The staffing must be sufficient to cover peak volumes, vacations, and any absences. A telephone customer service staffing plan shall be presented as part of the response to this RFP.

3.10.1.14 The Contractor's telephone representatives, at a minimum, must be able to provide general information, research specific citation data, and process suspensions, and provide permit information. Difficult to review citations or complaints must be expeditiously handled by a supervisor, manager, or specialized representative.

3.10.1.15 The Contractor shall be required to provide all facilities, computer equipment, data communications, telephone lines, telephone units, and technical support to operate the Call Center.

3.10.2 Abandoned Vehicles

3.10.2.1 The City of Los Angeles uses a toll-free telephone number (1-800-ABANDON) for constituents to report abandoned vehicles on City streets or private property at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following:

3.10.2.1.1 The Contractor must provide sufficient personnel to respond to these types of calls. The assigned customer service representatives must document abandoned vehicle information from callers, generate reports, and submit the generated reports to the appropriate LADOT geographic enforcement area for marking or processing the vehicle.

3.10.2.1.2 The proposed IVR must: allow callers to report abandoned vehicle after normal business hours and on weekends; customer service representative will collect and categorize the information; and have the ability to report abandoned vehicles online via the Parking Violation Bureau website.

3.10.2.1.3 The Contractor must ensure that messages received are processed as soon as possible, but no later than the next business day, except on holiday weekends where response time is after two business days. The Contractor must electronically generate and submit a daily electronic report listing of all received requests and the ability to view or print such reports at the appropriate LADOT geographic enforcement area office by 6:00 AM the next business day where an enforcement officer will be assigned the responsibility of inspecting the vehicle and marking it for possible towing. The results of the investigation will be entered by a LADOT employee into a handheld computer and uploaded to a component of the Contractor's system, which must automatically generate a "towing order" after the statutory 72-hour time period has elapsed if the investigation concludes that vehicle is eligible for towing. Exception reports must be provided to identify the appropriate tow orders (pending and closed) and any problem tow orders. (See Section 4 for immobilization and impound requirements)

3.10.3 Meter Maintenance Hotline

3.10.3.1 The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following:

3.10.3.1.1 A dedicated toll-free telephone number to be answered by the Contractor's Call Center. At a minimum, the Contractor must provide sufficient personnel to respond to the call volume between the hours of 8:00 AM and 5:00 PM. After these hours and on weekends and holidays, functionality must be available so constituents can report problems with parking meters by IVR, e-mail, internet, or text message.

3.10.3.1.2 The meter hotline must be tied into the City's meter maintenance system to resolve customer complaints. The data must be stored in the Contractor's CMS and available for reference during adjudication processes.

3.10.3.1.3 Customers must have the option to report meter complaints by telephone, email, internet, or text messaging 24 hours a day, 7 days a week. The Contractor must ensure that messages received electronically (via email, internet, or text messaging) are retrieved frequently to ensure that these complaints are attended to as soon as possible, but not later than the next business day, except on holiday weekends where response time is after two business days.

3.10.3.1.4 Customer service representatives staffing the hotline must be bilingual, English and Spanish. Provisions must be made for accepting calls from the hearing impaired through a TTY line.

3.10.3.1.5 Outage reports will be entered in real-time directly into the City's MERGE meter management system, or other system as directed by the City, through a web-based application.

3.10.4 Call Recording

3.10.4.1 The Contractor shall record all calls in the customer service centers, which shall include, but are not limited to, incoming calls received through IVR, outbound calls, calls received and made from all supervisory and managerial workstations.

3.10.4.2 The Contractor shall provide a call recording and monitoring management system for the customer call center.

3.10.4.3 The Contractor shall provide a call recording and monitoring management system that will allow for remote call recording retrieval and monitoring, including real-time monitoring, retrieval of all calls, archived calls, and any/all calls that were recorded.

3.10.4.4 The Contractor shall allow/provide for simultaneous recording on all call extensions and simultaneous playback on remote workstations without a loss of data or decrease in recording system performance.

3.10.4.5 The Contractor shall provide buffering, or redundant call recording data storage, where call recording data storage will reside before being sent to an archiving system.

3.10.4.6 The Contractor shall store call recording data records using standard compression rate allowing the recorded call to be e-mailed in standard WAV format, or the latest technical standard, once

exported. There shall be no need for additional software for decompression or format conversion.

3.10.4.7 The Contractor's call recording system shall be configurable for secure access over the LAN, WAN, or intranet, allowing administration of the call recording system, running of reports, listening to call recordings, and emailing of downloaded audio files as requested by City.

3.10.4.8 The Contractor's call recording system shall perform a full, automatic, periodic backup of the call records database without interfering with playback, searching, or archiving.

4 IMMOBILIZATION AND IMPOUND

In an effort to improve current towing and eventual immobilization operations and operations management, the City seeks an innovative technology solution for towing and immobilization management services. The City is seeking proposals from qualified firms, vendors, teams, or contractors with demonstrated experience in providing a comprehensive Tow and Immobilization Management System (TIMS) solution, including management of the tow and immobilization processes and impound tracking. The City requires a TIMS capable of performing dispatching, recording, documenting vehicle registered owners, vehicle owner notifications, local and state filings, and report generation. The Contractor shall manage and oversee the performance of these services and associated software solutions. The TIMS must have the ability to operate as a stand-alone system, but have the ability to integrate with all other required technologies. The City is committed to leveraging technology to increase transparency, accountability, and efficiency by aligning itself with industry best practices. The City will solely own any and all data resulting from the TIMS and any modules. All data and information are proprietary both during and after the term of the contract.

The Contractor shall provide an automated web-based system capable of tow dispatch requests and displaying inventory of vehicles impounded by LADOT on Official Police Garages (OPG) tow lots that is successfully in use in other state, county, or City agencies contingent upon the participation from the OPG. The TIMS shall allow multiple users to access the information simultaneously, including City staff, contractors, and subcontractors. The TIMS must also have fully flexible end user permissions to accommodate City authorized user groups with varied viewing, editing, and reporting capabilities.

Additional objectives for this project include:

- Traffic Officer Tow Management
    - Reduction in response time of tow contractor(s) to arrive, hook-up and transport a dispatched vehicle to the tow lot (as regulated by the Police Commission).
    - Accurate accounting for vehicles from the time the tow is requested until released to the tow truck drivers.

- Contingent upon the participation from the OPG, integration with OPGLA.COM so that selected vehicle details can be tracked by OPGLA.COM once vehicles have been released to the tow truck drivers.

- Implement immobilization processes, tracking systems, and accountability
  - Accurate accounting for vehicles from the time a Traffic Officer determines immobilization is needed until the immobilizations are complete.
  - Integration with immobilization vendors' systems so that no manual entry of data is required in those systems.
  - Increased accountability of Traffic Officers performing immobilizations.
  - Accurate and real-time location of all immobilized vehicles, including notifications when the immobilization time is close to expiration.

4.1 Tow and Immobilization System

To add efficiency to the processes of immobilizing or towing vehicles the City requires a comprehensive Tow and Immobilization System (TIMS) that collects all data regarding immobilizations and tows performed by LADOT.

4.1.1 The Contractor shall have the ability to support and improve the towing/immobilization operations of the City including, but not limited to towing, immobilization, towing events, and relocation towing.

4.1.2 The TIMS shall control and track all tow/impound and immobilization activity, from the point where a Traffic Officer determines action must be taken on a vehicle. TIMS shall display vehicle status provided by the vendor partners until the point where the vehicle is completely released to the owner.

4.1.3 The TIMS shall be capable of distinguishing between placing an immobilization device on a vehicle and towing a vehicle, and separately track and report on immobilization and tow fees, contingent upon the participation from the OPG. A complete detailed history of current and past vehicle seizures must be maintained until deletion is authorized by the City.

4.1.4 The TIMS must be flexible to accommodate calculations based on time or other criteria used to determine seizure status. Immobilization, tow, storage, and other potential fees must be assessed in an on-line, real-time manner and included in the total amounts owed to have the vehicle released, including fines paid as part of a pre-approved citation installment payment plan (IPP). Fee assessments must be reflected consistently throughout the Contractor's overall system, contingent upon the participation from the OPG.

4.1.5 The TIMS will be the "starting point"—Traffic Officers shall input their intent to immobilize or requests for tows into the TIMS.

4.1.6 The TIMS shall be accessible from handheld devices, including Traffic Officers' citation issuance devices, tablets, and notebook computers.

4.1.7 When a Traffic Officer starts the immobilization process, the TIMS shall collect all necessary information and share it with the CMS and the immobilization device management system.

4.1.8 The TIMS shall allow a Traffic Officer to initiate a tow/impound process, including having an immobilized vehicle impounded.

4.1.9 When a Traffic Officer starts the tow/impound process, the TIMS will collect all necessary data for the Traffic Officer to relay to Communication Center Operators who will then verify tow eligibility and contact the assigned Official Police Garage (OPG) to begin the dispatch process.

4.1.10 When a vehicle has been immobilized or towed, the TIMS shall attempt to notify the owner of the vehicle through telephone, text/ SMS messages, fax, and/or email, provided the motorist is enrolled and has an active Customer Portal account. An impound notice will also be sent to towed vehicles in accordance with the City's business processing rules.

4.1.11 The TIMS shall provide a recurring report to LADOT staff regarding pre-discussed timelines, including but not limited to when a vehicle is approaching 72 hours of immobilization but has not been released.

4.1.12 The TIMS shall produce all filings required by the state, county, or City (DOT Vehicle Information Processing Unit) for an immobilized or impounded vehicle, including the CHP 180 form for impounds. The CHP 180 form shall be transmitted via nightly batch (SFTP process) to the CMS, OPGLA.COM, CLETS, and any City or Law Enforcement systems, as directed by the City, and printed on a local printer if directed by the City.

4.1.13 The TIMS shall have a robust reporting module, allowing users with appropriate access rights to obtain reports on all immobilization and tow/impound activity.

4.1.14 When an immobilized vehicle must be impounded, the TIMS shall transfer or link all data regarding the immobilization to the tow record module after marking the immobilization record appropriately.

4.2 Impound

Current Tow Process

When a Traffic Officer finds a vehicle that must be impounded, the Officer contacts LADOT Dispatch and requests a tow. The Dispatcher determines the Official Police Garage (OPG) contracted for the area and contacts that company.

The Traffic Officer completes manual paperwork. When the tow truck arrives, some paperwork is given to the driver, who then hooks up the vehicle and takes it to the designated garage.

The OPG tracks the vehicle from that point, including whether it is released upon payment of fees, auctioned, or destroyed. LADOT has no direct access to determine a vehicle's current status.

Manual paperwork is routed through the City for each tow, requiring significant resources to process.

Contractor Requirements

4.2.1 The Contractor shall maintain a tow management process that includes ongoing operations management leveraging advanced technology application software that continually improves and grows as systems and technology advance. The tow management process shall use the TIMS, contingent upon the participation from the OPG.

4.2.2 The Contractor shall demonstrate proven experience and successful implementation of tow management processes in cities with a similar project scope and of similar size and demographics.

4.2.3 The Contractor shall agree to a basic proof of concept to test integration capabilities, software design, and basic workflow integration, contingent upon the participation from the OPG.

4.2.4 The Contractor must comply with all current and future state laws and local municipal ordinances.

4.2.5 The Contractor shall remain independent from the tow contactors and immobilization product/service vendors and shall NOT directly or indirectly own any tow trucks, tow companies, immobilization product manufacturers, or immobilization service providers.

Tow Dispatching

4.2.6 The TIMS shall initiate and send tow requests via handheld ticket issuance device, mobile communication device, desktop computer, or dispatch personnel, and any other means as dictated by the City.

4.2.7 The TIMS shall provide a dispatch console, to notify a Dispatcher that a tow is requested and the Dispatcher to contact the appropriate tow operator to start the tow process. The dispatch console shall:

4.2.7.1 Provide intelligent, automated tow dispatch process to suggest the appropriate tow operator based on the geographic location of the vehicle to be towed.

4.2.7.2 For any tow operators that can accept and respond to electronic tow requests, make the request upon approval of the dispatcher.

4.2.8 The TIMS shall provide automatic acknowledgment and electronic estimated times of arrival, if available.

4.2.9 The TIMS shall provide an aging report.

4.2.10 The TIMS shall track tows dispatched and tows performed.

4.2.11 The TIMS shall keep and maintain all data and historic information which is stored automatically, and which shall be easily accessible and downloadable in real-time online. Metrics to be stored shall include, but not be limited to: dispatch number,

requester, citation number, plate, vehicle description, date, time, and location of tow, tow contractor, and truck number.

4.2.12 The TIMS shall include an intuitive online report feature with ability to compile metrics on all data points with ability to download and print.

4.2.13 The TIMS shall provide operational communication between all tow contractors and various parking services departments and personnel as designated by the City, contingent upon the participation from the OPG.

4.2.14 The TIMS shall capture photographs of vehicle and vicinity prior to tow truck's arrival.

4.2.15 The TIMS shall capture Traffic Officer's notes, in writing or via dictation (when available).

Towing Contractor Interface

4.2.16 The towing contractor interface shall have the ability for various tow contractors to receive dispatched service request using mobile electronic devices such as tablets, smart phones, or other electronic device.

4.2.17 The towing contractor interface shall have the ability for various tow contractors to indicate field statuses; arrival, vehicle gone on arrival, and vehicle drops.

4.2.18 The towing contractor interface shall have the ability for the City and the Contractor to monitor tow contractor locations using GPS or other location services from device.

4.2.19 The towing contractor interface shall have the ability to accept, process and reconcile cash, credit, and other various electronic payments and documentation received by towing contractors for drop services and associated fees, contingent upon the participation from the OPG.

4.2.20 The towing contractor interface shall have the ability to record and store photo/video documentation of pre and post tow services.

4.2.21 The towing contractor interface shall have the ability to update all forms legally required within the City, including updates to the California Highway Patrol (CHP) Form 180, and transmit updates to all required systems, including the Parking Citation Management System (CMS) and California Law Enforcement Telecommunications System (CLETS). This is contingent upon the participation from the OPG, if interface with or updates to OPG is required.

Tow Management System

4.2.22 The TIMS shall completely track and timestamp the entire chain of custody of each vehicle from the initiation of a tow through the confirmation that the vehicle has been released to the tow truck driver, including but not limited to, vehicle information; type of tow; time arrived at scene; time received by tow truck driver; Tow Lot or storage location; owner information; disposition (released, auctioned, etc.) and date and time of disposition; and fees collected (if any).

4.2.22.1 This will require a two-way integration between the TIMS and OPGLA.COM, contingent upon the participation from the OPG.

4.2.23 The TIMS shall include automation, digitizing of paper documents, and virtual signatures at the local impound.

4.2.24 The TIMS shall include the ability for real time reporting on all data points contained in database and workflows, including, but not limited to, tow request, towing services, dispositions, date, and time of notification by the city, time trucks dispatched, time of tow contractor arrival at tow scene, etc.

4.2.25 The TIMS shall display an inventory of the vehicles impounded by LADOT on Official Police Garages (OPG) tow lots that are successfully in use in other state, county, or City agencies, contingent upon the participation from the OPG.

4.2.26 The TIMS shall provide on-line, real-time reporting for updating an inventory of immobilized vehicles on the street and of all seized vehicles at each tow lot. These on-line reporting components shall allow inquiry by a combination of one or more criteria: by license plate number, immobilization or tow date, or impound lot number or name.

4.2.27 The TIMS shall include the ability for ad hoc reporting creation and storage and ability to export reports in .csv, Excel, and PDF formats.

4.2.28 The TIMS shall provide for transfer of all relevant information to CMS, OPGLA.com, CLETS, and any other systems as directed by the City, contingent upon the participation from the OPG.

4.2.29 The TIMS shall include the ability to expunge specific files based upon time retention policies (example: towing)

Public Service Interface and Support

4.2.30 The TIMS shall include the ability to fully integrate with other software systems including sending/ receiving data with 3rd party databases.

TIMS Support

4.2.31 Contractor shall provide live, real-time technical and customer service support to City staff and any City-authorized contractors or subcontractors, 24/7/365. Response and resolution to technical support issues is required within one (1) hour or less. System outages longer than 20 minutes or failure to respond and resolve technical support issues within the same timeframe will incur a $1,000 penalty per incident.

4.3 Immobilization

The City is seeking a comprehensive Immobilization System, capable of preventing movement of vehicles until release has been granted by the City, or by the Contractor acting on behalf of the City.

The Contractor may provide the equipment and services directly or may utilize a subcontractor to meet the requirements. However, the City expects the operation to be seamless within the context of the overall solution.

Immobilization Devices

4.3.1 Immobilization devices ("devices") shall deter operation of the vehicle on which they are attached. Typical devices attempt either to prevent a vehicle's wheel from turning or block the driver's vision through the windshield.

4.3.2 Immobilization devices shall allow the motorist to release the device through entry of a code into a keypad; the code shall be provided to the motorist after the motorist has addressed the delinquent parking citations to the satisfaction of the City.

4.3.3 Immobilization devices shall allow authorized LADOT employees to release a device by use of a physical key or by entering a code that can be obtained immediately through a smartphone app or web page, not requiring the employees to call someone for assistance.

4.3.4 Contractor shall provide ten (10) sets of keys that can be used by City staff to manually unlock all devices.

4.3.5 Devices shall provide all reasonable safeguards to prevent unauthorized releases, but sufficiently user-friendly for the average motorist to release safely.

4.3.6 Contractor shall repair or replace any devices that are lost, damaged, disabled, or malfunctioning at no cost to the City. City is not responsible for the loss of devices that are removed from vehicles without City's authorization, or devices that motorists fail to return after being self-released. In the event City is able to recover the costs for a stolen or damaged device from a motorist or other third-party, City agrees to reimburse Contractor only for the recovered amount.

4.3.7 Contractor shall be responsible for providing the wireless communications system to track devices and enable release via code. Contractor shall ensure that communications are not disabled by upgrades to wireless carriers' technology throughout the term of the contract and extensions. Should advancements in cellular technology require upgrades to communication technology in devices, they will be done at no charge to the City.

4.3.8 Contractor shall provide a sufficient number of immobilization devices to meet its ongoing needs, as determined by mutual agreement between the City and Contractor.

Immobilization Device Management System

4.3.9 The Contractor shall provide a software system that provides full management of immobilization devices, including:

4.3.10 Tracking the current location of every device

4.3.11 Providing a unique release code for each deployment of a device (so that a code shared by a motorist will not release any other devices)

4.3.12 Providing detailed reports on immobilization activity, with filters and sorting

4.3.13 Generating performance and financial reports for all immobilization related transactions.

4.3.14 Generating alerts about activity relating to individual devices, such as "device moved without release," "device detected attempt to remove," and "device deployed for more than XX hours" (where the number of hours can be configured). Alerts for LADOT staff shall show prominently to users logged into the immobilization device management system, and shall also be transmitted via email or SMS (user configurable).

4.3.15 The immobilization device management system shall integrate with the City's CMS, to allow Contractor to obtain lists of vehicles eligible for immobilization, determine full details about the amount due for any vehicle at any time, update payment data as they are processed, and provide the CMS with full details about vehicles as they are immobilized.

4.3.16 The integration between the immobilization device management system and the CMS shall allow users of the CMS with the appropriate access rights to "link" directly to the immobilization device management system records related to a specific immobilization.

4.3.17 The immobilization device management system shall integrate with, or be a component of, the TIMS, allowing traffic officers to submit immobilization events through the TIMS, so that no manual entry of data is required in the immobilization device management system. The immobilization device management system shall "report back" to the TIMS details about immobilizations and releases.

4.3.18 The immobilization device management system shall provide access to City staff as designated by the City.

4.3.19 The immobilization device management system shall be available 24 hours a day, 365 days a year.

4.3.20 The immobilization device management system shall completely track and timestamp the entire immobilization process in the field from a handheld citation writing device or tablet computer, including location, condition of vehicle, immobilization device applied and its serial number, Traffic Officer who applied immobilization, and citation number.

4.3.21 The immobilization device management system shall transmit immobilization information to third-party immobilization self-release vendors, so they may update their systems to reflect the immobilization.

4.3.22 The immobilization device management system shall receive status updates of immobilized vehicles from third-party immobilization self-release vendors.

4.3.23 The immobilization device management system shall track length of time each vehicle has been immobilized and send an alert that the immobilization time will be exceeded; the City shall have the ability to configure the amount of time prior to expiration, which personnel will be notified, and how they will be notified (within the application, via email, or via text/SMS).

Self-Release Services

4.3.24 Contractor shall provide a service to allow motorists to call a toll-free number (24 hours a day, 365 days a year) to request assistance to release an immobilization device.

Ideally, this will be the same number used by motorists for other parking and citation related information and transactions.

4.3.25 Contractor shall allow motorists to visit a customer service center to request a release.

4.3.26 Contractor shall determine the amount due, based on information available in the CMS, along with any City policies or specific fees related to the immobilization or release.

4.3.27 For phone requests, Contractor shall collect the amount due from the motorist through payments via bank cards. Contractors shall indicate other methods for accepting payments, such as, but not limited to, Apple Pay, Google Pay, PayPal, Venmo, or Zelle. Contractor shall deposit all funds received into the City's designated bank account on a daily basis. Contractors shall indicate whether their immobilization device management systems will support opening an Installment Payment Plan (IPP) over the phone, allowing the vehicle to be released.

4.3.28 Contractor is responsible for operating facilities, either directly or through a subcontractor, to be used post-payment to accept devices returned by motorists whose vehicles have been immobilized by Contractor's device.

4.3.28.1 There shall be at least one facility in each of the four regions illustrated in the attached Boot Return Map. The location of each return location shall be at least five miles from other return facilities. If additional facilities are provided, they are exempt from the five-mile-separation requirement.

4.3.28.2 At a minimum, such facilities shall operate during regular business days and regular business hours of the City (defined as 9:00 AM to 5:00 PM), where motorists or City may return a device.

4.3.28.3 Contractor shall ensure its own staff or the staff of its subcontractor operating the Return Facilities have access to the immobilization device management system.

4.3.28.4 Upon return of a device the Facility Operator shall provide a receipt to the motorist returning the device, including confirmation of the device's return. Confirmation of the returned device shall be done via data entry into the immobilization device management system. Contractor shall indicate whether it can support 24 hours a day, 7 days a week returns through something like a drop box.

4.3.28.5 Contractor shall be responsible for transferring devices from the Return Facilities to the area enforcement offices on a mutually agreed upon regular schedule, a minimum of twice per week. The minimum number of pickups may be modified or suspended by mutual agreement.

4.3.28.6 The City, at its sole discretion, may also provide alternative locations throughout the Greater Los Angeles area for the return of devices. These alternative locations must be housed within the existing area enforcement offices as determined by City. Contractor is responsible for ensuring that City Staff at these designated locations have access to the immobilization

device management system in order to record the return of devices to these facilities in a manner consistent with the Contractor's facilities.

4.3.29 Contractor shall provide City with a daily detailed report that shall include, at a minimum, all of the following information:

4.3.29.1 Citation number (s);

4.3.29.2 Citation amount (s);

4.3.29.3 Vehicle license plate number;

4.3.29.4 Name of the vehicle's registered owner;

4.3.29.5 Date the citation(s) was issued;

4.3.29.6 Date the citation(s) was paid; and

4.3.29.7 Total daily amount of transaction fees collected from the motorists.

4.3.30 The City shall be able to choose the medium for receiving the report, including viewing within the immobilization device management system or email.

4.3.31 Contractor shall provide motorists with full instructions on releasing the device, including where to deliver it.

Other Requirements

4.3.32 Audit trails must be clearly identified and the appropriate exception reports must be produced at an approved frequency for all immobilization and tow activities.

4.3.33 To support City management, Contractor must provide comprehensive reporting capability for the identification and seizure of habitual parking violators and for all towed vehicles. The TIMS shall detail, at a minimum, the following:

4.3.33.1 How long immobilization devices have been in place.

4.3.33.2 Authorization and confirmation of immobilizations and tows.

4.3.33.3 Immobilized vehicles that are on the street.

4.3.33.4 Vehicles on OPG tow lots, contingent upon the participation from the OPG.

4.3.33.5 Vehicles released.

4.3.33.6 On-line revisions, documented in the record history.

4.3.33.7 List of boot-eligible (scofflaw) vehicles.

4.3.33.8 List of vehicles eligible for seizure by area.

4.3.33.9 Employee ID placing the immobilization device.

4.3.33.10 Employee ID removing the immobilization device.

4.3.33.11 All towed vehicles.

4.3.34 Within 30 days after notice to proceed, Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, data fields

definitions, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City at no cost to the City. Contractor shall also provide additional reports as may be requested by the City at no additional cost to the City.

4.3.35 Contractor will provide installation and initial training for all hardware and software used by City for the use of its immobilization devices and immobilization device management system respectively. Contractor will train City Traffic Officers on the installation and removal of the devices.

4.3.36 Contractor shall provide remote access to all immobilization systems/components for City employees with proper credentials.

4.3.37 Contractor shall provide refresher training for City staff at no charge, at request of the City, not to exceed once per calendar quarter.

4.3.38 Contractor shall not charge City for all releases directed by the City; e.g., City directs release of a device that was applied in error or Traffic Officer removes device so the vehicle can be towed.

4.3.39 Contractor shall not charge the City any fees for the temporary use of the device to immobilize a vehicle while waiting for an OPG tow.

4.3.40 Contractor will design and supply vehicle seizure notices, including revisions to the notice, subject to approval by City, that will be affixed by City Traffic Officers to immobilized vehicles at the time of immobilization. These notices will provide information to motorists on how to obtain release of the device.

4.3.41 Contractor will create a Standard Operating Procedure (SOP) manual, including but not limited to the procedures and responsibilities of the Contractor and the City, which will be reviewed and edited by the City before it is adopted.

4.3.42 All data generated by immobilization activities shall be owned by the City. The Contractor may use it as needed to fulfill its obligations under the agreement, but may not share that information with other parties without the City's express written consent.

5 PERMIT MANAGEMENT

5.1 Permit Management System

The PMS is the software and support solution that shall supply LADOT and the Contractor with joint access to all parking permit processing functions. Such functions are outlined below. The core functionality must include the option to inquire by permit number, license plate number, account number, permit holder name, permit type, and location, at a minimum. The PMS must support all concepts currently on LADOT's Parking Permits webpage and any permits that the City may introduce subsequently.

Additional functionality shall include the support of waitlists by permit type and location, and the ability to process payments and manage all permit types, amounts, exemptions, and

locations. Users should have specific functionality access assigned by a designated software administrator. Software shall support real-time access for multiple parties and shall be a web-based application requiring no software installation on personal computers (PCs). Software shall limit permit eligibility by the user-type and/or address.

The PMS must validate documents to establish that a customer is eligible to purchase a permit. Residents must provide a current Driver's License or photo ID and proof of residency (utility bill, lease, tax bill, closing escrow with signatures, deed of trust) or other relevant documents in certain parking permit districts to be approved to purchase permits.

LADOT currently operates with physical permits (mirror hangtags, stickers, or paper) and hopes to transition to virtual parking permits tied to license plate numbers within the next two (2) years. Therefore, Contractors shall fully support both physical and virtual parking permit programs.

The PMS must be integrated with the overall system. Integration means that when LADOT/Contractor software users search for a citation, they should have access to permit information for the same license plate or name. Likewise, when a customer logs into their account, they can search for a permit and should have access to citations issued to the same license plate and/or name. The PMS shall support the ability to prevent permit processing/issuance when a customer has citation amounts due to the City.

At a minimum, the Contractor must deliver a reporting structure which consists of monthly and annual reports and allow the capability to jointly design daily and weekly reports as specified by the City.

The Project Manager will develop, in consultation with the LADOT, a detailed implementation and project plan for the PMS.

The following is a list of key requirements for the PMS:

5.1.1 Must be online, and cloud-based and not require any installation software.

5.1.2 Must update in real time.

5.1.3 Must be reliable and operate with minimal downtime. System availability of 98% must be maintained at all times. Contractor will communicate to City regarding scheduled system maintenance.

5.1.4 Must be able to be integrated with other necessary internal and external applications LADOT staff use frequently.

5.1.5 Must be flexible in design, leveraging an architecture that allows for modular functions and updates.

5.1.6 Must be auditable by internal and external applications and users to ensure transparency and accuracy.

5.1.7 Accessible from any PC with web browser software and internet access, using current browser technology, not requiring separate plug-ins or other software to be installed on users' computers or devices.

5.1.8 Permit renewal and cancellation notices sent automatically by mail and email. Emailed notices will be provided through the Customer Portal account when the motorist opts-in for this communication type.

5.1.9 Permit renewal and cancellation notices sent by batch or individually.

5.1.10 Residential notices shall be sent for new Preferential Parking Districts (PPD), Overnight Parking District (OPD), oversize vehicle, and Dodgers permits (D-Permit).

5.1.11 Generation of unique permit numbers.

5.1.12 Ability to add additional permit types, as necessary.

5.1.13 Display all parking districts by location on an electronic map via GIS Data Viewer.

5.1.14 Evolve with changes in LADOT's parking permit program. Contractor's permit management program should:

5.1.14.1 Allow for the removal and addition of various parking permit districts.

5.1.14.2 Allow residents in preferential parking permit districts to purchase guest permits online.

5.1.14.3 Allow for other parking permit iterations, such as creating or revising permits, as may be requested and approved by LADOT.

5.1.15 Integration with CA DMV for registered owner and address verification, subject to CA DMV system integration availability and use case approval.

5.1.16 Support for both physical and virtual permits.

5.1.17 Permit stock to be supplied by the Contractor. Refer to attachment for approved permit design. Any new permit type requests will be charged as a pass-through cost with overhead.

5.1.18 Ability to create educational material and web-based informational videos for end users to view as part of the permit parking program process. Material and videos to include, but not be limited to: PPDs, OPDs, D-Permits, and the initial outreach to assist with facilitating transition from physical to a virtual parking permit program.

5.1.19 Sandbox/test environment available prior to award and ongoing for pre-release testing.

5.1.20 The PMS database and physical system security must be maintained in such a way as to provide complete confidentiality and protection from unwanted access.

5.1.21 Support rolling expiration dates (e.g., daily, weekly, monthly, annually).

5.1.22 Support varying exception permit processes and quantity limitations by a designated time period for all permit types.

5.1.23 Restrict or allow multiple permit purchases for the same permit account number based on LADOT rules.

5.1.24 Retain deactivated permit and account information for seven (7) years.

5.1.25 Seamlessly integrate with all LADOT/City software and any third-party related applications that are used for the parking permit program.

5.1.26 Provide report creating tools with various criteria selections; must be able to export from queries to shapefiles, csv, xml, and xlsx formats.

5.1.27 Provide capability for a variable rate fee structure based on parking permit type including proration as approved by City Council.

5.1.27.1 Ability to institute a tiered rate structure for permits, whereby, e.g., the 1st permit is $XX, 2nd is $XX +$10, 3rd is $XX+$30, etc., with prorated pricing if purchased at different times of the year; and ability to institute a different tiered rate structure for different permits.

The PMS software shall allow authorized users to perform the following functions:

5.1.28 Create new permit holder accounts.

5.1.29 Correct, autofill, and standardize address entries.

5.1.30 Validate permit program eligibility based upon supporting documentation.

5.1.31 Approve or deny parking permit applications based on geographical location (address validation) of requested permit or other City-determined factors.

5.1.32 Add customers to multiple waitlists and view waitlist positions through the Customer Portal.

5.1.33 Accept payment for a waitlist position and later apply that payment to the permit through the Customer Portal.

5.1.34 View permit applications and documents attached to permit applications.

5.1.35 Enter new permits into the PMS (for instances where Customer Service must create and issue a permit).

5.1.36 Approve permit requests, for permits where business rules require review of qualifications.

5.1.37 Process payment for permits.

5.1.38 Ability to refund a permit.

5.1.39 Ability to cancel a permit.

5.1.40 Process multiple permit purchases in one transaction.

5.1.41 Query by permit holder name, account number, permit type, permit number, license plate number, and address.

5.1.41.1 Items returned in search shall be accessible by clicking on search results to open; user shall not be required to exit the search function and open items separately.

5.1.42 Add notes to permit accounts with entry field having capability to operate with 250 character limits per line but no limits on the number of lines.

5.1.43 Editing of any permit field (based upon LADOT approved, user-assigned privileges).

5.1.44 Print temporary permits (based upon LADOT approved, user-assigned privileges).

5.1.45 Print, mail and/or email correspondence/letters to permit holders. Email responses will be provided through the Customer Portal account when the motorist opts-in for this communication type.

5.1.46 Assign permissions to access certain features based on user ID.

5.1.47 Review all user activity within the software.

5.1.48 Run ad-hoc reports on all data fields.

5.1.49 Support access to reports using web browser- based software.

5.1.50 Provide all necessary hardware that will be needed by LADOT staff to operate software and run necessary reports.

Reporting requirements include:

5.1.51 Comprehensive, detailed, accurate, and timely management, financial, and operational on-line, and other reports for City management through ReportWeb and Business Objects.

5.1.52 Capability for the City to revise and/or expand any or all reports to adjust to changes in reporting needs and also request additional reports at no additional cost to the City when reporting is fulfilled by ReportWeb and Business Objects.

5.1.53 All reports shall be:

5.1.53.1 Printable

5.1.53.2 Electronically Accessible

5.1.53.3 Exportable to other software packages

5.1.53.4 In a text and/or spreadsheet format

5.1.53.5 Displayed in their entirety with a summary page

5.1.53.6 Available to the City no later than 60 days after the signing of the contract

5.1.54 On-line access to management reports through any PC with web browser software, security, and a connection to the internet.

5.1.55 Upon request, provide training in the use and interpretation of the reports produced by the PMS.

5.1.56 Documentation delineating details of available reports.

6 WORKFORCE MANAGEMENT

6.1 Enforcement Workforce Management System (EWMS)

Contractor shall provide an integrated solution that offers workforce management capabilities that include, but are not limited to:

- Scheduling
  - Shift Preferences
  - Enforcement Beat Optimization
  - Rotations
  - Assignments
  - Vacation/Time Off Requests
- Asset Management

6.2 Access

6.2.1 The EWMS shall be accessible via multiple methods. At minimum, users shall be able to connect using a web browser running on any device (desktop computer, notebook/tablet computer, tablet device [such as an iPad], or smartphone). Ideally, the EWMS will also be accessible via a smartphone or tablet app (including Traffic Officers' enforcement handheld devices).

6.3 Scheduling

6.3.1 The EWMS shall provide a centralized, web-based approach to coordinating all Traffic Officer shift assignments as well as analysis that would allow for enforcement beat optimization.

6.3.2 The EWMS shall store individual profiles for each employee that include, but are not limited to the following fields, to be provided by the City:

6.3.2.1 Name

6.3.2.2 Identification (badge) number

6.3.2.3 User identification/password

6.3.2.4 Job title

6.3.2.5 Seniority (years of service),

6.3.2.6 Special skills (i.e., supervisor, lead, bike patrol, immobilization team, dispatch)

6.3.2.7 Job limitations / Injury-On-Duty

6.3.2.8 Accrual (paid time off/sick leave)

6.3.2.9 Unpaid leave

6.3.2.10 Shift preferences

6.3.3 The scheduling process shall generate a schedule based upon established parameters including, but not limited to:

6.3.3.1 Seniority (years of service)

6.3.3.2 Shift preference

6.3.3.3 Shift type

6.3.3.4 Days/times of the week

6.3.3.5 Shift qualifications

6.3.3.6 Special events

6.3.3.7 Staffing level thresholds (minimum/maximum personnel)

6.3.3.8 Squad assignment

6.3.3.9 Enforcement beat

6.3.3.10 Time off requests

6.3.4 The EWMS shall:

6.3.4.1 Allow Traffic Officer Supervisors to input/change schedule/shift format, times, and staffing values.

6.3.4.2 Allow Individual employees to input shift preferences/requests only within their qualifications, established by their profile.

6.3.4.3 Identify scheduling conflicts that require administrative input/override.

6.3.4.4 Administrative changes must be validated by the EWMS.

6.3.4.5 Allow final initial review/verification.

6.3.5 The EWMS shall include notification capability that allows Traffic Enforcement Supervisors to communicate messages to personnel via email distribution. Email notifications shall be tracked by the EWMS and responses from notification recipients shall be recorded within the employee profile. The EWMS shall also allow employees to opt-in to SMS (text) delivery of shift assignments.

6.4 Time off Requests

The EWMS shall provide a time off request process that allows personnel to input and submit requests to enforcement management for review.

6.4.1 The authorization workflow shall include City guidelines including, but not limited to:

6.4.1.1 Shift staffing level requirements

6.4.1.2 Employee accrual availability

6.4.1.3 Advance notification timeline requirements

6.4.2 The workflow shall include an alert/escalation process that provides management with the ability to review time off requests.

6.4.3 Authorization notification to employee of approval or denial with the allowance for reason codes and proposed alternative times.

6.4.3.1 The EWMS shall identify shift vacancy/back fill needs to enforcement administration (or management) and allow for scheduling shifts with automatic notification to impacted employees.

6.5 Routes/Beats and Shift Assignments

6.5.1 In addition to the various shift times, the EWMS shall identify the enforcement beats, deployment strategies and detailed shift assignments for enforcement personnel.

6.5.2 Traffic Officer Supervisors shall have the ability to assign shift personnel to specific beat and detailed shift assignments within the EWMS. Assignment timelines must be configurable and have the ability to assign shifts for a variety of timeframes, including daily, hourly, weekly or quarterly.

6.5.3 Parking Enforcement and Contractor will review and agree upon standard operating procedures and business rules during implementation of EWMS. The EWMS shall be integrated with the handheld devices based upon the scheduling and shift assignment so that when an employee logs in with their unique username and password, the employee will receive the following information displayed on their device:

6.5.3.1 A confirmation request for the exact shift assignment/beat they have received.

6.5.3.2 A shift inspection checklist verifying shift details and infrastructure assigned.

6.5.3.3 Any enforcement announcements, policy updates, shift or assignment information.

6.5.3.4 Employee acknowledgements shall be recorded within the employee profile for future reference.

6.5.4 The EWMS shall generate a shift log for each employee. The shift log shall operate as follows:

6.5.4.1 Allow for inputting of shift details, including time allocated to complete assignments and details associated with any tasks.

6.5.4.2 Incorporate rest break and meal period times.

6.5.4.3 Shift logs shall be stored, accessible for review, formatted for printing and available for ad-hoc report query.

6.5.4.4 Track Traffic Officer daily activities, and work output with associated hours per task or activity.

6.5.4.5 Record action taken with respect to identified vehicles, such as scofflaws, hotlisted, and other wanted vehicles, as applicable.

6.5.4.6 Record abandoned vehicle investigations and actions, as applicable.

6.5.4.7 Record, sign and parking payment device repair and graffiti removal requirements (see Maintenance Reporting).

6.6 Special Event/Detail Assignments

6.6.1 Because the Traffic Officers often are assigned to work during special events and special details, the EWMS shall manage the calendar and staffing for those activities. The EWMS shall:

6.6.1.1 Maintain a calendar of all special events and special details, including staffing needs for each calendar entry.

6.6.1.2 Provide a rotating wheel scheduling capability for staffing for each special event and special detail, similar to the scheduling process for standard shifts.

6.6.1.3 Allow Traffic Officer Supervisors to make override schedules, including direct assignments of personnel to the special events and special details.

6.6.1.4 Provide email and SMS notification to all staff assigned to special events and special details.

6.6.1.5 Generating and maintaining shift logs for all special events and special details.

6.7 Maintenance Reporting

6.7.1 In addition to the shift log, the EWMS shall provide maintenance reporting capabilities that allow for Traffic Officers to report field maintenance conditions and include the following features:

6.7.1.1 Maintenance issues must be tracked on the shift activity log.

6.7.1.2 Notifications must be automatically dispatched to the appropriate email contact or work order system.

6.7.1.3 Meter, Sign and Curb maintenance issues must be accessible and linked to corresponding citation records in CMS for adjudication review, when applicable.

6.7.1.4 The EWMS **shall** have capability to report maintenance issues and identify ongoing/chronic reporting locations.

6.7.1.5 The EWMS should integrate with designated work order system to submit maintenance issues recorded by Traffic Officers, in a format mutually agreed by Contractor and work order system supplier.

6.8 Geo-Location

6.8.1 The EWMS shall utilize a geo-location tool that allows enforcement to monitor and identify the exact location of personnel at all times.

6.8.2 The EWMS shall incorporate City maps that:

6.8.2.1 Identify current infrastructure by location, including corresponding street names, and other relevant location information. Wherever maps are

utilized for enforcement or data mapping purposes, Google Maps or an equivalent will be provided.

6.8.2.2 Provide up-to-date parking policy specific information by location, including regulatory rules and regulations such as meter operating hours, tow away hours, rates, etc.

6.9 Asset Control

6.9.1 Enforcement is responsible for a significant amount of assets and infrastructure including, but not limited to, vehicles, radios, handhelds and uniforms. Therefore, the City seeks an integrated asset control solution that shall record the assignment and return of vehicles and equipment along with scheduling Traffic Officers.

6.10 Reporting

The Contractor shall provide management with operational on-line, dashboard, real time reporting. The Contractor must provide on-line access to management reports through any PC with web browser software, security and a connection to the internet.

6.10.1 In addition to static reports, the EWMS shall provide an ad hoc reporting capability that includes filtering by flexible date ranges. The EWMS shall include a report builder tool that allows the user to define a variety of independent parameters including the ability to track performance by:

6.10.1.1 Beat

6.10.1.2 Route

6.10.1.3 Traffic Officer

6.10.1.4 Shift

6.10.1.5 Squad

6.10.2 The EWMS shall, at a minimum, provide the following standard reports:

6.10.2.1 Workload activity:

6.10.2.1.1 by PCO

6.10.2.1.2 by violation

6.10.2.1.3 by day

6.10.2.1.4 by hour

6.10.2.1.5 by zone

6.10.2.1.6 by route

6.10.2.1.7 by area

6.10.2.1.8 by street

6.10.2.1.9 by activity

6.10.2.1.10 by citation issued

7 MOBILE LICENSE PLATE RECOGNITION – OPTIONAL

7.1 Overview

LADOT currently uses mobile license plate recognition (LPR) for parking enforcement limited to scofflaw detection and stolen vehicles; however, the City is interested in evaluating the option to implement LPR for other uses in the near-future.

The LPR System is the hardware and software solution provided by the Contractor to supply LADOT with real-time license-plate based monitoring of time limits, scofflaw, permit status, pay-by plate parking sessions, and mobile payment. The LPR System shall be fully integrated with the CMS and PMS. The LPR system shall be capable of sharing data with the designated enforcement device(s) or handheld(s). This includes the ability to transfer the LPR captured citation data including license plate information, citation images, time stamps and GPS locations to the LADOT's enforcement device(s) for citation issuance.

7.2 LPR System Requirements

7.2.1 The LPR system must be fully integrated, in real-time, with LADOT's selected CMS, including enforcement devices or handhelds, and other potential parking technology services including mobile payment services, single- and multi-space paid parking technology, various parking permit systems, immobilization/tow lists, California DOJ stolen/felony want lists, hot lists provided by local law enforcement, and California Law Enforcement Telecommunication System (CLETS) – subject to availability of hotlists from the required sources. The LPR solution must also be capable of being fully integrated, in real-time, with a future PMS to receive relevant data about virtual permits including permit status, parking session details, pay-by-plate payment systems, time limit management (including tracking of reparking by zone and location), scofflaw identification (based on data provided by the selected citation management vendor), and any other relevant information needed to monitor and enforce parking within the City. Contractors may be required to execute a data license and protection agreement with the City. The agreement is included in Attachment D, Master Data License and Protection Agreement.

7.2.2 The LPR system shall be capable of sharing data with the designated enforcement device(s) or handheld(s). This includes the ability to transfer the LPR captured violation data including license plate information, violation images, time stamps and GPS locations to LADOT's enforcement device(s) for citation issuance.

7.2.3 LPR system should monitor, in real-time, time limits, permit status, pay-by-plate valid parking sessions, and mobile payments, along with the various hot lists/databases as specified by the City. This includes the ability to seamlessly monitor multiple parking rights, or "permits," during any particular enforcement route or session.

7.2.4 LPR components on/in vehicles shall be weatherproof and capable of continuous, dependable operation within range of weather conditions experienced within Los Angeles, CA.

7.2.5 LPR cameras shall be capable of capturing license plates in various parking space on- and off-street (surface lots and garages) configurations that include, but are not limited to, parallel, perpendicular, and angled spaces.

7.2.6 LPR cameras must be capable of producing high quality images of license plates regardless of weather or lighting conditions (i.e., dim or bright).

7.2.7 The LPR cameras shall be capable of reading and interpreting non-reflective plates, California paper license plates ("temporary tags"), and specialty plates, including the CA "legacy" plate (very dark brown or black reflective background with reflective yellow letters/digits) and digital license plates made by Reviver.

7.2.8 All reads by the cameras shall have a context photo, a photo of the plate, and full metadata, including the interpreted plate, GIS coordinates, date, time, ID of patroller/vehicle, ID of camera (left/right) capturing the image, Officer or User ID, and block face ID (if configured).

7.2.9 LPR systems must be compatible to be installed on all LADOT vehicles, including, but not limited to:

MAKE	MODEL
TOYOTA	PRIUS
CHEVROLET	BOLT
HONDA	CIVIC HYBRID
JEEP	WRANGLER RHD
FORD	TRANSIT 350
FORD	E150
FORD	F250
GMC	SAVANA 2500
CHEVROLET	EXPRESS 3500
FORD	TRANSIT CONNECT

7.2.10 If needed, an LPR system may be requested by City for use on street sweeping vehicles used by the Bureau of Street Services. If LADOT chooses to exercise this option, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract.

7.2.11 The operator's computer in the vehicles shall be removable for situations like parking the vehicle overnight in a non-secure area.

7.2.12 LPR system shall have the capability to provide digital tire chalking for time limit monitoring; this includes the ability to monitor time limit violations by parking space, by defined zone, or defined distance (i.e., a car must relocate at least 150 feet from the original parking location).

7.2.13 The vehicles' LPR units shall have the ability to connect with and share data between all other Contractor LPR units in the City, in real-time, to maintain continuous operation and support of the same enforcement duties using multiple LPRs; i.e., LPR Unit #1 captures plates for vehicles parked on Street X; LPR Unit #2 shall have the ability to enforce Street X time limits for vehicles that were captured by Unit #1.

7.2.14 The LPR system should have the ability to integrate with a third-party application and/or web-based system broadcasting real-time parking availability to customers.

7.2.15 The in-vehicle computer shall have a keyboard including programmable hot-keys capable of executing preprogrammed keystrokes.

7.2.16 LPR system shall have the ability to create routing plans and geofencing capabilities for zone-based enforcement.

7.2.17 LPR system shall include an integrated assisted GPS module.

7.2.18 LPR system shall function alongside other applications and systems in the enforcement vehicles.

7.2.19 LPR system shall have a cloud based back end server which shall be managed by the Contractor and must include the following features:

7.2.19.1 Ability to define authorized users with varying levels of access (officer, supervisor, analyst, site administrator);

7.2.19.2 Ability for authorized users to generate productivity reports;

7.2.19.3 Ability for users to view dashboards of activity;

7.2.19.4 Ability for users to generate hit location, date and time reports;

7.2.19.5 Audit trails of user activity;

7.2.19.6 Ability to collect, format and report daily occupancy by route(s) and location(s);

7.2.19.7 Ability to identify license plate read accuracy;

7.2.19.8 Ability to report trends in license plate number captures over time (e.g., what percent of plates are observed once per week versus five (5) times per week);

7.2.19.9 Ability to integrate with custom databases (e.g., vehicles of interest);

7.2.19.10 Ability for LADOT to set a time for data retention, with overrides for specific reads if the data need to be retained for investigative or adjudication purposes;

7.2.19.11 Adherence to the protocols dictated by The Department of Justice Cyber Security Program.

7.2.20 The in-vehicle LPR units shall:

7.2.20.1 Provide a live feed to the user of the license plates that were captured, including the plate photo and the interpretation of the plate after OCR.

7.2.20.2 Simultaneously monitor for all types of parking restrictions for the currently selected zone, including multiple types of license plate-based parking payments/permits (including detection of multiple vehicles sharing a permit), scofflaws, multiple hotlists, and other parking regulations (e.g., 72-hour rule).

7.2.20.3 Raise an audible and visible indicator to the operator for any exception conditions, including:

7.2.20.3.1 Vehicles not parked in compliance with the rule set currently chosen for enforcement (which may include a mixture of time zone restrictions, permits, and payments).

7.2.20.3.2 Vehicles on hot lists designated by LADOT that may include, but are not limited to: local law enforcement, CA DOJ, and CLETS.

7.2.20.3.3 Vehicles on whitelists provided by various sources.

7.2.20.4 The visible alert shall provide clear information to the operator and remain displayed until acknowledged/dismissed by the operator; while the alert is displayed, the LPR system shall continue reading and processing plates

7.2.20.5 Allow manual entry of plates that were not interpreted accurately or not visible to the cameras; the LPR system shall flag the manual entry for reporting purposes

7.2.20.6 Allow the operator to deactivate and reactivate either camera on the vehicle so that reads are done on one side of the street only

7.3 Implementation Requirements

The Contractor shall provide hardware, software, and services for implementation of a LPR system for parking enforcement support for LADOT, including:

7.3.1 Purchase of 25 (initially, with the ability to acquire additional units in the future) complete in-vehicle LPR units that include the camera equipment, in-vehicle laptop, or tablet (including laptop/tablet-mounting equipment), communications equipment including GPS technology, and any software necessary to support the requested services, all associated mounting hardware, cables, installation and training.

7.3.2 Deployment, configuration, and management of cloud-based hosting.

7.3.3 Application wireless communication, GPS, and mapping capabilities.

7.3.4 Purchase of or license for Central LPR Software System.

7.3.5 Real-time integration with:

7.3.5.1 LADOT's CMS, including its scofflaw database;

7.3.5.2 Parking technology solutions that may include mobile payment, single- and multi-space paid parking technology and a PMS.

7.3.6 Desk Support Services, to include installation of any necessary software for all desktop users and routine updates to the software as required to keep the desktops operational.

7.3.7 Maintenance Services, to include all routine software and hardware maintenance for all mobile units.

7.3.8 Ongoing technical support to keep LPR system fully functional and accommodate necessary modifications, such as recognition of new plate designs.

7.3.9 Operational manuals and training for City staff in various roles (enforcement officer, enforcement supervisor, citation adjudication, analysts, etc.), including technical bulletins that identify product notifications, technology updates, lessons learned from other installations and overall LPR system and performance details including software and firmware upgrades with an explanation of features and improvements, with each software release, but at a minimum biannual frequency or as needed.

7.3.10 On-site testing of LPR demonstrating the LPR system's ability to read and store the license plate information with a minimum 98% read accuracy including plates issued by all jurisdictions in North America.

7.3.11 On-site wireless communication signal strength tests in multiple locations throughout the City, demonstrating network capabilities.

7.3.12 On-site testing of the LPR GPS capabilities and accuracy to demonstrate the LPR system's ability to accurately enforce no-reparking ordinances at multiple distances and time limits.

7.4 Technical Requirements

7.4.1 The Contractor agrees that all data provided by users and staff is the property of the City, and shall prevent unauthorized parties from accessing, sharing, or using data without written consent from the City. The Contractor is not granted rights to have and use City's data for private or public use.

7.4.2 If a new Contractor or LPR system is chosen, the Contractor will provide operational and data transfer support of records and data before the end of the agreement.

7.4.3 The Contractor shall include a copy of each manufacturer's written warranty statement for any software and each piece of equipment furnished and installed before installation begins. Contractor shall also provide the details of all warranties that are applicable to the services provided to the City.

7.4.4 Contractor shall be responsible for ensuring that mobile components are able to communicate effectively on cellular networks throughout the term of the contract and any extensions. Should advancements in cellular technology require upgrades to communication technology in components, they will be done at no charge to the City.

7.5 LPR Client Support for LADOT

7.5.1 The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement, including providing a minimum of one (1) onsite service technician to provide support for the five (5) LADOT parking field office locations, exclusively in support of LPR, including all Contractor-provided software, hardware and communications, repair, maintenance, and the associated training and the provision of service updates and equipment support. The technician(s) will rove among the offices to provide continuity of support. Should operational conditions require, additional technicians shall be provided to ensure sufficient coverage.

8 DELINQUENT COLLECTIONS

8.1 Special collections

Most parking citations are resolved during normal processing by payment of the fine or by permanent suspension as a result of an initial review or adjudication. There are, however, a significant number of citations which remain open and unresolved. Contractors must clearly detail all special efforts that will be undertaken to pursue and resolve these hard to collect citations.

Table 1: Special Collections Statistics provides a summary of Special Collections activity for Fiscal Years 2018-19 through 2021-22.

Table 1: Special Collections Statistics

	TOTAL SPECIAL COLLECTIONS		
	Total Citations with Payments	**Total Fine/Penalty Collected**	**Total Collection Fees**
FY 18-19	$1,727,476	$155,470,977	$7,233,699
FY 19-20	$1,458,851	$129,638,916	$5,195,547
FY 20-21	$1,208,991	$109,001,706	$3,907,329
FY 21-22 (YTD)	$691,811	$56,324,042	$613,722

Notes:

1. Total Special Collections include DMV collections.
2. Citations with payments include citations with partial payments.
3. Payment data is based on citation issue date, not process date.
4. FY21-22 data includes July 2021-February 2022
5. Total Collected Fees includes $27 special collection fee and $3 DMV fee.

8.1.1 Contractor shall provide and manage an effective special collection program, including a collections software system, and make diligent, cost- effective efforts to collect the City-assigned delinquent accounts.

8.1.2 Contractors must be able to demonstrate a successful track record with the collection of delinquent citations and comparable volumes.

8.1.3 Contractor will meet the City's MANDATORY special collections requirements that are presented in Table 2 below.

Table 2: Mandatory Requirements—Special Collections

Function	Minimum Requirement
Debtor Identification	• Promptly access and obtain accurate vehicle registration data from DMVs in California and all other States that permit data exchange. • Sort and aggregate citation by license plate, VIN number and date of registered vehicle against DMV files and identify vehicle owner name and address. • Initiate advanced skip tracing if no contact made with debtor. • For notices returned with incorrect address, access postal service for forwarding system or local cross-referencing directories to identify debtor.
Notice dunning	• Notify debtor of outstanding liabilities and issue dunning notices, using the most productive approaches utilized in the collection industry and agreed upon by the City, • Generate and deliver required special collection notices and correspondence.
Focused collection activities	Conduct the following collection activities (as allowed by law): a) Credit Bureau Reporting b) Franchise Tax Board (FTB) Intercept c) Court judgment - CVC 40220(b), if requested by City d) CA DMV Registration holds All consistent with existing and as revised laws for the term of the contract

Function	Minimum Requirement
Telephone dunning	• Use telephone dunning for appropriate accounts to directly contact debtor, inform violator of potential sanctions, encourage payment and collect amount due. • Continue telephone collection activities at approved intervals until collected. • Place outbound collection calls using predictive, electronic dialer services. • Digitally record all calls for special collections (retain by the Managed Receivables vendor for at least 90 days).

Function	Minimum Requirement
FTB certification and payments	• Manage LADOT interface for FTB Intercept certifications and payments. • Obtain driver's license numbers of delinquent violators from CA DMV or any other third party to certify with FTB. • Obtain social security number of delinquent violators from a third party to certify with FTB. • Obtain and process FTB certifications for violators meeting State of CA defined criteria. • Obtain, process and account for FTB payments. • Update CMS with FTB transactions on real-time basis.
Collection fees and payments	• Offer a full menu of payment options (e.g., on-line credit card and check payments) • Allow partial payment and enforcement activity suspension to eligible payers if authorized by the City • Enable City to refer unpaid towing and storage fees to secondary collections • Add or accrue additional charges (e.g., interest) if requested by the City

Function	Minimum Requirement
Collection: account analysis	• Sort and analyze delinquent account data • Analyze collectable citations and report collectable citation data to City (e.g., number and value by State, license plate and aging category) • For un-located accounts, store registration and citation data on system and automatically resume collection activity when a subsequent citation is issued. • Analyze accounts receivable trends (e.g., collection ratio by violator, collection technique and aging category) and recommend more effective collection methods

Function	Minimum Requirement
Collection: tracking and reporting	• Provide a full array of reports to support detailed tracking and reporting of special collection activities and performance trends. • Maintain timely, accurate and easily-audited transactional database. • General comprehensive monthly reports tracking assigned citations, collection activity, collection results (e.g., referral date, amounts due and collected, special collection fee, net remittance to City and account status) and uncollectible citations purged from CMS (as allowed under CVC and City policy).

8.1.4 Contractor shall maintain files documenting each delinquent account and the full history of all collection activities conducted for that account.

8.1.5 Contractor shall employ sufficient professional collection agents and support personnel to carry out special collections activities and maximize the collection of referred citations.

8.1.6 Contractor shall recommend written business rules for governing the special collection procedures, subject to City approval.

8.1.7 Contractor shall design special payment demand letters and notices and obtain approval by the City. The printing and mailing of the letters and notices are to be paid for by the Contractor

8.1.8 Upon request, Contractor shall meet with City personnel to discuss collection services and methods.

8.1.9 Contractor must provide effective accommodations for non-English speaking payers.

8.1.10 Each month (no later than ten (10) business days after the end of the prior month), Contractor shall provide a comprehensive collection activities report.

8.1.11 Contractor shall prepare and maintain monthly reports on the citations assigned to Special Collections.

8.1.11.1 The reports shall include data presented in an easily understood format detailing the citations assigned to Special Collections, the citations, and their amounts due and collected by the Contractor, the date collected, and the fee charged by Contractor.

8.1.11.2 The reports shall also track Special Collections activities based upon the issuance date of the citations so that Special Collections activities can be consistently and accurately logged into the citations collection and closure rate computations.

8.1.11.3 The City may request new reports at its discretion and at no additional charge by Contractor. Contractors may propose other reports and reporting procedures along with a detailed justification explaining the benefits to the City.

8.1.12 Upon request, Contractor shall immediately make available to the City and all records pertaining to the collection of delinquent accounts at a City-designated site during normal working hours.

8.1.13 LADOT may adjust referral dates to special collections at its sole discretion—Contractor shall accommodate such changes.

8.1.14 Contractor, upon the City's request, shall suspend collection activity and return, at no charge, any accounts referred to Contractor in error.

8.1.15 The Contractor shall not negotiate reductions in any delinquent account without the City's prior written approval.

8.1.16 Contractor must adhere to nationally accepted professional standards for collection activities and ensure the professional quality, technical quality, timely completion, and effective coordination of all secondary collection services furnished by its officers, employees, agents and subcontractors.

8.1.17 Contractor shall fully comply with the Fair Debt Collection Practices Act, Fair Credit Report Act and all other applicable federal statutes, regulations, rules, and standards, plus all applicable California fair debt collection practice and consumer protection laws and regulations, and applicable licensing and accreditation standards for collection agencies.

8.1.18 Contractor will be required to perform a review of the special collections program once a year during the life of the contract. This review shall include detailed statistics on collection and recommendations for increasing collection rates.

8.2 Basis for Special Collections

8.2.1 In all cases, the only fees that will be paid by the City to Contractor for Special Collections activities will be a subset of those amounts actually received, deposited, and paid to the City.

8.2.1.1 The Contractor shall be responsible for all and any expenses related to special collections.

8.2.1.2 If the expense is passed on to and paid by the violator, the Contractor shall be reimbursed with the expense.

8.3 Difficult to Collect Activities

There are a number of categories of citations that require additional handling and collection efforts because they have remained unresolved despite all other collection efforts. These collections are referred to as Difficult to Collect and include, but not limited to the following:

- DMV ownership transfers – These are citations where the DMV has indicated a transfer of ownership from the individual on record, with no additional ownership data.
- DMV Make-Match failure – These are citations which have a vehicle make that does not match the make registered with the DMV.
- DMV Hold Reject – These are citations issued against vehicle for which registration hold requests were rejected due to some data not matching DMV files.
- No Registry Confirm – These are citation for which no owner name and address were obtained from the DMV.
- Aged Registration Hold – These are citations issued against vehicles that have been placed on registration hold, but have passed their registration expiration date and have not responded.
- Declaration of Non-Ownership – These are citations wherein a motorist has submitted a declaration of non-ownership stating they were not the owner of the vehicle at the time of the parking citation.
- No Address Found – These are citations wherein the current address was identified as undeliverable.
- Rental – These are citations issued to rental vehicles and the motorist renting the vehicle was identified by the rental company but has not paid the citation.

8.3.1 Contractor shall take appropriate steps to collect for these situations, per processes identified in Table 2: Mandatory Requirements—Special Collections.

8.3.2 Contractor shall report monthly on specific collection activities for each "Difficult to Collect" category.

8.4 Write-off Process

Contractor shall assist the City in the process to write-off citations that are more than two (2) years old.

8.4.1 At the beginning of each quarter, Contractor shall provide LADOT with a write-off package consisting of an Excel report and document summary that includes citation count and amount for delinquent accounts over two (2) years old.

8.4.2 When scheduled, Contractor shall accompany an LADOT representative to present the write-off package to the City of Los Angeles Board of Review (BOR).

8.4.3 Once the BOR approves the write-off, Contractor shall mark the citations as "written-off" in the CMS. The write-off shall not archive the citation nor reject any payment from being received for the citation. Instead, this process reduces the amount of total open receivables for the City, while still allowing the City to receive payments on citations that have been marked as a write-off.

8.4.4 When a citation is approved for write off, applicable collection sanctions continue as well as acceptance of any payments received for that citation.

9 IT SUPPORT SERVICES

The products and services delivered in response to the RFP intensively use information technology to provide efficiency in all processing. The use of IT equipment requires support for users of the System. This section describes the IT Support Services required for the Program.

Within this section, the term "System" encompasses all products, services, and other deliverables defined within this Scope of Work.

9.1 System Support/IT Staffing

Contractor shall provide IT support and analyst support to each office location.

9.1.1 Application Software Support: Contractor shall provide on-going technical support, which includes providing analysis, suggesting improvements, performing problem resolution, and monitoring operations. Ad hoc reports, special data requirements, new changes to the application, and new special subsystem development will all be required during the life of the contract. Out-of-scope services will be provided at the agreed-upon hourly rate for new development.

9.1.2 Technical Staff: Superior service levels require a staff with demonstrated technical expertise. Contractor's System must be supported by a staff of experienced, well-trained technicians. Contractor's key staff will be evaluated on the amount and quality of experience in their technical disciplines.

9.1.2.1 Contractor's staff must have appropriate technical certifications (for example, A+, Microsoft Certified Systems Engineer, Cisco Certified Internetwork Expert, etc.).

9.1.2.2 Contractor's network support staff and handheld support staff shall have current technical certifications.

9.1.3 Contractor shall provide a "Help Desk" that is available, 24/7, for City staff to report issues and request help.

9.1.3.1 The Help Desk shall be staffed by experienced technical support staff.

9.1.3.2 The Help Desk shall be reachable by a local telephone number. Messages left on voicemail during operational hours (because all staff are busy helping other City staff) shall get a response within thirty (30) minutes.

9.1.3.3 The Help Desk shall be reachable by email. Initial response shall be provided within thirty (30) minutes.

9.1.3.4 Contractor optionally may provide a web form for help requests; however, this is not in lieu of telephone and email support, and responses shall be provided within thirty (30) minutes with a defined timeframe to resolve the identified matter.

9.1.3.5 Contact information for the Help Desk shall be properly publicized to appropriate City staff such that all know their primary support is the Help Desk.

9.1.4 Contractor shall provide a software-based issue and resolution tracking system. At minimum, the issue and resolution tracking system should provide the following:

9.1.4.1 On-line problem ticket generation and tracking including a complete history of past trouble tickets.

9.1.4.2 Allow users to enter and view problem ticket status.

9.1.4.3 Inquiry capability based on individual problem ticket number, date range, or location information.

9.1.4.4 Inventory control and database.

9.1.4.5 Automated escalation which will automatically notify appropriate personnel for unresolved problems.

9.1.4.6 Ad hoc reporting capability using web browser-based technology.

9.1.5 Contractor shall provide a Systems Team consisting of a Systems Specialist, Network Specialist and two (2) System Technicians to perform IT project leadership, oversee computer equipment and help desk support to meet City availability standards, to administer and maintain the Contractor's system and data communications networks, and to develop necessary interface and integration with other parking systems as described in this RFP.

9.1.6 Contractor shall supply on-site support staff dedicated to the five (5) Parking Enforcement offices. At a minimum, two (2) technicians, available 8:00 AM – 5:00 PM, Monday-Friday, shall be assigned exclusively to support the Parking Enforcement Offices, roving between sites as needed. Should the City choose to implement a LPR system through this solicitation, the on-site support requirement will be for three (3) technicians to rove among the Parking Enforcement offices. All technicians shall be fully trained and certified by the appropriate manufacturers in providing support for all information technology services and equipment provided under this contract, including but not limited to office networks (cables, switches, routers, servers, etc.), desktop

workstations, portable computers, citation handheld devices, other mobile devices, printers, scanners, fax machines, software applications on all IT equipment, operating systems (including updates and upgrades), preventative maintenance, user training, equipment repairs and replacements, and testing.

9.1.7 Contractor shall provide a minimum of two (2) data analysts exclusively assigned to Parking Enforcement to provide daily support to the five (5) major Area Enforcement offices.

9.2 Computers for Enforcement Supervisors/Special Teams

Contractor shall supply computing resources for supervisors, lieutenants, captains, and members of special teams, who will have different needs in the field. They need devices that will provide functionality of their desktop computers, but in a light, rugged, portable device that can be used in the field. A minimum of fifty (50) devices will be required. These devices shall:

9.2.1 Be rugged and have protection from usual challenges faced by all portable devices used in an outdoor environment, including withstanding drops, with protected screens, and water resistance.

9.2.2 Be lightweight and easy to carry.

9.2.3 Provide wireless connectivity. Contractor shall, at no cost to the City, support any changes in requirements or communications by wireless carriers (e.g., should the Contractor's choice of wireless carrier eliminate 4G, the Contractor shall upgrade the portable devices or find another carrier).

9.2.4 Support all standard software used in LADOT's office environment, as well as common web browsers.

9.2.5 Provide printing capability to a subset of users who may need to complete a form, have it transmitted to a host service, and print a copy or receipt to be provided to someone at the scene. For example, an officer processing tows will need to complete the standard tow form, submit it to the TIMS electronically, and print a copy to provide to the tow truck driver. The printer shall be capable of printing to standard 8.5x11 paper.

9.2.6 Include a high-resolution camera on the ruggedized laptop so that photos to document a situation can be taken and attached to a report, tow order, work order, or so forth.

9.2.7 Operate on battery for at least four hours before needing a charge.

9.2.8 Shall be chargeable from a standard vehicle 12V power supply.

9.2.9 Have mounting systems that can be installed in various vehicles used by LADOT (as listed elsewhere in this RFP) without interfering with any restraint systems.

9.2.10 Have a touchscreen and allow for a separate mouse and/or touchpad.

9.2.11 Support GPS, allowing the device to determine its location similar to a smartphone.

9.2.12 Encrypt all data on the device (in case of loss or seizure of device).

9.2.13 Provide fast login capability to the user, through fingerprint or facial recognition.

9.2.14 Be usable in any LADOT facility where Traffic Officers may need to work with them, including recharging.

9.2.15 The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement.

9.3 Computers for Enforcement Office Staff

Contractor shall supply computing resources for enforcement office staff who work solely in an office environment Contractor shall provide 100 desktop computers that can meet or exceed the needs of the Enforcement Office Staff, including:

9.3.1 Opening multiple documents and multiple web browser windows at the same time.

9.3.2 Supporting videoconferencing through various media, including Google Meet, Zoom, Microsoft Teams, etc.

9.3.3 Using the full suite of Microsoft Office tools.

The *minimum* specifications for the desktop computers are:

9.3.4 A full-size keyboard with numeric keypad

9.3.5 Wi-Fi 6 or 100 GB Ethernet port

9.3.6 Core i5 or equivalent at 2.4 GHz

9.3.7 Dual monitor support, with two 27" widescreen monitors

9.3.8 8 GB RAM

9.3.9 256 GB SSD

9.3.10 Bluetooth

9.3.11 Camera, speakers, microphone, and jack for earbuds/microphone

9.3.12 Mouse, trackball, etc.

9.4 Computers for Internal Review/Adjudication Office Staff

In today's environment, certain office staff must have the ability to work away from their usual offices. Contractor shall provide sixty (60) portable workstations or notebook computers that can meet or exceed the demands of their jobs, including:

9.4.1 Opening multiple documents and multiple web browser windows at the same time.

9.4.2 Supporting videoconferencing through various media, including Google Meet, Zoom, Microsoft Teams, etc.

9.4.3 Using the full suite of Microsoft Office tools.

9.4.4 Using the "Pro" version of Adobe Acrobat.

The *minimum* specifications for the portable computers are:

9.4.5 A full-size keyboard with numeric keypad

9.4.6 Built-in 4G/LTE or 5G wireless service that is not dependent on a single carrier. Contractor shall, at no cost to the City, support any changes in requirements or communications by wireless carriers (e.g., should the Contractor's choice of wireless carrier eliminate 4G, the Contractor shall upgrade the portable devices or find another carrier). Should the City choose to purchase additional laptop equipment with wireless service, LADOT will request a quote from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Notice to Proceed to the Contractor, who will rebill for the purchase in the next monthly invoice.

9.4.7 Wi-Fi 6

9.4.8 Core i5 or equivalent at 2.4 GHz

9.4.9 15" screen

9.4.10 8 GB RAM

9.4.11 256 GB SSD

9.4.12 Bluetooth

9.4.13 Camera, speakers, microphone, and jack for earbuds/microphone

9.4.14 Capable of being connected to a docking station while in the office

When in the office, staff shall be able to use the computers as a desktop station. *Minimum* requirements for in-office equipment are:

9.4.15 Docking station compatible with the portable computers (via USB-C acceptable)

9.4.15.1 100 GB Ethernet port

9.4.15.2 Dual monitor support

9.4.16 Two 27" widescreen monitor

9.4.17 External mouse and keyboard

All office staff shall have a compatible docking station and two 27" widescreen monitors for their desks.

9.5 Purchasing Services

Throughout the term of the contract, additional IT resources will be required, ranging from desktop computers to multi-function scanner/printer/fax machines.

9.5.1 Contractor shall purchase equipment and services necessary to support this Scope of Work. For any purchase for which Contractor will seek reimbursement from the City, Contractor shall first obtain written approval to make the purchase.

10 FINANCIAL PROCESSING

It is essential that the overall system properly process all financial aspects of all activity and transactions. It must provide accurate accounting of each transaction and ensure that funds are properly deposited or forwarded. Financial processing includes the appropriate controls and auditing over all activities.

10.1 Key Requirements

10.1.1 Full data shall be captured for every payment processed by any component of the overall system, including but not limited to:

- 10.1.1.1 Payment amount
- 10.1.1.2 Source (lockbox, walk-in, pay-by-phone, pay-by-web, DMV, FTB, etc.)
- 10.1.1.3 Method of payment (cash, check, money order, credit card, etc.)
- 10.1.1.4 Payment processing date
- 10.1.1.5 Original fine amount
- 10.1.1.6 Late payment penalty (including exact date that late payment penalty was imposed)
- 10.1.1.7 Second late payment penalty
- 10.1.1.8 Total paid
- 10.1.1.9 Total reduced
- 10.1.1.10 Total due
- 10.1.1.11 Amount overpaid
- 10.1.1.12 Reason for overpayment including all data processing support required to meet the Department's legal obligation to refund overpayments
- 10.1.1.13 Refund check or credit issuance date in CMS Citation History
- 10.1.1.14 Refund check issuance mail date in CMS Citation History

10.1.2 All payment data must be in an on-line, real-time environment, including on-line inquiry of payment documents.

10.1.3 The proposed equipment for processing and recording citation payment information, including check payments, must operate in an on-line real time mode for deposit to City's bank account. Payment posting of lockbox checks is processed as part of the daily overnight batch cycle. DMV and FTB are processed based on the date the checks are received by these State Agencies.

10.1.4 All transactions must be updated to the current components of the system, as they occur, in an on-line real time mode for walk-in, pay-by-phone, and pay-by-web.

10.1.5 The payment equipment at walk-in cashiering centers shall provide the capability to continue accepting citation payments during times when data communication lines are temporarily inoperative.

10.1.5.1 Any payments processed during a period of communications downtime shall be transferred to the processing database once communications are restored, within the time limits set forth in the performance standards.

10.1.6 The component of the system that is accepting a payment must print a payment receipt, in a form acceptable to the City, which will provide the payer with an easily recognizable record (including transaction number) to be used as proof of payment in disputes.

10.1.6.1 The receipt must display all citations paid, the total amount paid, the amount tendered and any change given, the license plate, the name or ID of the staff processing the payment, and the time and date payment was made.

10.1.7 The overall system must provide a clear auditable record of payments received. The audit trail must include citation number, payment date and time, payment amount, payment method, and the name or ID of the staff member that accepted payment and made the entry.

10.1.8 Contractor must provide a check endorsement printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed.

10.1.9 All transactions are subject to audit by LADOT and the City Controller at any time without advance notice.

10.1.10 The online cashiering system and support personnel must be able to process payments in an on-line real-time environment:

10.1.10.1 Citations that have not yet been entered into the CMS (i.e., citations that have just been issued and may still be in the process of being uploaded)

10.1.10.2 Payments for a single citation

10.1.10.3 Payments for multiple citations

10.1.10.4 Payments for citations for one or more vehicle license plates

10.1.10.5 Payments for permits for one or more license plates

10.1.10.6 Payments for installments on the City's payment plan.

10.1.11 The CMS must be able to take appropriate action when it is necessary to release DMV holds or change vehicle seizure eligibility based upon citations that have been paid.

10.1.12 The CMS must be able to process City-imposed fees, including but not limited to, bounced check fees and immobilization fees.

10.1.13 The CMS must allow on-line payment adjustments and error corrections with audit trails meeting City accounting standards

10.1.14 The CMS must accommodate special handling required for payments related to release of an impounded vehicle.

10.1.14.1 Contractor's staff must be able to review vehicle history records and locate any additional vehicles registered to the same owner, and accurately inform an individual of the amount of the fines that must be paid to release the impounded vehicle, including any amounts owed on other vehicles.

10.1.14.2 Once full payment is received, a release form must be generated. This form is used to gain release of a vehicle at the Official Police Garages.

10.1.14.3 Accurate instructions must be provided to the customer, including information on the documentation required before a vehicle can be released from impound.

10.1.15 The overall system must incorporate security and financial control measures which must include, at a minimum, the following:

10.1.15.1 Password security to gain access to the system (See Section 14.12.1)

10.1.15.2 Segregated cash out by operator

10.1.15.3 Separate totals for cash, check, money order, and credit card

10.1.15.4 Operator name or ID, date, and time as a record for each transaction (payment or adjustment)

10.1.16 The Contractor's reconciliation process should include:

10.1.16.1 Balancing of monies received to a report that is automatically generated listing the totals

10.1.16.2 Balancing twice each day to minimize the number of receipts kept on site at the customer service facilities

10.1.16.3 A separate, secured reconciliation area that is automatically monitored

10.1.16.4 Separate deposit preparation for each cashier, prior to pick up by an armored courier

10.1.16.5 Adequate security measures once cash deposits are prepared for pickup, such as a drop safe which requires both Contractor's staff and the armored courier to open

10.1.16.6 Staff to research and resolve all case overages and shortages within 24 hours of deposit

10.1.17 All cashier deposits must be delivered to the City's designated financial institution by armored carrier within one day of receipt at the service centers.

10.1.17.1 Armored carrier services shall be provided by the City. In the event the City cannot use the City Contract for armored carrier services, the Contractor will provide armored carrier services paid for by the Contractor.

10.2 Credit/Debit Cards

10.2.1 Motorists shall be able to use credit/debit cards for any type of payment for the services under the contract resulting from this procurement.

10.2.2 For certain activities that require recurring payments, including but not limited to permits and various payment plans, the appropriate components of the overall system shall provide "card on file" functionality.

10.2.3 All components of the overall system must be able to process payments made by credit or debit card through the City's current vendor, JP Morgan Chase.

10.2.4 All net credit/debit card proceeds shall be deposited into the City's merchant account, currently held by JP Morgan Chase, and shall be available to the City the first business day following the date of the transaction.

10.2.5 All components of the overall system shall allow the City to change its merchant bank and associated processor at any time. Contractor will provide flexibility to change merchant bank and processor with a lead time of 90 days. All components of the overall system shall accept and process all major credit and debit cards with branding from Visa, MasterCard, American Express, and Discover.

10.2.5.1 The City will direct which card brands are to be accepted initially and reserves the right to remove or add brands at any time.

10.3 Electronic Funds Transfer (EFT) and Automated Clearing House (ACH)

10.3.1 All components of the overall system shall accept payments via EFT from various funds transfer services, such as Apple Pay, Google Pay, Paypal, Venmo, and Zelle, provided that the merchant processing vendor is able to integrate with these payment providers.

10.3.2 All components of the overall system shall allow payments through ACH withdrawals by allowing motorists to provide bank account information and electronically sign to authorize the payment(s).

10.4 Financial Adjustments

Various financial adjustment transactions must be routinely processed to update the database so as to accurately reflect occurrences after a payment is received.

10.4.1 All components of the overall system must permit the input of financial adjustment transactions, such as, but not limited to, returned checks or refunds.

10.4.2 Adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a citation, and reopening a citation.

10.4.3 All components of the overall system will generate appropriate notification letters which are automatically sent to the appropriate party advising of any actions.

10.4.4 Contractor's staff must research overpayments and payments applied in error, perform the necessary financial adjustments, transfer paid amounts between two citations if required, and provide for refunds in accordance with State law or City policy.

10.4.4.1 These transactions must undergo an accounting process separate from the daily reconciliation for walk-in facilities and mail-in payments.

10.4.4.2 An audit trail must be created to record these transactions.

10.4.4.3 A monthly report is required that shows completed and pending transactions.

10.4.4.4 Financial adjustments that impact the report on revenue distribution must be revised and redistributed within the time mandated by LADOT.

10.5 Refunds

10.5.1 All components of the overall system shall initiate and/or process refunds as detailed in other sections of this RFP.

10.5.2 Refunds for payments made via cash or check require a request to LADOT Accounting. Contractor shall implement an automated procedure to track the requests, obtain necessary approvals, and upload approved requests in a batch to Accounting.

10.5.3 If any payment issued by cash/ check/ credit card needs to be refunded, the request shall go to the Contractor and then submitted to the next check request batch to Accounting.

10.5.4 Contractor's audit procedures and reporting shall account for every refund requested by any component of the system.

10.6 Returned checks/card chargebacks

10.6.1 Contractor's staff must process returned check transactions within five (5) days of receipt, provided that LADOT Accounting routes the necessary documentation to Contractor for update to the system.

10.6.2 Contractor shall send correspondence to the concerned party advising of the consequences and penalties applied because of the returned check transaction.

10.6.3 Contractor shall update the citation information on the citation database and resume normal noticing and processing of the citation.

10.6.4 This information shall be summarized and included in the monthly revenue distribution report as part of the Production Control adjustments.

10.7 Accounts Receivable Reporting

The Contractor shall provide Accounts Receivable (A/R) reports to the City and/or LADOT Accounting on a quarterly basis or as requested to include: principal amount, penalty amount, total A/R, total A/R principal, total A/R penalty, referred, uncollectible, uncollectible principal, uncollectible penalty, net A/R total, net A/R principal, net A/R penalty, and percentage of A/R in collections.

Accounts Receivable amounts are broken up by Principal Amount and Penalty Amount per Time Category. The Total A/R amount will be automatically calculated. Adjusted and expanded time categories are based on the days past the Due Date.

After two (2) years, citations are written off with approval from the Board of Review and Los Angeles City Council. The citations written-off are excluded from the Accounts Receivable report and no longer considered collectible or uncollectible.

11 TRAINING

11.1 Key Requirements

11.1.1 Contractor must provide training to LADOT staff on how to use all components of the system, customer service performance standards, related policies and procedures, and California State Law and local ordinances affecting the entirety of the parking operations.

11.1.1.1 Training may be presented in either a classroom or on-line format, as appropriate.

11.1.1.2 Training must be easy to comprehend, navigate, and to use.

11.1.1.3 Training must be prompt and delivered in a timely manner as business dictates.

11.1.2 Contractor shall provide, when requested by LADOT staff, training in the operation and maintenance of all hardware and software related to all components of the system, and any procedures that are unique to a particular job function. At the discretion of LADOT staff, training may be requested from external agencies related to LADOT such as the CA DMV.

11.1.3 Contractor shall provide continuous training after any significant application upgrades and/or as requested by the City at no additional cost, provided that the training is held at the City offices currently supported by Contractor or at the Contractor's facility. Training may be conducted online (i.e., virtual), if available.

11.1.4 Generate detailed training plans for selected City staff must be developed and implemented in accordance with all components, system modules, and processing functions.

11.1.5 Detailed manuals and procedure manuals must be provided to City staff and include video instructional tutorials that can be distributed within each LADOT parking related division.

11.1.6 Contractor must provide up-to-date, detailed documentation and explanation relating to all operational aspects of all components of the system.

11.1.7 Contractor must provide any input forms required to use components of the System:

11.1.7.1 Detailed user manuals explaining each component of the System, which shall be marked Proprietary and Confidential and will be kept internally by City staff, which

shall be marked Proprietary and Confidential and will be kept internally by City staff to the extent as permitted by law.

11.1.7.2 Manuals specific to each division within LADOT, explaining the overall system and its components, and how it relates to job functions of each respective division.

11.1.7.3 Customer facing forms and relating documentation which must be completed by motorist/ constituents to conduct matters including, but not limited to, processing and adjudication of parking citations, and all related messaging that will be used in relation to the comprehensive parking program.

11.1.7.4 All forms distributed at the Public Service Centers must be available in English and Spanish.

11.1.8 Contractor must be open and available to meet with City staff monthly, or on another City staff determined recurring basis, to review all activities related to any components of the system.

11.1.8.1 Meetings will review any needed maintenance, difficulties encountered which could impact project schedules, or other matters related to the operation.

11.1.8.2 Feedback from customer facing staff from motorist/ constituents.

11.1.8.3 Review of monthly reports provided by Contractor.

12 INTEGRATION REQUIREMENTS

The comprehensive PARKING CITATION AND PERMIT PROCESSING SERVICES will need to exchange significant amounts of data with its various components and with other systems. This section does not discuss integration between the components of the system, as that should be evident from the requirements for each of the components.

Integrations from the overall system will include sharing data with systems that are internal to the City, while other systems are operated and managed by third parties.

Some of the integrations/interfaces are fully defined in other sections of this RFP and are only referenced within this section. The remainder of the integrations or interfaces are described within this section. Contractor shall indicate their ability to support each integration, and for some integrations, Contractor may need to provide explanations or descriptions of the functionality of the integration or interface.

12.1 Integrations with other LADOT Systems

12.1.1 The PMS must be integrated with Contractor's CMS and cashiering system component, so that customer service counters are able to accept and process permit payments, provide receipts, and completely balance and reconcile all funds and for inquiry capability to support initial reviews of citations and hearings.

12.1.2 Contractor's system must be able to identify overdue fines for unpaid parking citations prior to issuing new permits, and delay issuance of any permits until the outstanding citations are paid.

12.2 Parking Meter Management, Policy, Revenue, and Outage Data

12.2.1 Appropriate components of the overall system shall integrate with LADOT's intelligent parking management system, which currently is MERGE, provided by Contractor. This system collects and maintains a significant data about the operation of the parking meters throughout the City, including:

12.2.1.1 Parking Meter Inventory (including specific locations, date of purchase, date of installation, and installer);

12.2.1.2 Parking Meter Maintenance History;

12.2.1.3 Parking Meter Repair History;

12.2.1.4 Parking Meter Outage History, reported by various sources, including:

12.2.1.4.1 Self-reported by intelligent meters;

12.2.1.4.2 Meter Technicians;

12.2.1.4.3 Meter Hotline calls entered by CSR into web-based MERGE interface;

12.2.1.4.4 Citizen-reported on City's Parking Meters website.

12.2.1.5 Parking Meter Collection History;

12.2.1.6 Parking Meter Policy Data (hours of operation, time limits, rates, etc.), both current and historical.

12.2.2 The data from MERGE are needed for various functions in the City's parking enforcement and adjudication operations. The following requirements apply to an integration with MERGE:

12.2.2.1 Contractor must be able to integrate, interface, and support MERGE and any current or future related system.

12.2.2.2 Contractor must be able to support the Department in development and implementation of future paid parking system projects.

12.2.2.3 Data retrieved from MERGE must be available real-time for all functions within the System, and shall be accessible through web browsers, handheld electronic ticket writers, and electronic meter repair handheld devices.

12.2.3 Contractor's systems must be able to retrieve the following meter-related data from MERGE as needed:

12.2.3.1 Unique meter identification number;

12.2.3.2 Meter manufacturer;

12.2.3.3 Model number:

12.2.3.4 Number assigned at the meter.

12.2.3.5 Meter policy information:

12.2.3.5.1 Hours of operation;

12.2.3.5.2 Parking restrictions;

12.2.3.5.3 Time limit;

12.2.3.5.4 Hourly rate.

12.2.3.6 Meter location expressed in X, Y coordinates.

12.2.3.7 Meter location expressed in descriptive forms (i.e., situs address).

12.2.3.8 Type of timer.

12.2.3.9 Date of purchase and installation by City.

12.2.3.10 Installing company or City crew who installed the meter.

12.2.3.11 Preventive maintenance or repair history.

12.2.3.12 Meter outage status and history:

12.2.3.12.1 Date out-of-service;

12.2.3.12.2 Date returned-to-service;

12.2.3.12.3 Reason for outage;

12.2.3.12.4 Source of outage data.

12.2.4 Contractor's systems must provide supporting data to MERGE, as requested, for related meter management activities, including, but not limited to Parking Enforcement planning and management reports. At a minimum, such data shall include:

12.2.4.1 Meter outages reported by Traffic Officers;

12.2.4.2 Revenues.

12.2.5 Contractor shall work with the Department's existing paid parking/meter-related software vendors (Flowbird, IPS Group, ParkMobile, Modaxo) to develop the necessary interface to effect the required exchange of data (maintenance and revenue) from the City's MERGE meter management system.

12.2.5.1 Any developed interface must support non-proprietary file formats and must include integrity checks to minimize data loss between systems.

12.2.6 Current parking meter technology allows for real-time adjustments to parking meter policy (rate, time limit, hours of operation) making a static database of such information insufficient for the task. Appropriate components of Contractor's system must interface with MERGE to query current and historical meter operating hours so that contested "Hours of Operation" parking meter citations can be accurately resolved in real-time.

12.2.7 Appropriate components of Contractor's system must interface with MERGE to query meter outage and maintenance records so that contested "Broken Meter" parking meter citations can be resolved in real-time.

12.2.8 The CMS handheld devices must collect meter outage/maintenance reporting data from Traffic Officers. This data must be transmitted to MERGE in real-time. This form of integration will allow the City to expand upon the current business rules for processing citations.

12.2.9 If LADOT changes to another intelligent parking management system, Contractor shall integrate with the new system.

12.2.10 Contractor must acknowledge that all systems proposed in this RFP are fully integrated with each other. Fully integrated, for the purposes of this acknowledgement, means that all components share data appropriately with all other City parking related systems and infrastructure, as well as all system components.

12.3 Integrations with other City of Los Angeles Systems

12.3.1 As directed by City ITA, components of the overall system shall be integrated with the City's Active Directory or other system to validate employees' logins.

12.3.2 Should the optional LPR system be implemented, appropriate components of the overall system shall export vehicle license plates and related information to the LPR, including but not limited to:

12.3.2.1 Scofflaws;

12.3.2.2 DOJ hotlists (see below);

12.3.2.3 Data for valid permits (parking rights);

12.3.2.4 Officer login data and authorizations.

12.3.3 Should the optional LPR system be implemented, the Traffic Officer's handheld citation device shall receive data from the LPR for each vehicle found in violation and confirmed by a Traffic Officer. The data to be transferred the shall include:

12.3.3.1 License plate;

12.3.3.2 All photos (for time limit violations, photos of "before" and "after");

12.3.3.3 GIS coordinates;

12.3.3.4 Time stamps for each read.

12.3.4 As directed by City ITA, the appropriate components of the overall system shall integrate with a GIS mapping system to allow reporting data spatially and developing beat boundaries.

12.3.5 The handheld devices used by Traffic Officers shall have access to the City's timekeeping systems (currently, Telestaff and PaySR; in the future, Workday) to allow officers to complete their time reporting on their handheld devices, upon LADOT request.

12.3.6 Components of the overall system shall integrate with the standardized CMS reporting tool to allow various teams in LADOT to create their existing reports and analyses.

12.3.7 The adjudication- and permit processing-related components of the system shall allow the Initial Review, Adjudication, and Permit Processing teams to research addresses related to contested citations and residential permits through the NavigateLA system. This can be done by creating a hyperlink for each address that may need to be researched. For example, to go to **200 North Main Street,** the hyperlink would be: https://navigatela.lacity.org/navigatela/?search=200%20north%20main%20st.

12.3.8 The adjudication-related components of the system shall integrate and/or have the capability to link with the LADOT Traffic Event Asset Management System (TEAMS) database to allow the Initial Review and Adjudication teams to have side-by-side windows when researching work orders relating to temporary signs, postings, and removals when reviewing contested citations and post-impounds.

12.3.9 The overall system shall be flexible and adaptive to accommodate integrations with other City of Los Angeles databases, as required.

12.4 Integrations with Systems outside the City of Los Angeles

12.4.1 Contractor will be required to create interfaces or integrate with systems, services, databases and processes managed or controlled by parties outside the City of Los Angeles. These include, but are not limited to, the following:

12.4.2 As defined in Section 1.9, the components of the overall system will interface with the CA DMV and out of state motor vehicle registries that allow this type of access, to make necessary inquiries and manage registration holds for delinquent citations.

12.4.3 The California Department of Justice, to receive "hotlists" of license plates for vehicles that are stolen, vehicles that are wanted for felony actions, and plates that are reported stolen from vehicles.

12.4.4 The CMS will interface with the California Franchise Tax Board, to place intercepts on tax refunds and lottery winnings for delinquent citations.

12.4.5 With IPS Group, Flowbird, and ParkMobile.

12.4.5.1 As payments are made through these services, the parking rights shall be kept on file so that Traffic Officers' handhelds will recognize that a vehicle has paid and no citation is warranted.

12.4.5.2 If not available through MERGE or another intelligent parking management platform, the overall system shall allow for later research for payment data while adjudicating any contested citations.

12.4.6 To manage and maintain the telephone numbers currently used for various services, Contractor may be required to integrate with one or more local or long distance telephone exchange carriers.

12.4.7 One or more teleconferencing services (such as Google Meet, Zoom, etc.), to allow Administrative Hearings to be conducted electronically; this integration should allow scheduling and starting such teleconferences from within the adjudication component of the system.

12.4.8 Official Police Garages (opgla.com), operated by a consortium of tow operators to provide customers with information on towed vehicles, contingent on OPG providing system access to Contractor. See Section 4 for more details.

12.4.9 Any services with which Contractor subcontracts to provide specific services to support the System. Where automation is possible, manual processes will not be permitted.

12.5 Bus / Transit Lane & Stop Enforcement

12.5.1 Contractor shall work with LADOT and Metro to support the joint agency effort to enforce "bus/transit lane only" designations on City streets and posted bus/transit stops using LPR (license plate recognition) technology. Metro has selected a technology solution provider (currently Hayden AI) to provide LPR cameras and support for Metro transit vehicles. LADOT requires its Contractor to work with Metro and the Metro-selected contractor to ensure that there is proper integration and transmission of the LPR citation evidence packages from Metro to the Contractor's backend system in real time, and to process the citations accordingly.

12.5.1.1 Hayden AI to provide an evidence package of each potential violation to a Hayden AI Secure File Transfer Protocol location for retrieval by the Contractor on a nightly basis for violation processing in the Contractor's backend system. Evidence packages to consist of:

- Two (2) or more context still images zoomed in at different distances
- One (1) zoomed in license plate still image
- One (1) 10-second context video
- CSV file with evidence metadata

Specific metadata fields and image/video file format to be finalized as part of final Business Processing Requirements.

12.5.1.2 Contractor to provide an evidence package review queue solution where authorized LADOT personnel can manually review images and metadata, additional data can be entered, and the citation can be either approved or disapproved.

12.5.1.3 Contractor may be required to provide Contractor staff for evidence package preparation prior to LADOT personnel review. If LADOT choses to exercise this option, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract.

12.5.1.4 Mail approved violation notices to registered owners that may include selected violation images.

12.5.1.5 Contractor shall create a specific citation lifecycle with configurable Next Action dates, penalties, fines and collection actions.

12.5.2 Contractor may be required to implement a plan for providing LPR (license plate recognition) cameras for LADOT/Metro transit vehicles in order to issue citations to vehicles that use "bus/transit lane only" designated on City streets and posted bus/transit stops. Contractor's system shall integrate with an LPR/photo enforcement backend system. If LADOT chooses to exercise this option, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract.

Contractor shall provide the following system functions:

12.5.2.1 Automated detection of an illegally parked vehicle or a vehicle operating in a restricted lane.

12.5.2.2 Automated camera initiation,

12.5.2.3 LPR interpretation of license plate number and capture of location, date, and time.

12.5.2.4 Ability to upload violation images and data to the photo enforcement backend system where images can be manually reviewed, additional data can be entered, and the citation can be either approved or disapproved.

12.5.2.5 Contractor may be required to provide Contractor staff for evidence package review prior to LADOT personnel review.

12.5.2.6 Mail approved violation notices to registered owners that may include selected violation images.

12.5.2.7 Contractor shall create a specific citation lifecycle with configurable Next Action dates, penalties, fines and collection actions.

13 AUDIT AND ACCOUNTING

The City requires complete oversight, reconciliation, and reporting of all aspects of the complete system, its operations, and transaction processing. The City will hold the Contractor financially accountable and legally liable for any loss of funds.

The following is a list of key requirements for auditing and accounting for the overall system:

13.1 Oversight

13.1.1 Contractor must provide complete daily oversight and reconciliation of all aspects of overall system operation and transaction processing and will be held financially accountable and legally liable for any loss of funds, per the agreed-upon performance standards under Section 15.

13.2 Monitoring

13.2.1 Contractor shall monitor all aspects of the operation for effectiveness and accuracy, including but not limited to:

13.2.1.1 Extensive audit and control procedures.

13.2.1.2 Monitoring and oversight of subcontractor service delivery.

13.2.1.3 Auditing and reconciliation of citations suspended by Contractor's staff.

13.2.1.4 Correcting erroneous data.

13.2.1.5 Reconciling all deposits.

13.2.1.6 Monitoring and reconciling payment received from the CA DMV.

13.2.1.7 Making refunds and adjustments.

13.2.1.8 Processing Non-Sufficient Fund checks (NSF).

13.2.1.9 Balancing revenue distribution reports.

13.2.1.10 Control, quality assurance, and distribution of all required reports.

13.2.1.11 Effective management of overall system security.

13.2.1.12 Audit trails, audit reports, and full accountability for all transactions.

13.2.1.13 Detailed transaction histories with date, time and identification of every transaction.

13.3 Financial Reconciliation

13.3.1 All monies deposited to the City must be balanced to revenue reports based on the citations paid and fees collected as reflected on Contractor's parking citation database.

13.3.1.1 Any discrepancies between processing logs/worksheets and database totals must be immediately researched and resolved.

13.3.1.2 A written record of any such variances shall be noted on the reconciliation worksheet.

13.3.1.3 Contractor must provide reconciliation and balancing that is approved by Department's Accounting Division.

13.3.2 A report on revenue distribution that is balanced to the manual totals each day shall be required from all cashiers and from the section that processes mail-in payments.

13.3.2.1 All categories of payments are to be balanced, such as bad check fees, immobilization fees, preferential parking revenues, and citation payment revenues.

13.3.2.2 All payment types must be balanced, i.e., cash, check, money order, credit card, pay-by-phone, and pay-by-web amounts.

13.3.3 A monthly reconciliation shall also be required of all City parking citation payments collected by the CA DMV, including balancing the amount collected with the transactions applied to the parking citation database.

13.3.4 Contractor's staff shall be required to perform and monitor all financial corrections and adjustment transactions applied to the parking citation database. These include bad check processing and the application of funds from one citation to another. Full documentation must be created and filed to provide complete financial control over all exception processing.

13.4 Transaction Accounting

13.4.1 Contractor must reconcile all transactions updated to the database.

13.4.2 A report will be required which balances the number of transactions in a given day, citations updated, payments, preferential parking permits issued, fleet vehicles updated and deleted, corrections, administrative hearings and dispositions, updated name and address information, suspends, returned mail, and CA DMV non-renewal processing, along with an exception report showing next CA DMV update.

13.4.3 New citations added to the database must be balanced and reconciled through all stages of processing, from initial receipt from the City, to batching for data entry (for handwritten citations), to actual data entry and update to the CMS's database.

13.4.4 Processing of citations issued by wireless electronic handheld device shall require retrieving wirelessly transmitted or manually downloaded data from the handheld management system, CitySight.

13.4.4.1 Geo-coding of citations data without spatial attributes to enable (x, y) plotting such as handwritten citations and non-GPS enabled devices shall be updated within 24 hours of download.

13.4.4.2 Geo-coding shall be in a City approved format, agreed-upon at the start of the contract. Should there be any changes to formatting, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract.

13.4.4.3 Each citation should include sufficient spatial attributes to enable (x, y) plotting to locate the citation using a GIS generated mapping system.

13.4.4.4 Spatial data accuracy shall be sub meter.

13.4.5 Transaction reports shall be used to reconcile the correspondence processed by Contractor's staff, especially citation suspensions.

13.4.6 The Contractor shall be accountable for all actions taken by its staff.

13.4.7 A weekly report is required showing citations dismissed by staff indicating violation, reason for dismissal, amount, and penalty amount if any.

13.4.8 A report listing citations scheduled for adjudication hearing must be reviewed and reconciled with virtual case folders prepared for upcoming hearings.

13.5 Auditing

13.5.1 Random sampling of correspondence and suspended transactions shall be reviewed against automated processing and hard copy documentation. Special attention will be required for suspends that result in the permanent cancellation of a citation.

13.5.2 Data entered to the parking citation database must be checked against the information entered on the original citations.

13.5.2.1 Audit reports are to be provided to the City.

13.5.2.2 The quality of digitally imaged citations must be verified and of readable quality.

13.5.3 Contractor shall develop a procedure for the random monitoring of phone calls to check the information and instructions given out by Contractor's staff for accuracy. All reports will be made available to City staff as required.

13.5.4 All transactions entered in all components Contractor's overall system must maintain an audit trail, which at a minimum shows the date and time of transaction, name or ID of the person who entered the transaction, and the appropriate processing codes. This information must be accessible in an on-line, real-time mode.

13.6 Inspection of Records

13.6.1 Contractor's records related to the performance of this contract shall be open to inspection and subject to audit and/or reproduction by City auditors or authorized representatives to the extent necessary to adequately permit evaluation and verification of contractor compliance with the contract provisions. Such records include, but are not limited to: accounting records (hard copy as well as computer data); written policies and procedures; organization charts; internal audit reports; correspondence; subcontractors' files, reports, and invoices; daily reports; and any other supporting evidence deemed necessary by the City.

13.6.2 Contractor and its sub-contractors must cooperate fully in furnishing or in making available to the City any records, information, materials, and data, whenever requested and in an expeditious manner.

13.6.3 In addition to the restitution of all monies, unreported revenues discovered during a City audit shall result in a penalty of five hundred dollars ($500) for every incident and one percent (1%) accrued interest per month. An additional one percent (1%) interest may apply until the requested unreported revenue(s) is (are) fully paid. The Operating Agreement may also be terminated as a result of any discovered unreported revenue(s).

13.6.4 Contractor shall agree to the examination of the Contractor's books and records made in accordance with generally accepted auditing standards applicable in the circumstances and that as such, said examination shall not require a detailed audit of all

transactions. Testing and sampling methods may be used in verifying reports submitted by the Contractor. Deficiencies ascertained by the use of such testing and sampling methods, and by applying the percentages of error obtained from such testing and sampling to the entire period under examination, will be binding on the Contractor and shall be admissible in court to prove any amounts due the City from Contractor. The foregoing will not prevent the Contractor from producing all actual records and figures to rebut the sampling method, and if the Contractor does so, then the City will conduct an audit of all the records for the audit period. In the event the deficiency ascertained is 5% or more of the amount reported to the City, the Contractor shall reimburse the City for the entire cost of the audit.

13.7 Management Reporting

13.7.1 Contractor must provide comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City.

The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess, and improve the operational performance of the City's parking and citation management program. LADOT currently uses a variety of daily, weekly, and monthly reports. A sample of the reporting structure for the monthly and annual report is shown in Attachment 6, LADOT Current Reports (Printed and Electronic) of Attachment E – Parking Citation and Permit Processing Services Request for Proposals 2022-2027 (RFP #202025) and Addendums.

13.7.2 At a minimum, Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design daily and weekly reports as specified by the City.

13.7.3 Since the City's reporting needs are likely to change over the course of the contract, Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.

13.7.4 All reports listed in Attachment 6, LADOT Current Reports (Printed and Electronic) of Attachment E – Parking Citation and Permit Processing Services Request for Proposals 2022-2027 (RFP #202025) and Addendums must be accessible, and exportable to other software packages (including Word, Excel, and Acrobat). These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by the Contractor's own report with the approval of the City.

13.7.5 The City will group monthly reports into Priority 1 which shall be made available to the City within two (2) business days after the end of the month reported and Priority 2 which shall be made available to the City within five (5) business days following the month reported.

13.7.6 The Contractor's overall system must be able to supply management reports in a timely manner. These reports must be made available either on-line through area networks, in hard copy, either scheduled or on an as needed basis.

13.8 Reporting Support

13.8.1 Upon request, Contractor must provide training in the use and interpretation of the reports produced by the components of the Contractor's overall system.

13.8.2 Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City.

13.8.3 Contractor shall provide documentation delineating details of available reports.

13.9 On-line Report Viewing

13.9.1 Contractor must provide on-line access to management reports through any PC with web browser software, security, and a connection to the Internet.

13.9.2 The reporting system should support access to reports within a web browser.

13.9.3 The reporting system should include the capability to select a report category (e.g., financial, seizure, enforcement) and then an individual report.

13.9.4 Reports should be displayed in their entirety with a summary page.

13.9.5 Authorized City staff must be able to download and print reports or save reports onto designated storage media or cloud storage (such as Google Drive) for future use. Authorized City staff who download confidential data with registered owner information will abide by data security policies, especially CA DMV information security statement requirements.

13.10 Ad Hoc Report Capability

13.10.1 The management reporting system must have ad hoc report generation capability which will allow selected City staff to create desktop reports by querying the database of citation issuance information.

13.10.2 The management reporting system should provide maximum flexibility in creating the reports.

13.10.3 Contractor shall ensure accuracy of information in ad hoc reports.

13.10.4 Contractor shall provide comprehensive training and the City may request assistance in creating reports.

13.11 Written Monthly Report

13.11.1 Contractor shall produce and deliver a monthly report on all activities within the scope of the contract in a format approved by the City.

13.11.2 The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.

14 IT AND SECURITY CONTROL REQUIREMENTS

The City expects that the PARKING CITATION AND PERMIT PROCESSING SERVICES will require significant computing resources to process, communicate, and store all data generated by or imported into all components of the overall system. The City has a set of requirements relating to Information Technology that the complete system is expected to meet.

The Contractor shall provide a complete solution, including all data processing hardware, software, and communications functionality, sufficient to support all functionality of the City's citation processing, permit management, and related services, including all components identified throughout this RFP. The Contractor's System shall ensure near 100% availability to accommodate the City's workload. The Contractor shall provide a solution that is capable of processing the City's current and future workloads and transaction volumes.

Within this section, the term "System" encompasses all products, services, and other deliverables defined within this Scope of Work.

The requirements in this section apply to the Prime Contractor and all subcontractors who are providing or interacting with information technology components of the overall program.

14.1 Overall

14.1.1 The City shall be the exclusive owner of all data and rights to the data generated from the System, regardless of whether the data is direct or derived, calculated, or modeled.

14.1.2 Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.

14.1.3 Desktop computers that access the System shall not require special software packages or "client" software to access the System. Any City computer (or customer's computer) shall be able to access the System through a standard web browser without plug-ins or other components.

14.1.4 Contractor shall provide redundant connectivity to the host computer(s), such that a broadband outage through one provider will still allow access to Contractor's hosts through a backup provider.

14.1.5 Contractor shall provide a fully redundant hosting environment with automatic fail-over to the redundant System in the event of failure, to ensure continuity of operations.

14.1.6 Contractor shall archive all transaction data generated during the term of the Agreement and retain it for a minimum of five years after the termination of the Agreement.

14.1.6.1 Contractor shall deliver copies of all System data upon request of City and upon the termination of the Agreement in a format mutually agreed upon by both parties.

14.1.6.2 Contractor shall be responsible for providing transaction data in a format that is readable by City using commonly available commercial off-the-shelf software.

14.1.6.3 During any 180-day period, Contractor shall deliver a minimum of 80% of City data requests for archived data within three (3) business days of the request and deliver all City data requests within ten (10) business days of the request.

14.1.7 The System is mission critical 24/7 and shall have 98% availability during Principal Hours of operations.

14.1.7.1 Planned downtime (for maintenance and upgrades) shall be coordinated with the City and scheduled at a time to have the least impact on operations.

14.1.7.2 Contractor shall proactively communicate with the City during unplanned downtime; City staff shall be alerted to the functions/modules that are not operational, with an ETA for restoration of service.

14.1.8 Contractor shall be prepared to generate and distribute reports as required to verify compliance with all requirements in this section.

14.2 System Performance and Accuracy

14.2.1 Contractor shall monitor and maintain network performance at the mutually agreed level of sufficient speed and capacity to support all the required applications.

14.2.1.1 The average transaction on the server shall occur on average in less than one (1) second. The response time for the response to reach a user shall not exceed five (5) seconds for 95% of all transactions processed, contingent on the City's internet speed and network connectivity.

14.2.1.2 The System shall complete 100 % of single-screen on-line inquiry transactions in under three (3) seconds during peak usage, contingent on the City's internet speed and network connectivity.

14.2.1.3 The System shall complete an average of 99% of all on-line update transactions in under five (5) seconds during any 60-minute period during peak usage, contingent on the City's internet speed and network connectivity.

14.2.1.4 The System shall track all transaction response times in order to demonstrate operation within acceptable levels.

14.2.1.5 Satisfactory response times will be substantiated through the use of commercially available network monitoring tools to ensure and verify the level of performance and will provide for any and all necessary equipment or technology to meet the required level of performance. Contractor must measure and report response times to the City's contract administrator on a monthly basis.

14.2.2 Production Control: Contractor's System and its key staff members' experience shall ensure full accountability for every transaction processed, including:

14.2.2.1 Ensuring that processing is scheduled in the correct sequence.

14.2.2.2 Any batch processing is completed successfully and in the correct order.

14.2.2.3 Transactions and associated funds processed for the transactions are reconciled and accurately reflected on the Contractor's System.

14.2.2.4 All production management reports on System transactions are accurate.

14.2.2.5 All data are prepared according to City specifications.

14.3 Data Storage and Archival (Electronic)

14.3.1 Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance.

14.3.2 Contractor's System must have the capability of electronically imaging all correspondence received and the provision of copies of notices sent and notices processed. The electronic images or copies of notices sent must be attached to the appropriate citation and must be readily available for viewing or printing. Electronic copies of correspondence or notices must be available to City staff in an on-line, real-time environment. Electronic copy of notices must be a copy of the original notice.

14.3.3 The System shall provide online access to the current year plus four (4) previous years of all types of data retained in the System, and shall provide archive capabilities thereafter.

14.3.4 The System shall provide a secondary process to archive data and/or deliver to the City for a minimum of five (5) years.

14.3.5 Contractor shall seek City's approval on archive retention schedule for adjudication-related data of at least five (5) years.

14.3.6 From the City's perspective, the System shall have unlimited storage. It shall not be necessary to "purge" or delete data needed for business operations. Contractor may move data to an archive system, if needed, but the data shall remain available for the retention period specified by the City (a minimum of five (5) years).

14.3.7 The current State statute of limitations on parking citations is five (5) years. Electronic facsimiles of parking citations and related documents must be stored and secured by the Contractor for a period of at least five (5) years from the issue date. Contractor's archiving process must remove citations that are closed from the active database, but

allow closed citations that have not reached the five-year anniversary to be easily retrieved. The proposed System must meet the following conditions:

14.3.7.1 Copies or electronic facsimiles of citations must be produced and delivered to the public in accordance with the CVC.

14.3.7.2 Copies must be available to City staff in an on-line, real-time environment.

14.3.7.3 Electronic facsimiles must contain information identical to the original citation.

14.3.7.4 Any citation that is more than five (5) years old, whether or not it is resolved, is to be removed from the current citation database and electronically stored for the term of the contract.

14.3.7.5 Citations that are the subject of civil litigation that began before the five-year anniversary cannot be archived until LADOT notifies the Contractor that the litigation is resolved.

14.3.7.6 All archived parking citation data must be maintained for the term of the contract so that it may be retrieved for use in management reporting and auditing.

14.3.7.7 Archived reports are to be preserved for the term of the contract and transferred in a format approved by the City.

14.3.7.8 Contractor must be capable of restoring archived records to the database within five (5) business days after receipt of the City's request.

14.3.7.9 Contractor's System must be able to report whether license plates on the current database have additional citations relating to the plate that have been archived. This is done through an ad-hoc report to inform users that other citations associated with a vehicle license plate exist.

14.3.8 All data inserted into the System, regardless of source, shall be maintained in their original resolution and shall not be modified in any way by the System. Examples of such data include:

14.3.8.1 Photographs taken while issuing a citation

14.3.8.2 Scanned documents added to customer records, permits, and citations

14.3.8.3 Data imported from all violation detection devices and systems, including the LPR system

14.3.8.4 Copies of correspondence (such as PDFs or Word documents) sent to or received from constituents

The System shall not attempt to "optimize" these items for storage purposes—they shall remain an exact digital duplicate of the original file that was submitted. Photographs shall not be reduced in resolution and PDFs shall not have file-size-reduction processes applied. If the System needs to store additional information regarding images or scans, it shall maintain its metadata separately. The System may optimize such items during presentation; for example, a

printout representing a citation history may include small versions of the original photographs. Similarly, a customer inquiring through the web or on a mobile device about a citation prior to payment or appeal may be shown lower-resolution citation photos to save communication bandwidth.

14.4 Physical Storage and Destruction of Hard Copy Documents

14.4.1 Contractor shall have responsibility for the storage and retention of documents relating to its operations for the City of Los Angeles for a minimum of five (5) years. There are approximately 1,900 boxes (2,300 cubic feet) of documents stored by the current Contractor at an off-site location. Documents can be stored on-site or off-site, but must be available to City staff within 48 hours of request, at no additional cost.

14.4.2 These documents shall include any handwritten citations, or citations otherwise not originating on an electronic device.

14.4.3 All documents in storage shall have digital copies in the System available for immediate access.

14.4.4 Contractor shall be able to retrieve stored documents for supporting evidence for financial adjustments, citation corrections, complaint resolution, and as evidence during adjudication or litigation.

14.4.5 Contractor shall be required to notify the City monthly of specific documents which have been maintained for five (5) years and are ready for destruction. The City shall provide authorization for Contractor to destroy eligible documents which have been specifically approved for destruction by the City Attorney and City Council.

14.5 System Maintenance and Control/Problem Resolution

14.5.1 Contractor shall identify and respond to requests for remedial maintenance, reports of System anomalies, and reports of user problems and System questions. At a minimum, the Contractor must:

14.5.1.1 Monitor its System for outages.

14.5.1.2 Monitor and evaluate performance.

14.5.1.3 Distribute daily problem status reports to the designated City Systems Analyst.

14.5.1.4 Track all reported incidents to resolution.

14.5.1.5 Track and report on System availability.

14.5.1.6 Provide all necessary remediation and plans to minimize recurrences.

14.5.2 Contractor shall apply all required updates (patches) to all System components as released by various suppliers, including all application modules, operating systems, databases, application frameworks, and networking components.

14.5.3 Contractor shall have strict control and reconciliation procedures for every System update.

14.5.4 Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.

14.5.5 Contractor shall coordinate with City ITA for compatibility for virus detection, prevention, control, and eradication.

14.5.6 Problem resolution procedures should include a comprehensive review process.

14.5.7 Management reports highlighting any special problem areas or trends should be available for the City. Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City at no cost to the City.

14.5.8 Contractor shall provide additional reports for problem resolution as may be requested by the City, at no additional costs to the City. At a minimum, the reports must include, but are not limited to:

14.5.8.1 Problem status by site.

14.5.8.2 Response time statistics.

14.5.8.3 Monthly availability statistics.

14.5.8.4 Statistics on the time required to make repairs.

14.5.9 Contractor shall maintain a log of all hardware and System software failure or disruption and shall include at a minimum the location, time of failure or disruption, diagnostic and corrective measures taken, and completion of corrective measures.

14.6 Database Management System

14.6.1 The database management system must integrate with all handheld applications. It must also interface with external systems, such as Internet applications and other City or government agency applications.

14.6.2 The database management system design shall include provisions for a central data repository that allows users to access and integrate data with other department systems.

14.7 Data Extracts/Exports

14.7.1 Contractor shall provide periodic data extracts for use by City staff. Frequency of data extract, format of data, and required media shall be specified by the City.

14.8 System Networking

14.8.1 Contractor must implement and maintain the entire data communications network which supports and connects the Contractor's servers, the handheld management system, all system terminals, personal computers, printers, and all devices located in City offices that require access to Contractor's database, to other databases, and download and upload data as required. The network should consist of dedicated high-

speed digital circuits to each City location, with dedicated back-up capability in the event of a line failure and trouble-shooting help for City users.

14.8.2 In addition, Contractor must fully support and maintain the Local Area Networks (LANs) and Wide Area Networks (WANs) that the City has installed in various locations. Contractor must provide for network administration and sufficient technicians per the mutually-agreed upon Organizational Staffing Chart to provide support for Contractor-provided file servers, PC workstations, printers, vendor-owned cabling, desktop and network applications, communications links, vendor-owned network wiring, routers, hubs, and switches to Contractor's office and between LADOT locations.

14.8.3 Contractor must ensure that the network meets any standards established by the City including, but not limited to: username and password conventions, IP addressing schemes (including IPV6), domain and directory services structures, logon script processing, wide area network technology, and local area network topology.

14.8.4 Contractor must maintain communications equipment to City's WAN to provide access to email, intranet, and Internet. Contractor will work with City ITA to optimize this connection while adhering to City security requirements. The City currently provides ISP service to Internet for the current Contractor's network, but Contractor may be asked to provide ISP service to Internet for this connection if needed to provide sufficient speed and capacity to Internet. If LADOT chooses to exercise this option, LADOT will request a proposal from the Contractor for review and approval. Upon final acceptance, LADOT will issue a Change Order to the Contractor following the approved Change Order process outlined in the contract.

14.8.5 At a minimum, Contractor's network must be of sufficient speed and capacity to support email, Internet, intranet, GIS applications, Client Server applications, file and printer sharing, FTP, server replication, and anti-virus. Routers and switches must support gigabit connections. All communications links shall have a minimum speed of 100 Mbps and have sufficient capacity to support response times of five (5) seconds or less, contingent on the City's internet speed and network connectivity.

14.8.6 Contractor shall supply, manage, and support firewalls for all connections to other networks.

14.8.7 All wireless technology shall comply with all security requirements established by the City.

14.8.8 Contractor shall establish and maintain network operating system at a minimum of Windows Server 2022 and Contractor must comply with City requests to modify network to allow connection for/to external systems.

14.8.9 Contractor shall provide all computing equipment, including portable devices necessary for complete operation of the System, per the agreed-upon pricing and scope.

14.8.10 The City is seeking a turnkey solution that includes replacement of all hardware, software, networking, and communications equipment used on or for the incumbent Contractor-provided networks as needed for Contractor's proposed complete System.

14.8.11 Contractor shall provide new (not re-manufactured) equipment. All equipment must be the most current industry standards and readily available. Any substitution must be approved by the City in writing.

14.8.12 Quality assurance and preventive maintenance on all hardware and software shall be performed continuously, with comprehensive inspections performed quarterly.

14.8.13 If, after the implementation of hardware, networking, and communications equipment in accordance with contract awarded after this RFP, the City wishes to refresh any of the items, the Contractor will provide technical feasibility and pricing on a per item or per citation basis as desired by the City. Computer software must always be maintained at the most current versions available.

14.8.14 In the event the City proposes a refresh, Contractor will ensure that all current applications will perform at same or higher level of the proposed technology.

14.9 Management Information System

14.9.1 Contractor shall ensure that electronic/handheld and handheld management system generated data is in a format available for ad hoc analysis at the PC level; i.e., that the data can be accessed and abstracted by any PC with a web browser, appropriate security, and access to the network.

14.9.2 Contractor shall provide ongoing technical support and problem solving for all reporting and Management Information System functions as needed throughout the life of the contract.

14.9.3 Contractor shall provide management reports on individual officer, squad, beat, and enforcement area activity. The selected Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City. Contractor shall provide additional reports as may be requested by the City at no additional costs to the City.

14.9.4 Contractor shall establish a centralized ad hoc reporting server and database.

14.9.4.1 Issuance data from the five (5) area enforcement offices shall automatically update the ad hoc reporting server and database.

14.9.4.2 The database shall be accessible from any PC workstation connected to the local and wide area network.

14.9.4.3 Contractor shall implement a user friendly, easily readable ad hoc reporting tool that shall have the capability to export into Excel or other applications which allow users to perform ad hoc queries based on any available data fields for any date range.

14.9.4.4 Contractor shall include a database dictionary which describes each data field in the ad hoc reporting database by listing field names and their corresponding textual descriptions.

14.9.4.5 Contractor shall provide training for use of the reporting tool.

14.9.5 Contractor shall maintain a log of all failures or disruption of the server and shall include at a minimum the location, date and time of failure or disruption, diagnostic and corrective measures taken, and date and time of completion of corrective measures.

14.10 Backups/Disaster Recovery/Continuity of Operations

14.10.1 Contractor shall be responsible for taking every precaution to ensure that all systems, files, data, equipment, communications, and facilities are reliable.

14.10.2 The System shall provide full system backup and recovery capabilities for all online and batch transactions according to City-specified timeframes. Contractor shall be responsible for the maintenance of the database which will include back-up and recovery procedures. Contractor shall make sufficient backups to ensure that no data are lost in any circumstances.

14.10.3 Contractor shall maintain back-up hardware and software capabilities to provide a level of redundancy sufficient to always ensure compliance with the following requirements:

14.10.3.1 New citations generated though devices connected to the System shall be updated to the System database in real time (no more than five (5) minutes of printing on the device).

14.10.3.2 New citations imported from external systems shall be updated to the System database within one (1) working day of receipt by the Contractor.

14.10.3.3 Each transaction update shall create a backup record that can be used to restore the System.

14.10.3.4 Failure of any System component will cause only minimal disruption of services to the end user.

14.10.3.5 Recovery from any catastrophic failure shall be accomplished within three (3) business days.

14.10.4 Contractor shall provide a Business Continuity Plan for the System for various scenarios, including power loss, communication failure, hardware malfunction, software defects, acts of nature, system intrusions, and other points of failure. The plan shall be provided within 21 days of Notice to Proceed and mutually agreed upon with the City.

14.10.5 In the event that a natural disaster does disrupt the System, Contractor must have a detailed, City approved recovery plan in place, tested, and ready to be implemented for all key facilities so that services are restored quickly and in accordance with City performance standards.

14.10.6 Contractor shall perform an annual test of all back-up components. Test procedures shall be approved by the City. Test results must be documented, signed, and delivered to the City.

14.10.7 Contractor shall perform an annual test of all disaster recovery procedures. Test procedures shall be approved by the City. Test results must be documented, signed, and delivered to the City.

14.11 Test System

14.11.1 Contractor shall provide a "test system" or sandbox that mirrors the functionality of the entire production system, which will allow City and Contractor to:

14.11.1.1 Assess new software releases (including new features)

14.11.1.2 Perform training on all features of the System

14.11.1.3 Reproduce issues without introducing invalid data into the production System.

14.11.2 The test system shall have the same availability and functionality of the production system.

14.11.3 The test system shall be independent of the production system and shall not interfere with the daily operation of the production system.

14.11.4 All interactions with the test system shall make it clear to the user that they are using the test system, to avoid confusion where a user may believe they are working on the production system.

14.12 User Access Control

14.12.1 Controls on users of the System shall include the following:

14.12.1.1 The System shall require a user sign-on for all modules (e.g.; Abandoned Vehicles, VIPU, CMS, PMS, LPR, Citation, Handhelds, Reporting, etc.) with security configured for each module (i.e., user to gain access to all functions associated with the module without re-entering the user ID and password).

14.12.1.2 The System shall assign application access rights across the entire suite of application modules at a single point of entry.

14.12.1.3 The sign-on shall be compatible with the user's operating system sign- on.

14.12.1.4 The System shall have the ability to link the user logon ID to his/her employee number or unique Contractor ID, as well as to the location or group of locations to which the user is assigned.

14.12.1.5 The System shall support a decentralized security administration function by component and business unit.

14.12.1.6 The System shall support the use of directory services and authentication mechanisms; e.g., LDAP.

14.12.1.7 The System shall allow an administrator to add and modify user security information using online screens with immediate profile update; e.g., giving

someone access to additional functionality should take effect immediately, even if it requires the user to log out and back in.

14.12.1.8 The System shall restrict user access by time of day.

14.12.1.9 The System shall restrict user access to specific workstations or work locations.

14.12.1.10 The System shall be configurable to set a minimum password length.

14.12.1.11 The System shall be configurable to require password to contain numbers, alphanumeric characters, or both, as determined by the City.

14.12.1.12 The System shall be configurable to prevent non-trivial passwords (e.g.; repeat characters, keyboard strings).

14.12.1.13 The System shall be configurable to required non-dictionary-based passwords.

14.12.1.14 The System shall use industry best practices for password management, such as storing all passwords in an encrypted format without means to be unencrypted.

14.12.1.15 The System shall record the date and time each user last changed the password.

14.12.1.16 The System shall allow an administrator to reset passwords for subsequent change by the user.

14.12.1.17 The System shall require users to periodically change the password based on a table-driven time parameter.

14.12.1.18 The System shall allow an administrator to suspend all user access across all modules and applications when a user is terminated.

14.12.1.19 The System shall be capable of suspending user access after a City-defined inactivity period (e.g., 90 days).

14.12.1.20 The System shall allow suspension of user access based on a table-driven parameter (e.g., employment status).

14.12.1.21 The System shall record or capture information about each authorized and/or unauthorized access attempt such as User ID, workstation, date, time transaction (menu, screen, file) and attempted type of access (read, modify, etc.).

14.12.1.22 The System shall be configurable to deny user access after a City-defined number of unsuccessful login attempts.

14.12.1.23 The System shall allow an administrator to review and report on attempted violations by log file, batch, or online.

14.12.1.24 The System shall allow an administrator to operate online inquiry and batch report to review access profiles and types given to the users defined to the System.

14.12.1.25 The System shall record and maintain a history of security profiles for each user (e.g., recording changes to security access).

14.12.1.26 Based on an individual's security profile, which may incorporate a clearance level, the Contractor's System must provide functional security by restricting certain functions such as permitting access to inquiry only, only allowing data update capability on an as-needed basis, as well as restricting which application modules the individual may access.

14.12.2 At the City's request, Contractor shall provide City technical staff with appropriate authorization to perform local network administrative functions such as adding users, modifying user access, deleting users, and resetting passwords.

14.13 IT Security and Data Privacy

14.13.1 The Contractor's System shall have security features that are designed to maintain the security of all information contained in the System database and maintain the confidentiality of information. Contractor's security for the System and all connections thereto shall conform to current industry best practices.

14.13.2 Security shall include prevention of System abuse.

14.13.3 The Contractor shall fully cooperate with regular audits by City staff.

14.13.4 The Contractor shall implement internal audits to review control policies and procedures, physical and non-physical security, and provide any sample testing that shall be provided to ensure security.

14.13.5 The results of internal audits performed by the Contractor shall be on file and reported quarterly to the City, when requested.

14.13.6 All information security incidents shall be reported immediately to the City's Information Security Officer. Security incidents include theft, loss, damage or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.

14.13.7 Data transfer shall use HTTPS with TLS 1.2 security protocol.

14.13.8 Contractor shall install and maintain System security hardware and software such as, but not limited to, firewalls, filtering routing tables, public key infrastructure, and data encryption.

14.13.9 All data shall be encrypted when in transit over networks not fully under Contractor's control.

14.13.10 Any System data on portable devices (including citation handhelds) shall be encrypted to safeguard the data in case of loss or theft of the portable devices.

14.13.11 Contractor shall establish, publish, and follow a corporate security policy.

14.13.12 Contractor's System for accepting payments over the Internet ("Pay-by-Web" system) shall be compliant with any City standards established for e-commerce applications.

14.13.13 Contractor shall safeguard all personal data.

14.13.13.1 Contractor shall work with City to minimize the collection of personal information.

14.13.13.2 Contractor shall safeguard and protect the confidentiality of all data, and in no event share data collected with any third party except as required by law.

14.13.13.3 Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from Customers, including, but not limited to, transaction history, address, email address, phone number, and credit card information, Notwithstanding the preceding restrictions, Contractor shall be permitted to use such information to enable Customers with Service accounts for City-managed parking spaces to use their accounts to pay for services provided by Contractor to other entities, and vice versa.

14.14 PCI Compliance

14.14.1 To ensure the security of credit card data, the entire System, including equipment, software, installation, and configuration must be certified that it meets all PCI DSS (Payment Card Industry Data Security Standard) requirements (https://www.pcisecuritystandards.org/index.shtml), as well as all standards required by federal and state law.

14.14.2 Credit card data storage and transmission shall meet the Level One (1) PCI DSS and comply with Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) programs.

14.14.3 As the PCI Data Security Standard evolves, Contractor shall be responsible for maintaining compliance with that standard at Contractor's sole expense.

14.14.4 Contractor shall be solely responsible and shall indemnify City against any claim arising from lost or stolen personal information including, but not limited to credit card information, in accordance with PSC-22, Data Protection, of the Standard Provisions for City Contracts (Rev. 1/25 [v.2]).

14.14.5 Contractors must be published on the PCI Council web site and shall provide evidence of certification at time of proposal submission.

14.14.5.1 Proposer shall be a PCI DSS Level 1 Service Provider, or shall delegate to a PCI DSS Level 1 Service Provider to store, process, or transmit cardholder data

14.14.5.2 Contractor shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.

14.14.5.3 The System shall comply with Payment Card Industry Data Security Standard (PCI DSS), version 3.2.1 or latest version at the time of Contract Award.

14.14.5.4 Contractor will integrate with City's merchant processing provider, who is responsible to comply with Payment Application Data Security Standard (PA DSS), version 3.2 or latest version at the time of Contract Award.

14.14.5.5 In addition to adhering to the PCI DSS standards, validation is required for all service providers and for each one, Contractor shall provide a PCI DSS Compliance certificate or letter and Report of Compliance provided by a Qualified Security Assessor, subject to an annual assessment in order to remain PCI DSS compliant.

14.14.5.6 Any upgrades, software changes, hardware changes, or hardware additions required to maintain 100% PCI compliance through the warranty period and any extensions, including optional maintenance contracts, shall be included in the cost proposal as described herein, or shall be provided at no additional cost to the City.

14.15 Auditing/Logging

14.15.1 The System shall log certain activities:

14.15.1.1 Actions taken by any individual with root or administrative privileges;

14.15.1.2 Changes to System configuration;

14.15.1.3 Access to audit trails;

14.15.1.4 Invalid access attempts (failed login);

14.15.1.5 Use of identification and authentication mechanisms (logins);

14.15.1.6 Notifications and alerts;

14.15.1.7 Activation and de-activation of controls, such as anti-virus software or intrusion detection system;

14.15.1.8 Changes to, or attempts to change, System security settings or controls

14.15.1.9 Changes to customer records;

14.15.1.10 Changes to permits;

14.15.1.11 Changes to citation records.

14.15.2 For each of the above events, the following must be recorded, as appropriate:

14.15.2.1 User identification;

14.15.2.2 Type of event;

14.15.2.3 Date and time;

14.15.2.4 Success or failure indication;

14.15.2.5 Data accessed;

14.15.2.6 Program or utility used;

14.15.2.7 Origination of event (e.g., network address);

14.15.2.8 Protocol;

14.15.2.9 Identity or name of affected data, information system or network resource.

14.15.3 The System shall meet all security requirements as established by the CA DMV.

14.16 ADA Compliance

14.16.1 Contractor's information technology systems, including the website, shall comply with all applicable ADA standards and requirements as well as any City of Los Angeles ordinances or mandates. Information on ADA requirements for websites can be found at http://www.ADA.gov. Contractor should pay careful attention to web design standards regarding compliance with the regulations pertaining to the use of "web frames" and "screen reader equipment."

14.16.2 User interface components shall comply with all applicable accessibility guidelines including ADA Best Practices for Website Accessibility for state and local governments, standards laid out in Section 508 of the Rehabilitation Act of 1973, and the Web Content Accessibility Guidelines developed by the Web Accessibility Initiative, a subgroup of the World Wide Web Consortium (W3C).

14.17 Data Migration at Contract Inception

14.17.1 Contractor shall migrate the following data from the current citation processing system, making any necessary conversions:

14.17.1.1 All open citations, regardless of age, including any customer information and images, to be transferred to the "live" database;

14.17.1.2 All citations closed within the last 60 months, including any customer information, to be transferred to the "live" database;

14.17.1.3 Archive of all older citations to be transferred to the research or archive database.

14.17.2 Contractor shall migrate the following data from the current permit system, making any necessary conversions:

14.17.2.1 All existing permit data;

14.17.2.2 All customer data;

14.17.2.3 All permit configuration data.

14.18 Successor Contract Responsibilities

14.18.1 At termination of the contract resulting from this RFP, if the successor contract is awarded to another firm, Contractor must develop and implement a Data Conversion Plan between Contractor's and successor contractor's System.

14.18.2 Successor contractor will be required to complete the transfer and conversion of all data from Contractor's System components. Following successful conversion, the current contractor shall no longer perform any of the functions of the systems to be integrated under the System as described in this RFP.

14.18.3 Contractor and LADOT staff will work with the successor contractor to create a data-mapping document to describe the transfer of data elements from the current System to the new contractor's systems/subsystems. The document will be reviewed and approved by LADOT staff as the design document for the conversion phase pursuant to the implementation schedule.

14.18.4 As part of the conversion process, Contractor and the successor contractor shall be required to test the System and all components using real data from the current contractor's files. The successor contractor will create test documents for the comprehensive testing of the conversion to ensure that all data are properly converted and available in the new System. After data records are moved from the existing system, LADOT personnel will operate the System by performing inquiries, making changes to data records, deleting records, generation date reports, etc.

15 PERFORMANCE STANDARDS AND COMPLIANCE

Performance Standards are defined as the minimum standards necessary and acceptable for the functioning of the City's Parking Citation and Permit Processing Services. The City expects a high degree of reliability and responsiveness from the Contractor. Meeting these Performance Standards is the responsibility of the Contractor.

Most service levels detailed in this section of the Scope of Work will have a corresponding liquidated damages for non-compliance. These liquidated damages, which are outlined below, are intended to ensure that the Contractor performs all services at the required levels. At a core level, the Contractor must maintain sufficient staff and equipment to process all parking citations and permits issued in the City within the guidelines set forth by the City.

If either the performance of or the failure to perform the terms and conditions set forth in the Contract result in the loss of data and the corresponding ability to collect associated fines, liquidated damages shall be due to the City. Such liquidated damages shall be in the sum of the face value of any and all items issued by the City and received by the Contractor for which the loss of data and the corresponding ability to collect the associated fine has occurred. The phrase face value shall mean the amount of the violation fine and applicable surcharges or assessed penalties.

Contractor shall be responsible for component verification testing under guidance from LADOT. Contractor shall include a test plan that includes technology implementation (hardware and software), System, security, auditing, and reporting. This test plan shall describe how the proposed approach for each component will be deployed, including the processes involved, testing tools utilized, acceptance criteria, and sign-off procedures.

In cases where a single incident causes non-compliance with multiple service level requirements, there will be only a single SLA penalty per incident.

15.1 Staffing Levels

15.1.1 Contractor shall be responsible for providing key staff to meet all service and performance standards across the entire program. Some roles may be delegated to Subcontractors; however, Contractor will be responsible to ensure response times and support levels are maintained throughout the term of the agreement. LADOT has determined specific roles that must be fulfilled for this project:

15.1.1.1 A Regional Director who is responsible for the oversight of all contract services and deliverables, able to communicate with elected and high-level City officials for program evaluation and feedback. The Proposer must state the percentage of time this staff member's responsibility will be dedicated to this Scope of Work;

15.1.1.2 A Program/Project manager responsible for oversight of overall program functionality, including statistical analysis, report monitoring, and verification of compliance with performance standards. One-hundred percent (100%) of this staff member's responsibility must be dedicated to this Scope of Work;

15.1.2 Contractor shall include sufficient managers and supervisors so that all staff have access to appropriate resources and oversight. Contractor's staffing list is provided under its Proposal submission, re: "Pricing - Program Admin Labor, Non Labor Expense Details, IT Labor Details".

15.1.2.1 Any managers responsible for more than one component must be clearly identified. These managers include Regional Director (50%), Program Manager, Deputy Program Manager, Production Control Manager, and Operations/Implementation Manager. All positions will be dedicated 100% to the program except where noted.

15.1.2.2 Also includes support staff which include two (2) Program Analysts, three (3) Production Control Associates, and two (2) Escalations Desk Support. All positions will be dedicated 100% to the program except where noted.

15.1.3 Contractor's staff shall include sufficient bilingual staff appropriate to the volume of Spanish-speaking walk-in and telephone clients.

15.1.4 Staffing roles and levels will be reviewed bi-annually to ensure they are effective and efficient.

15.1.5 Any modifications to the plan based on efficiencies the Contractor develops or because of decreases in program volumes and/or metrics will be subject to City approval.

15.1.6 Changes in personnel filling key staff positions should be reported to the LADOT's Bureau Head over Parking Management immediately.

15.1.7 Contractor shall provide an updated organization chart at least twice a year, including names, titles, reporting structure, and percentage of time assigned to the contract.

15.1.8 If the Contractor's staffing level falls below the agreed upon staffing requirements, a penalty of $200 per day for each vacancy will be charged if position is not filled within 90 days, unless an exception is granted by the City. This penalty will continue to be assessed until approved staffing is restored.

15.2 Field Personnel Attire

15.2.1 If the Contractor's field personnel are not neat in appearance and courteous to the public, the City will issue a written warning. If a similar incident occurs again, the Contractor will be assessed liquidated damages of $25 per incident without further warning. Further violations of this Section will subject the Contractor to liquidated damages in the amount of $50 per incident without further warning.

15.3 Adhering to Implementation, Project, and Ongoing Support Schedule

15.3.1 If the Contractor fails to meet its scheduled obligations outlined within each component or project phase, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damages of $500 per day for each day past the scheduled delivery deadline until the deliverable is received and accepted. The delivery deadline will be included on the requirements documentation to be reviewed and approved by City and Contractor for each project or project phase. The delivery deadline is subject to adjustment should the City fail to adhere to the project due dates for subtasks, such as quality assurance review and user acceptance testing. Should a similar violation occur again during the contract term for the specific project, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $1,000 per day for each day past the scheduled delivery deadline until the deliverable is received and accepted.

15.3.2 Project delivery schedules for initial new projects related to the new contract will be grouped into delivery phases, agreed to by both City and Contractor. City delivery expectations shall not be unreasonably delayed by Contractor.

15.4 Project/Product/Maintenance Support Services

15.4.1 If the Contractor fails to provide support services as required by each component specification, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damages of $500 per incident. Should a violation of this occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $550 per incident. In cases where a single incident causes non-compliance with multiple components, there will be only a single SLA penalty per incident.

15.5 Lockbox Payment Processing

15.5.1 The Contractor must maintain sufficient staff to process all lockbox payments within 24 hours of receipt but no later than the end of the next business day. Failure to adhere to agreed-upon cadence for processing all lockbox payments will result in liquidated damage penalty of $100 per incident plus and reimbursement of shortages. Note:

Lockbox Post Office box service Post Office box service is between USPS and current Contractor.

15.6 Mail Pick-up

15.6.1 The Contractor must provide a bonded courier to pick-up mail at the post office once each day in accordance with a schedule approved by the City. All mail pickups are subject to verification by City personnel. Exception reports must be provided by Contractor.

15.6.2 Because missed pickups result in late posting of payments received, there will be a $500 penalty for each batch of mail not picked up at the designated time.

15.7 Data Entry

The three service level requirements regarding data entry are: payment posting, new citations, and accuracy.

15.7.1 Payment Posting: All payments must be posted by the Contractor within 24 hours of receipt, or by the end of the following business day. This is subject to on-site verification by City personnel.

15.7.1.1 There will be a $500 penalty for each batch of payment that is not entered into the appropriate system component as required above.

15.7.2 New Citations: Handwritten citations must be entered into the CMS within two (2) business days of their collection from City-wide enforcement offices. Those citations that do not successfully update must be reviewed and resubmitted for update processing within one (1) additional business day.

15.7.2.1 There will be a penalty of $250 per batch for each day of delay beyond the requirement above, not to exceed $2,500 (for 10 batches or more) for each occurrence.

15.7.3 Electronic citations must be transmitted and uploaded into the CMS immediately after the citation is issued.

15.7.3.1 There will be a penalty of $100 per electronic ticket writer for each day of delay after the issue is reported.

Notes:

a. All handheld devices should sync with CMS in real-time, and all handheld devices will be docked by City Parking Enforcement staff at the end of each Officer's shift;

b. The handheld software will provide end of day reports with device and ticket count;

c. The handheld vendor will adhere to agreed-upon electronic file layout and naming convention; and

d. Contractor will send these citation reports no later than a mutually agreed upon time with LADOT.

15.7.4 Accuracy: The level of accuracy must be maintained at 97% for each day's data entry for both new citations and payments. The Contractor must establish an acceptable procedure for the prompt identification and correction of data entry errors. Exception reports are to be provided by the Contractor.

15.7.4.1 There will be a penalty of $500 for each whole and partial percent below the 97% level.

15.8 Reconciliation of Monies

15.8.1 The Contractor must be responsible for reconciling all monies collected and for any and all cash shortages at the end of each business day. Payments and funds must be reconciled daily before preparation and transport to the City's designated depository. Cash overages and shortages of any amount must be investigated, reported to the City and resolved within one (1) business day of the deposit date.

15.8.2 The Contractor must reimburse the City each month for any accumulated shortages, plus $100 per incident if the shortage is $100 and higher.

15.9 Vehicle Seizure

15.9.1 If a vehicle is seized under California Vehicle Code 22651(i) or 22651.7, and a finding of No Reasonable Grounds is made due to Contractor's faulty data or untimeliness in reporting changes in vehicle ownership, Contractor shall reimburse the City for any tow-and storage-related fees refunded or waived by the City. City to obtain registered owner information at time of seizure. Contractor shall not be responsible for inaccurate data provided by CA DMV.

15.10 Accountability/ Contractor Errors

15.10.1 The Contractor must be accountable for all citations that are misplaced, lost, or mishandled in any manner at any phase of processing by the Contractor. The Contractor and City understand that the five (5) business days start on the day the copy request is received or on the day the citation is received from the issuing agency, whichever is later. In the event the Contractor does not provide the citation or a copy of the citation to a citizen within five (5) business days of request, an initial review, administrative hearing or court appeal, the Contractor must be responsible to pay the amount of the original fine for the parking citation plus any late payment penalties.

15.11 Call Acceptance Rate

15.11.1 A 98% call acceptance rate must be maintained by the Contractor. Reports from the current telephone company, or its successor providers, must be produced to verify compliance. Call acceptance is defined as the number of attempted calls to the IVR that did not receive a busy signal. Rounding of numbers is permitted. Numbers may be rounded off to the nearest unit digit according to generally accepted rules. For example, a call acceptance rate of 97.5% may be rounded off to 98%. Each lost call in excess of the 2% maximum is subject to a $20 penalty per call, as the total number of calls attempted does not exceed 6,000 in any one (1) day.

15.12 Call Completion Rate

15.12.1 A 96% call completion rate per day must be maintained by the customer service telephone system. Rounding of numbers is permitted. For example, a 95.5% call completion rate would be considered as 96%.

15.12.2 An incomplete telephone call is defined as a call terminated by an individual after 30 seconds have elapsed from the time that the call is received in the Contractor's telephone system.

15.12.3 Each uncompleted call-in excess of the 4% maximum for incomplete calls is subject to a penalty of $20 per call.

15.13 Call Wait Time

15.13.1 Callers referred to a customer service representative by the IVR must not be kept on hold more than three (3) minutes from the time the call leaves the IVR and is answered by a customer service representative, and/or providing the option for customer to elect virtual hold. The daily average "caller wait time" must not exceed three (3) minutes.

15.13.2 If the daily average wait time exceeds three (3) minutes, the liquidated damages shall be $250 for each additional minute, or portion thereof, of average wait time, not to exceed $1,500 for any 24-hour period.

15.14 Required Reports for Call Center

15.14.1 In order for the City to monitor the service level described below, the Contractor's telephone system must automatically provide the following reports to LADOT management or designee:

15.14.1.1 Total number of incoming calls.

15.14.1.2 Total number of calls processed.

15.14.1.3 Total number of calls handled by the IVR.

15.14.1.4 Total number of calls handled by customer service representative.

15.14.1.5 Total number of calls disconnected that resulted from customer "hang up."

15.14.1.6 Total number of busy calls.

15.14.1.7 Traffic Utilization: Toll-Free Statistic Daily, which shows Incomplete and Busy Calls information.

15.14.1.8 Percentage of incoming calls completed.

15.14.1.9 Average wait-time per call.

15.14.1.10 Average time per call, with high and low amounts.

15.14.1.11 Daily average wait time.

15.14.2 Contractor is responsible for providing all reports in a timely manner not to exceed one (1) day in response time. For each day a requested report is not provided to the City, a penalty in the amount of $50 per page, per report, up to the amount $500 per report, will be applied to the Contractor. No written warning will be provided for the above reports.

15.15 Bilingual Requirements

15.15.1 The Contractor must provide bilingual (Spanish/English) customer service representatives as necessary to serve Spanish-speaking clients. The cashiering offices must always have at least one bilingual representative in each office at all times.

15.15.2 Telephone representatives who are fluent in Spanish will be needed to ensure all personnel, contracts, programs, and services work to achieve equitable, dignified, and just outcomes.

15.15.3 The penalty for failure to meet this performance standard is $200 for each incident.

15.16 Correspondence Requirements

15.16.1 The Contractor must provide sufficient staff with the required expertise (including bilingual ability) to promptly and efficiently process and respond to all correspondence. The correspondence section must be responsible for handling approximately 2,000 pieces of correspondence daily. The correspondence section must complete processing of 100% of all correspondence received within 72 hours of receipt, and no later than the end of the third (3rd) business day or four (4) days for holiday weekends.

15.16.2 If the contractor fails to process 100% of all correspondence by the end of the third (3rd) business day or four (4) days for holiday weekends, a penalty of $500 will be charged for each whole and partial percentage point below the standard.

15.16.3 For correspondence received the day after a holiday, if the contractor fails to process 100% of all correspondence by the end of the fourth (4th) business day, a penalty of $500 will be charged for each whole and partial percentage point below the standard.

15.17 Initial Processing

15.17.1 Opening all correspondence;

15.17.2 Classifying correspondence and routing to the appropriate City processing queue;

15.17.3 Entering the action into the Contractor's system (e.g., temporary suspension, letter to customer, etc.);

15.17.4 Beginning appropriate investigative actions to ensure resolution of complaint and question;

15.17.5 Routing information gathered regarding contention to the appropriate

15.17.6 Initial process is defined as the completion of the following actions:section (Initial Review or Impound) via written statements, phone or online;

15.17.6.1 Implementing appropriate control and monitoring procedures to ensure that correspondence is processed to completion; and

15.17.6.2 Implementing appropriate quality control reviews to ensure that correspondence issues are addressed accurately.

15.17.7 Failure to adhere to agreed-upon initial processing standards, as outlined in this contract and in the City-approved Business Processing Rules, will result in a penalty to the Contractor in the amount of $100 per incident and $50 for each day any identified incident is unresolved plus any loss in revenue or potential litigation fees that result from failure to meet agreed-upon standards.

15.18 Required Reports for Correspondence Processing

15.18.1 The Contractor must generate monthly management information reports documenting the following:

15.18.1.1 Previous correspondence (beginning backlog);

15.18.1.2 Total pieces of correspondence received;

15.18.1.3 Total pieces of correspondence processed;

15.18.1.4 Remaining correspondence (ending backlog); and

15.18.1.5 Any unresolved correspondence.

15.18.2 Contractor is responsible for providing all reports in a timely manner not to exceed one (1) day in response time. For each day a requested report is not provided to the City, a penalty in the amount of $50 per page, per report, up to the amount $500 per report, will be applied to the Contractor. No written warning will be provided for the above reports.

15.19 Customer Portal/Website

15.19.1 Failure to maintain the Customer Portal/Website will result in a credit to the City of $1,000 per calendar day in which the Customer Portal/Website is not fully functional, accessible to the public, or for each calendar day of delay based on agreed-upon schedule in implementing any City requested changes to the Customer Portal/Website.

15.20 Walk-in Service

15.20.1 The Contractor shall be required to develop quality assurance standards and monitor the quality of service provided to customers at each walk-in service facility to ensure that the time waits for customer service in line do not exceed 15 minutes. Financial disincentives will be applied for exceeding maximum wait times. The Contractor must develop and identify means to routinely monitor the amount of time customers wait in line prior to service. The report formats must be approved by the City and submitted in the monthly activities report and must include average and maximum wait times.

15.20.2 Failure to adhere to agreed-upon walk-in service quality assurance standards will result in a penalty to the Contractor in the amount of $100 per incident and $50 for each day

any identified incident is unresolved plus any loss in revenue or potential litigation fees that result from failure to meet agreed-upon standards.

15.21 Same Day Transfer of Monies

15.21.1 If the Contractor fails to provide same day (or next banking day if received within two (2) hours of, or after bank closing time) transfer of physical monies (coins, bills, checks, money orders, etc.) to a City designated account (i.e. a Wells Fargo account) and/or fails to provide a reconciliation of daily revenues, that must be confirmed daily with any variances above a mutually agreed upon threshold explained, the City will issue a written warning. All credit card monies must be deposited into a City designated account (i.e., a Wells Fargo account) within five (5) banking days.

15.21.2 If the Contractor fails to remedy the issue within seven (7) banking days from receiving the written warning, the Contractor will be assessed liquidated damages of $150 or the variance amounts (whichever is greater). Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $175 or the variance amount (whichever is greater) per incident.

15.21.3 The Contractor must be responsible for reconciling all monies collected and for any and all cash shortages at the end of each day. Payments and funds must be reconciled each day before preparation of deposits.

15.21.4 Cash overages and shortages of any amount must be investigated and reported to the City within one (1) business day of the deposit date.

15.21.5 The Contractor must fully reimburse the City for any accumulated shortages each month.

15.21.6 In addition to the restitution of all monies, unreported revenues discovered during a City audit shall result in a penalty of $500 for every incident and one percent (1%) accrued interest per month. An additional one percent (1%) interest may apply until the requested unreported revenue(s) is (are) fully paid. The contract between the City and Contractor may also be terminated as a result of any discovered unreported revenue(s).

15.22 Facilities

15.22.1 Customer Service locations must comply with City standards regarding the posting of signs, furniture, decoration, and maintenance. The Contractor must comply with the Americans with Disabilities Act regarding disabled access. Adequate public parking must be available at or near all proposed office locations. If, after initial City approval of a cashiering location, the office is found to be in a substandard condition as determined by the City, the City must notify the Contractor in writing, giving ten (10) business days to correct the condition.

15.22.2 If after ten (10) business days the condition is not corrected, a penalty of $100 per day will be charged until the cashiering location is in compliance.

15.23 Americans with Disabilities Act (ADA) Compliance

15.23.1 The Contractor must fully comply with the Americans with Disability Act (ADA) as well as any City of Los Angeles ordinances or mandates. Should the Contractor fail to comply with the ADA, Contractor shall be liable for all penalties and expenses associated with non-compliance. Contractor shall also be responsible for reimbursement to LADOT for any penalties and expenses incurred by LADOT due to non-compliance by the Contractor.

15.23.2 Contractor's systems, including the website, shall comply with all applicable ADA standards and requirements as well as any City of Los Angeles ordinances or mandates.

15.23.3 User interface components shall comply with all applicable accessibility guidelines.

15.23.4 Failure to provide a user interface that meets the applicable guidelines, as set forth by ADA standards and requirements or City of Los Angeles ordinances, and failure to provide a timely response to any known issues will result in a penalty to the Contractor which is equal to the amount of any litigation claims, settlements, and/or anticipated cost for non-compliance.

15.23.5 It is the sole responsibility of the Contractor to provide, ensure, and maintain compliance of all applicable ADA standards and requirements to all elements associated with the Contractor systems.

15.24 Courier Service

15.24.1 The Contractor's courier service must pick up and deliver handwritten citation, batched control logs, correspondence, and management reports at specified locations Citywide. Additional locations may be added at the discretion of the City. The City and Contractor must mutually agree to a regular schedule for pick-up of new citations from each City enforcement office.

15.24.2 Non-compliance with this performance standard shall result in a penalty of $500 for each incident.

15.25 Management Reports

15.25.1 The Contractor's system must be able to supply management reports in a timely manner. These reports must be made available either on-line through area networks, in hard copy, or on an as needed basis.

15.25.2 If the Contractor fails to submit any report required under each section, or as otherwise agreed to by the parties, the City will issue a written warning. If the Contractor fails to remedy the issue within two (2) days from receiving the written warning, the Contractor will be assessed liquidated damages of $50 per page, per report, or $250, for each day that the report is overdue from the date of the warning, not to exceed $500 per month per report.

15.25.3 Should a violation of those sections above occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the

amount of $50 per day for each day from the date of the occurrence, not to exceed $500 per month per report.

15.26 Handhelds – Performance Levels

15.26.1 The Contractor must always maintain 90% fully functioning handheld citation devices and printers to the City during the term of the contract for all equipment under warranty. The Contractor may provide additional spare units for use by the City at no additional cost to the City to meet this standard. Failure to maintain 90% fully functional handheld units and printers must result in Contractor paying a penalty of $250 per unavailable unit per day until the 90% level is satisfied provided that notification of a disabled electronic handheld and/or printer is received at the Help Desk and a ticket for the incident has been initiated on the same day, and that the selected electronic handheld and printer vendor has the appropriate spare units in local inventory so an equipment swap can be made within the required timeframe.

15.26.2 The City will make a best faith effort to notify the Contractor within 48 hours (business days) of any equipment being disabled. To ensure the ability of the Contractor to meet 90% fully functional handheld and printer requirements and to avoid stockpiling of disabled equipment that could trigger penalties, the Contractor will have a 72-hour grace period before penalties will begin to apply.

15.26.3 The City will make a best faith effort to avoid situations where Contractor received a quantity of disabled equipment all at one time that triggers penalties.

15.27 System Availability

15.27.1 System availability is defined as the time during the principal hours of operation when the parking citation processing system, including all sub-systems, is available to the City for its intended use. System availability must be maintained at 98%. The Contractor must propose objective methods of measurement, subject to approval by the City, to enable the City to monitor the availability level. It is the Contractor's responsibility to measure and report the availability level to the City on a monthly basis.

15.27.2 In the event that an availability level of 98% is not maintained for any calendar month, the City must reduce the Contractor's invoice for that month by subtracting the actual availability level percentage from the 98% standard. The citation processing monthly invoice must be reduced by the resulting percentage. For example, if the availability level is 84%, the reduction would be 14% of that month's citation processing invoice.

15.28 System Related Penalties

The following penalties shall apply:

Selected system related services have severity levels assigned with expected turnaround times and associated penalties if the turnaround time is not met. Services which are deemed crucial to business operations have been assigned Severity Levels 1 or 2. Services which are deemed important but not crucial have Severity Levels 3 and 4. The City shall utilize data in the Help Desk and Support Tracking System to assess penalties if service does not comply with assigned Severity Level. In cases where a single incident causes non-compliance with multiple service level requirements, there will be only a single SLA penalty per incident.

Severity 1	**Service/request must be restored or completed within 2 hours of receipt of request to avoid penalty.**
	Penalty Severity 1 = $100 per hour
Severity 2	**Service/request must be restored or completed within 24 hours of receipt of request to avoid penalty.**
	Penalty Severity 2 = $100 per day
Severity 3	**Service/request must be restored or completed within 3 business days of receipt of request to avoid penalty.**
	Penalty Severity 3 = $100 per day
Severity 4	**Service/request must be restored or completed within 5 business days of receipt or request to avoid penalty.**
	Penalty Severity 4 = $100 per day

15.29 System Response Time

15.29.1 "System response time" is defined as external response time or that interval from the time the end-user depresses the "enter" key or clicks the mouse to the time a data screen reappears or acknowledgment of an entry is received.

15.29.2 The Contractor must provide a terminal response time level of five (5) seconds maximum for 95% of all transactions processed, excluding inquiry transactions by name.

15.29.3 The Contractor must measure and report terminal response time to the City on a monthly basis.

15.29.4 The Contractor is solely responsible for the use of commercially available network monitoring tools to ensure and verify the level of performance and will provide any and all necessary equipment or technology to meet the required level of performance.

15.29.5 If the Contractor fails to provide this level of service, the City must be entitled to a credit against the monthly charges billed by the Contractor equal to 1% of the citation processing charges for each whole second above the maximum, subject to optimal internet speeds which is managed by City.

15.30 Error Corrections

15.30.1 Error corrections are defined as those emergency actions taken to correct or fix hardware or software anomalies having a negative impact on the operation or use of the overall system.

15.30.2 The Contractor must correct, at no cost to the City, all malfunctions and errors in any component. The Contractor must repair or correct any such malfunctions and errors which impact the collection of revenues by the City within two (2) business days of receipt of notice from the City.

15.30.3 In the event that such repairs or corrections are not completed within said period, the Contractor shall be liable for any revenue lost, as reasonably determined by the City in consultation with the Contractor.

15.31 Recovery from Catastrophic Failure

15.31.1 Recovery from catastrophic failure is defined as those corrective efforts undertaken as the direct result of a disaster which has caused either disruption of services to the user for extended periods of time or loss of data.

15.31.2 The Contractor must submit a written plan for recovery from catastrophic failure to the City for review and approval. The plan should include, but not limited to:

15.31.2.1 Recovery from any catastrophic failure within three (3) days.

15.31.2.2 Reentry of any data lost, at no cost to the City, as a result of failure within one (1) week after the occurrence of the failure.

15.31.2.3 Availability of an alternate power supply and processing unit so that, in the event of failure of the primary processing unit, the overall system can be restarted within minutes and disruption to the system is minimized.

15.31.2.4 Presence of sufficient maintenance personnel so that in the event of hardware failure, diagnostic and corrective measures can begin immediately.

15.31.2.5 Presence of sufficient personnel at the data center(s) so that in the event of software failure, diagnostic and corrective measures can begin immediately.

15.31.2.6 Provisions of the backup and recovery procedures that can be used to restore or recover data.

15.31.2.7 Availability of backup units, so that the failure of any component will cause only minimal disruption of services to the end user.

15.31.3 If the Contractor fails to provide said service level, the Contractor shall:

15.31.3.1 Be subject to a penalty equal to the average interest received per day based on the previous three (3) months, as determined by the City Treasurer, beginning after the third (3rd) day for all catastrophic failures.

15.31.3.2 Credit the City an amount equal to the cost incurred by the City for the City to reenter any data lost as a result of any failure should the Contractor fail to reenter said data within one (1) week after the occurrence of such failure.

15.32 IT Related Services

15.32.1 If the Contractor fails to provide data to the City or fails to meet the Data Security requirements, as developed, and mutually agreed to by the parties, including services scope and costs, during the term of this Contract, the City will issue a written warning. If the Contractor fails to remedy the issue within seven (7) days from receiving the written warning, the Contractor will be assessed liquidated damages of $150. Should a violation of the section occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $175 per incident.

15.33 PCI Compliance

15.33.1 If the Contractor fails to maintain Payment Card Industry Data Security Standard Certification no warning will be issued prior to assessment of liquidated damages for this failure. The Contractor may be assessed liquidated damages of $30,000 the first (1st) month of non-compliance and $40,000 for each additional month until the failure is cured. For all future such failures, the Contractor will be assessed liquidated damages in the amount of $45,000 per month until the failure is cured.

15.34 System Hardware

15.34.1 The Contractor must agree to repair or replace within four (4) hours or the end of the business day of receipt of notification from the City, whichever occurs first, Contractor's system hardware, personal computers/workstations, and networks, as specified in this RFP.

15.34.2 If the Contractor fails to provide this level of service, there will be a penalty of $100 per hour, per piece of hardware, for each hour that any hardware remains inoperable.

15.34.3 The Contractor must further agree to establish a backup connection within 20 minutes of receipt of notification from the City that any data circuit is inoperable. However, if a backup circuit is not restored within 20 minutes of notification and it is determined that the reason was due to inoperability of the circuit (i.e., outside of the Contractors' control), then the penalty would not apply assuming the line worked when tested within the last calendar month.

15.34.4 Failure to meet this standard must result in a penalty of $100 for each additional minute.

15.35 System Uptime

15.35.1 Outages longer than 20 minutes or failure to respond and resolve technical support issues during Principal Hours of Operations within the same timeframe will incur a $500 penalty per incident. In cases where a single incident causes non-compliance with multiple service level requirements, there will be only a single SLA penalty per incident.

15.35.2 Response and resolution to technical support issues is required within one (1) hour or less.

15.35.3 Scheduled maintenance, for which the City has received sufficient advance notice, shall not be considered in calculating downtime. The Contractor shall cure each failure within seven (7) days after receipt of the warning. If any failure is not cured within the allotted time frame, the Contractor may be assessed liquidated damages of $100 per day per failure until the failure is cured.

15.36 Hardware/Software Maintenance

15.36.1 At no cost to the City, the Contractor must complete the repair and replacement of all hardware/ software devices provided by the Contractor, or for which Contractor has agreed in writing to provide support for specific City owned hardware or software, that fail to perform as specified. The proponent 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, but only when the fault is with Contractor owned hardware or software or when Contractor has agreed in writing to provide support for specific City owned hardware or software.

15.37 Data Entry Payment Posting

15.37.1 All payments must be posted by the Contractor within 24 hours of receipt, or by the end of the following business day. This is subject to on-site verification by City personnel.

15.37.2 There will be liquidated damages in the amount of $500 per incident.

15.38 Contractor/Contractor Error

15.38.1 If the mishandling of a contested citation ultimately results in its dismissal and/or late penalties being waived, the following penalty shall be applied for each citation:

15.38.1.1 For each citation dismissed due to Contractor's error or mishandling, the penalty shall be the cost of the fine, plus any penalties accrued to the citation, plus any court costs paid or refunded to the citation recipient, plus the Contractor's processing cost, plus $100.

15.38.1.2 For penalties that were waived as a result of a Contractor error, but did not result in the complete dismissal of the citation, the penalty shall be the cost of the penalties waived in error, plus $100.

15.38.2 Contractor shall agree to the examination of the Contractor's books and records made in accordance with generally accepted auditing standards applicable in the circumstances and that as such, said examination shall not require a detailed audit of all transactions. Testing and sampling methods may be used in verifying reports submitted by the Contractor. Deficiencies ascertained by the use of such testing and sampling methods, and by applying the percentages of error obtained from such testing and sampling to the entire period under examination, will be binding on the Contractor and shall be admissible in court to prove any amounts due the City from Contractor. The foregoing will not prevent the Contractor from producing all actual records and figures to rebut the sampling method, and if the Contractor does so, then the City will conduct an audit of all the records for the audit period. In the event the deficiency ascertained is 5% or more of the amount reported to the City, the Contractor shall reimburse the City for the entire cost of the audit.

15.39 Required Performance Levels and Penalties for Non-Compliance

15.39.1 ***Non-Revenue SLA-Related Penalty Cap at 10% TCV***

Item No.	*Performance Level*	*Penalty*
15.1.8	Staffing levels and requirements	$200 per day for each vacancy Will continue until approved staffing is restored
15.2.1	Field personnel are not in appropriate attire and courteous to the public	$25 per incident $50 per incident if violations continue
15.3.1	Adhering to implementation, project, and ongoing support schedule (by phases)	$500 per day for each day past deadline $1,000 per day for each day past deadline for each additional violation
15.4.1	Providing support services required by each component specification	Written warning $500 for repeated incident $550 for each new violation without warning
15.6.2	Provide a bonded courier to pick-up mail - Twice daily	$500 for each missed batch
15.11.1	Call acceptance rate of 98%	$20 per lost call

Item No.	*Performance Level*	*Penalty*
15.12.1 - 15.12.3	Call completion rate of 96%	$20 per incomplete call
15.13.1 - 15.13.2	Call wait time not to exceed 3 minutes	$250 for each additional minute Not to exceed $1,500 for any 24-hour period
15.14.1 - 15.14.2	Required reports for Call Center	$50 per page, per report, per day, up to $500 per report
15.15.1 - 15.15.3	Bilingual customer service representatives Bilingual telephone representatives	$200 for each incident
15.16.1 - 15.16.3	Correspondence processing rate of 100% within 72 hours of receipt	$500 for each whole and partial percentage point below required percentage
15.18.1 - 15.18,2	Required reports for correspondence processing	$50 per page, per report, per day, up to $500 per report
15.20.1 - 15.20.2	Wait in line not to exceed 15 minutes	$100 per incident $50 per day unresolved
15.22.1 - 15.22.2	Maintaining facilities	$100 per day until issue resolved after 10 business days
15.23 (Entire section)	ADA Compliance	Liable for all penalties, expenses, including any potential cost related to litigation, settlements, and claims associated with non- compliance
15.24.1 - 15.24.2	Courier service - pick up at Citywide locations	$500 per incident
15.25.1 - 15.25.3	Management reports	$50 per page, per report, or $250 for each day the report is overdue, not to exceed $500 per month per report
15.29.2 and 15.29.4	Terminal response time of 5 seconds for 95% of all transactions	1% of citation processing charges for each second above maximum
15.32.1	Data security requirements	$150 per incident $175 for repeated incidents

15.39.2 ***Revenue SLA-Related Penalty Cap at 35% TCV***
Plus Lost Citation Revenue Reimbursement at 100%

Item No.	*Performance Level*	*Penalty*	*Citation Revenue*
15.5.1	Process all lockbox payments within 24 hours of receipt and no later than the end of the next business day	$100 per incident	N/A
15.7.1 - 15.7.1.1	Payments posted within 24 hours of receipt or by the end of the following business day	$500 for each missed batch	N/A
15.7.2 - 15.7.2.1	Handwritten citations entered into CMS within two (2) business days	$250 for each missed batch, per day of delay beyond requirement Not to exceed $2,500 for 10 batches or more	N/A
15.7.3 - 15.7.3.1	Electronic citations must be transmitted and uploaded to CMS immediately after citation is issued	$100 per ticket for each day of delay	N/A
15.7.4 - 15.7.4.1	Data entry accuracy rate of 97%	$500 for each % below 97%	N/A
15.8.1 - 15.8.2	Reconciliation of monies collected	Reimbursement of shortages plus $100 per incident, if shortage is $100 or more.	N/A
15.9.1	Wrongful vehicle seizure	Reimburse the City for any tow-and storage-related fee refunded or waived	N/A

Item No.	*Performance Level*	*Penalty*	*Citation Revenue*
15.10.1	Contractor misplacing, losing, or mishandling citations at any phase of processing. Providing copies of citations within five (5) business days to citizens	Cost of fine, plus any fees accrued, plus processing cost, plus court fees, plus any late payment penalties	Citation Revenue Reimbursement at 100%
15.17.1 - 15.17.2	Initial processing standards	$100 per incident plus $50 for each day until resolved plus any loss in revenue and any reimbursement of any litigation fees incurred as a result	Citation Revenue Reimbursement at 100%
15.19.1	Maintain Customer Portal/Website	$1000 per day portal/website not fully functional $1000 per day for unimplemented City-requested changes	N/A
15.21.2	Same day transfer of monies	$150 or the variance amount (whichever is greater) $175 for repeated incidents	N/A
15.21.6	Unreported revenues discovered during a City audit	$500 for every incident and on percent (1%) accrued interest per month	N/A
15.26.1	Handhelds maintaining 90% fully functioning	$250 per unavailable unit per day until 90% level is satisfied	N/A
15.27.1	System availability maintained at 98%	City will deduct the Contractor's invoice in the amount of the variance between the actual system availability and the 98% standard.	N/A
15.28	System related penalties - Severity 1	Service requests must be restored or completed within 2 hours of receipt of request to avoid penalty. Penalty = $100/hour	N/A

Item No.	*Performance Level*	*Penalty*	*Citation Revenue*
	System related penalties - Severity 2	Service requests must be restored or completed within 24 hours of receipt of request to avoid penalty. Penalty = $100/day	N/A
	System related penalties - Severity 3	Service requests must be restored or completed within 3 business days of receipt of request to avoid penalty. Penalty = $100/day	N/A
	System related penalties - Severity 4	Service requests must be restored or completed within 5 business days of receipt of request to avoid penalty. Penalty = $100/day	N/A
15.30.2	Errors corrected within 2 business days	Amount of lost revenue	Citation Revenue Reimbursement at 100%
15.31.2	Recover from catastrophic failure within 3 days	Amount of interest lost based on three-month average	N/A
15.31.2	Data re-entry within one week of catastrophic failure	Cost incurred by City for data re- entry	N/A
15.33.1	Maintain PCI data security standard certificate compliance	$30,000 for first month of non- compliance $40,000 for each additional month until failure is cured $45,000 for repeated incidents	N/A

Item No.	*Performance Level*	*Penalty*	*Citation Revenue*
15.34.1 - 15.34.4	System hardware replacement within 4 hours or the end of the business day of receipt of notification from the City, whichever occurs first Establish a back-up connection within 20 minutes of notification by City	$100 per hour for each additional hour $100 per each additional minutes	N/A
15.35.1 - 15.35.3	System uptime Respond to outages longer than 20 minutes Respond to technical support issues within 1 hour	$100 per day per failure until failure is cured; $500 per incident	N/A
15.36.1	Hardware/Software maintenance Respond within 1 working day of reported failure	Repair and replace at no cost to the City	N/A
15.37.1 - 15.37.2	All payments posted within 24 hours of receipt	$500 per incident	N/A
15.38.1 - 15.38.2	Contractor error in mishandling a citation resulting in its dismissal Contractor error in waiving penalties	Cost of fine, plus any penalties accrued, plus processing cost, plus court fees, plus $100 Cost of penalties waived, plus $100	Citation Revenue Reimbursement at 100%

15.40 Professional Services Wallet

15.40.1 To support future potential development work necessary for Scope of Work sections 4.2.30, 7.2.16, 10.2.5, 12.2.9, 12.3.8, 12.3.9, and 12.4.9, Contractor will allocate to LADOT a pool of 2,500 hours of professional services. These hours are designated specifically for essential IT development activities, including API development and integrations related to the items listed above. The allocated development hours may only be used for the specified sections and cannot be redirected to other new projects. At the end of the contract term, any unused hours will not be credited back to LADOT.

If all professional service hours are utilized for these developments, Contractor will provide LADOT with a change order proposal for additional development requests, subject to LADOT's review and approval, provided they are not included in other sections of the contract.

CITY OF LOS ANGELES
STANDARD PROVISIONS FOR CITY CONTRACTS (REV. 1/25) [V.2]
Attachment A

Parking Citation and Permit Processing Services
Contract 2025

STANDARD PROVISIONS FOR CITY CONTRACTS

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STANDARD PROVISIONS FOR CITY CONTRACTS

PSC-1. Construction of Provisions and Titles Herein

All titles, subtitles, or headings in this Contract have been inserted for convenience, and shall not be deemed to affect the meaning or construction of any of the terms or provisions of this Contract. The language of this Contract shall be construed according to its fair meaning and not strictly for or against **CITY** or **CONTRACTOR**. The word "**CONTRACTOR**" includes the party or parties identified in this Contract. The singular shall include the plural and if there is more than one **CONTRACTOR**, unless expressly stated otherwise, their obligations and liabilities shall be joint and several. Use of the feminine, masculine, or neuter genders shall be deemed to include the genders not used.

PSC-2. Applicable Law, Interpretation and Enforcement

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and **CITY**, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. **CONTRACTOR** shall comply with new, amended, or revised laws, regulations, or procedures that apply to the performance of this Contract with no additional compensation paid to **CONTRACTOR**.

In any action arising out of this Contract, **CONTRACTOR** consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any federal, state or local law or regulation, the validity of the remaining parts, terms or provisions of this Contract shall not be affected.

PSC-3. Time of Effectiveness

Unless otherwise provided, this Contract shall take effect when all of the following events have occurred:

A. This Contract has been signed on behalf of **CONTRACTOR** by the person or persons authorized to bind **CONTRACTOR**;

B. This Contract has been approved by the City Council or by the board, officer or employee authorized to give such approval;

C. The Office of the City Attorney has indicated in writing its approval of this Contract as to form; and

D. This Contract has been signed on behalf of **CITY** by the person designated by the City Council, or by the board, officer or employee authorized to enter into this Contract.

PSC-4. Integrated Contract

This Contract sets forth all of the rights and duties of the parties with respect to the subject matter of this Contract, and replaces any and all previous Contracts or understandings, whether written or oral, relating thereto. This Contract may be amended only as provided for in the provisions of PSC-5 hereof.

PSC-5. Amendment

All amendments to this Contract shall be in writing and signed and approved pursuant to the provisions of PSC-3.

PSC-6. Excusable Delays

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of **CONTRACTOR** shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both **CONTRACTOR** and Subcontractor, and without any fault or negligence of either of them. In such case, **CONTRACTOR** shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit **CONTRACTOR** to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event **CONTRACTOR'S** delay or failure to perform arises out of a Force Majeure Event, **CONTRACTOR** agrees to use commercially reasonable best efforts to obtain the goods or services from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event.

PSC-7. Waiver

A waiver of a default of any part, term or provision of this Contract shall not be construed as a waiver of any succeeding default or as a waiver of the part, term or provision itself. A party's performance after the other party's default shall not be construed as a waiver of that default.

PSC-8. Suspension

At **CITY'S** sole discretion, **CITY** may suspend any or all services provided under this Contract by providing **CONTRACTOR** with written notice of suspension. Upon receipt of the notice of suspension, **CONTRACTOR** shall immediately cease the services

suspended and shall not incur any additional obligations, costs or expenses to **CITY** until **CITY** gives written notice to recommence the services.

PSC-9. Termination

A. Termination for Convenience

CITY may terminate this Contract for **CITY'S** convenience at any time by providing **CONTRACTOR** thirty days written notice. Upon receipt of the notice of termination, **CONTRACTOR** shall immediately take action not to incur any additional obligations, costs or expenses, except as may be necessary to terminate its activities. **CITY** shall pay **CONTRACTOR** its reasonable and allowable costs through the effective date of termination and those reasonable and necessary costs incurred by **CONTRACTOR** to effect the termination. Thereafter, **CONTRACTOR** shall have no further claims against **CITY** under this Contract. All finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights **CITY** is entitled to, shall become **CITY** property upon the date of the termination. **CONTRACTOR** agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

B. Termination for Breach of Contract

1. Except as provided in PSC-6, if **CONTRACTOR** fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, **CITY** may give **CONTRACTOR** written notice of the default. **CITY'S** default notice will indicate whether the default may be cured and the time period to cure the default to the sole satisfaction of **CITY**. Additionally, **CITY'S** default notice may offer **CONTRACTOR** an opportunity to provide **CITY** with a plan to cure the default, which shall be submitted to **CITY** within the time period allowed by **CITY**. At **CITY'S** sole discretion, **CITY** may accept or reject **CONTRACTOR'S** plan. If the default cannot be cured or if **CONTRACTOR** fails to cure within the period allowed by **CITY**, then **CITY** may terminate this Contract due to **CONTRACTOR'S** breach of this Contract.

2. If the default under this Contract is due to **CONTRACTOR'S** failure to maintain the insurance required under this Contract, **CONTRACTOR** shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and Contractor's obligation to suspend performance of services. **CONTRACTOR** shall not recommence performance until **CONTRACTOR** is fully insured and in compliance with **CITY'S** requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against **CONTRACTOR**, or if **CONTRACTOR** makes an assignment for the benefit of creditors, then **CITY** may immediately terminate this Contract.

4. If **CONTRACTOR** engages in any dishonest conduct related to the performance or administration of this Contract or violates **CITY'S** laws, regulations or policies relating to lobbying, then **CITY** may immediately terminate this Contract.

5. Acts of Moral Turpitude

   a. **CONTRACTOR** shall immediately notify **CITY** if **CONTRACTOR** or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").

   b. If **CONTRACTOR** or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, **CITY** may immediately terminate this Contract.

   c. If **CONTRACTOR** or a Key Person is charged with or indicted for an Act of Moral Turpitude, **CITY** may terminate this Contract after providing **CONTRACTOR** an opportunity to present evidence of **CONTRACTOR'S** ability to perform under the terms of this Contract.

   d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code Section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code Section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

e. For the purposes of this provision, a Key Person is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of **CONTRACTOR**.

6. In the event **CITY** terminates this Contract as provided in this section, **CITY** may procure, upon such terms and in the manner as **CITY** may deem appropriate, services similar in scope and level of effort to those so terminated, and **CONTRACTOR** shall be liable to **CITY** for all of its costs and damages, including, but not limited to, any excess costs for such services.

7. If, after notice of termination of this Contract under the provisions of this section, it is determined for any reason that **CONTRACTOR** was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to PSC-9(A) Termination for Convenience.

8. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

C. In the event that this Contract is terminated, **CONTRACTOR** shall immediately notify all employees and Subcontractors, and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

PSC-10. Independent Contractor

CONTRACTOR is an independent contractor and not an agent or employee of **CITY**. **CONTRACTOR** shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of **CITY**.

PSC-11. Contractor's Personnel

Unless otherwise approved by **CITY**, **CONTRACTOR** shall use its own employees to perform the services described in this Contract. **CITY** has the right to review and approve any personnel who are assigned to work under this Contract. **CONTRACTOR** shall remove personnel from performing work under this Contract if requested to do so by **CITY**.

CONTRACTOR shall not use Subcontractors to assist in performance of this Contract without the prior written approval of **CITY**. If **CITY** permits the use of Subcontractors, **CONTRACTOR** shall remain responsible for performing all aspects of this Contract and paying all Subcontractors. **CITY** has the right to approve **CONTRACTOR'S** Subcontractors, and **CITY** reserves the right to request replacement of any

Subcontractor. **CITY** does not have any obligation to pay **CONTRACTOR'S** Subcontractors, and nothing herein creates any privity of contract between **CITY** and any Subcontractor.

PSC-12. Assignment and Delegation

CONTRACTOR may not, unless it has first obtained the written permission of **CITY**:

A. Assign or otherwise alienate any of its rights under this Contract, including the right to payment; or

B. Delegate, subcontract, or otherwise transfer any of its duties under this Contract.

PSC-13. Permits

CONTRACTOR and its directors, officers, partners, agents, employees, and Subcontractors, shall obtain and maintain all licenses, permits, certifications and other documents necessary for **CONTRACTOR'S** performance of this Contract. **CONTRACTOR** shall immediately notify **CITY** of any suspension, termination, lapses, non-renewals, or restrictions of licenses, permits, certificates, or other documents that relate to **CONTRACTOR'S** performance of this Contract.

PSC-14. Claims for Labor and Materials

CONTRACTOR shall promptly pay when due all amounts owed for labor and materials furnished in the performance of this Contract so as to prevent any lien or other claim under any provision of law from arising against any **CITY** property (including reports, documents, and other tangible or intangible matter produced by **CONTRACTOR** hereunder), and shall pay all amounts due under the Unemployment Insurance Act or any other applicable law with respect to labor used to perform under this Contract.

PSC-15. Current Los Angeles City Business Tax Registration Certificate Required

For the duration of this Contract, **CONTRACTOR** shall maintain valid Business Tax Registration Certificate(s) as required by **CITY'S** Business Tax Ordinance, Section 21.00 *et seq.* of the Los Angeles Municipal Code ("LAMC"), and shall not allow the Certificate to lapse or be revoked or suspended.

PSC-16. Retention of Records, Audit and Reports

CONTRACTOR shall maintain all records, including records of financial transactions, pertaining to the performance of this Contract, in their original form or as otherwise approved by **CITY**. These records shall be retained for a period of no less than three years from the later of the following: (1) final payment made by **CITY**, (2) the expiration of this Contract or (3) termination of this Contract. The records will be subject to examination and audit by authorized **CITY** personnel or **CITY'S** representatives at any time. **CONTRACTOR** shall provide any reports requested by **CITY** regarding

performance of this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

In lieu of retaining the records for the term as prescribed in this provision, **CONTRACTOR** may, upon **CITY'S** written approval, submit the required information to **CITY** in an electronic format, e.g. USB flash drive, at the expiration or termination of this Contract.

PSC-17. Bonds

All bonds required by **CITY** shall be filed with the Office of the City Administrative Officer, Risk Management for its review and acceptance in accordance with Los Angeles Administrative Code ("LAAC") Sections 11.47 *et seq.*, as amended from to time.

PSC-18. Indemnification

Except for the active negligence or willful misconduct of **CITY**, or any of its boards, officers, agents, employees, assigns and successors in interest, **CONTRACTOR** shall defend, indemnify and hold harmless **CITY** and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including **CONTRACTOR'S** employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by **CONTRACTOR,** Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-19. Intellectual Property Indemnification

CONTRACTOR, at its own expense, shall defend, indemnify, and hold harmless the **CITY**, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature arising out of the infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information: (1) on or in any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware used by **CONTRACTOR**, or its Subcontractors, in performing the work under this Contract; or (2) as a result of **CITY'S** actual or intended use of any Work Product (as defined in PSC-21) furnished by **CONTRACTOR**, or its Subcontractors, under this Contract. The rights and remedies of **CITY** provided in this section shall not be exclusive

and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-20. Intellectual Property Warranty

CONTRACTOR represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity and proprietary information.

PSC-21. Ownership and License

Unless otherwise provided for herein, all finished and unfinished works, tangible or not, created under this Contract including, without limitation, documents, materials, data, reports, manuals, specifications, artwork, drawings, sketches, blueprints, studies, memoranda, computation sheets, computer programs and databases, schematics, photographs, video and audiovisual recordings, sound recordings, marks, logos, graphic designs, notes, websites, domain names, inventions, processes, formulas, matters and combinations thereof, and all forms of intellectual property originated and prepared by **CONTRACTOR** or its Subcontractors under this Contract (each a "Work Product"; collectively "Work Products") shall be and remain the exclusive property of **CITY** for its use in any manner **CITY** deems appropriate. **CONTRACTOR** hereby assigns to **CITY** all goodwill, copyright, trademark, patent, trade secret and all other intellectual property rights worldwide in any Work Products originated and prepared under this Contract. **CONTRACTOR** further agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

CONTRACTOR agrees that a monetary remedy for breach of this Contract may be inadequate, impracticable, or difficult to prove and that a breach may cause **CITY** irreparable harm. **CITY** may therefore enforce this requirement by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude **CITY** from seeking or obtaining any other relief to which **CITY** may be entitled.

For all Work Products delivered to **CITY** that are not originated or prepared by **CONTRACTOR** or its Subcontractors under this Contract, **CONTRACTOR** shall secure a grant, at no cost to **CITY**, for a non-exclusive perpetual license to use such Work Products for any **CITY** purposes.

CONTRACTOR shall not provide or disclose any Work Product to any third party without prior written consent of **CITY**.

Any subcontract entered into by **CONTRACTOR** relating to this Contract shall include this provision to contractually bind its Subcontractors performing work under this Contract such that **CITY'S** ownership and license rights of all Work Products are preserved and protected as intended herein.

PSC-22. Data Protection

A. **CONTRACTOR** shall protect, using the most secure means and technology that is commercially available, **CITY**-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the "City Data"). **CONTRACTOR** shall notify **CITY** in writing as soon as reasonably feasible, and in any event within twenty-four hours, of **CONTRACTOR'S** discovery or reasonable belief of any unauthorized access of City Data (a "Data Breach"), or of any incident affecting, or potentially affecting City Data related to cyber security (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. **CONTRACTOR** shall begin remediation immediately. **CONTRACTOR** shall provide daily updates, or more frequently if required by **CITY**, regarding findings and actions performed by **CONTRACTOR** until the Data Breach or Security Incident has been effectively resolved to **CITY'S** satisfaction. **CONTRACTOR** shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with **CITY**. At **CITY'S** sole discretion, **CITY** and its authorized agents shall have the right to lead or participate in the investigation. **CONTRACTOR** shall cooperate fully with **CITY**, its agents and law enforcement.

B. If **CITY** is subject to liability for any Data Breach or Security Incident, then **CONTRACTOR** shall fully indemnify and hold harmless **CITY** and defend against any resulting actions.

PSC-23. Insurance

During the term of this Contract and without limiting **CONTRACTOR'S** obligation to indemnify, hold harmless and defend **CITY**, **CONTRACTOR** shall provide and maintain at its own expense a program of insurance having the coverages and limits not less than the required amounts and types as determined by the Office of the City Administrative Officer of Los Angeles, Risk Management (template Form General 146 in Exhibit 1 hereto). The insurance must: (1) conform to **CITY'S** requirements; (2) comply with the Insurance Contractual Requirements (Form General 133 in Exhibit 1 hereto); and (3) otherwise be in a form acceptable to the Office of the City Administrative Officer, Risk Management. **CONTRACTOR** shall comply with all Insurance Contractual Requirements shown on Exhibit 1 hereto. Exhibit 1 is hereby incorporated by reference and made a part of this Contract.

PSC-24. Best Terms

Throughout the term of this Contract, **CONTRACTOR**, shall offer **CITY** the best terms, prices, and discounts that are offered to any of **CONTRACTOR'S** customers for similar goods and services provided under this Contract.

PSC-25. Warranty and Responsibility of Contractor

CONTRACTOR warrants that the work performed hereunder shall be completed in a manner consistent with professional standards practiced among those firms within **CONTRACTOR'S** profession, doing the same or similar work under the same or similar circumstances.

PSC-26. Mandatory Provisions Pertaining to Non-Discrimination in Employment

Unless otherwise exempt, this Contract is subject to the applicable non-discrimination, equal benefits, equal employment practices, and affirmative action program provisions in LAAC Section 10.8 et seq., as amended from time to time.

A. **CONTRACTOR** shall comply with the applicable non-discrimination and affirmative action provisions of the laws of the United States of America, the State of California, and **CITY**. In performing this Contract, **CONTRACTOR** shall not discriminate in any of its hiring or employment practices against any employee or applicant for employment because of such person's race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, age, disability, domestic partner status, marital status or medical condition.

B. The requirements of Section 10.8.2.1 of the LAAC, the Equal Benefits Ordinance, and the provisions of Section 10.8.2.1(f) are incorporated and made a part of this Contract by reference.

C. The provisions of Section 10.8.3 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Equal Employment Practices" provisions of this Contract.

D. The provisions of Section 10.8.4 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Affirmative Action Program" provisions of this Contract.

Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-27. Child Support AssignmentOrders

CONTRACTOR shall comply with the Child Support Assignment Orders Ordinance, Section 10.10 of the LAAC, as amended from time to time. Pursuant to Section 10.10(b) of the LAAC, **CONTRACTOR** shall fully comply with all applicable State and Federal employment reporting requirements. Failure of **CONTRACTOR** to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment or Notices of Assignment, or the failure of any principal owner(s) of **CONTRACTOR** to comply with any Wage and Earnings Assignment or Notices of Assignment applicable to them personally, shall constitute a default by the **CONTRACTOR** under this Contract. Failure of **CONTRACTOR** or principal owner to cure

the default within 90 days of the notice of default will subject this Contract to termination for breach. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-28. Living Wage Ordinance

CONTRACTOR shall comply with the Living Wage Ordinance, LAAC Section 10.37 *et seq.*, as amended from time to time. **CONTRACTOR** further agrees that it shall comply with federal law proscribing retaliation for union organizing. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-29. Service Contractor Worker Retention Ordinance

CONTRACTOR shall comply with the Service Contractor Worker Retention Ordinance, LAAC Section 10.36 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-30. Access and Accommodations

CONTRACTOR represents and certifies that:

A. **CONTRACTOR** shall comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 et seq., the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 701 et seq., the Fair Housing Act, and its implementing regulations and any subsequent amendments, and California Government Code Section 11135;

B. **CONTRACTOR** shall not discriminate on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability;

C. **CONTRACTOR** shall provide reasonable accommodation upon request to ensure equal access to **CITY**-funded programs, services and activities;

D. Construction will be performed in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 C.F.R. Part 40; and

E. The buildings and facilities used to provide services under this Contract are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

CONTRACTOR understands that **CITY** is relying upon these certifications and representations as a condition to funding this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-31. Contractor Responsibility Ordinance

CONTRACTOR shall comply with the Contractor Responsibility Ordinance, LAAC Section 10.40 *et seq*., as amended from time to time.

PSC-32. Business Inclusion Program

Unless otherwise exempted prior to bid submission, **CONTRACTOR** shall comply with all aspects of the Business Inclusion Program as described in the Request for Proposal/Qualification process, throughout the duration of this Contract. **CONTRACTOR** shall utilize the Regional Alliance Marketplace for Procurement ("RAMP") at https://www.rampla.org/s/, to perform and document outreach to Minority, Women, and Other Business Enterprises. **CONTRACTOR** shall perform subcontractor outreach activities through RAMP. **CONTRACTOR** shall not change any of its designated Subcontractors or pledged specific items of work to be performed by these Subcontractors, nor shall **CONTRACTOR** reduce their level of effort, without prior written approval of **CITY**.

PSC-33. Slavery Disclosure Ordinance

CONTRACTOR shall comply with the Slavery Disclosure Ordinance, LAAC Section 10.41 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-34. First Source Hiring Ordinance

CONTRACTOR shall comply with the First Source Hiring Ordinance, LAAC Section 10.44 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-35. Local Business Preference Ordinance

CONTRACTOR shall comply with the Local Business Preference Ordinance, LAAC Section 10.47 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-36. Iran Contracting Act

In accordance with California Public Contract Code Sections 2200-2208, all contractors entering into, or renewing contracts with **CITY** for goods and services estimated at $1,000,000 or more are required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit."

PSC-37. Restrictions on Campaign Contributions and Fundraising in City Elections

Unless otherwise exempt, if this Contract is valued at $100,000 or more and requires approval by an elected **CITY** office, **CONTRACTOR**, **CONTRACTOR'S** principals, and **CONTRACTOR'S** Subcontractors expected to receive at least $100,000 for performance

under the Contract, and the principals of those Subcontractors (the "Restricted Persons") shall comply with Charter Section 470(c)(12) and LAMC Section 49.7.35. Failure to comply entitles **CITY** to terminate this Contract and to pursue all available legal remedies. Charter Section 470(c)(12) and LAMC Section 49.7.35 limit the ability of the Restricted Persons to make campaign contributions to and engage in fundraising for certain elected **CITY** officials or candidates for elected **CITY** office for twelve months after this Contract is signed. Additionally, a **CONTRACTOR** subject to Charter Section 470(c)(12) is required to comply with disclosure requirements by submitting a completed and signed Ethics Commission Form 55 and to amend the information in that form as specified by law. Any **CONTRACTOR** subject to Charter Section 470(c)(12) shall include the following notice in any contract with any Subcontractor expected to receive at least $100,000 for performance under this Contract:

> "Notice Regarding Restrictions on Campaign Contributions and Fundraising in City Elections
>
> You are a subcontractor on City of Los Angeles Contract # _____. Pursuant to the City of Los Angeles Charter Section 470(c)(12) and related ordinances, you and your principals are prohibited from making campaign contributions to and fundraising for certain elected City of Los Angeles ("**CITY**") officials and candidates for elected **CITY** office for twelve months after the **CITY** contract is signed. You are required to provide the names and contact information of your principals to the **CONTRACTOR** and to amend that information within ten business days if it changes during the twelve month time period. Failure to comply may result in termination of this Contract and any other available legal remedies. Information about the restrictions may be found online at ethics.lacity.org or by calling the Los Angeles City Ethics Commission at (213) 978-1960."

PSC-38. Contractors' Use of Criminal History for Consideration of Employment Applications

CONTRACTOR shall comply with the City Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance, LAAC Section 10.48 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-39. Limitation of City's Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for **CITY** to comply with its governing legal requirements, **CITY** shall have no obligation to make any payments to **CONTRACTOR** unless **CITY** shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in this Contract. **CONTRACTOR** agrees that any services provided by **CONTRACTOR**, purchases made by **CONTRACTOR** or expenses incurred by **CONTRACTOR** in excess of the appropriation(s) shall be free and without charge to **CITY** and **CITY** shall have no obligation to pay for the services, purchases or expenses. **CONTRACTOR** shall have no obligation to provide any services,

provide any equipment or incur any expenses in excess of the appropriated amount(s) until **CITY** appropriates additional funds for this Contract.

PSC-40. Compliance with Identity Theft Laws and Payment Card Data Security Standards

CONTRACTOR shall comply with all identity theft laws including without limitation, laws related to: (1) payment devices; (2) credit and debit card fraud; and (3) the Fair and Accurate Credit Transactions Act ("FACTA"), including its requirement relating to the content of transaction receipts provided to Customers. **CONTRACTOR** also shall comply with all requirements related to maintaining compliance with Payment Card Industry Data Security Standards ("PCI DSS"). During the performance of any service to install, program or update payment devices equipped to conduct credit or debit card transactions, including PCI DSS services, **CONTRACTOR** shall verify proper truncation of receipts in compliance with FACTA.

PSC-41. Compliance with California Public Resources Code Section 5164

California Public Resources Code Section 5164 prohibits a public agency from hiring a person for employment or as a volunteer to perform services at any park, playground, or community center used for recreational purposes in a position that has supervisory or disciplinary authority over any minor, if the person has been convicted of certain crimes as referenced in the Penal Code, and articulated in California Public Resources Code Section 5164(a)(2).

If applicable, **CONTRACTOR** shall comply with California Public Resources Code Section 5164, and shall additionally adhere to all rules and regulations that have been adopted or that may be adopted by **CITY**. **CONTRACTOR** is required to have all employees, volunteers and Subcontractors (including all employees and volunteers of any Subcontractor) of **CONTRACTOR** working on premises to pass a fingerprint and background check through the California Department of Justice at **CONTRACTOR'S** sole expense, indicating that such individuals have never been convicted of certain crimes as referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2), if the individual will have supervisory or disciplinary authority over any minor.

PSC-42. Possessory Interests Tax

Rights granted to **CONTRACTOR** by **CITY** may create a possessory interest. **CONTRACTOR** agrees that any possessory interest created may be subject to California Revenue and Taxation Code Section 107.6 and a property tax may be levied on that possessory interest. If applicable, **CONTRACTOR** shall pay the property tax. **CONTRACTOR** acknowledges that the notice required under California Revenue and Taxation Code Section 107.6 has been provided.

PSC-43. Confidentiality

All documents, information, City Data (as that term is defined in PSC-22), and materials provided to **CONTRACTOR** by **CITY** or developed by **CONTRACTOR** pursuant to this Contract (collectively "Confidential Information") are confidential. **CONTRACTOR** shall not provide, and shall prohibit its employees and subcontractors from providing or disclosing, any Confidential Information or their contents or any information therein either orally or in writing, to any person or entity, except as authorized by **CITY** or as required by law. **CONTRACTOR** shall immediately notify **CITY** of any attempt by a third party to obtain access to any Confidential Information. This provision will survive expiration or termination of this Contract.

PSC-44. Contractor Data Reporting

If Contractor is a for-profit, privately owned business, Contractor shall, within 30 days of the effective date of the Contract and on an annual basis thereafter (i.e., within 30 days of the annual anniversary of the effective date of the Contract), report the following information to City via the Regional Alliance Marketplace for Procurement ("RAMP") or via another method specified by City: Contractor's and any Subcontractor's annual revenue, number of employees, location, industry, race/ethnicity and gender of majority owner ("Contractor/Subcontractor Information"). Contractor shall further request, on an annual basis, that any Subcontractor input or update its business profile, including the Contractor/Subcontractor Information, on RAMP or via another method prescribed by City.

EXHIBIT 1

INSURANCE CONTRACTUAL REQUIREMENTS

CONTACT For additional information about compliance with City Insurance and Bond requirements, contact the Office of the City Administrative Officer, Risk Management at (213) 978-RISK (7475) or go online at www.lacity.org/cao/risk. The City approved Bond Assistance Program is available for those contractors who are unable to obtain the City-required performance bonds. A City approved insurance program may be available as a low-cost alternative for contractors who are unable to obtain City-required insurance.

CONTRACTUAL REQUIREMENTS

CONTRACTOR AGREES THAT:

1. Additional Insured/Loss Payee. The CITY must be included as an Additional Insured in applicable liability policies to cover the CITY'S liability arising out of the acts or omissions of the named insured. The CITY is to be named as an Additional Named Insured and a Loss Payee As Its Interests May Appear in property insurance in which the CITY has an interest, e.g., as a lien holder.

2. Notice of Cancellation. All required insurance will be maintained in full force for the duration of its business with the CITY. By ordinance, all required insurance must provide at least thirty (30) days' prior written notice (ten (10) days for non-payment of premium) directly to the CITY if your insurance company elects to cancel or materially reduce coverage or limits prior to the policy expiration date, for any reason except impairment of an aggregate limit due to prior claims.

3. Primary Coverage. CONTRACTOR will provide coverage that is primary with respect to any insurance or self-insurance of the CITY. The CITY'S program shall be excess of this insurance and non-contributing.

4. Modification of Coverage. The CITY reserves the right at any time during the term of this Contract to change the amounts and types of insurance required hereunder by giving CONTRACTOR ninety (90) days' advance written notice of such change. If such change should result in substantial additional cost to CONTRACTOR, the CITY agrees to negotiate additional compensation proportional to the increased benefit to the CITY.

5. Failure to Procure Insurance. All required insurance must be submitted and approved by the Office of the City Administrative Officer, Risk Management prior to the inception of any operations by CONTRACTOR.

CONTRACTOR'S failure to procure or maintain required insurance or a self-insurance program during the entire term of this Contract shall constitute a material breach of this Contract under which the CITY may immediately suspend or terminate this Contract or, at its discretion, procure or renew such insurance to protect the CITY'S interests and pay any and all premiums in connection therewith and recover all monies so paid from CONTRACTOR.

6. Workers' Compensation. By signing this Contract, CONTRACTOR hereby certifies that it is aware of the provisions of Section 3700 *et seq*., of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake

self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions at all time during the performance of the work pursuant to this Contract.

7. California Licensee. All insurance must be provided by an insurer admitted to do business in California or written through a California-licensed surplus lines broker or through an insurer otherwise acceptable to the CITY. Non-admitted coverage must contain a **Service of Suit** clause in which the underwriters agree to submit as necessary to the jurisdiction of a California court in the event of a coverage dispute. Service of process for this purpose must be allowed upon an agent in California designated by the insurer or upon the California Insurance Commissioner.

8. Aggregate Limits/Impairment. If any of the required insurance coverages contain annual aggregate limits, CONTRACTOR must give the CITY written notice of any pending claim or lawsuit which will materially diminish the aggregate within thirty (30) days of knowledge of same. You must take appropriate steps to restore the impaired aggregates or provide replacement insurance protection within thirty (30) days of knowledge of same. The CITY has the option to specify the minimum acceptable aggregate limit for each line of coverage required. No substantial reductions in scope of coverage which may affect the CITY'S protection are allowed without the CITY'S prior written consent.

9. Commencement of Work. For purposes of insurance coverage only, this Contract will be deemed to have been executed immediately upon any party hereto taking any steps that can be considered to be in furtherance of or towards performance of this Contract. The requirements in this Section supersede all other sections and provisions of this Contract, including, but not limited to, PSC-3, to the extent that any other section or provision conflicts with or impairs the provisions of this Section.

Required Insurance and Minimum Limits

Name:_____ Date: _____

Agreement/Reference: _____

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits

_____**Workers' Compensation (WC) and Employer's Liability (EL)**

☐ Waiver of Subrogation in favor of City

☐ Longshore & Harbor Workers
☐ Jones Act

WC _____ *Statutory*

EL _____

_____ **General Liability** _____ _____

☐ Products/Completed Operations
☐ Fire Legal Liability _____
☐

☐ Sexual Misconduct _____

_____

_____

_____ **Automobile Liability** (for any and all vehicles used for this contract, other than commuting to/from work) _____

_____ **Professional Liability** (Errors and Omissions) _____

Discovery Period _____

_____ **Property Insurance** (to cover replacement cost of building - as determined by insurance company) _____

☐ All Risk Coverage
☐ Flood _____
☐ Earthquake _____

☐ Boiler and Machinery
☐ Builder's Risk
☐ _____

_____ **Pollution Liability** _____

☐ _____

_____**Surety Bonds -** Performance and Payment (Labor and Materials) Bonds _____

_____**Crime Insurance** _____

Other: _____

_____

_____

_____

CITY OF LOS ANGELES
AMORTIZATION SCHEDULE
Attachment B

Parking Citation and Permit Processing Services
Contract 2025

Amortization Schedule

As of 08/07/2025

Depreciation Costs Include	
System Hardware	$ 16,989,000
eTIMS Configuration	$ 798,000
Subtotal Depreciated Costs	**$ 17,787,000**
Contract Costs Include	
Real Estate Leases	$ 13,421,000
Operational Contracts	$ 762,000
Subtotal Contract Costs	**$ 14,183,000**
Total Amortization Schedule	**$ 31,970,000**

		End of Year 1 - 5				
	Day1	**Year 1**	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Amortization Schedule	$31,970,000	$25,728,400	$19,486,800	$13,245,200	$7,003,600	$762,000

CITY OF LOS ANGELES
PRICING WORKBOOK
Attachment C

Parking Citation and Permit Processing Services
Contract 2025

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.

General Instructions for this Workbook

This workbook shall be submitted with the proposal documents. Please name this document with this format:

RFP #202025 - Price Workbook - *Proposed Prime Contractor Name*

The proposed prime contractor is responsible for all content in this workbook. That company may delegate completion of specific components to proposed subcontractors, but the prime contractor is responsible for its accuracy.

This workbook contains tabs for each component as requested in the Scope of Work.

On each tab, enter the name of the entity performing the work as the proposed Subcontractor. If the Prime Contractor is performing the work, enter the Prime Contractor's name.

Proposers shall complete only cells with yellow highlight for each component for which they are bidding. For example, cell B1 in this sheet has yellow highlight, where the Proposed Prime Contractor shall enter its name. In the submitted workbook, any cells for prices with yellow highlight that are blank (e.g., not filled by the Proposer) will be assumed to mean the price is $0 unless an explanation is provided.

All prices shall be in U.S. dollars.

Proposers shall include sales tax at 9.5% or shall indicate if an item is taxable, where requested.

Quantities for various line items are specified for comparison purposes only and are not a commitment or guarantee of the City.

The City expect proposers to present a pricing model that provides a good estimate of the monthly operational costs and start-up costs for the entire program, inclusive of each of the various components. Further, the City expects that the proposed costs in this pricing workbook will be fundamentally the same as any contract resulting from this RFP unless the City and the Contractor agree to changes to the Scope of Work.

Each tab has a section for the Proposer to describe any optional services or enhanced services and features that are available to the City currently or in the near future. This section is not to be used to itemize any costs or fees for services required in the Scope of Work in the RFP. All Proposer costs and fees required to meet the Scope of Work MUST be provided in the associated categories. If a Proposer believes the format of the Pricing Workbook will lead to ambiguity or confusion with pricing, the Proposer shall clarify on the **Explanations** tab.

Proposers shall not make any entries or changes on the **Proposer Summary** tab under any circumstances.

Per the RFP, *Proposer shall outline 1) the total cost to the City, broken down in salaries, expenses, and equipment, in hours, and the total dollar amount by deliverable task; 2) salary, wage, or hourly rate, project-based rate, or combination Proposer will charge for services; 3) full list and amount of non-salary expenses required to perform the services described (e.g., mileage, office supplies, and operating expenses).* Certain tabs will have spaces for **Labor Expenses** (salaries/wages) and **Non-Labor Expenses** (equipment, supplies, mileage, and operating expenses). Proposers shall provide, on a separate sheet, details showing how these costs were calculated.

The signature block of the **Program Admin** tab shall be signed and dated before submittal. This is a Word object. Double-click to open a Word editor to complete the information and insert a signature.

Program Admin tab

The Program Admin tab is solely for the use of the Proposed Prime Contractor.

The Program Admin tab shall include any costs that the Proposed Prime Contractor expects beyond the costs listed in the tabs for the other components.

The signature block is a Microsoft Word object. You can double-click it to open it in Word to sign the pricing workbook.

CMS tab

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. All fees to meet the requirements as provided in the Scope of Work must be incorporated into the per monthly subscription fee. The Proposer may indicate volume tiers that will apply for costs, or may use the same rate for more than one tier.

Option 2 is a per-item fee structure. The City has listed the most common itemizations. There is space to list any other recurring costs.

Citation Devices tab

The City has provided its estimate of the number of devices that must be operational at all times, as well as an estimate of the number of citations to be issued each month.

Proposers shall list any recurring costs, including an estimate for citation paper stock for the handheld devices. *Note: citation paper stock may be purchased on a recurring basis requiring bids at the time of purchase, as described in the RFP.*

The pricing sheet asks for handheld pricing for an all-in-one model (printer attached to the handheld) AND a handheld with a separate printer. Because the City has not yet determined the final quantity of either type of unit, the pricing sheet calculates based on a full quantity for either type. The City will make the final selection of the types to be provided based on the devices proposed.

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. This assumes the cost will be for having the required number of devices working at all times (in other words, the Contractor will provide necessary additional units for substitutions for inoperable devices), including any necessary hardware refreshes through the life of the contract. This also assumes software licensing and communication fees are included within the monthly cost.

Option 2 is a one-time per-unit cost (e.g., purchase) plus recurring fee structure for the devices. The City has included a line for proposers to recommend additional units to have on hand for spares and any necessary hardware refreshes. In addition, proposers shall provide costs for software licensing and communications costs, provided as a monthly estimate.

Customer Svc Ctrs tab

Proposers shall list any costs that will be itemized on a monthly basis. If any items are not charged on a monthly basis, Proposers shall provide an estimate for the monthly cost and explain on the **Explanations** tab.

Impound Services tab

Proposers shall list any costs that will be itemized on a monthly basis. If any items are not charged on a monthly basis, Proposers shall provide an estimate for the monthly cost and explain on the **Explanations** tab.

Immobilization Svcs tab

Immobilization Services includes the hardware solution (such as boots or windshield obscuring devices) provided by the selected Contractor, along with the service to receive self-release immobilization devices and return them to the City as needed.

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. This assumes the cost will provide sufficient devices for the City, and incorporate all other costs, such as immobilization and release fees, wireless communication fees, and any other costs.

Option 2 is a one-time per-unit cost (e.g., purchase) plus recurring fee structure for the devices. Proposers shall show unit costs for various quantities to identify any price breaks based on volume. In addition, proposers shall provide costs for transactions and recurring costs, provided as a monthly estimate.

PMS tab

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. All fees to meet the requirements as provided in the Scope of Work must be incorporated into the per monthly subscription fee. The Proposer may indicate volume tiers that will apply for costs, or may use the same rate for more than one tier.

Option 2 is a per-item fee structure. The City has listed the most common itemizations. There is space to list any other recurring costs.

Workforce Mgt tab

Proposers shall list any costs that will be itemized on a monthly basis. If any items are not charged on a monthly basis, Proposers shall provide an estimate for the monthly cost and explain on the **Explanations** tab.

LPR System tab

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees) for the LPR System.

Option 1 is a monthly subscription fee, if available, and is preferred by the City. Proposers shall show unit costs for various quantities to identify any price breaks based on volume. This assumes all other costs are included in the monthly fee.

Option 2 is a one-time per-unit cost (e.g., purchase) plus recurring fee structure and set-up costs for the devices. Proposers shall show unit costs for various quantities to identify any price breaks based on volume. In addition, proposers shall provide amounts for all monthly recurring costs and any set-up costs.

Collections tab

Proposers shall identify the percentage of amounts collected that will be charged to the City for the collection efforts. Proposers may list any costs for integration or implementation of the Collections process.

IT Support Services tab

Proposers shall provide pricing to acquire the equipment described in the RFP at the commencement of the contract.

Proposers shall also provide monthly pricing for the IT services identified in the RFP.

Proposers shall indicate their proposed mark-up to cover costs when acting as the City's purchasing agent under contract.

Explanations tab

This tab may be used to provide more information regarding cost elements where the entry within the workbook may be ambiguous or the Proposer's cost model is different than the workbook's request for the data.

This tab is not intended to be used for providing details on Labor and Non-Labor cost calculations. Those are to be provided on a separate document, sheet, or workbook and submitted as part of the proposal documents.

Proposer Summary tab

This tab is exclusively for the use of LADOT. It summarizes the cost elements provided by the Proposer.

Please do not make any entries or changes in this tab.

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.

proposed systems/services/components meet the requirements. Reminder to all proposers: ***only the Prime Contractor shall invoice the City for services and goods delivered under the contract that results from this RFP.***

PROGRAM ADMINISTRATION COSTS (costs not allocated to other components)

PROGRAM PRICING APPROACH	
ITEM	**EXPLANATION**
Proposer to explain pricing approach for overall program administration pricing (e.g., fixed fee/month, based on volume of activity such as citations and permits, or other criteria).	Our proposed Program Admin costs are comprehensive and compliant to meet the City's staffing requirements and deliver on ALL the tasks in the City's 15 functional components. Please reference the separate Labor Expenses and Non-Labor Expenses sheet for details on the monthly labor costs, 1 and 5 year estimated costs.

COST COMPONENTS for *Program Administration*

ITEM DESCRIPTIONS	MONTHLY COSTS	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Labor Expenses (details on separate sheet)	$ 228,762.75	$ 2,745,153.00	$ 13,725,765.00
Non-Labor Expenses (details on separate sheet)	$ 47,650.00	$ 571,800.00	$ 2,859,000.00
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ 276,412.75	$ 3,316,953.00	$ 16,584,765.00

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Program Administration. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.

Were any sheets added to this workbook to give LADOT additional options/alternatives for pricing any components?	No

Pricing Workbook Submitted

I/we submit this pricing workbook as a required part of the overall Proposal.

Proposed Prime Contractor Name: Modaxo Traffic Management USA Inc.

Authorized Signature:

Printed Name: Scott Winks

Date: 08.08.2025

Double-click anywhere within the box's border to open the signature block in Word for completion. Insert an electronic signature.

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed CMS Subcontractor Name:	N/A

CITATION MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	Our eTIMS® Parking Citation Management System (CMS) platform is already being used by LADOT and available Day 1 of the new contract. Our solution includes all CMS software, services, payment processing, appeal/adjudication support, CA DMV and out-of-state inquiries, citation notice mailing, and support. Therefore there are no implementation costs for the City. CMS enhancements and innovations are included in our overall price structure.

	ESTIMATED TOTAL
Total costs for integration and implementation	

CITATION MANAGEMENT SYSTEM - PRICING OPTION 1 (MONTHLY SUBSCRIPTION FEE)

ITEM
Monthly CMS subscription fee: Monthly subscription fee shall include all fees to meet the RFP requirements including all CMS software, services, payment processing, appeal/adjudication support, CA DMV and out-of-state inquiries, citation notice mailing, and support. Refer to the TCM for full scope of work required for CMS and do not include anything listed in the scope for other sections. Identify costs associated with integration and implemention in the "INTEGRATIONS AND IMPLEMENTATION" section.

Tier #	Tier Minimum	Tier Maximum	MONTHLY FEE	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
1	100,000	149,999		$ -	$ -
2	150,000	199,999		$ -	$ -
3	200,000	249,999		$ -	$ -
4	250,000	299,999		$ -	$ -
5	300,000	349,999		$ -	$ -

Proposer comments regarding pricing for monthly subscription fee, including any charges beyond the monthly fee.	

CITATION MANAGEMENT SYSTEM PRICING - OPTION 2 (PER-ITEM FEES)

CITATION MANAGEMENT SYSTEM					
ITEM	**APPROXIMATE # OF UNITS MONTHLY**	**PER UNIT COST**	**ESTIMATED MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Per citation	200,000	$ 2.86	$ 572,000.00	$ 6,864,000.00	$ 34,320,000.00
Per monthly software license (CMS software)	12	$ 8,987.92	$ 107,855.04	$ 1,294,260.48	$ 6,471,302.40
Per in-state (CA) DMV inquiry	176,000		$ -	$ -	$ -
Per out-of-state DMV inquiry	44,000		$ -	$ -	$ -
Per citation notice (include postage)	250,000	$ 0.73	$ 182,500.00	$ 2,190,000.00	$ 10,950,000.00
		Totals	$ 862,355.04	$ 10,348,260.48	$ 51,741,302.40

OTHER RECURRING COSTS					
LIST ITEMS HERE	**APPROXIMATE # OF UNITS MONTHLY**	**PER UNIT COST**	**ESTIMATED MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
NEW - Per email notice sent	10,000	$ 0.25	$ 2,500.00	$ 30,000.00	$ 150,000.00
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
		Totals	$ 2,500.00	$ 30,000.00	$ 150,000.00

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed CMS Subcontractor Name:	N/A

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Citation Management System. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**
Bus Lane Enforcement System (BLES) - Per Bus	**Monthly/Per Bus**	**$ 140.00**	**Currently Available**
BLES - processing fee per mailed BLES citation (warning or live)	**per citation**	**$ 0.96**	**Currently Available**
BLES - fixed monthly fee for Image Review System	**Monthly**	**$ 4,195.00**	**Currently Available**
BLES - postage per mailed BLES citation	**Reimburseable**	**Actual Cost**	**Currently Available**

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Device Subcontractor Name:	TBD

CITATION ISSUANCE DEVICES - INTEGRATIONS AND IMPLEMENTATION

Expected count of operational devices	**600**

INTEGRATIONS AND IMPLEMENTATION		
ITEM	**EXPLANATION**	**TAXABLE?**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation, if applicable.	Our City Sight Enforcement application is already being used by LADOT and available Day 1 of the new contract. Therefore there are no implementation costs for the City.	
		ESTIMATED TOTAL
Total costs for integration and implementation		

CITATION ISSUANCE DEVICES - RECURRING COSTS

RECURRING COSTS - Citation Issuance Devices (costs regardless of pricing model)						
ITEM	**DESCRIPTION**	**APPROXIMATE # OF UNITS MONTHLY**	**PER UNIT COST**	**ESTIMATED MONTHLY TOTAL**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Citation stock (per handheld citation)		200,000	$ 0.03	$ 6,000.00	$ 72,000.00	$ 360,000.00
Other				$ -	$ -	$ -
Other	Citation Devices Software	1	$ 19,008.25	$ 19,008.25	$ 228,099.00	$ 1,140,495.00
Total Recurring Costs				$ 25,008.25	$ 300,099.00	$ 1,500,495.00

CITATION ISSUANCE DEVICES PRICING - OPTION 1 (Monthly subscription fee)

HANDHELD HARDWARE						
ITEM *(inclusive of batteries, charging equipment, carry cases/straps, and other required components, plus software licenses and wireless communications fees)*	**MANUFACTURER/MODEL**	**APPROXIMATE # OF UNITS**	**PER UNIT MONTHLY COST, including tax @ 9.5%**	**TOTAL MONTHLY AMOUNT**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Separate Handheld and Printer						
Handheld	Zebra TC77X	600	$ 96.34	$ 57,804.000	$ 693,648.00	$ 3,468,240.00
Separate Printer	Zebra ZQ320	600	$ 29.91	$ 17,946.000	$ 215,352.00	$ 1,076,760.00
All-In-One Handheld + Printer						
Handheld + Printer (all-in-one unit)		600		$ -	$ -	$ -

CITATION ISSUANCE DEVICES PRICING - OPTION 2 (One-time per-unit costs)

HANDHELD HARDWARE						
ITEM *(inclusive of batteries, charging equipment, carry cases/straps, and other required components)*	**MANUFACTURER/MODEL**	**APPROXIMATE # OF UNITS**	**PER UNIT PURCHASE COST**	**TAX AMOUNT @ 9.5 %**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Separate Handheld and Printer						
Handheld		600		$ -	$ -	n/a
Separate Printer		600		$ -	$ -	n/a
Back-up handhelds[1]				$ -	$ -	$ -
Back-up printers[1]				$ -	$ -	$ -
All-In-One Handheld + Printer						
Handheld + Printer (all-in-one unit)		600		$ -	$ -	n/a
Back-up all-in-one units[1]				$ -	$ -	$ -

MONTHLY COSTS - Citation Issuance Devices					
ITEM	**APPROXIMATE # OF UNITS**	**PER UNIT COST**	**ESTIMATED MONTHLY TOTAL**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Per monthly software license (handheld device)	600		$ -	$ -	$ -
Per monthly wireless communications fees	600	$ 18.65	$ 11,190.00	$ 134,280.00	$ 671,400.00
Other:			$ -	$ -	$ -
Other:			$ -	$ -	$ -
Total monthly costs			$ 11,190.00	$ 134,280.00	$ 671,400.00

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Device Subcontractor Name:	TBD

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Citation Issuance Devices. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**	**TAXABLE?**

[redacted]

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Customer Service Subcontractor Name:	PRWT Services, Inc., Promise Network, Inc.

CUSTOMER SERVICE CENTER PRICING

COST COMPONENTS			
LIST ITEMS HERE *provide details on how labor and expense amounts were determined on a separate sheet*	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Four (4) Customer Service center locations (PVBs) meeting requirements in RFP (approx. 20K walk-ins/month)	$ 7,201.98	$ 86,423.76	$ 432,118.80
Customer Service Staffing to meet RFP requirements		$ -	$ -
Telephone services incl. IVR and live operators (approx. 80K calls/month, 34K calls to operators/month and 17K IVR pmts/month)		$ -	$ -
Cashiering system integrated with other systems (approx 13.5K citation pmts and 3,500 permit pmts /month)		$ -	$ -
Lockbox management		$ -	$ -
Mail-in/drop-off payment processing (approx. 32.5K pmts/month)		$ -	$ -
Payment plan processing/administration (approx. 1,650/month)		$ -	$ -
Correspondence processing (approx. 21K/month received/processed and 32K/month sent)		$ -	$ -
Manual citation data entry (approx. 4,500/month)		$ -	$ -
Appeal/Adjudication Support Services (approx. 10K initial reviews/month and 700 adjudications/month)		$ -	$ -
Customer Website/Webtools (including approx. 86K online citation pmts and 2,500 permit pmts/month)		$ -	$ -
Security Guards at Adjudication Offices	$ 15,975.00	$ 191,700.00	$ 958,500.00
Self-service kiosks at PVB locations (include details in Project Approach)	$ 523.80	$ 6,285.60	$ 31,428.00
Self-service kiosks at other locations (include details in Project Approach)		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ 23,700.78	$ 284,409.36	$ 1,422,046.80

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Customer Service Centers. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**
InComm Retail Cash Payments	Convenience Fee per Transaction Charged to the Customer	$ 2.00	Currently Available
PSC - 4hour Saturday Shift	Per Location	$ 2,900.00	Currently Available

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Impound Services Subcontractor Name:	Autura

TOWING AND IMPOUND MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION

ITEM	EXPLANATION
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	Implementation and integration costs for Autura's cloud-hosted ARIES (AutoReturn Integrated Enterprise System) listed below, including monthly service fee for dispatch services and 24x7 customer support. OPGLA (Official Police Garages) integration costs are not included as we require additional technical requirments to scope and price solution.

	ESTIMATED TOTAL
Total costs for integration and implementation	$ 40,800.00

IMPOUND SERVICES PRICING

COST COMPONENTS

LIST ITEMS HERE	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Tow and Immobilization System (TIMS)	$ 10,310.00	$ 123,720.00	$ 618,600.00
Tow contractor interface		$ -	$ -
TIMS Support (approx. 625 impounds/month)		$ -	$ -
Brother In-Vehicle Printers (50 Units) - tax and shipping not included	$ 1,020.00	$ 12,240.00	$ 61,200.00
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ 11,330.00	$ 135,960.00	$ 679,800.00

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Impound Services. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES

DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Immobilization Services Subcontractor Name:	IPT LLC (Paylock)

IMMOBILIZATION SERVICES - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	Implementation and integration costs for enhancements to Paylock's Easy LPR and GPS solutions listed below. The per immobilization fees includes monthly service fees for the Bootview Management System, boot equipment, boot return facilities & storage, and 24x7 customer support.

	TOTAL INTEGRATION COSTS
Total costs for integration and implementation	**$ 52,000.00**

IMMOBILIZATION SERVICES PRICING - OPTION 1 (Monthly subcription fee)

MONTHLY SERVICES			
ITEM	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Monthly service charge for sufficient devices and all services to support City's immobilization program as described in the RFP		$ -	$ -

IMMOBILIZATION SERVICES PRICING - OPTION 2 (Purchase of Units)

DEVICES	*Pricing is per unit based upon the total quantity listed to identify any price breaks by quantity purchased.*				
ITEM	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
Automated immobilization devices with capability for self-release					
Shipping					
Warranty for five years					
Sales tax at 9.5%					
Total Unit Cost	$ -	$ -	$ -	$ -	$ -
Total Cost for each tier for maximum # devices	$ -	$ -	$ -	$ -	

TRANSACTION FEES						
ITEM	**DESCRIPTION**	**ESTIMATED QTY PER MONTH**	**UNIT COST**	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Fee per immobilization		416	$ 130.00	$ 54,080.00	$ 648,960.00	$ 3,244,800.00
Fee per release		416		$ -	$ -	$ -
Wireless communications fees	GPS - new scope item	416	$ 3.55	$ 1,476.80	$ 17,721.60	$ 88,608.00
Other	BRL Boot Collector - new scope item	416	$ 5.25	$ 2,184.00	$ 26,208.00	$ 131,040.00
Other	PayLock Immobilization License	1	$ 455.00	$ 455.00	$ 5,460.00	$ 27,300.00
Other				$ -	$ -	$ -
Other	Merchant Fee Pass Through 2.5% of Total Transaction			$ -	$ -	$ -
Other				$ -	$ -	$ -
Total Transaction Fees				$ 58,195.80	$ 698,349.60	$ 3,491,748.00

MONTHLY RECURRING COSTS						
ITEM	**DESCRIPTION**	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
Licensing fees						
Hosting fees						
Wireless communications fees						
Device return facility cost						
Other						
Other						
Other						
Other						
Total Amount per unit		$ -	$ -	$ -	$ -	$ -

SOFTWARE, SET-UP, DEVELOPMENT		
ITEM (Itemize all costs and fees required to meet the RFP requirements.)	**DESCRIPTION**	**TOTAL COST**
On-site training and testing		
Set-up/develop new interfaces, reports, etc.		
Other		
Other		
Other		
Other		
Other		
Other		

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Immobilization Services Subcontractor Name:	IPT LLC (Paylock)
Total software, set-up, and development costs	$ -

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Immobilization Devices and Return Facilities. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**	**TAXABLE?**
OptRoute Software - Boot Enforcement Routing Software	Monthly	$ 380.00	Currently Available	

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed PMS Subcontractor Name:	N/A

PERMIT MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation	Our eTIMS® Permit Management System (PMS) platform is already being used by LADOT and available Day 1 of the new contract. Therefore there are no implementation costs for the City. PMS enhancements such as virtual permitting are included in our overall price structure.

	ESTIMATED TOTAL
Total costs for integration and implementation	

PERMIT MANAGEMENT SYSTEM - PRICING OPTION 1 (Monthly subscription fee)

PERMIT MANAGEMENT SYSTEM

ITEM
Monthly PMS subscription fee: Monthly subscription fee shall include all fees to meet the RFP requirements including all PMS software, services, fulfillment, and support.

	Tier #	Tier Minimum	Tier Maximum	MONTHLY FEE	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
	1	3,000	3,999		$ -	$ -
	2	4,000	4,999		$ -	$ -
	3	5,000	5,999		$ -	$ -
	4	6,000	6,999		$ -	$ -
	5	7,000	7,999		$ -	$ -
Proposer comments regarding pricing for monthly subscription fee, including any charges beyond the monthly fee.						

PERMIT MANAGEMENT SYSTEM - PRICING OPTION 2 (PER ITEM FEE)

PERMIT MANAGEMENT SYSTEM

ITEM	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Per permit	5,200	$ 0.68	$ 3,536.00	$ 42,432.00	$ 212,160.00
Per monthly software license (PMS software)	1	$ 25,674.92	$ 25,674.92	$ 308,099.04	$ 1,540,495.20
			$ -	$ -	$ -
			$ -	$ -	$ -
		Totals	$ 29,210.92	$ 350,531.04	$ 1,752,655.20

PROCESSING

ITEM	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Per physical permit fulfilled by Contractor	5,200	$ 0.54	$ 2,808.00	$ 33,696.00	$ 168,480.00
Per permit renewal notice (include postage)	7,600	$ 0.73	$ 5,548.00	$ 66,576.00	$ 332,880.00
			$ -	$ -	$ -
			$ -	$ -	$ -
		Totals	$ 8,356.00	$ 100,272.00	$ 501,360.00

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed PMS Subcontractor Name:	N/A

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Permit Management System. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES					
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE		QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY	TAXABLE?

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Workforce Management Subcontractor Name:	Orion

WORKFORCE MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	Implementation and integration costs for Workforce Management listed below. The monthly service fees for the Enforcement Workforce Management System includes Orion's scheduling software and Wasp's AssetCloud barcode-based inventory management software solution.

	ESTIMATED TOTAL
Total costs for integration and implementation	$ 71,500.00

WORKFORCE MANAGEMENT SYSTEM PRICING

COST COMPONENTS			
LIST ITEMS HERE	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Enforcement Workforce Management System	$ 15,555.00	$ 186,660.00	$ 933,300.00
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ 15,555.00	$ 186,660.00	$ 933,300.00

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Workforce Management. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Immobilization Services Subcontractor Name:	Genetec Inc.

LICENSE PLATE RECOGNITION SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	LPR per unit pricing includes all software, hardware, integration, installation, and training costs, including applications for real-time license-plate based monitoring of scofflaw, time limits, permit status, pay-by plate parking sessions, and mobile payments. Also included in our LPR per unit service costs are hosting and licensing fees. Monthly wireless communications fees charged per LPR unit in service. There are no separate integration and implementation costs for the City.

	TOTAL INTEGRATION COSTS
Total costs for integration and implementation	

LICENSE PLATE RECOGNITION SYSTEM PRICING - OPTION 1 (Monthly Fee)

MONTHLY SERVICES	*Pricing is per month based upon the total quantity listed to identify any price breaks by quantity.*				
ITEM	**MONTHLY PER UNIT COST [1-5 UNITS]**	**MONTHLY PER UNIT COST [6-10 UNITS]**	**MONTHLY PER UNIT COST [11-20 UNITS]**	**MONTHLY PER UNIT COST [21-50 UNITS]**	**MONTHLY PER UNIT COST [51 OR MORE UNITS]**
LPR System that includes the camera equipment, in-vehicle notebook computer (including computer-mounting equipment for various vehicles used by LADOT), communications equipment including GPS technology, communications services, cloud hosting, software licensing, reporting, and all other functionality as described in the Scope of Work.	**n/a**	**n/a**	**n/a**	**n/a**	**n/a**

LICENSE PLATE RECOGNITION SYSTEM PRICING - OPTION 2 (Purchase of Units)

HARDWARE	*Pricing is per unit based upon the total quantity listed to identify any price breaks by quantity purchased.*				
ITEM	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
LPR System that includes the camera equipment, in-vehicle notebook computer (including computer-mounting equipment for various vehicles used by LADOT), communications equipment including GPS technology, and all associated mounting hardware and cables	$ 26,445.00	$ 26,445.00	$ 26,445.00	$ 26,445.00	$ 26,445.00
Shipping	$ 200.00	$ 200.00	$ 200.00	$ 200.00	$ 200.00
Installation	$ 5,700.00	$ 5,700.00	$ 5,700.00	$ 5,700.00	$ 5,700.00
Warranty (Year 1)	$ -	$ -	$ -	$ -	$ -
Warranty (Total for Years 2-5)	$ 8,500.00	$ 8,500.00	$ 8,500.00	$ 8,500.00	$ 8,500.00
Sales tax @ 9.5%	$ 3,747.00	$ 3,747.00	$ 3,747.00	$ 3,747.00	$ 3,747.00
Total Amount per unit	$ 44,592.00	$ 44,592.00	$ 44,592.00	$ 44,592.00	$ 44,592.00

MONTHLY RECURRING COSTS						
ITEM	**DESCRIPTION**	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
Licensing fees	Software licensing per unit	$ 590.00	$ 590.00	590.00	590.00	590.00
Hosting fees						
Wireless communications fees	Monthly for wireless data plans (monthly)	$ 35.00	$ 35.00	$ 35.00	$ 35.00	$ 35.00
Other						
Other						
Other						
Other						
Total Amount per unit		$ 625.00	$ 625.00	$ 625.00	$ 625.00	$ 625.00

SOFTWARE, SET-UP, DEVELOPMENT		
ITEM (Itemize all costs and fees required to meet the RFP requirements.)	**DESCRIPTION**	**TOTAL COST**
On-site training and testing		
Set-up/develop new interfaces, reports, etc.		
Other	One-time software licensing fee (one time fee - not unit dependent)	**$1,600**
Other	Annual Account software licensing fee (annual fee - not unit dependent)	**$7,500**
Other		
Other		
Other		
Other		
Total Software, set-up, development		$ 9,100.00

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the License Plate Recognition System. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY	TAXABLE?

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed Workforce Management Subcontractor Name:	Harris & Harris, Ltd., Evergreen Professional Recoveries, Inc.

DELINQUENT COLLECTIONS PRICING

SECONDARY COLLECTIONS

ITEM	APPROXIMATE TOTAL ANNUALLY	PERCENTAGE	ESTIMATED MONTHLY	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Secondary collections	$46,000,000	25.00%	$ 958,333.33	$ 11,500,000.00	$ 57,500,000.00

INTEGRATIONS AND IMPLEMENTATION

ITEM	EXPLANATION
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	

	ESTIMATED TOTAL
Total costs for integration and implementation	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Delinquent Collections. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES

DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY
Enhanced Managed Receivables collection service (included)	Annual	$ -	Currently Available
DMV hold fee* (subject to change based on CA DMV)	Per Citation Hold	$ 2.00	Currently Available
Franchise Tax Board (FTB) Tax Intercept Process (included)	Annual	$ -	Currently Available
Skip tracing services (included)	Annual	$ -	Currently Available
Delinquent analytics and violator behavior analysis (included)	Annual	$ -	Currently Available

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.
Proposed IT Eqpt and Support Services Subcontractor Name:	TBD

IT EQUIPMENT AND SUPPORT SERVICES PRICING

EQUIPMENT

ITEM	QUANTITY	UNIT PRICE	TAX AMOUNT	TOTAL COST EACH	GRAND TOTAL
Computers for Enforcement Supervisors/Special Teams, per RFP specification	50	$5,043.93	$ 479.17	$ 5,523.10	$ 276,155.17
Computers for Enforcement Office Staff, per RFP specification	100	$2,094.29	$ 198.96	$ 2,293.25	$ 229,324.76
Computers for Internal Review/Adjudication Office Staff, per RFP specification	60	$2,218.35	$ 210.74	$ 2,429.09	$ 145,745.60
Shipping	210	$31.34		$ 31.34	$ 6,581.40
Warranty (Year 1)	210			$ -	$ -
Warranty (Total for Years 2-5)	210			$ -	$ -
Total amount for equipment					$ 657,806.92

SYSTEM SUPPORT/IT STAFFING

ITEM *Itemize all costs and fees required to meet the RFP requirements. Details for labor and expenses shall be provided on a separate sheet.*	DESCRIPTION	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
IT Support Staff, per RFP, without LPR Support	IT Manager, Network Administrator, (2) IT Technicians	$53,270.60	$ 639,247.20	$ 3,196,236.00
IT Support Staff, per RFP, for additional LPR Support	Genetec-certified LPR Technician (over 10 LPR units up to 75 LPR units)	$9,260.00	$ 111,120.00	$ 555,600.00
Other			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Total amount for support/staffing		$ 62,530.60	$ 750,367.20	$ 3,751,836.00

PURCHASING SERVICES

ITEM	EXPLANATION
Comments about contractor mark-up for IT Purchasing Services, as described in the RFP.	Our proposal includes all the equipment and staffing to deliver and comply with the City's IT Support Services requirements. Throughout the term of the contract we are able to procure and purchase IT equipment necessary to support LADOT operations including desktop computers, multi-function scanner/printer/fax machines, and other required IT equipment. We will continue to charge City a 20% mark up on these purchase reimbursements.

	Contractor Markup %
Contractor mark-up for IT Purchasing Services	20.00%

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the IT Equipment and Support Services. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES

DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY	TAXABLE?
Genetec-certified LPR Technician (additional units beyond 75 LPR units)	Monthly	$ 9,260.00	Currently Available	No

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.

Tab name	Proposed Subcontractor, if applicable	Pricing section requiring clarification	Explanation
Program Admin	N/A	General Price Clarification	All provided pricing is a firm fixed price for the 5-year base contract. We are not applying any additional COLA or CPI increases during the base contract term.
Program Admin	N/A	General Price Clarification	Citation issuance volumes are as provided in the RFP #202025 - Price Workbook
Program Admin	N/A	General Price Clarification	Any Out-of-Scope Development will be billed at $175.00 per hour
CMS	N/A	General Price Clarification	Current DMV Vehicle Registration Hold fee is to be paid by the City, as it was not listed under the RFP requirements.
CMS / PMS	N/A	General Price Clarification	Our proposal assumes the City will be responsible for merchant service costs associated with credit card payments and City selected alternative payment methods.
CMS / PMS	N/A	General Price Clarification	JPM Chase to provide Apple Pay and Google Pay through City merchant services. Additional payment options such as PayPal, Zelle, ACH, Same-Day ACH, and Venmo will be offered to the City with applicable processing fees passed on to its customers.
Citation Devices	N/A	General Price Clarification	Handhelds and Printers cost does not include shipping
Citation Devices	N/A	General Price Clarification	Pricing for handheld and printer equipment is indicative pricing only as of July 1, 2025. Final pricing will be determined, and may be adjusted, based upon final scope and date upon which City will provide a Notice to Proceed (NTP).
Customer Service Centers	PRWT Services, Inc.	Four (4) Customer Service center locations	Downtown 2730 sq ft Van Nuys 1380 sq ft West LA 2500 sq ft Mid Wilshire 2037 sq ft
Customer Service Centers	PRWT Services, Inc.	Rows 9 to 13; and 15 to 18	Pricing for ALL items with no costs listed in the Customer Service Centers price sheet are included in our overall costs.
Customer Service Centers	Promise Network, Inc.	Row 14	Scope for Promise Network, Inc. are based upon City's current requirements to only allow delinquent citations based on indigent or low-income eligibility requirements.
Impound Services	Autura	General Price Clarification	OPGLA (Official Police Garages) integration costs are not included as we require additional technical requirements to scope and price solution.
Impound Services	Autura	General Price Clarification	Pricing for impound services solution is indicative pricing only. Final pricing will be determined, and may be adjusted, based upon final scope and date upon which City will provide a Notice to Proceed (NTP).
Immobilization Svcs.	IPT LLC (Paylock)	General Price Clarification	Pricing for immobilization services solution is indicative pricing only. Final pricing will be determined, and may be adjusted, based upon final scope and date upon which City will provide a Notice to Proceed (NTP).
PMS	N/A	Per physical permit fulfilled by Contractor	Provided permit costs are based on a removable decal style permit without security features, subject to receiving defined permit style design requirements.
Workforce Mgmt.	WASP, Inc.	Enforcement Workforce Management System Item Fee	Includes Asset Inventory Control / Barcode Technology
Workforce Mgmt.	Fieldware, Inc.	Enforcement Workforce Management System Item Fee	Pricing for Enforcement Workforce Management System (EWMS) is indicative pricing only. Final pricing will be determined, and may be adjusted, based upon final scope and date upon which City will provide a Notice to Proceed (NTP).
LPR System	Genetec Inc.	General Price Clarification	Pricing for ALPR solution is indicative pricing only as of July 1, 2025. Final pricing will be determined, and may be adjusted, based upon final scope and date upon which City will provide a Notice to Proceed (NTP).
Collections	Harris & Harris, Ltd., Evergreen Professional Recoveries, Inc.	General Price Clarification	Our Special Collections Fee includes our proprietary Managed Receivables, Skip-Tracing, and Delinquent Data Analytics.
Collections	Harris & Harris, Ltd., Evergreen Professional Recoveries, Inc.	General Price Clarification	Our price proposal includes all expenses for the FTB tax intercept program including the mandatory FTB warning notice, annual FTB processing cost, and SSN acquisition
Collections	Harris & Harris, Ltd., Evergreen Professional Recoveries, Inc.	General Price Clarification	Pricing & Collections percentage fees are based upon City's current citation lifecycle and payment plan programs. On Day 82, our citation processing system will generate an “assignment record” for delinquent collections.
Collections	N/A	General Price Clarification	25% collections fee applies to all citations in delinquent status, regardless of the date of assignment.

Proposed Prime Contractor Name:	Modaxo Traffic Management USA, Inc.

Tab name	Proposed Subcontractor, if applicable	Pricing section requiring clarification	Explanation

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted: **No**

Cost Element	Name	Start Up/One-Time Costs Notes	Cost	Monthly Service Costs w/ Annual/5-year Estimates Notes	Monthly	Annually	Over 5 years	Transactional Costs w/ Mo/Ann/5yr Estimates Notes	Monthly	Annually	Over 5 years
	Modaxo Traffic Management USA, Inc.										
Program Admin											
Monthly Costs	**Modaxo Traffic Management USA, Inc.**				$ 276,412.75	$ 3,316,953.00	$ 16,584,765.00				
CMS											
Provider	**N/A**										
Integration/Implementation			$ -								
Option 1											
Monthly-Tier 1					$ -	$ -	$ -				
Monthly-Tier 2					$ -	$ -	$ -				
Monthly-Tier 3					$ -	$ -	$ -				
Monthly-Tier 4					$ -	$ -	$ -				
Monthly-Tier 5					$ -	$ -	$ -				
				***Average** cost*	$ -	$ -	$ -				
Option 2											
Transactions-CMS									$ 862,355.04	$ 10,348,260.48	$ 51,741,302.40
Transactions-Other									$ 2,500.00	$ 30,000.00	$ 150,000.00
								Total cost	$ 864,855.04	$ 10,378,260.48	$ 51,891,302.40
Citation Issuance Devices											
Provider	**TBD**										
Integration/Implementation			$ -								
Recurring Costs									$ 25,008.25	$ 300,099.00	$ 1,500,495.00
Option 1											
Separate Devices (total)					$ 75,750.00	$ 909,000.00	$ 4,545,000.00				
All-in-One					$ -	$ -	$ -				
Option 2											
Separate Devices (total)			$ -								
Backup Devices (total)									$ -	$ -	$ -
All-in-One			$ -								
Backup All-in-One									$ -	$ -	$ -
Monthly Costs					$ 11,190.00	$ 134,280.00	$ 671,400.00				
Customer Service Centers											
Provider	**PRWT Services, Inc., Promise Network, Inc.**										
Monthly Cost					$ 23,700.78	$ 284,409.36	$ 1,422,046.80				
Impound Services											
Provider	**Autura**										
Integration/Implementation			$ 40,800.00								
Monthly Service					$ 11,330.00	$ 135,960.00	$ 679,800.00				
Immobilization Services											
Provider	**IPT LLC (Paylock)**										
Integration/Implementation			$ 52,000.00								
Option 1											
Monthly Subscription Fee					$ -	$ -	$ -				
Option 2											
Purchase of Units											
1-5 units (each)			$ -								
6-10 units (each)			$ -								
11-20 units (each)			$ -								
21-50 units (each)			$ -								
50+ units (each)			$ -								
		***Average** cost*	$ -								
Transaction Fees (est)									$ 58,195.80	$ 698,349.60	$ 3,491,748.00
Monthly Recurring Costs											
Per-unit, 1-5					$ -	$ -	$ -				
Per-unit, 6-10					$ -	$ -	$ -				
Per-unit, 11-20					$ -	$ -	$ -				
Per-unit, 21-50					$ -	$ -	$ -				
Per-unit, 50+					$ -	$ -	$ -				
Software, Set-up, Dev			$ -								

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted: **No**

Cost Element	Name	Start Up/One-Time Costs Notes	Cost	Monthly Service Costs w/ Annual/5-year Estimates Notes	Monthly	Annually	Over 5 years	Transactional Costs w/ Mo/Ann/5yr Estimates Notes	Monthly	Annually	Over 5 years
	Modaxo Traffic Management USA, Inc.										
PMS											
Provider	**N/A**										
Integration/Implementation			$ -								
Option 1											
Monthly-Tier 1					$ -	$ -	$ -				
Monthly-Tier 2					$ -	$ -	$ -				
Monthly-Tier 3					$ -	$ -	$ -				
Monthly-Tier 4					$ -	$ -	$ -				
Monthly-Tier 5					$ -	$ -	$ -				
				***Average** cost*	$ -	$ -	$ -				
Option 2											
Transactions-PMS									$ 29,210.92	$ 350,531.04	$ 1,752,655.20
Processing									$ 8,356.00	$ 100,272.00	$ 501,360.00
								Total cost	$ 37,566.92	$ 450,803.04	$ 2,254,015.20
Workforce Management											
Provider	**Orion**										
Integration/Implementation			$ 71,500.00								
Monthly Service					$ 15,555.00	$ 186,660.00	$ 933,300.00				
License Plate Recognition											
Provider	**Genetec Inc.**										
Integration/Implementation			$ -								
Option 1											
Monthly Fee-1-5 Units (each)					n/a	#VALUE!	#VALUE!				
Monthly Fee-6-10 Units (each)					n/a	#VALUE!	#VALUE!				
Monthly Fee-11-20 Units (each)					n/a	#VALUE!	#VALUE!				
Monthly Fee-21-50 Units (each)					n/a	#VALUE!	#VALUE!				
Monthly Fee-51+ Units (each)					n/a	#VALUE!	#VALUE!				
				***Average** cost*	#DIV/0!	#VALUE!	#VALUE!				
Option 2											
Purchase of Units											
1-5 units (each)			$ 44,592.00								
6-10 units (each)			$ 44,592.00								
11-20 units (each)			$ 44,592.00								
21-50 units (each)			$ 44,592.00								
50+ units (each)			$ 44,592.00								
Monthly Recurring Costs											
Per-unit, 1-5					$ 625.00	$ 7,500.00	$ 37,500.00				
Per-unit, 6-10					$ 625.00	$ 7,500.00	$ 37,500.00				
Per-unit, 11-20					$ 625.00	$ 7,500.00	$ 37,500.00				
Per-unit, 21-50					$ 625.00	$ 7,500.00	$ 37,500.00				
Per-unit, 50+					$ 625.00	$ 7,500.00	$ 37,500.00				
				***Average** cost*	$ 625.00	$ 7,500.00	$ 37,500.00				
Software, Set-up, Dev			$ 9,100.00								
Delinquent Collections											
Provider	**Harris & Harris, Ltd., Evergreen Professional Recoveries, Inc.**										
Fee Percentage			25.00%		$ 958,333.33	$ 11,500,000.00	$ 57,500,000.00				
Integration/Implementation			$ -								
IT Support											
Provider	**TBD**										
Equipment Purchase			$ 657,806.92								
System Support/IT Staffing					$ 62,530.60	$ 750,367.20	$ 3,751,836.00				
Purchasing Services Markup %			20.00%								

CITY OF LOS ANGELES
LADOT MASTER DATA LICENSE AND PROTECTION AGREEMENT
Attachment D

Parking Citation and Permit Processing Services
Contract 2025

MASTER DATA LICENSE AND PROTECTION AGREEMENT

Between

CITY OF LOS ANGELES acting by and through the Los Angeles Department of Transportation

And

[INSERT LICENSEE'S NAME].

This Master Data License and Protection Agreement (the "**Agreement**") is made as of _____ (the "**Effective Date**") by and between the City of Los Angeles acting by and through the Department of Transportation ("**LADOT**" or "**City**"), a municipal corporation of the State of California, and [INSERT LICENSEE'S NAME AND ADDRESS/ PLACE OF INCORPORATION] ("**Contractor"**), referred to herein collectively as "**Parties**" and individually as a "**Party**".

WHEREAS, data relating to Mobility Service Providers ("**Provider**") operating on the streets of Los Angeles will be made available to Contractor as a function of the City's Mobility Data Specification ("**MDS**") rules; and

WHEREAS, LADOT will enter into a contract with Contractor (the "**City Contract**") pursuant to which Contractor will provide services to LADOT in order to store, process, analyze and present such data to facilitate, among other things, more informed transportation planning ("**Contracted Services**").

NOW THEREFORE, in consideration of the covenants recited in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions

1.1 "City Data" means any and all data provided to the Contractor by or on behalf of the City, including as a result of Contractor's performance of the Contracted Services, through the City's MDS rules, set out at https://github.com/openmobilityfoundation/mobility-data-specification or any successor MDS, including, without limitation, any data received through any application programming interface ("API"); and any and all output, copies, reproductions, improvements, modifications, adaptations, derivations, aggregations, or translations thereof, even if such data was obtained by, transferred to, or reproduced, improved, modified, adapted, derived, or aggregated by Contractor prior to the effective date of this Agreement.

1.2 "Deliverables" means any reports, results, or analyses of City Data as processed by or through MDS.

1.3 "Mobility Manager Software" shall mean the MDS-compatible software provided by Contractor to enable the City, through Agency API and Provider API to control, monitor in real time, analyze, regulate by creating policies or otherwise, score, license and fine Providers, as well as to verify the quality of the City Data supplied by Providers, as more fully described in the Product Description as attached to City Contract as Schedule B. in the attached Schedule A.

2. License

2.1 City Data. The Parties agree that Contractor has no ownership of and, except as expressly provided in Section 2.5 of this Agreement, acquires no rights in City Data. As between the parties, City retains all right of ownership, title, and interest in and to City Data, including all intellectual property rights therein.

2.2 Except as specified in Section 2.2.1, City retains all right of ownership, title, and interest in and to any Deliverables and any work products originated and prepared using any part of City Data, including all intellectual property rights therein. Contractor hereby assigns to City all goodwill, copyright, trademark, patent, trade secret, and all other intellectual property rights worldwide in any work products originated and prepared using any part of City Data, except as specified in Section 2.2.1. Contractor further agrees to execute any documents necessary for City to perfect, memorialize, or record City's ownership of rights provided herein.

2.2.1 Contractor, and its licensors, if any, retains all right, title, and interest in and to the Mobility Manager Software and all intellectual property rights therein. In addition, Contractor, and its licensors, if any, retains all right, title, and interest in and to those work products that are mere improvements or modifications to the Mobility Manger Software including updates to the functionality of tools provided therein.

2.3 Contractor agrees that a monetary remedy for breach of this Agreement may be inadequate, impracticable, or difficult to prove and that a breach may cause City irreparable harm. City may therefore enforce this requirement

by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude City from seeking or obtaining any other relief to which City may be entitled.

2.4 To the extent authorized in Section 9.6 of this Agreement, City acknowledges and agrees Contractor may use third-party subprocessors ("**Subprocessor**") that may view, access, or possess City Data. Any subcontract entered into by Contractor related to the provision of Contracted Services with a Subprocessor shall include provisions sufficient to contractually bind Subprocessor such that City's ownership, rights, and control of City Data and Contractor's obligations to protect City Data, are preserved and protected as intended herein.

2.4.1 Contractor's use of employees and independent contract staff to perform Contracted Services (**"Personnel"**) shall be formalized with such Personnel in writing and shall include employee policy or contract provisions sufficient to bind those Personnel such that Contractor's obligations and City's rights are preserved and protected as intended herein.

2.5 Subject to the confidentiality and other terms of this Agreement, LADOT grants Contractor a non-transferable (except as expressly contemplated by Section 9.5), non-exclusive, terminable at-will, license to use, analyze, host, store, and process City Data, for the purpose of performing the Contracted Services for LADOT. Contractor shall not use, analyze, host, store, or process City Data for any other purpose. Nothing in this Agreement shall prevent Contractor from improving the [INSERT TERM FROM CLAUSE 1.3] with City Data processed in the course of providing the Contracted Services, to the extent that no City Data is used, stored, or retained beyond the scope and term of this Agreement.

2.5.1 Contractor shall not exploit or commercialize City Data for any reason. Except as authorized in Section 4 of this Agreement, Contractor shall not disclose, sell, assign, or otherwise provide any part of City Data to any third party.

3. Data Protection.

3.1 In General. The protection of personal privacy and personally identifiable data shall be an integral part of the business activities of Contractor, and Contractor shall use all reasonable efforts to prevent inappropriate or unauthorized use of City Data at any time and safeguard the confidentiality, integrity, and availability of City Data and comply with the following conditions:

3.1.1. Contractor shall implement and maintain appropriate administrative, technical and organizational security measures in order to safeguard against unauthorized access, disclosure, or theft of City Data. Such security measures, as further described below, shall be reasonable and appropriate in light of the sensitivity and volume of City Data held by Contractor, the size and complexity of Contractor's business, and the cost of available tools to improve security and reduce vulnerabilities. Contractor agrees to protect City Data using security means and technology necessary to meet this reasonableness standard and agrees, in any event, that such security measures shall be no less stringent than the measures Contractor applies to its own personal or confidential data.

3.1.2 Unless otherwise stipulated in writing, Contractor shall encrypt all City Data at rest and in transit with controlled access. The Contractor shall apply and support encryption solutions that are certified against U.S. Federal Information and Processing Standard 140-2, Level 2, or equivalent industry standard, and verify that the encryption keys and keying material are not stored with any associated data. Whenever and wherever applicable, Contractor shall apply and support industry standards or better for tokenization, fraud-use protection, format-preserving encryption, and data encryption technology.

3.1.3 At no time shall any City Data be copied, disclosed, or retained by Contractor or any party related to Contractor, including its Subprocessors, for use in any process, publication, or transaction that is not specifically authorized by Section 4 of this Agreement or by the City in writing.

3.1.4 In accordance with Section 3.1.1, Contractor shall secure and protect all City Data from hacking, viruses, ransomware, and denial of service and related attacks. All City Data held by Contractor must be encrypted in accordance with Section 3.1.2. and Contractor shall take the measures required by this Section 3 to secure, and protect such City Data at all times.

3.2 Data, Development and Access-Point Location. Contractor shall provide its services to the City and its end users solely from data centers in the continental United States of America. Storage of City Data at rest shall be located in the continental United States of America. Contractor shall not allow its Personnel or Subprocessors to

store City Data on portable devices, including personal computers, except for devices that are used and kept only at Contractor's continental United States of America headquarters or data centers. Contractor may permit its Personnel and Subprocessors to access City Data remotely only as required to provide Contracted Services. Contractor shall neither access, nor allow a third-party access to City Data from any location outside of the continental United States of America. Contractor shall not provide any services under this Agreement from a location outside of the continental United States of America, absent receipt of City's express approval.

3.2.1 Access Limitations. Contractor, insofar as this is possible, shall use precautions, including, but not limited to, physical software and network security measures, personnel screening, training and supervision, and appropriate agreements to:

3.2.1.1 Prevent anyone other than City, Personnel, and Subprocessors with a specific need to know, for a purpose authorized under this Agreement, from monitoring, using, gaining access to City Data;

3.2.1.2 Protect appropriate copies of City Data from loss, corruption, or unauthorized alteration; and

3.2.1.3 Prevent the disclosure of City and Contractor usernames, passwords, API keys, and other access control information to anyone other than authorized City personnel.

3.2.2 Security Best Practices. Contractor shall implement the following security best practices with respect to City Data and to any service provided:

3.2.2.1 Least Privilege: Contractor shall authorize access only to the minimum amount of resources required for a function.

3.2.2.2 Separation of Duties: The Contractor shall divide functions among its staff members to reduce the risk of one person committing fraud undetected.

3.2.2.3 Role-Based Security: The Contractor shall restrict access to authorized users and base access control on the role a user plays in the Contractor's organization.

3.2.3 Credential Restrictions. Contractor shall restrict the use of, and access to, administrative credentials for accounts and system services accessing City Data, to only those of Contractor's Personnel and Subprocessors whose access is essential for the purpose of providing the Contracted Services or performing obligations under this Agreement. Contractor shall require Personnel and Subprocessors to log on using an assigned user-name and password when administering City accounts or accessing City Data. These controls must enable Contractor to promptly revoke or change access in response to terminations or changes in job functions, as applicable. Contractor shall encrypt all passwords, passphrases, and PINs, using solutions that are certified against U.S. Federal Information and Processing Standard 140-2, Level 2, or equivalent industry standard, and verify that the encryption keys and keying material are not stored with any associated data. Contractor will implement any City request to revoke or modify user access within twenty-four hours or the next business day of receipt of City's request. Contractor will disable user accounts after at most 10 consecutive invalid authentication attempts.

3.2.4 Physical and Environmental Security. Contractor facilities that process City Data must be housed in secure areas and protected by perimeter security such as barrier access controls including security guards and picture identification badges that provide a physically secure environment from unauthorized access, damage, and interference.

3.3 System Administration and Network Security.

3.3.1 Operational Controls. Contractor shall implement operational procedures and controls designed to ensure that technology and information systems are configured and maintained according to prescribed internal standards and consistent with applicable Industry Standard Safeguards. Examples of Industry Standard Safeguards are ISO/IEC 27002:2005, NIST 800-44, Microsoft Security Hardening Guidelines, OWASP Guide to Building Secure Web Applications, SOC 2 Type 2, and the various Center for Internet Security Standards. Moreover, Contractor shall use application security and software development controls designed to eliminate and minimize the introduction of security vulnerabilities.

3.3.2 Antivirus. Contractor shall have and maintain antivirus protection configured to automatically search for and download updates (daily, at a minimum) and perform continuous virus scans. Malware and threat detection must be updated continuously, and software patches provided by vendors must be downloaded and implemented in a

timely manner. If Contractor is unable to implement these controls in a timely manner, Contractor shall notify City in writing.

3.3.3 Vulnerability Management and Patching. Contractor shall employ vulnerability management and regular application, operating system, and other infrastructure patching procedures and technologies designed to identify, assess, mitigate, and protect against new and existing security vulnerabilities and threats, including viruses, bots, and other malicious code.

3.3.4 Network Controls. Contractor shall have, shall implement, and shall maintain network security controls, including the use of firewalls, layered DMZs and updated intrusion, intrusion detection and prevention systems, reasonably designed to protect systems from intrusion or limit the scope or success of any attack or attempt at unauthorized access to City Data.

3.3.5 Logging and Monitoring. Unless prohibited by applicable law, Contractor shall, and shall require Subprocessors to, continuously monitor its networks and Personnel for malicious activity and other activity that may cause damage or vulnerability to City Data. Contractor shall maintain logs of administrator and operator activity and data recovery events related to City Data.

3.3.6 Changes in Service. Contractor shall notify the City of any changes, enhancement, and upgrades to the System Administration and Network Security, or changes in other related services, policies, and procedures, as applicable, which can adversely impact the security of City Data.

3.4 Policies, Assessments, and Audits.

3.4.1 Policies. Contractor shall, and shall require Subprocessors to, establish and maintain a formal, documented, mandated, company-wide information security program, including security policies, standards, and procedures (collectively "Information Security Policy"), and communicate the Information Security Policy to all of its respective Personnel in a relevant, accessible, and understandable form. Contractor shall regularly review and evaluate the Information Security Policy to ensure its operational effectiveness, compliance with all applicable laws and regulations, and to address new threats and risks. Upon execution of this Agreement and thereafter within three (3) days of City's request, Contractor shall make available for review by the City Contractor's Information Security Policy and any related SOC audits or other evidence that Contractor has in place appropriate policies and procedures regarding information protection and security.

3.4.2 Vulnerability and Risk Assessments. At least annually, Contractor shall perform vulnerability tests and assessments of all systems that contain City Data. For any of Contractor's applications that process City Data, such testing must also include penetration tests using intercept proxies to identify security vulnerabilities that cannot be discovered using automated tools, and code review or other manual verifications to occur at least annually.

3.4.3 Right of Audits by City/Security Review Rights. City and its agents, auditors (internal and external), regulators, and other representatives as City may designate, may inspect, examine, and review the facilities, books, systems, records, data, practices, and procedures of Contractor (and any Personnel and Subprocessors that Contractor may use) that are used in rendering services to City to verify the integrity of City Confidential Information and to monitor compliance with the confidentiality and security requirements for City Confidential Information. In lieu of an on-site audit, at City's discretion and upon request by the City, the Contractor agrees to complete, within fourteen (14 days) of receipt, an audit questionnaire provided by the City regarding the Contractor's data privacy and information security program. Contractor shall comply with all recommendations that result from such inspections, tests, and audits within reasonable timeframes.

3.5 Data Backup and Emergency Recovery. Contractor shall employ a multilayered approach to backups and disaster recovery including the use of a primary data center and a backup data center. Contractor shall perform both local and remote backups of the complete server infrastructure including server operating systems, applications, and data. Contractor shall perform Disaster Recovery Tests no less than semi-annually. Contractor shall maintain and comply with a reasonable written plan (the "DR Plan") setting forth procedures for (a) mitigating disruption to systems during and after an earthquake, hurricane, other natural disaster, war, act of terrorism, act of cyberterrorism, and other natural or man-made disaster, including without limitation Force Majeure Events (as that term is used in PSC-6, Excusable Delays, of the Standard Provisions for City Contracts (Rev. 10/17)[v.3] (collectively, a "Disaster"); and (b) restoring Service functionality promptly after a Disaster. The DR Plan will include procedures no less protective than industry standard, and Contractor shall update the DR Plan as the industry standard changes.

3.6 Data Return and Destruction. At the conclusion of the Agreement and as instructed by City, Contractor shall (at its sole cost) return, delete, or destroy City Data then in its possession or under its control including, without limitation, originals, and copies of such City Data in accordance with Section 4.1.2. The following types of information are excluded from this requirement: (i) City Data that becomes a part of the public domain, including through court filings; and (ii) City Data that Contractor is required to maintain, by law, regulations, or by the terms of this Agreement, but only for the time period required. For the avoidance of doubt, anything that is stored on routine backup media solely for the purpose of disaster recovery will be subject to destruction in due course rather than immediate return or destruction pursuant to this paragraph, provided that Personnel are precluded from accessing such information in the ordinary course of business prior to destruction.

3.6.1 Contractor shall implement and utilize appropriate methods to ensure the destruction of City Data. Such methods shall be in accordance with recognized industry best practices and shall leave no data recoverable on Contractor's computers or other media.

3.6.2 Certification of Destruction. Contractor agrees to certify that City Data has been returned, deleted, or destroyed from its systems, servers, off-site storage facilities, office locations, and any other location where Contractor maintains City Data within 45 days of receiving City's request that the information be returned, deleted, or destroyed. Contractor shall document its verification of data removal, including tracking of all media requiring cleaning, purging or destruction.

3.7 Data Breaches. Contractor shall notify City in writing as soon as reasonably feasible, but in any event within forty-eight hours, or if later, the next business day after Contractor's discovery of any unauthorized access of City Data or Contractor becoming reasonably certain that such unauthorized access has occurred (a "Data Breach"), or of any event that compromises the integrity, confidentiality or availability of City Data (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. Contractor shall begin remediation immediately. Contractor shall provide daily updates if requested by City, and, in any event, reasonably frequent updates, regarding findings and actions performed by Contractor until the Data Breach or Security Incident has been resolved to City's satisfaction. Contractor shall conduct an investigation of the Data Breach or Security Incident and shall share a report of the investigation findings with City. At City's sole discretion, City and/or its authorized agents shall have the right to conduct an independent investigation of a Data Breach. Contractor shall cooperate fully with City and its agents in that investigation. If the City is subject to liability for any Data Breach or Security Incident that arises as a result of Contractor's negligent performance of services for the City or Contractor's breach of this Section 3, the Contractor shall fully indemnify and hold harmless the City and defend against any resulting actions.

3.8 This Section 3 applies only to City Data under Contractor's care; in Contractor's possession, custody, or control; or being accessed by Contractor.

3.9 City shall be responsible for the security of City usernames, passwords, API keys and other credentials required to access the [INSERT TERM FROM CLAUSE 1.3], to the extent such usernames, passwords, API keys and other credentials are in City's care, custody, or control. City shall be responsible for City's own disclosure of any City Data provided to City by Contractor or that City accessed through the [INSERT TERM FROM CLAUSE 1.3].

3.10 This Section 3 shall not apply to any data or information to which the confidentiality obligations set forth in Section 4.1.2 do not apply.

4. Confidentiality

4.1 City's Confidential Information. For purposes of this Section 4.1, "**Confidential Information**" means any nonpublic information whether disclosed orally or in written or digital media, received by Contractor that is either marked as "Confidential" or "Proprietary" or which the Contractor knows or should have known is confidential or proprietary information. City Data shall be treated as Confidential Information by Contractor under this Agreement, even if such data is not marked "Confidential" or "Proprietary" or was obtained by or transferred to Contractor prior to the effective date of this Agreement.

4.1.2 Protection of Confidential Information. Except as expressly authorized herein, Contractor shall (a) hold in confidence and not disclose any Confidential Information to third parties and (b) not use Confidential Information for any purpose other than fulfilling its obligations and exercising its rights under this Agreement or performing the Contracted Services. Contractor shall limit access to Confidential Information to Contractor Personnel and

Subprocessors disclosed under Section 9.6, (1) who have a need to know such information for the purpose of Contractor performing its obligations or exercising its rights under this Agreement, or performing Contracted Services; (2) who have confidentiality obligations no less restrictive than those set forth herein; and (3) who have been informed of the confidential nature of such information. In addition, the Contractor shall protect Confidential Information from unauthorized use, access, or disclosure in the same manner that it protects its own proprietary information of a similar nature, but in no event with less than reasonable care. At LADOT's request or upon termination or expiration of this Agreement, the Contractor will return to LADOT any Deliverables not provided to the City and Contractor will destroy (or permanently erase in the case of electronic files) all copies of Confidential Information, and Contractor will, upon request, certify to City its compliance with this sentence.

4.1.3 Exceptions. The confidentiality obligations set forth in Section 4.1.2 shall not apply to any Confidential Information that (a) is at the time of disclosure or becomes generally available to the public through no fault of the Contractor; (b) is lawfully provided to the Contractor by a third party free of any confidentiality duties or obligations; (c) was already known to the Contractor at the time of disclosure free of any confidentiality duties or obligations; or (d) the Contractor can demonstrate was independently developed by Personnel of the Contractor without reference to the Confidential Information. In addition, the Contractor may disclose Confidential Information to the extent that such disclosure is necessary for the Contractor to enforce its rights under this Agreement or is required by law or by the order of a court or similar judicial or administrative body, provided that (to the extent legally permissible) the Contractor promptly notifies LADOT in writing of such required disclosure, cooperates with LADOT if LADOT seeks an appropriate protective order, and the Contractor discloses no more information that is legally required.

4.2 Contractor's Confidential Information. For purposes of this Section 4.2, "**Confidential Information**" means any nonpublic information received by City that is either marked as "Confidential" or "Proprietary" at the time of disclosure, or, if provided orally, through verbal identification as confidential at the time of disclosure that, under the circumstances, a person exercising reasonable business judgment would understand to be confidential or proprietary. "Confidential Information" under this Section 4.2 is further limited to information that is a "trade secret," as defined in subdivision (d) of Section 3426.1 of the California Civil Code, or paragraph (9) of subdivision (a) of Section 499c of the California Penal Code, including but not limited to Contractor's (a) business plans, methods, and practices; (b) personnel, customers, and suppliers; (c) inventions, processes, methods, products, patent applications, and other proprietary rights; or (d) specifications, drawings, sketches, models, samples, tools, computer programs, technical information, or other related information, which is maintained by the Contractor as confidential.

4.2.2 Protection of Confidential Information. Except as expressly authorized herein, City shall hold in confidence and not disclose any Confidential Information to third parties and not use Confidential Information for any purpose other than fulfilling its obligations under this Agreement or the City Contract or realizing the benefits of the Contracted Services delivered thereunder. City shall limit access to Confidential Information to employees and contractors (1) who have a need to know such information for a purpose authorized under this Agreement; (2) who have confidentiality obligations no less restrictive than those set forth herein; and (3) who have been informed of the confidential nature of such information. In addition, City will protect Confidential Information from unauthorized use, access, or disclosure in the same manner that it protects its own proprietary information of a similar nature, but in no event with less than reasonable care. At Contractor's request, City will, to the extent permitted by the State of California's records retention laws, destroy (or permanently erase in the case of electronic files) all copies of Confidential Information, and City will, upon request, certify to Contractor its compliance with this sentence.

4.2.3 Exceptions. The confidentiality obligations set forth in Section 4.2.2 shall not apply to any Confidential Information that (a) is at the time of disclosure or becomes generally available to the public through no fault of the City; (b) is lawfully provided to the City by a third party free of any confidentiality duties or obligations; (c) was already known to the City at the time of disclosure free of any confidentiality duties or obligations; or (d) the City can demonstrate was independently developed by personnel of the City without reference to the Confidential Information. In addition, the City may disclose Confidential Information to the extent that such disclosure is necessary for the City to enforce its rights against Contractor under this Agreement or as required by law, including the California Public Records Act (CPRA), or by the order of a court or similar judicial or administrative body, provided that (to the extent legally permissible) the City promptly notifies Contractor in writing of such required disclosure and the City discloses no more information than is legally required.

4.2.4 Contractor undertakes and agrees to defend, indemnify and hold harmless City and any of City's boards, officers, agents, and employees from and against all suits, claims, and causes of action brought against City for City's refusal to disclose Confidential Information to any person making a request pursuant to the CPRA. Contractor's obligations herein include, but are not limited to, all reasonable attorney's fees (both in house and outside counsel), reasonable costs of litigation incurred by City or its attorneys (including all reasonable actual, costs incurred by City, not merely those costs recoverable by a prevailing party, and specifically including reasonable costs of experts and consultants) as well as all damages or liability of any nature whatsoever arising out of any such suits, claims, and causes of action brought against City, through and including any appellate proceedings. Contractor's obligations to City under this indemnification provision shall be due and payable on a monthly, on-going basis within thirty (30) days after each submission to Contractor of City invoices for all fees and costs incurred by City, as well as all damages or liability of any nature. Contractor shall receive prompt written notice from City within five (5) business days of receipt of any (1) communication to City challenging City's refusal to disclose Confidential Information, and (2) any complaint or petition to the court challenging City's refusal to disclose Confidential Information. Further should Contractor choose to intervene in any court action relating to the City's refusal to disclose Contractor's information, City shall not oppose Contractor's motion to intervene. Contractor shall have no obligations to City under this provision in any circumstance where Contractor provides written confirmation to City that 1) all of the requested records at issue are not Confidential Information and 2) City may release said records to the requester.

4.3 Compliance with Privacy Laws. Contractor is responsible for ensuring that Contractor's performance of its obligations and exercise of its rights under this Agreement complies with all applicable local, state, and federal privacy laws and regulations, as amended from time to time. If this Agreement or any practices which could be, or are, employed in performance of this Agreement become inconsistent with or fail to satisfy the requirements of any of these privacy laws and regulations, City and Contractor shall in good faith execute an amendment to this Agreement sufficient to comply with these laws and regulations and Contractor shall complete and deliver any documents necessary to show such compliance. The City acknowledges and agrees that Contractor is not responsible for giving any notices to or obtaining any consents from any other party in order for Contractor to process the City Data as contemplated by this Agreement.

5. Warranties. Contractor represents and warrants that:

5.1 Disabling Code. No software or services to which the City is provided access and use hereunder contains any undisclosed disabling code (defined as computer code designed to interfere with the normal operation of the software or the City's hardware or software) or any program routine, device or other undisclosed feature, including but not limited to, a time bomb, virus, drip-dead device, malicious logic, worm, Trojan horse, or trap door which is designed to delete, disable, deactivate, interfere with or otherwise harm the software or the City's hardware or software.

5.2 Virus/Malicious Software. Contractor has used its best efforts to scan for viruses within Contractor's networks and information systems, and no malicious system will be supplied under this Agreement.

5.3 Information Security. Contractor's information security procedures, processes, and systems will at all times meet or exceed (i) the requirements of this Agreement; and (ii) all applicable information security and privacy laws, and legally binding standards, rules, and requirements related to the collection, storage, processing, and transmission of personally identifiable information.

6. Indemnification. Except for the active negligence or willful misconduct of City, or any of its boards, officers, agents, employees, assigns, and successors in interest, Contractor shall defend, indemnify, and hold harmless City and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands, and expenses, including, but not limited to, attorney's fees (both in house and outside counsel), reasonable cost of litigation (including all actual litigation costs incurred by City, including but not limited to, costs of experts and consultants), damages, or liability of any nature whatsoever, for death or injury to any person, including Contractor's Personnel and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by Contractor, Subprocessors, subcontractors, or their boards, officers, agents, Personnel, assigns, and successors in interest. The rights and remedies of City provided in this Section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement. **This provision will survive expiration or termination of this Agreement.**

7. Data Disclaimer. All data provided by or on behalf of City pursuant to this Agreement are provided "as is." City makes no representation or warranty, express or implied, regarding the data's accuracy, completeness or use. There are no express or implied warranties of merchantability or fitness for a particular purpose, or that the use of the data will not infringe any patent, copyright, trademark, or other proprietary rights. Without limiting the generality of the foregoing, City does not represent or warrant that the data or access to it will be uninterrupted or error free.

8. Term

8.1 Term. The term of this Agreement shall be coextensive with the City Contract.

8.2 Survival. The provisions of Sections 2, 3, 4, and 6 will survive the termination or expiration of this Agreement.

8.3 Retroactive Application. The Parties agree that, to the extent permitted by applicable law, the provisions of Sections 2, 4, 6, and 7 of this Agreement shall be applied retroactively to any and all Contracted Services performed by Contractor, and any of its Personnel or Subprocessors, even if those acts and actions occurred or were in progress prior to the effective date of this Agreement.

9. General Provisions

9.1 Governing Law and Venue. This Agreement and any action related thereto will be governed and interpreted by and under the laws of the State of California, without giving effect to any conflicts of laws principles that require the application of the law of a different jurisdiction. Each party hereby expressly consents to the exclusive personal jurisdiction and venue in the state and federal courts of Los Angeles County, California for any lawsuit filed there against it by the other party arising from or related to this Agreement.

9.2 Export. Contractor agrees not to export, report, or transfer, directly or indirectly, any City Data, or any products utilizing such data, in violation of United States export laws or regulations. Without limiting the foregoing, Contractor agrees that (a) it is not, and is not acting on behalf of, any person who is a citizen, national, or resident of, or who is controlled by the government of any country to which the United States or other applicable government body has prohibited export transactions (e.g., Iran, North Korea, etc.); (b) is not, and is not acting on behalf of, any person or entity listed on a relevant list of persons to whom export is prohibited (e.g., the U.S. Treasury Department list of Specially Designated Nationals and Blocked Persons, the U.S. Commerce Department Denied Persons List or Entity List, etc.); and (c) it will not use any City Data for, and will not permit any City Data to be used for, any purpose prohibited by applicable law.

9.3 Severability. If any provision of this Agreement is, for any reason, held to be invalid or unenforceable, the other provisions of this Agreement will remain enforceable and the invalid or unenforceable provision will be deemed modified so that it is valid and enforceable to the maximum extent permitted by law.

9.4 Waiver. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

9.5 No Assignment. Except as provided in Section 9.6, Contractor will not assign, subcontract, delegate, or otherwise transfer this Agreement, or its rights and obligations herein, without obtaining the prior written consent of LADOT, and any attempted such assignment, subcontract, delegation, or transfer in violation of the foregoing will be null and void.

9.6 Subprocessors. City acknowledges and expressly agrees that Contractor may retain Subprocessors in the course of providing Contracted Services. Contractor shall make available to City a current list of Subprocessors and their respective services immediately upon execution of this Agreement. When Contractor engages any new Subprocessor after the execution of this Agreement, Contractor will notify LADOT of such Subprocessor at least 30 days before the Subprocessor accesses or processes any City Data. Any and all Subprocessors shall be bound by the obligations of Contractor under this Agreement; notwithstanding the foregoing, Contractor remains responsible for compliance of any such Subprocessor with the terms of this Agreement.

9.7 Notices. All notices required to be given pursuant to the terms of this Agreement shall either be personally delivered or delivered by certified mail return receipt requested to:

If to LADOT:

Seleta J. Reynolds, General Manager
Los Angeles Department of Transportation
100 South Main Street, 10th Floor
Los Angeles, California, 90012

With copies to:

Marcel Porras, Chief Sustainability Officer
Los Angeles Department of Transportation
100 South Main Street, 10th Floor
Los Angeles, California, 90012

If to Contractor:

[INSERT NOTICE ADDRESS]

Attention: INSERT NAME/TITLE/EMAIL

Or to any such other address as the parties may designate in writing, from time to time. All mailed notices shall be deemed received three days after being deposited in the U.S. mail.

9.8 Counterparts. This Agreement may be executed in one or more counterparts, each of which will be deemed an original and all of which will be taken together and deemed to be one instrument.

9.9 Entire Agreement. No-shrink-wrap, click-wrap, privacy policy, or other terms and conditions or agreements ("Additional Contractor Software Terms") provided with any products, services, documentation, or software hereunder, or under the Contracted Services agreements, shall be binding on the City, even if use of the foregoing requires an affirmative "acceptance" of those Additional Contractor Software Terms before access is permitted. All such Additional Contractor Software Terms will be of no force or effect and will be deemed rejected by the City in their entirety. This Agreement is the final, complete and exclusive agreement of the parties with respect to the licensing, use and protection of City Data, and supersedes and merges all prior discussions between the Parties with respect to such subject matters. No modification of or amendment to this Agreement, or any waiver of any rights under this Agreement, will be effective unless in writing and signed by an authorized signatory of each Party.

In Witness Whereof, the parties have caused their duly authorized representatives to execute this Agreement as of the Effective Date.

THE CITY OF LOS ANGELES

By: _____

Seleta J. Reynolds
General Manager
Department of Transportation

Date: _____

APPROVED AS TO FORM:

MICHAEL N. FEUER, City Attorney

By: _____

Date: _____

[INSERT COMPANY NAME]

By: _____

Date: _____

By**: _____

Title: _____

Date: _____

CITY OF LOS ANGELES
REQUEST FOR PROPOSALS 2022-2027
PARKING CITATION AND PERMIT PROCESSING SERVICES
AND
ADDENDUMS
Attachment E

Parking Citation and Permit Processing Services
Contract 2025

CITY OF LOS ANGELES DEPARTMENT OF TRANSPORTATION

Parking Citation and Permit Processing Services

REQUEST FOR PROPOSALS
2022-2027

RFP # 202025
Date Issued: April 15, 2022
Mandatory Pre-Proposal Meeting: May 17, 2022 at 11am
Submission Deadline: July 15, 2022 at 2pm

LADOT

Caltrans Building
100 S. Main Street, 10th Floor
Los Angeles, CA 90012

RFP OVERVIEW

DATE ISSUED:	April 15, 2022
RFP NUMBER:	RAMP/BAVN Opportunity # 202025
TITLE:	LADOT Parking Citation and Permit Processing Services RFP
DESCRIPTION:	The City of Los Angeles Department of Transportation is seeking proposals from qualified Contractors to process parking citations and permits, support parking enforcement, and run the department's Parking Violations Bureau while providing innovative technology and exceptional customer service.
MANDATORY PRE-PROPOSAL CONFERENCE **FOLLOWED BY MEET THE PRIMES NETWORKING SESSION:**	May 17, 2022 at 11 AM Via Zoom Platform Please register to receive Zoom link at the following link: https://us02web.zoom.us/meeting/register/tZYkce2gqzsoHtP-R5JX35UHWrSdxqQ0qwHF Following the mandatory pre-proposal conference there will be a meet the "Primes" networking session. This will allow subcontractors to meet potential prime contractors.
BUSINESS INCLUSION PROGRAM (BIP) OUTREACH DEADLINE:	July 01, 2022 at 12:00 AM (BIP Outreach must be completed by 11:59 PM on June, 30, 2022) Refer to Appendix A for Program information and outreach instructions. Failure to complete the BIP Outreach process will result in proposals being deemed non-responsive.
PROPOSAL DEADLINE:	**July 15, 2022 at 2pm (PST)**
PROPOSAL DELIVERY:	LADOT will not accept any hard copy responses, including hand-delivery, USPS, or mail courier. All solicitation responses must be received by the deadline stated above, submitted electronically through Hightail (https://spaces.hightail.com/signup) to gable.ohashi@lacity.org with a copy to ricardo.estrada@lacity.org
PROJECT MANAGER:	Gable Ohashi Department of Transportation, Parking Operations & Support gable.ohashi@lacity.org
CONTRACT ADMINISTRATOR:	Ricardo Estrada LADOT Department Contract Coordinator ricardo.estrada@lacity.org
QUESTIONS:	The deadline for questions is May 24, 2022 at 5pm. Proposers may submit questions regarding this RFP by Google Form at https://forms.gle/x7m4TQJhkAMAoxpv6. All questions and answers will be made available to all Proposers on the RAMP/BAVN website at: www.rampla.org. No individual answers will be given.

REQUEST FOR PROPOSALS (RFP)
LADOT PARKING CITATION AND PERMIT PROCESSING SERVICES
April 2022

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DEPARTMENT OF TRANSPORTATION REQUEST FOR PROPOSALS (RFP) FOR PARKING CITATION & PERMIT PROCESSING SERVICES

SECTION 1. INTRODUCTION & BACKGROUND

1.1. Introduction to the Request for Proposal

The City of Los Angeles (City), via this Request for Proposals (RFP) issued by the Department of Transportation (LADOT), seeks a Contractor (Contractor) and subsequent Subcontractors to provide multiple products and services to support its parking programs. It will be the responsibility of the Proposer to clearly explain how its products and services, demonstrated with relevant experience, make it qualified to provide the services specified in this RFP in a large city environment.

The selected Contractor(s) shall:

- Be responsible for supplying, operating, maintaining and enhancing a complete parking citation and permit management system;
- Process and collect payments for parking citations and parking permits issued within the City;
- Staff and operate at least four (4) walk-in customer service centers equitably located throughout the City called the Parking Service Centers (as part of the Parking Violations Bureau) to provide customer service support to LADOT and motorists;
- Support the adjudication process of parking violations;
- Provide state-of-the-art electronic handheld computer-based parking citation writers, printers and software including optional mobile license plate recognition (LPR) technology;
- Administer parking permit programs, including processing applications and fulfillment, and the future transition to virtual license plate-based permits;
- Automate, track, and report on immobilizations/impounds;
- Provide and support all computing and technical resources for all aspects of parking adjudication, citation, enforcement, and permits programs including integration with existing and future City-technology providers;
- Provide technical support, including professional consulting and marketing/outreach services for parking initiatives of the City;
- Provide summary and comprehensive reporting statistics, dashboards, KPIs, and analytics of all components of the operation of the parking programs.

This RFP contains processing, performance and staffing requirements that the successful Proposer must meet, general contracting requirements mandated by the City, and critical data needed to prepare a responsive proposal.

Solutions offered in response to this RFP must support the pillars identified in the *LADOT Strategic Plan Update, 2021-2023*, which are:

- **Equity:** LADOT will deconstruct systemically racist policies and practices that disproportionately and intentionally impacted Black, Indigenous, Latinx, Asian, and other communities of color, and led to poor economic, health, safety, and wellness outcomes. Further, LADOT will ensure that all personnel, contracts, programs, and services work to achieve equitable, dignified, and just outcomes for underserved populations in Los Angeles.
- **Health and Safety:** LADOT will design streets and deliver programs that eliminate deaths and serious injuries, and that improve the health and wellbeing of our communities, especially those that need it most.
- **Sustainability**: LADOT will expand the city's zero-emission transportation network to curb climate change and correct the harm of pollution on the city's most vulnerable populations.
- **Economic Growth:** LADOT will create jobs, support businesses, and provide economic opportunities for our communities, prioritizing the most underserved.

The majority of functions and performance standards in this RFP define a minimum level of service and are not meant in any way to limit the Proposer in developing a unique solution to the City's needs. However, it is the obligation of each Proposer to thoroughly explain how its solution meets or offers an acceptable alternative to each of the requirements specified in the scope of work. Proposers are encouraged to propose a system that utilizes state of the art technologies and that can be easily upgraded and enhanced through the term of the contract.

The City recognizes the breadth of its parking program which will require the use of a team of suppliers and service providers to fulfill the objectives of this RFP. The City requires a single agreement with a prime contractor who will subcontract to other equipment and service providers to meet the solicitation requirements.

1.2. Objectives & Goals

The City seeks a Contractor who can meet and exceed the objectives of this RFP. The overarching goals are to increase customer satisfaction and streamline parking management through the implementation of innovative technology. The City is seeking only those proposers that are qualified and willing to partner with the City to implement the most efficient and customer centric parking experience for residents, employees, and visitors to the City of Los Angeles.

- **Transparent:** Parking systems will be implemented through a transparent process that incorporates feedback from City stakeholders to ensure that solutions are equitable and tailored to meet the needs of City staff, residents, business owners, and visitors.
- **Innovative:** LADOT seeks to partner with a Prime Contractor who will provide the most current and proven parking solutions and who will continue to innovate.

- **Comprehensive:** LADOT issues parking citations and residential permits annually. The selected Contractor will be responsible for providing multiple software management systems and hardware solutions related to parking citations, permits, and customer service. The selected contractor will provide a complete system and support that is capable of supporting the size of the LADOT parking program.
- **Customer Service:** It is important to enhance the customer experience with options that are easy, reliable and accessible. The selected Contractor will be responsible for providing the highest level of responsive customer service to both City staff and its customers. That includes, but is not limited to, comprehensive in-person, telephone, email support.

1.3. Background

The Los Angeles Department of Transportation leads transportation planning, project delivery and operations in the City of Los Angeles. LADOT is made up of over 1,300 civil servants, including 600 traffic officers. LADOT manages 52 different transportation services for the region --from parking management and traffic control safety improvements to permits for private mobility operators.

LADOT traffic officers enforce all parking laws in the California Vehicle Code and Los Angeles Municipal Code. Traffic officers are deployed 24/7 and patrol the City in shifts throughout the day to address parking non-compliance and respond to constituent complaints of parking violations. Last year, traffic officers issued about 2.3 million citations.

In addition to citation issuance, traffic officers perform a wide variety of duties. Officers respond 24/7 to requests for traffic control assistance from the Los Angeles Police Department (LAPD) and Fire Department (LAFD) to help manage traffic at major emergencies, signal outages and large-scale public demonstrations. Annually, traffic officers provide traffic control services at over 6,000 special events throughout the City at venues such as: the Los Angeles Coliseum, Staples Center, Dodger Stadium, Hollywood Bowl, Greek Theater, and the LA Marathon. Traffic officers address over 138,000 abandoned vehicle complaints and recover over 4,000 stolen vehicles annually. In addition to these activities, officers respond to requests for service from residents and enforce violations that help maintain public safety.

The Parking Operations and Support Division facilitates the Initial Review of all parking citations contested for the City of Los Angeles. This includes 150,000 citations that are contested and processed on a yearly basis. The staff evaluate every contested parking citation paying particular attention to the Contestant's evidence, timelines and the City and State Code requirements. The Parking Operations and Support Division also manages the Community Assistance Parking Program (CAPP). The CAPP program allows eligible homeless individuals to perform community service in lieu of payment of a parking penalty.

The Parking Adjudication Division provides hearings under the California Vehicle Code (CVC), the Los Angeles Municipal Code (LAMC), and the Los Angeles Administrative Code for citations, impounds and booting within the City of Los Angeles municipal limits. This also includes citations issued by council-controlled departments as well as the independent departments such as Harbor and Airports. In 2021, the Adjudication Division conducted 10,000 hearings.

The Parking Permits Division implements permit parking programs for the City of Los Angeles, including Preferential Parking Districts (PPDs), Overnight Parking Districts (OPDs)and Oversize Vehicle Restricted Areas as approved and directed by the City Council. The Los Angeles City Council designates certain parts of the City as parking districts. Parking Districts will be designated by signs. To legally park there, vehicles must display a valid parking permit. All other state and municipal parking laws remain in effect in parking districts. In 2021, the City issued 44,000 annual permits, 109,000 visitor permits, and 250,000 guest permits.

SECTION 2. SCHEDULE FOR RFP PROCESS

This schedule indicates estimated dates for the RFP process. LADOT may adjust this schedule as needed.

RFP Released on RAMP/BAVN	April 15, 2022
Deadline to Protest RFP Content	April 22, 2022
Mandatory Pre-Proposal Conference (Virtual)	May 17, 2022
Followed by Meet the Primes Networking Session	May 17, 2022
Final Day for Written Questions	May 24, 2022
BIP Outreach Completion	July 01, 2022 at 12:00 AM
Proposals Due	July 15, 2022 at 2:00 PM
Optional Proposer Interview(s) (Virtual or In-Person)	Week of August 29, 2022 (Tentative)
Recommendation of Contract Award	September 28, 2022 (Tentative)
Operating Agreement Begins	December 1, 2022 (Tentative)

SECTION 3. PERSONNEL

The selected Contractor is solely responsible for maintaining an adequate labor force, and the satisfactory work performance of all employees as described by this RFP or any reasonable performance standard established by the City.

The Contractor and subcontractors will be required to comply with the City's Living Wage Ordinance and Worker Retention Ordinance. Rules and Regulations regarding the Living Wage and Worker Retention Ordinances are included in Appendix A, Section I.J.

The Proposer is solely responsible for payment of all employees' wages and benefits, and subcontractors' costs. Without any additional expense to the City, the Proposer must comply with the requirements of employee liability, worker's compensation, employment insurance, and Social Security. The Proposer must defend, indemnify and hold the City harmless from any liability, damages, claims, costs and expenses of any nature arising from alleged violations of personnel practices. The City must have the right to demand removal from the project, for reasonable cause (to be determined by the City), of any personnel furnished by the Proposer. The City must be notified in writing of new hires or reassignments of management project personnel. The City reserves the right to approve any changes in the Proposer's proposed key project staff.

Upon awarding the Contract and during the term of the agreement, the selected Proposer(s) is (are) responsible for notifying the City of any changes in proposed personnel duties or hours that deviate from the original proposal. The City reserves the right to approve any changes in the proposed personnel duties or hours.

3.1. Qualifications

3.1.1. Parking Citation Management Pre-Qualification Requirements

1. Demonstrated a minimum of five (5) years' experience processing parking citations with a total volume of more than one (1) million citations processed annually, providing management support systems, collections of delinquent citations, and coordinating activities with the California Department of Motor Vehicles (CA DMV).

2. A minimum of five (5) parking citation management references from municipal agencies within the United States, including:

    a. At least two (2) of the references for agencies using Proposer's system within the last three (3) years in California using established CA DMV credentials.
    b. At least one (1) of the references processing at least 250,000 parking citations annually.

3. Proposers' or Proposer's subcontractor's suggested processing service offices and staffing in Section 3, shall be located in the City of Los Angeles.

3.1.2. Permit Processing Pre-Qualification Requirements

1. Demonstrated a minimum of two (2) years' experience processing virtual license plate-based permits and fulfilling physical permits (hangtags/decals) with a total volume of more than 10,000 permits processed annually.

2. A minimum of five (5) parking permit processing references from municipal agencies within the United States, including:

a. At least two (2) of the references for municipal agencies using Proposer's system within the last two (2) years in California using established CA DMV credentials.
b. At least one (1) of the references processing at least 3,000 parking permits annually.

3.1.3. Parking Customer Service Pre-Qualification Requirements

1. Demonstrated a minimum of three (3) years' experience providing direct customer service in a municipal or university parking environment, assisting customers with issues including parking citations, (including accepting payments, establishing payment plans, submitting appeals), parking permits (including processing permit applications, collecting payments, and requesting permit zones), refunds and general parking questions. Experience shall include processing a walk-up deposit box where motorists have submitted payments and written appeals, and collection and processing of mailed payments and written appeals from a Post Office lockbox.

2. A minimum of three (3) parking customer support references from municipal or university agencies within the United States, including:

    a. At least one (1) of the references for agencies using Proposer's services within the last two (2) years in California.
    b. At least one (1) of the references for a municipality with a population greater than 200,000.

3. Proposer or Proposer's subcontractor proposed customer service offices and staffing described in Section 3, shall be located in the City of Los Angeles. This may be combined with the offices(s) supporting the Citation Management Service

3.1.4. Tow and Immobilization Management Pre-Qualification Requirements

1. Demonstrated a minimum of three (3) years of experience processing impound and immobilization requests with a total volume of more than 5,000 impound/immobilization requests processed annually.

2. A minimum of three (3) parking impound/immobilization management references from municipal agencies within the United States, including:

    a. At least one (1) of the references for an agency using Proposer's system within the last two (2) years in California.
    b. At least one (1) of the references processing at least 5,000 requests annually.

3.1.5. LADOT Parking Technology Hardware/Software Pre-Qualification Requirements

1. Demonstrated a minimum of three (3) years' experience providing end-user support for a variety of hardware devices and software modules in a municipal or university environment. Support shall include procuring, delivery, setup, maintenance and training for all equipment (including but not limited to desktop and mobile computers, enforcement handhelds, LPR systems, and multi-function printing/scanning/copying machines); establishing and managing networks (including but not limited to wired and wireless LANs and WANs and cellular services); deploying, supporting and training for end-user software (including but not limited to City-required applications, applications used for managing various parking-related functions [as described throughout the Scope of Work], various team collaboration tools, and teleconferencing solutions); and liaison with various vendors providing technology solutions (including, but limited to managing deployment projects, providing first-level end-user support and ensuring vendors provide higher-tier support).

2. A minimum of three (3) technology support references from municipal or university agencies within the United States, including:

    a. At least one (1) of the references for an agency using Proposer's services within the last two (2) years in California.
    b. At least one (1) of the references for a municipality with a population greater than 200,000.

3. Proposers or Proposer's subcontractor proposed support offices and staffing described in Section 3, shall be located on-site within LADOT Parking Enforcement Offices in the City of Los Angeles and any offices used by the Contractor or subcontractor providing customer service under the terms of the Scope of Work for this RFP.

SECTION 4. PROPOSAL CONTENT AND SUBMISSION

Award of the contract resulting from this RFP shall be to the best and most responsive Proposer, and shall be based upon a determination of which proposal is the most advantageous to the City in terms of functionality, cost, and other factors as specified elsewhere in this RFP.

4.1. Proposal Format

The RFP has been structured to provide specific requirements which function as a standardized framework for the evaluation of a Proposer's qualifications.

It is the Proposer's responsibility to prepare a proposal that is representative of the Proposer's qualifications. If there is any additional information that would assist the City in accessing the proposal better, the Proposer should include all such information in its response under the title Additional Information.

The proposal shall be prepared simply and economically avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate and reliable presentation. The responses to this RFP must be made in accordance with the format set forth in this section under items 1 through 6.

Only proposals determined by LADOT to be responsive will be considered. Failure to adhere to the following format may be cause for rejection of the proposal as non-responsive.

4.1.1. Cover Letter

The proposal shall contain a cover letter and introduction (limited to one page) which should include the company name and address, the name, telephone number, and e-mail addresses of the person(s) who will be authorized to represent the Proposer regarding all matters related to the proposal and any contract subsequently awarded to said Proposer. This letter shall be signed by a person authorized to bind the company to all commitments made in the proposal (please refer to Section 4.3.6 for more information).

4.1.2. Proposal

The Proposal shall provide a detailed narrative describing the solutions and services the Proposer will provide to the City with respect to the Scope of Work. The Proposer is also encouraged to discuss any ideas or solutions that will enhance the parking systems, revenue collections, customer service experience, and any other improvements to the current process that could be developed within the term of the Contract. This discussion should include the perceived benefits to the City of the proposed improvement.

The proposal must describe the Proposer's planned methods and resources to be used to perform all the tasks included in the Scope of Work. Include a Work Plan and Schedule indicating Proposer's timeframe to implement and transition the proposed services.

Each proposal shall include a detailed delivery timeline and proposed implementation schedule. This will include a detailed timeline for delivery and installation of technology, including all hardware and software, the implementation of customer services functions including facilities and phone support services, and any other associated support functions.

4.1.3. Staffing and Organization

A specific staffing and organization chart should be included. Proposers shall submit for the City's review and acceptance an organizational chart showing the proposed organization established by the Proposer for the performance of work including:

- Lines of authority, responsibility, and communication
- Office organizations, if any, and
- Names, titles, and functions of all supervisory and key personnel. Highlight those team members who reside in the greater Los Angeles area.

4.1.4. Cost Proposal

As part of the cost and price proposal, the Proposer shall submit proposed pricing to provide the services described in Section 12, attachment 1, Scope of Work. Proposer shall outline proposed cost based on the scope of work using the pricing matrix attachment which includes the different components required in the scope of work. A separate sheet shall include: 1) the total cost to the City, broken down in salaries, expenses, and equipment, in hours, and the total dollar amount by deliverable task; 2) salary, wage, or hourly rate, project-based rate, or combination Proposer will charge for services; 3) full list and amount of non-salary expenses required to perform the services described (e.g., mileage, office supplies, and operating expenses). The project manager will be responsible for keeping the pricing matrix separate from the main proposal that is submitted. The cost effectiveness criteria will be rated last during the scoring phase. At which time the pricing matrix will be submitted to the raters to be scored.

Cost proposals quoted shall be firm for a period of 365 days from the deadline date of this RFP.

4.1.5. Experience

Proposers must demonstrate substantial experience in relation to the qualifications necessary for the Proposer to have. At minimum, Proposers must have executed comparable scope of work or should consider submitting as a subconsultant in collaboration with a Prime Proposer that can demonstrate such experience.

Each Proposer shall submit a complete history of its participation in operations of comparable scope of work and complexity for parking adjudication, citation, enforcement and permit solutions. A summary should also be included to highlight solutions and accomplishments of those operations. The City reserves the right to verify the experience claims with references (see Section 4.1.6 below). An incomplete history may lead to disqualification of the proposal. Please provide this information in Attachment 4: Experience Form.

4.1.6. References

Proposers shall provide a list of references with the name, address, and telephone number of a contact person for a list of clients, agencies or organizations for whom the Proposer has performed services similar to those described in the RFP. At a minimum, references must incorporate the pre-qualification requirements identified in Section 3.1 for each component. It is necessary to provide references for all subcontractors by component. This information should be included for each component by Contractor/Subcontractor in Attachment 4: Experience Form.

4.1.7. City Contracting Requirements

All compliance documents listed in Appendix A: City Contracting Requirements must be submitted with the proposal or as instructed. Failure to comply with these requirements may render the proposal non-responsive.

4.1.8. Financial Background

The Contractor should submit a detailed company portfolio demonstrating Contractor's financial background including the company's financial viability for up to the past three (3) years, credit references, on-going projects and all pending litigations which the company may be directly or indirectly involved.

Financial statements, including balance sheets and income statements prepared by an independent certified public accountant for the past three (3) years to reflect the financial condition of the Proposer, are required.

Financial background statements should also include whether the company has ever had a bond or surety canceled or forfeited; and whether the company has ever been declared bankrupt. Contractor is responsible for ensuring the financial viability for its subcontractors.

4.2 Submission of Proposal

All responses must be submitted no later than **2:00 PM on Friday, July 15, 2022**. Timely submission of proposals is the sole responsibility of the Proposer. All proposals delivered after the deadline will be returned to the Proposer. The City reserves the right to determine the timeliness of all proposal submissions.

LADOT will not accept any hard copy responses, including hand-delivery, USPS, or mail courier. All solicitation responses must be received by the deadline stated above, submitted electronically through Hightail (https://spaces.hightail.com/signup) to gable.ohashi@lacity.org with a copy to ricardo.estrada@lacity.org. The file name must contain the respondent company name, RFP#, and Project name: (LADOT_RFP#ParkingCitationAndPermintProcessingServices_Proposal)

Hightail offers registration for a free account that allows senders to send files with a maximum size of 100MB. Senders will receive an email confirmation of and the recipient will receive a link to the files. LADOT will confirm the acceptance of proposals to senders by email outside of Hightail**.** Access to the files will expire after a certain amount of days (auto-generated by the system).

Any technical difficulties encountered while submitting a proposal through Hightail must be reported immediately to both the PM at gable.ohashi@lacity.org and the Contract Administrator at ricardo.etrada@lacity.org . The e-mail must be received prior to the Proposal due date/time and must include the following:

1. Company Name and contact information;
2. Description of difficulties encountered including screenshots or other information to document the technical issue encountered; and
3. Description and supporting documentation, if applicable, of attempts to troubleshoot with Hightail;

Based on evaluation of the above information the Department may provide the Proposer the opportunity to submit the proposal via an alternate method. If the above procedures are not followed as stipulated or sufficient evidence provided, the Department will not accept the proposal.

The proposal must be in PDF format and submitted in three parts:

Part 1, Proposal and Contractor Background - All documentation requested in Section 4.1.1- 4.1.4 shall be submitted together and shall not exceed 100 pages, exclusive of cover, dividers, resumes and forms (Attachments 2, 3, and 4). The proposal must include a table of contents and numbered pages for ease of review by the evaluation committee. Emphasis should be on completeness and clarity of content with sufficient detail to allow for accurate evaluation and comparative analysis.

Using Attachment 4: Experience, please include no less than three (3) references by component for the Proposer and each of the Proposer's subcontractors with the proposal that include organizational information and a contact individual (including a current telephone number and email address) with direct knowledge of the Proposer's ability to perform this type of work.

Reference list shall describe each entity for which services were provided and types of services, and indicate whether the Proposer was the prime or subcontractor, for up to the last five (5) years.

Part 2, Mandatory City Contracting Requirements - All City Contracting Requirements specified in Appendix A must be submitted in a separate PDF document.

Part 3, Financial Background Statement - All details required under Section 4.1.8 must be submitted in a separate PDF document.

4.3 Submission Terms

4.3.1. Acceptance of Terms and Conditions

Submission of a proposal pursuant to this RFP shall constitute acknowledgment and acceptance of all terms and conditions hereinafter set forth in this RFP unless otherwise expressly stated in the proposal.

4.3.2. Mandatory Pre-Proposal Conference

A mandatory pre-proposal conference will be held on the date and time stated in the RFP Overview and Section 2. Schedule for RFP Process, and all Proposers are required to attend. **Anticipated or potential subcontractors are also encouraged to attend.** Proposers may submit inquiries in writing via Google Form (https://forms.gle/x7m4TQJhkAMAoxpv6) prior to the pre-proposal conference or at the conference via the virtual platform.

Further questions must be submitted prior to the end of the final day to submit written questions as specified in Section 2. Schedule for RFP Process. Answers to all questions will be provided via RAMP/BAVN.

4.3.3 Conference During the Proposal Period

After expiration of the time to submit proposals and continuing until a contract has been awarded, all City personnel involved in the project are directed NOT to hold any meetings, conferences, or technical discussions with any Proposer except as provided in this Section. Proposers shall not communicate in any manner with City personnel regarding the RFP or the proposals during this period of time, unless authorized, in writing, by the Evaluation Committee. Failure to comply with this requirement may automatically terminate further consideration of that bidder's proposal.

4.3.4 Proposal Conditions and Limitations

Proposals that set forth conditions or limitations different from those set forth in the RFP may be considered non-responsive and rejected.

4.3.5. Proposal Interpretations and Addenda

Proposers must submit a written request for clarification, interpretation or corrections of any discrepancies or omissions in the RFP. The City will post all addenda to RAMPLA.org. The addenda shall become part of the RFP and incorporated into the awarded contract.

4.3.6. Execution of Proposals

If the proposal is submitted by a joint venture, then both firms must sign the proposal in the name of the joint venture. If the Proposer is a corporation, the proposal must be signed on behalf of the corporation by two authorized officers (a Chairman of the Board, President or Vice-president and a secretary, treasurer or chief financial officer) or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation. If the Proposer is a partnership, the proposal must be signed in the name of the partnership by a general partner thereof.

4.3.7. Terms of Withdrawal

Proposers may withdraw their proposal provided that a request is submitted in writing and is received prior to the proposal deadline.

A written request to withdraw, signed by an authorized representative of the Proposer, and must be submitted to LADOT Headquarters, with a copy emailed to gable.ohashi@lacity.org and ricardo.estrada@lacity.org to ensure timely receipt. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the specified submission deadline.

After the Proposal due date/time, no Proposer may withdraw their proposal. A Proposer will not be released on account of errors in its proposal. All proposals shall be firm offers and may not be withdrawn for a period of three hundred and sixty-five (365) calendar days following the deadline date for submission of proposals noted herein.

4.3.8. Disposition of Proposals

All proposals submitted in response to this RFP will become the property of the City of Los Angeles and a matter of public record.

The Proposer must identify, in writing, all copyrighted material, trade secrets or other proprietary information that it claims is exempt from disclosure under the Public Records Act, (California Government Code Sections 6250 et seq.). Any Proposer claiming such an exemption must also state in its proposal that the bidder agrees to defend any action brought against the City for its refusal to disclose such material, trade secrets or other proprietary information to any party making a request therefore. Any Proposer who fails to include such a statement shall be deemed to have waived its right to an exemption from disclosure as provided by said Act.

4.4 Limitations

Notwithstanding any other provisions of this RFP, the City reserves the right to reject all proposals and to waive any informality in a proposal when to do so would be to the advantage of the City or its taxpayers.

The Proposer understands and agrees that the City shall have no financial responsibility for any costs incurred by the Proposer in responding to this RFP.

The City of Los Angeles Administrative Code, Division 10, Chapter 1, Article 2, Section 10.15 (d) requires that every proposal, bid, or offer shall have thereon or attached thereto the affidavit of the bidder indicating that: such proposal is genuine, not sham or collusive, nor made in the interest of any person not therein named; that the Proposer has not directly or indirectly induced or solicited any other Proposer to submit a sham bid or to refrain from proposing; and that the Proposer has not in any manner sought by collusion to secure for himself an advantage over any other Proposer.
Any proposal made without such affidavit, or found to be in violation thereof, shall not be considered. (Reference Appendix A, Section I.D.)

The selected Proposer shall stipulate that in any action related to the awarded contract, venue shall be in the County of Los Angeles, State of California.

SECTION 5. EVALUATION AND SELECTION PROCESS

5.1. Mandatory Requirements

All proposals will be reviewed by the City to determine if the proposals contain minimum essential requirements outlined in the RFP, including instructions governing submission and format and compliance with Mandatory City Contracting Requirements, including the outreach requirements of the Business Inclusion Program (BIP) (Refer to Appendix A, Section I.A.).

Those Proposals deemed non-responsive will be notified in writing.

5.2. Proposal Review Process and Scoring

An Evaluation Committee will rank all responsive proposals with respect to the evaluation criteria. The successful Proposer(s) will be named after the proposals and interviews/presentations, if requested, are evaluated to select the most qualified Proposer(s). Report and recommendations will be made by the panel to the General Manager of LADOT and will be forwarded to Mayor and City Council for approval.

5.3. Proposal Evaluation of Finalists

Proposers may be required to make oral presentations to the Evaluation Committee and should be prepared to have key management personnel available for these interviews.

5.4. Evaluation Criteria

The evaluation criteria will allow LADOT to examine the qualifications of the Proposer, qualifications of the proposed staff, and the cost effectiveness of the proposal.

LADOT is interested in cost effectiveness, and will evaluate proposed costs in relation to the quality and level of service to be provided. The qualifications of the Proposer and proposed staff, and the proposed project plan will all be considered in evaluating the proposal. LADOT will recommend an award based on the proposal that represents the "Best Value" to the City as outlined in this RFP.

5.4.1. Qualification of Proposer (30%)

Proposals should demonstrate experience in similar industries, including in areas of solutions and project implementation, budgetary controls, technology, staff qualifications, interagency coordination, and customer service. Please identify the Principal, Project Manager, support staff and subcontractors. Background and experience must be included, as well as their availability and commitment to work on this contract. Proposals will be evaluated based on:

- Technical competence of the Proposer to perform the work (including an evaluation of the Proposer's expertise and staff qualifications, technical knowledge and types of related professional assignments) to provide the most innovative solutions within the industry.
- Knowledge and understanding of the scope of work and the objectives to be performed, as demonstrated in the proposal.

- Industry experience, staff background, interpersonal skills and availability of the Proposer's workforce in the City of Los Angeles. Adequate availability of the director and personnel to be assigned to the contract must be demonstrated. The selected Proposer must also demonstrate that assigned personnel have industry experience in parking management, coordination with City agencies, and engagement of stakeholders and motorists.
- Specific relevant experience and References as provided by the Proposer in Attachment 4.

Proposals will be evaluated based on past record of performance of the Proposer as an organization with the capability to provide relevant parking support and system solutions as determined from experience profile and other available information, including direct communication by City with Proposer's former clients regarding cost control, work quality, and completion of deliverables.

5.4.2. Operating Methodology (35%)

A technical proposal, work plan and implementation schedule must be provided describing the Proposer's methods and resources to perform the work outlined in the scope of work. This section should describe how the Proposer would make effective use of Personnel to ensure quality service delivery. The Proposer should discuss, in as much detail as possible its proposed operations, including but not limited to the following: citation processing, supplying and maintaining a complete parking citation and permit system, collections, permit processing, and customer service.

Proposals should demonstrate technical soundness of the approach and supporting rationale for each of the defined tasks.

5.4.3. Management and Financial Capability (20%)

The Proposer must demonstrate that it is financially solvent and that it has the capability to provide the necessary outlay, infrastructure, equipment and personnel, as well as supporting technical, administrative, accounting and clerical services to complete the contract to the satisfaction of the City.

The Proposer must exhibit organizational competence, by providing a precise schedule and demonstrate an organizational commitment to completing the deliverables established in the RFP.

Management approach and techniques for assuring coordination and integration with the different agencies, services being provided, and other stakeholders involved.

Willingness and ability to provide additional staff should the need arise while developing the parking support and system solutions, as staff commitment to the objectives is a very high priority.

5.4.4. Cost Effectiveness (15%)

The total cost and component rates to conduct the program described in the proposal must be reasonable and competitive with other proposals without compromising the technical quality of the final product(s). Hourly rates for each key staff member and adequate supporting information must be included in the proposal to justify the costs of the proposed event(s).

Program costs should include, but not be limited to, the following:

- Staff salary and fringe benefits
- Operating expenses
- Technology including hardware, software, warranty, and ongoing support services
- Customer service portal including program website

5.4.5. Evaluation by Forced Ranking

Each Evaluation Committee member shall rank all respondents from highest to lowest based on the final scores he or she gave to each respondent. In the event of a tie in points, the Committee member shall still rank the respondents. Equal rankings shall not be allowed.

Each Committee member shall turn in both their final scores and summarize the ranking. If a consensus ranking is not achieved (i.e., all Committee members rank the same respondent first), then the Chair shall convene the Committee to discuss the strengths and weaknesses of each respondent.

After the discussion, each Committee member shall privately re-rank all respondents and turn in the rankings to the Chair. If a consensus ranking is achieved, then the highest ranked respondent shall be recommended.

If a consensus is not achieved, then respondents with the highest-ranking average rank (with each Committee member's ranking weighed equally) shall be recommended. In the event of a tie, the Chair shall recommend the preferred respondent from among the tied respondents and shall document in writing the reason for his or her decision. The Chair shall present the Evaluation Committee's recommendation to the General Manager. The General Manager is the final decision maker at LADOT and will submit the Department's recommendation to the Mayor and City Council.

Note that scores only will be used for purposes of forced ranking by each Committee member. Under no circumstances will the sum of final scores, average of final scores, or any other methodology involving the final scores be used to select the recommended respondent.

5.4.6. Local Business Preference Program Ordinance

Proposers are advised that any proposal submitted and contract(s) awarded from this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.25, Local Business Preference Program (LBPP) Ordinance 187121. The City is committed to maximizing opportunities for local businesses and local small businesses in Los Angeles County as well as business entities working with the hardest-to-employ populations. The LBPP Ordinance allows the Department to apply additional points to the Proposal's final score under certain conditions.

Refer to Appendix A, Section II.M. for further information regarding the requirements and application of the Ordinance.

SECTION 6. TERM OF CONTRACT

Subject to the approval of the Mayor and City Council, and subject to the approval of City Attorney as to form and legality, the City may enter into a contract with the Contractor. The contract shall be for five (5) years plus two (2) optional one-year extensions.

This RFP, addenda, and the submitted proposal, or any part thereof, shall be incorporated by reference in the final contract. However, LADOT reserves the right to further negotiate the terms and conditions of the contract with the selected Proposer. In the event of any conflict, the terms of the contract shall prevail unless specifically stated otherwise.

SECTION 7. COMPENSATION AND PAYMENT

The City shall pay the Contractor the final negotiated costs approved by both parties based on the costs contained in the submitted final cost proposal, but not to exceed the budget approved by the City, for the complete and satisfactory performance of the conditions of this agreement for the period agreed upon.

For acceptable performance, the selected Proposer will invoice the City monthly and will be paid for the services performed as set forth in the written agreement between LADOT and the selected Proposer.

Invoices must include documents supporting all charges and eligible expenses incurred by the Contractor. The City will review all invoices and supporting documents for approval and accuracy.

The City agrees to pay undisputed invoices within thirty (30) days upon receipt of invoices. If invoices are disputed, the City has the right to require additional evidence to determine invoices' validity and accuracy. The City has the right to withhold any and all payments to the Contractor until such evidence is received, and the City accepts the corrections.

SECTION 8. GENERAL TERMS AND CONDITIONS

8.1. Standard Provisions for City Contracts

During the term of the contract, Contractor and its subcontractors shall abide by the Standard Provisions for City Contracts (Rev. 10/21) [v.4], which are attached hereto and labeled as Appendix A, Section IV.W.

8.2. City Contracting Requirements

Compliance documents for the City's Contracting Requirements must be submitted with the proposal or through RAMPLA.org, as specified in Appendix A. Failure to comply with these requirements may render the proposal non-responsive. Exemplars and/or explanatory material for each item are provided in Appendix A. For consistency of reference, all documents should be included in the order listed, and marked as an attachment with the corresponding letter designation utilized in the Checklist provided.

Because some of the requirements require extensive time to complete, the City strongly encourages Proposers to commence these activities prior to the Pre-proposal Conference.

8.3. COVID-19 Vaccination Requirement

In accordance with Ordinance 187134, adopted by the Los Angeles City Council on August 20, 2021, employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, "Contractor Personnel") must be fully vaccinated against the novel coronavirus 2019 ("COVID-19") prior to (1) interacting in person with City employees, contractors, or volunteers, (2) working on City property while performing services under this Agreement, and/or (3) coming into contact with the public while performing services under an Agreement with the City (collectively, "In-Person Services"). "Fully vaccinated" means that 14 or more days have passed since Contractor Personnel has received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention.

Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel has been fully vaccinated. The Contractor shall retain such proof for the document retention period set forth in the Agreement with the City. The Contractor shall grant medical or religious exemptions to Contractor Personnel as required by law.

SECTION 9. PROTEST PROCEDURES

These procedures and time limits set forth in this section provide a method for resolving, prior to award, protests regarding the award of contracts and are the Respondents' sole and exclusive remedy in the event of a protest. These procedures are for the benefit of the City and are not intended to establish an administrative requirement that must be exhausted by the protesting respondent prior to pursuing any legal remedy which may be available. For this reason, no respondent shall have any right to due process, should the City fail to follow these procedures for any reason within its discretion. However, failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including filing a Government Code claim or legal proceedings. These procedures will enable the City to ascertain all of the facts necessary to make an informed decision regarding the award of the contract.

9.1. Protest Submission

A protest relative to this solicitation must provide details of the facts that support the basis for the protest. Protests must be submitted in writing and be postmarked by the deadline described in the subsections below for the specific protest.

All protests must be sent by certified mail with return receipt to:

City of Los Angeles
Department of Transportation
Attn: Seleta Reynolds, General Manager
100 South Main Street, 10th Floor
Los Angeles, California 90012

At a minimum, protest document must include the following: 1) Name, address, and telephone number of the protesting party and/or person representing the protesting party; 2) Name and number of the solicitation; 3) Detailed statement specifying the legal and factual grounds of the protest and the copies of all the relevant documents supporting the argument; and 4) Statement as to the form of relief sought.

9.2. Content Protest

Protests must be sent certified mail and postmarked no later than seven (7) calendar days after the solicitation posting on the RAMP/BAVN. LADOT will respond in writing by certified mail to protestor(s) within fifteen (15) calendar days of receipt of the protest(s). If LADOT determines that a revision to the procurement process is appropriate, LADOT shall either extend the procurement process timeline or withdraw and reissue the solicitation. In either case any revisions to the procurement process will be posted on RAMP/BAVN.

9.3. Protest Against Another Respondent

Protests must be sent certified mail and postmarked between the date of the solicitation posting on the RAMP/BAVN and before the date LADOT changes the RAMP/BAVN solicitation status to "bidder selected". If filing a protest against another respondent, LADOT will only consider such protests if it appears that either respondent may have a substantial and reasonable prospect of receiving an award if the protest is denied or sustained.

9.4. Contract Compliance Protest

Protests must be sent certified mail and postmarked before the date LADOT changes the RAMP/BAVN solicitation status to "bidder selected".

These protests will receive due consideration if the agency submits the protest in a timely period and such protest affects a respondent who appears to have a substantial and reasonable prospect of receiving an award if the protest is denied or sustained.

9.5. Selection Process Protest

Protests must be sent certified mail and postmarked no later than seven (7) calendar days after RAMP/BAVN notification to Proposers of a change in the solicitation status to "bidder selected". Upon receipt of any protests on the specific selection process, a review of the protest(s) shall be conducted by the Standing Protest Committee.

9.6. Protest Review Process

Protests meeting the above criteria will be analyzed by LADOT personnel and any recommended actions will be presented in a written report to the Mayor's Office. Protesting parties and firms protested against will be notified of the time and date that the written report will be discussed in a public session by the Standing Protest Committee. This Committee will consist of two (2) members of the City's Board of Transportation Commissioners and at least two (2) members of LADOT senior or executive management staff not otherwise involved with the Response evaluation.

A protest hearing will be convened at a publicly noticed meeting with a specific date, time and location, where protesting parties and firms protested against will be given the opportunity to present their arguments at the public session. LADOT will conduct the hearing within thirty (30) calendar days of the protest submission deadline.

The findings of the Committee will be presented to the City's Board of Transportation Commissioners for consideration at one of its scheduled public meetings. For contract awards involving approval by the City Council, any adopted findings and/or recommendations of the Board of Transportation Commissioners concerning the protest review will be forwarded to the City Council's Transportation Committee for its consideration. The decision made by the Board of Transportation Commissioners or City Council's Transportation Committee regarding a protest will be final and may not be appealed further.

LADOT's final written report on the Department's procurement process and staff recommendation of contract award will contain an account of all protest(s) filed based on solicitation content, and shall include the Department's response(s) to the protest(s). LADOT's report shall be forwarded to the Mayor and City Council, and/or the City's Board of Transportation Commissioners (as appropriate), for their consideration.

9.7. Protests and Subcontractors

Prime Contractors are requested to advise their potential subcontractors of this protest policy.

In addition, a subcontractor protesting against a Prime Contractor has direct financial interest and may be adversely affected by the determination of the protest; therefore, LADOT may consider the protest beyond the protest period.

SECTION 10. GENERAL CITY RESERVATIONS

10.1. City reserves the right to verify the information in the Response.

10.2. If a respondent knowingly and willfully submits false information or other data, the City reserves the right to reject that response. If a contract was awarded as a result of false statements or other data submitted in response to this procurement process, the City reserves the right to terminate that contract.

10.3. Submission of a response to this procurement process constitutes acknowledgment and acceptance of the terms and conditions set forth herein. Responses and the offers contained therein shall remain valid for a period of 365 days from the date set for receipt of responses. Firms selected for a contract award pursuant to this procurement process will be required to enter into a written contract with the City

approved as to form by the City Attorney. This solicitation and the Response, or any parts thereof, may be incorporated into and made a part of the final contract. The City reserves the right to further negotiate the terms and conditions of the contract. The final contract offer of the City may contain additional terms or terms different from those set forth herein.

10.4. The City reserves the right to waive any informality in the process when to do so is in the best interest of the City.

10.5. The City reserves the right to withdraw this solicitation at any time without prior notice and the right to reject any and all responses. The City makes no representation that any contract will be awarded to any firm responding to this procurement process.

10.6. The City reserves the right to extend the deadline for submission. Firms will have the right to revise their Response in the event the deadline is extended.

10.7. All costs of response preparation are the responsibility of the Respondent. The City, in any event, is not liable for any pre-contractual expenses incurred by the Respondent in the preparation and/or submission of the response.

10.8. Responses will be reviewed and rated by the City as submitted. Firms may make no changes or additions after the deadline for receipt.

10.9. A firm will not be recommended for a contract award, regardless of the merits of the Response submitted, if it has a history of contract noncompliance with the City or other funding source or poor past or current performance with the City or other funding source.

10.10. The City reserves the right to retain all responses submitted and the Responses shall become the property of the City. Any department or agency of the City has the right to use any of the ideas presented in the Responses submitted in response to this procurement process. All responses received by the City will be considered public records subject to disclosure under the Public Records Act (California Government Code Section 6250 et seq.). Applicants must identify any material they claim is exempt from disclosure under the Public Records Act. In the event such exemption is claimed, the applicant will be required to state in the Response that he or she will defend any action brought against the City for its refusal to disclose such material to any party making a request thereof. Failure to include such a statement shall constitute a waiver of the Proposer's right to exemption from disclosure.

10.11. Upon completion of all work under the contract, ownership and title of all reports, documents, plans, drawings, specifications, and estimates produced as part of the contract will automatically be vested in the City of Los Angeles, and no further agreement will be necessary to transfer ownership to any City entity. Copies made for the Contractor's records shall not be furnished to others without written authorization from the City of Los Angeles, Department of Transportation.

10.12. The City may award a contract on the basis of the Responses submitted, without discussions, or may negotiate further with those Respondents within a competitive range. Responses should be submitted on the most favorable terms for the City the Respondents can provide.

SECTION 11. APPENDICES AND ATTACHMENTS

Appendices

Appendix A	City Contracting Requirements
Appendix B	Master Data License and Sharing Agreement

Attachments

Attachment 1	Scope of Work
Attachment 2	Technical Compliance Matrix
Attachment 3	Pricing Workbook
Attachment 4	Experience Form
Attachment 5:	Current Reports
Attachment 6:	Boot Return Maps
Attachment 7:	LADOT Style Guide

City of Los Angeles

Department of Transportation

Request for Proposals (RFP)
City Contracting Requirements

Updated 2-04-2022

LADOT
Moving Los Angeles Forward

LADOT Moving Los Angeles Forward | Los Angeles Department of Transportation

CITY CONTRACTING REQUIREMENTS CHECKLIST

SECTION I – Compliance Documents to be Submitted with Response by All Respondents

Respondents are required to complete and **submit** the following documents **with their response**.

A	Business Inclusion Plan (BIP) - Schedule A	
B	Bidder Certification CEC Form 50 (Municipal Lobbying Ordinance)	
C	Prohibited Contributors (Bidders) Form 55 (City Charter §470 (c)(12))	
D	Non-Collusion Affidavit	
E	Contractor Responsibility Ordinance Questionnaire	
F	City of Los Angeles Contract History Form	
G	Contractor Workforce Information Form (LA Residence Information)	
H	Certification of Compliance with Child Support Obligations	
I	Iran Contracting Act of 2010 Compliance Affidavit	
J	Living Wage Ordinance (LWO) / Service Contractor Worker Retention Ordinance (SCWRO)	

SECTION II – Compliance Documents to be Completed and Submitted on LABAVN.ORG

Respondents are required to complete and submit the following documents **by the solicitation due date.**

K	Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO)	
L	Disclosure Ordinances (Slavery and Border Wall Contracting)	
M	Local Business Preference Program (LBPP) **ONLY** required if respondent chooses to participate in Program.	

SECTION III – Required Documents Prior to Award of Contract

Qualified OR selected respondents for contract award are required to submit these documents **before contract is executed**.

N	Contractor Responsibility Ordinance Pledge of Compliance	
O	Certification of Compliance with the Americans with Disabilities Act	
P	Insurance Requirements: Workers' Compensation, General Liability, Auto Liability (Refer to Form Gen. 146) Acord 25 Form must be submitted to CAO Risk Management at https://kwikcomply.org	
Q	Business Tax Registration Certificate (BTRC)	
R	Internal Revenue Service (IRS) Form W-9	
S	Financial Guarantee: Performance Bond, Letter of Credit, etc. **ONLY** if required by the solicitation.	

SECTION IV – City Contract Compliance Requirements

Respondents are advised the following provisions will be part of the contract. **No forms or documents are required to be submitted**.

T	Nondiscrimination/Equal Employment Practices/Affirmative Action	
U	Contractor Evaluation Ordinance	
V	Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance (Fair Chance Initiative for Hiring)	
W	Standard Provisions for City Contracts	

Los Angeles Department of Transportation

REQUEST FOR PROPOSALS
CITY CONTRACTING REQUIREMENTS

SECTION I

Compliance Documents to be Submitted with Response by All Respondents

LADOT Moving Los Angeles Forward | Los Angeles Department of Transportation

Section A

Business Inclusion Program (BIP)

Established by Mayor's Executive Directive No. 14, this program requires all respondents to Request for Bids (RFBs), Requests for Proposals (RFPs), and Requests for Qualifications (RFQs) to perform subcontractor outreach to all available MBE/WBE/SBE/EBE/DVBE/OBE firms which could perform a portion of the scope of work required in the respective RFB, RFP, or RFQ. As proof of the respondent's outreach efforts, the respondent is required to perform the Business Inclusion Program (BIP) Outreach on the Business Assistance Virtual Network (BAVN), www.labavn.org.

INSTRUCTIONS

All Respondents must perform and submit the Business Inclusion Program Outreach as described in the following instructions.

Outreach cannot be performed and must be completed **15 DAYS** prior to submittal deadline.

All Respondents **MUST complete and submit** the BIP Schedule A and include in their response.

Responses submitted without a completed BIP Schedule A **WILL** be deemed non-responsive and disqualified from being considered.

All BIP Outreach documentation must be submitted on BAVN by 4:30 p.m. on the first calendar day following the day of the response submittal deadline.

CITY OF LOS ANGELES BUSINESS INCLUSION PROGRAM (BIP)

FOR A REQUEST FOR PROPOSAL (RFP)

Performance of a BIP outreach to Minority Business Enterprises (MBE), Women Business Enterprises (WBE), Small Business Enterprises (SBE), Emerging Business Enterprises (EBE), Disabled Veteran Business Enterprises (DVBE), and Other Business Enterprises (OBE) subconsultants must be completed on the Business Assistance Virtual Network (BAVN), www.labavn.org.

All BIP outreach documentation must be submitted on the BAVN by 4:30 p.m. on the first calendar day following the day of the RFP response submittal deadline.

The Department of Transportation anticipated levels of

MBE Participation:	**18 %**
WBE Participation:	**4 %**
SBE Participation:	**25 %**
EBE Participation:	**8 %**
DVBE Participation:	**3 %**

NOTE: BIP outreach information and/or assistance may be obtained through Robin Aksu, at robin.aksu@lacity.org or (213) 675-1602.

CITY OF LOS ANGELES' POLICY
BUSINESS INCLUSION PROGRAM (BIP) FOR A REQUEST FOR PROPOSAL (RFP)

SUMMARY

This policy sets forth the City of Los Angeles' rules and procedures to be followed by respondents on advertised personal services contracts in regards to the City's BIP outreach requirements. In general, this policy provides that respondents for contracts must demonstrate compliance with the indicators relating to an active outreach program to obtain participation by MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs. Failure to demonstrate an outreach on the BAVN to comply with the indicators will render the bid non-responsive.

A. GENERAL

This policy statement explains how the City's BIP will be administered within the Awarding Authority for personal services contracts. The Awarding Authority is committed to ensuring full and equitable participation by minority, women, small, emerging, disabled veteran, and other businesses in the provision of all goods and services to the Awarding Authority on a contractual basis. The BIP is set forth in this policy Statement. Respondents to the Awarding Authority shall be fully informed concerning the requirements of this Program. **Failure to comply with the City's BIP outreach requirements will render the response non-responsive and result in its rejection.**

Additional information and/or assistance in implementing this Program may be obtained through Robin Aksu robin.aksu@lacity.org or (213) 675-1602.

B. DEFINITIONS

1. Minority or Women Business Enterprise (MBE or WBE): For the purpose of this program, Minority or Women Business Enterprise shall mean a business enterprise that meets both of the following criteria:

    a. A business that is at least 51 percent owned by one or more minority persons or women, in the case of any business whose stock is publicly held, at least 51 percent of the stock is owned by one or more minority persons or women; and

    b. A business whose management and daily business operations are controlled by one or more minority persons or women.

2. Small Business Enterprise (SBE): For the purpose of this program, Small Business Enterprise shall mean a business enterprise that meets the following criteria:

    a. A business (personal or professional services, manufacturer, supplier, vendor) whose three (3) year average annual gross revenues does not exceed $7 million.

    b. A business (construction contractors) whose three (3) year average annual gross revenues does not exceed $15 million.

3. Emerging Business Enterprise (EBE): For the purpose of this program, Emerging Business Enterprise shall mean a business enterprise whose three (3) year average annual gross revenues does not exceed $3.5 million.

4. Disabled Veteran Business Enterprise (DVBE): For the purpose of this program, Disabled Veteran Business Enterprise shall mean a business enterprise that meets the following criteria:

a. A business that is at least 51 percent owned by one or more disabled veterans.

b. A business whose daily business operations must be managed and controlled by one or more disabled veterans.

5. Other Business Enterprise (OBE): For the purpose of this program, Other Business Enterprise shall mean any business enterprise which either does not otherwise qualify or has not been certified as a Minority, Women, Small, Emerging, and/or Disabled Veteran Business Enterprise.

6. Minority person: For the purpose of this program, the term "Minority person" shall mean African Americans; Hispanic Americans; Native Americans (including American Indians, Eskimos, Aleuts, and Native Hawaiians); Asian-Pacific Americans (including persons whose origins are from Japan, China, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Samoa, Guam, the United States Trust Territories of the Pacific, Northern Marianas); and Subcontinent Asian Americans (including persons whose origins are from India, Pakistan and Bangladesh).

7. Disabled Veteran: For the purpose of this program, the term "Disabled Veteran" shall mean a veteran of the U.S. military, naval, or air service; the veteran must have a service-connected disability of at least 10% or more; and the veteran must reside in California.

8. Certification must be current **on the date the Awarding Authority awards a contract for the project** if credit is to be allowed towards the anticipated levels of MBE, WBE, SBE, EBE, and/or DVBE participation on this contract.

a. Certification as a Minority or Women Business Enterprise: an MBE/WBE must be certified by 1) City of Los Angeles, Bureau of Contract Administration; 2) State of California Department of Transportation (CalTrans); 3) any certifying agency that is a part of the State of California Unified Certification Program (CUCP) as long as the certification meets all of the City of Los Angeles' MBE/WBE certification requirements; 4) Southern California Minority Supplier Development Council (SCMSDC) for MBE certifications; 5) Women's Business Enterprise Council West (WBEC-West) for WBE certifications; or 6) California Public Utilities Commission's Supplier Clearinghouse (CPUC).

Applications for certification and directories of MBE/WBE certified firms are available at the following locations:

1) City of Los Angeles
Bureau of Contract Administration, Office of Contract Compliance
1149 S. Broadway, Suite 300, Los Angeles, CA 90015
Telephone: (213) 847-2684
E-mail address: bca.certifications@lacity.org
Internet address: https://bca.lacity.org/certifications-printable-forms

2) California Department of Transportation, Office of Business and Economic Opportunity
1823 14th Street, Sacramento, CA 95814
Telephone: (916) 324-1700
Internet address: www.dot.ca.gov/hq/bep/
Southern California Minority Supplier Development Council (for a fee)
800 W. 6th Street, Suite 850, Los Angeles, CA 90017
Telephone: (213) 689-6960
Fax: (213) 689-1707
Internet address: www.scmsdc.org

3) Women's Business Enterprise Council – West (WBEC-West)
6601 Center Drive West, Ste. 500
Los Angeles, CA 90045
Telephone: (310) 265-5398
E-mail: office@wbec-west.org
Internet address: www.wbec-west.com

4) California Public Utilities Commission's Supplier Clearinghouse (CPUC)
10100 Pioneer Boulevard, Suite 103
Santa Fe Springs, CA 90670
Telephone: (562) 325-8685
Fax: (562) 278-0153
Internet address: http://www.thesupplierclearinghouse.com/

b. Certification as a Small or Emerging Business Enterprise: An SBE must be certified by either: 1) City of Los Angeles, Bureau of Contract Administration as a Small, Local Business Enterprise; or 2) State of California, Office of Small Business & Disabled Veterans Business Enterprise Services as long as the certification meets all of the City of Los Angeles' SBE and/or EBE certification criteria.

Note: The City of Los Angeles, Bureau of Contract Administration does not offer EBE certifications. However, if a company holds a City of Los Angeles certification as a Small, Local Business Enterprise, they can request an SBE and EBE designation on their BAVN company profile. The State of California does not offer EBE certifications. For the purposes of this program, the State's Microbusiness certification will be considered synonymous with the City's EBE certification.

Applications for certification and directories of SBE/EBE certified firms are available at the following locations:

1) City of Los Angeles
Bureau of Contract Administration, Office of Contract Compliance
1149 S. Broadway, Suite 300, Los Angeles, CA 90015
Telephone: (213) 847-2684
E-mail address: bca.certifications@lacity.org
Internet address: https://bca.lacity.org/certification

2) Office of Small Business & Disabled Veteran Business Enterprises (OSDS) Resources
707 3rd Street, West Sacramento, CA 95605
Telephone: (916) 375-4940
E-mail: OSDSHelp@dgs.ca.gov
Internet address: https://caleprocure.ca.gov/pages/sbdvbe-index.aspx

c. Certification as a Disabled Veteran Business Enterprise: A DVBE must be certified by either: 1) State of California, Office of Small Business & Disabled Veterans Business Enterprise Services; or 2) Department of Veterans Affairs, Office of Small and Disadvantaged Business Utilization, Center of Verification and Evaluations as Service-Disabled Veteran-Owned Small Business (SDVOSB) and be headquartered in California.

Applications for certification/verification and directories of DVBE and SDVOSB certified/verified firms are available at the following locations:

1) Office of Small Business & Disabled Veteran Business Enterprises Services (OSDS)
707 3rd Street, West Sacramento, CA 95605
Telephone: (916) 375-4940
E-mail: OSDSHelp@dgs.ca.gov
Internet address: https://caleprocure.ca.gov/pages/sbdvbe-index.aspx

2) Department of Veterans Affairs, Office of Small and Disadvantaged Business Utilization (OSDBU)
Internet address: https://www.vip.vetbiz.gov

9. Business Inclusion Program Outreach Documentation: The respondent must take affirmative steps prior to submission of their RFP response to ensure that a maximum effort is made to recruit subconsultants. Minority, women, small, emerging, disabled veteran owned and controlled businesses must be considered along with other business enterprises whenever possible as sources of subconsulting services. Affirmative steps for BIP Outreach Documentation are outlined in Paragraph C herein. The BIP Outreach Documentation must be submitted as described in Paragraph C herein. Failure to submit the BIP Outreach Documentation will render the response non-responsive.

10. Subcontract: For the purpose of this program, the term "Subcontract" denotes an agreement between the prime Consultant and an individual, firm or corporation for the performance of a particular portion(s) of the work which the prime Consultant has obligated itself.

11. Subconsultant: An individual, firm, or corporation having a direct contract with the consultant for the performance of a part of the work which is proposed to be constructed or done under the contract or permit, including the furnishing of all labor, materials, or equipment. For the purposes of this Program, a subconsultant may also be referred to as a subcontractor.

12. Vendor and/or supplier: A firm that owns, operates or maintains a store, warehouse, or other establishment in which the materials or supplies required for the performance of the contract are bought, kept in stock, and regularly sold to the public in the usual course of business. The firm must engage in, as its principal business, and its own name, the purchase and sale of the products in question. A vendor and/or supplier of bulk items such as steel, cement, stone and petroleum products need not keep such products in stock, if it owns or operates distribution equipment.

13. Manufacturer: A firm that operates or maintains a factory or establishment that produces on the premises the materials or supplies obtained by the consultant.

14. Broker: A firm that charges for providing a bona fide service, such as professional, technical, consultant or managerial services and assistance in the procurement of essential personnel, facilities, equipment, insurance or bonds, materials or supplies required for performance of the contract. The fee or commission is to be reasonable and not excessive as compared with fees customarily allowed for similar services.

15. Participation Recognition: This applies to recognition as an MBE, WBE, SBE, EBE, DVBE, and OBE.

a. All listed MBE, WBE, SBE, EBE, and/or DVBE firms must be certified as defined under Paragraph B, Definitions, Item 8, **on the date the Awarding Authority awards a contract for the project** before credit may be allowed toward the respective MBE, WBE, SBE, EBE, and/or DVBE pledged participation level.

b. Work performed by a MBE, WBE, SBE, EBE, and/or DVBE prime consultant will not be a

consideration when determining a prime consultant's BIP Outreach. The prime consultant will be required to make a BIP Outreach to obtain certified MBEs, WBEs, SBEs, EBEs, and/or DVBEs through subconsulting or materials and supplies acquisition to reach anticipated participation levels.

c. Recognition for materials and/or supplies is limited to 60 percent of the amount to be paid to the vendor for such materials/supplies in computing the levels of MBE, WBE, SBE, EBE, DVBE and/or OBE participation, unless the vendor manufactures or substantially alters the materials/supplies.

d. MBE, WBE, SBE, EBE, DVBE and/or OBE credit for brokers required for performance of the contract is limited to the reasonable fee or commission charged, as not considered excessive, as compared with fees customarily allowed for similar services.

e. A firm which qualifies as both a MBE and a WBE will be credited as either MBE participation or as WBE participation, but will not be credited for both. However, a MBE and/or WBE firm may also receive SBE, EBE and/or DVBE credit if so qualified.

f. A listed MBE, WBE, SBE, EBE, DVBE and/or OBE firm must perform a commercially useful function, i.e., must be responsible for the execution of a distinct element of the work and must carry out its responsibility by actually performing, managing and supervising the work. Additionally, a firm listed for participation credit must be performing work or a service which is considered a normal part of their business activity offered to the public.

g. MBE and/or WBE credit shall not be given to a Joint Venture partner listed as a subconsultant by a Joint Venture respondent.

h. A SBE, EBE, DVBE prime consultant shall receive pledged participation credit for the work performed by its own workforce.

i. A listed firm whose participation is credited initially as an OBE, but becomes certified or obtains additional certifications subsequent to the date of the contract award, will receive the appropriate participation credit for any work performed after becoming certified. Additionally, if the subconsultant has a status change in any of its certifications during the performance of work under the contract, the firm will not receive certification credit for work performed after the certification status change.

C. BIP OUTREACH DOCUMENTATION

It is the policy of the City of Los Angeles to provide Minority Business Enterprises (MBEs), Women Business Enterprises (WBEs), Small Business Enterprises (SBEs), Emerging Business Enterprises (EBEs), Disabled Veteran Business Enterprises (DVBEs), and all Other Business Enterprises (OBEs) an equal opportunity to participate in the performance of City contracts. In order to maximize this participation while minimizing the administrative impact on city staff and RFP respondents alike, the Mayor's Office has developed a Business Inclusion Program (BIP). The BIP requires City departments to set anticipated participation levels based on the opportunities presented in their advertised contracts and department's achievement of its annual goals. A respondent's BIP Outreach to MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs shall be determined by their compliance with the following BIP Outreach process which will be performed on the City's Business Assistance Virtual Network (BAVN). The BAVN can be accessed at www.lacity.org. Failure to meet the anticipated MBE, WBE, SBE, EBE, and/or DVBE participation levels will not be the basis for disqualification or determination of noncompliance with this policy. **However, failure to comply with the BIP Outreach documentation requirements as described in this section will render the RFP response non-responsive and will result in its rejection**. *Compliance with the BIP Outreach requirements is required even if the proposer has achieved the*

anticipated MBE, WBE, SBE, EBE, and DVBE participation levels. Adequacy of a respondent's BIP Outreach will be determined by the Awarding Authority after consideration of the indicators of BIP Outreach as set forth below.

Any technical difficulties encountered (i.e.: inability to log in, system log out, receiving an error message when you believe you have met the requirements, etc.) while utilizing the BAVN should be reported immediately using the following steps:

1. Email BAVN Support at ITA.BAVN@lacity.org.
2. Email contact identified in LABAVN and/or RFP document.
3. If you are not contacted within 15 minutes during normal City working hours (7:00 a.m. to 4:30 p.m. Monday-Friday), call Robin Aksu at (213) 675-1602.

If the above procedures are not followed as stipulated, incomplete outreach and/or incomplete documentation may not be accepted.

Each indicator (2-7) is evaluated on a pass/fail basis. All indicators (2-7) must be passed to be deemed responsive. Only BIP Outreach documentation submitted under the respondent's name will be evaluated. Therefore, submission by a third party will result in the respondent being deemed non-responsive. BIP Outreach may be completed by any Joint Venture member on behalf of the Joint Venture or under the name of the Joint Venture.

1	LEVEL OF ANTICIPATED MBE, WBE, SBE, EBE, AND DVBE PARTICIPATION

The proposer has performed a BIP Outreach in an attempt to obtain potential subconsultant participation by MBEs, WBEs, SBEs, EBEs, DVBEs and OBEs which could be expected by the City to produce a reasonable level of participation by interested business enterprises, including the MBE, WBE, SBE, EBE and DVBE anticipated percentages set forth on Page 1 herein and to have the proposer meet the subconsulting expectations for the project.

Required Documentation: No documentation is required from the proposer.

2	ATTENDED PRE-SUBMITTAL MEETING

The proposer attended the pre-submittal meeting scheduled by the Project Manager to inform all proposers of the requirements for the project for which the contract will be awarded. This requirement may be waived if the proposer certifies it is informed as to those project requirements and has participated in a City-sponsored or City-approved matchmaking event in the prior 12 months.

Required Documentation: An employee of the proposer's company must attend the pre-submittal meeting scheduled for this project. Credit may not be given if the employee arrives late or fails to sign the pre-submittal meeting attendance roster. This requirement will be waived if the proposer both certifies in writing that it is informed as to the BIP Outreach requirements for the project and has participated in a City-sponsored or City-approved matchmaking event in the prior 12 months as is evidenced by City records. The waiver must also include the NAICS codes for the subconsultant the Prime met with at the matchmaking event, and those NAICS codes **MUST** be included in the opportunity the Prime is bidding on.

Note: If the RFP states that the pre-submittal meeting is mandatory, then attendance at the pre-submittal meeting is the only way to pass this indicator.

3	SUFFICIENT WORK IDENTIFIED FOR SUBCONSULTANTS

The proposer has identified the minimum number, as determined by the Awarding Authority, of specific areas of work that will be performed by subconsultants. This will ensure an opportunity for subconsultant participation among MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs.

***Required Documentation*:** Outreach via e-mail in the selected work areas. This outreach must be performed using the BAVN's BIP Outreach system. The outreach must be to potential MBE, WBE, SBE, EBE, DVBE, and OBE subconsultants who are currently registered on the BAVN. Failure of the proposer to outreach in all of the potential work areas selected by the City as potential subconsulting work areas may result in the RFP response being deemed non-responsive.

Note: City staff will access the BAVN and verify compliance with this indicator after the RFP submission deadline.

4	WRITTEN NOTICES TO SUBCONSULTANTS

All notifications must be provided utilizing BAVN, and made not less than **fifteen (15) calendar days** prior to the date the RFP responses are required to be submitted. In all instances, proposers must document that invitations for subcontracting bids were sent to available MBEs, WBEs, SBEs, EBEs, DVBEs and OBEs for each item of work to be performed.

***Required Documentation*:** E-mail notification in each of the selected work areas to available MBEs, WBEs, SBEs, EBEs, DVBEs and OBEs for each anticipated work item to be performed. The notification must be performed using the BAVN's BIP Outreach system. The notification must be to potential subconsultants currently registered on the BAVN. If the proposer is aware of a potential subconsultant that is not currently registered on the BAVN, it is the proposer's responsibility to encourage the potential subconsultant to become registered so that the proposer can include them as part of their BIP outreach. Notifications must contain areas of work anticipated to be subconsulted, City of Los Angeles project name, name of the proposer, and contact person's name, address, and telephone number. Proposers are required to send notifications to a sufficient number of firms comprised of MBE, WBE, SBE, EBE, DVBE and OBE firms for each work area chosen, as determined by the City. What is considered sufficient will be determined by the total number of potential subconsultants in each specific work area at the time the RFP was uploaded to the BAVN.
The City will determine each work area by the North American Industry Classification System (NAICS) code. The following table shows the sufficient number of MBE, WBE, SBE, EBE, DVBE and OBE subconsultants that need to be notified for each work area.

# of Subcontractors in NAICS Code	% Prime Must Notify	Number Prime Must Notify
1-10	100%	1-10
11-20	80%	9-16
21-50	60%	13-30
51-100	40%	21-40
101-200	25%	26-50
>200	10%	20+

A proposer's failure to utilize this notification function will result in their RFP response being deemed non-responsive.

Note: Proposers will not be able to utilize the BAVN's BIP Outreach notification function if there are less than fifteen (15) calendar days prior to the RFP response submittal deadline. In utilizing the BAVN's notification function, proposers will receive a message if they have failed to outreach to a sufficient number of firms when they go to view their summary sheet. By "double clicking" on a red box containing "0*" the proposer will be taken to a list of firm(s) that will allow them to meet this requirement, as long as the notification deadline has not passed. If a proposer is not finding firms of a certain type of certification status when performing their notification search under the six (6) digit NAICS code, the proposer will need to expand their search to the five (5) digit code (i.e.: If none are listed under 236210 – Industrial Building Construction, then search under 23621 – Industrial Building Construction.) Proposers will be given an opportunity to include their own customized statements when utilizing the notification function. However, the City will take into consideration the wording and may deem a proposer non-responsive if the wording is perceived to seriously limit potential subconsultant responses. City staff will access the BAVN and verify compliance with this indicator after the RFP submission deadline. Proposers are encouraged to print their BIP Outreach summary sheet prior to logging out as documented proof of their progress. In case of technical error, please follow the process for reporting these errors as outlined in Section C.

5	PLANS, SPECIFICATIONS AND REQUIREMENTS

The proposer provided interested subconsultants with information about the availability of plans, specifications, and requirements for the selected subconsulting work.

***Required Documentation*:** Include in Indicator 4, information detailing how, where and when the proposer will make the required information available to interested subconsultants. The notification must be performed using the BAVN's BIP Outreach system.

Note: For purposes of RFPs, making a copy of the RFP available to potential subconsultants will meet this requirement. At the time a proposer utilizes the BAVN's BIP Outreach notification function, the required information will automatically be included in the notification. Proposers will not be able to utilize the BAVN's BIP Outreach notification function if there are less than fifteen (15) calendar days prior to the RFP response submittal deadline. City staff will access the BAVN and verify compliance with this indicator after the RFP submission deadline.

6	NEGOTIATED IN GOOD FAITH

The proposer has responded to every unsolicited offer sent by a Registered Subcontractor using BAVN and has evaluated in good faith bids or proposals submitted by interested MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs. Proposers must not unjustifiably reject as unsatisfactory a bid or proposal offered by a Registered Subconsultant, as determined by the Awarding Authority. The proposer must submit a list of all subconsultants for each area of work, including dollar amounts of potential work for MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs, and a copy of any and all bids or proposals received. This list must include an explanation of the evaluation that lead to the bid or proposal being rejected and the explanation must have been communicated to the subcontractor using BAVN.

Required Documentation:

a) Schedule A MBE/WBE/SBE/EBE/DVBE/OBE Subconsultants Information Form;
b) An online Summary Sheet organized by work area, listing the following:

1) The responses and/or bids received;
2) The name of the subconsultant who submitted the bid/quote;
3) The dollar amount of the bid/quote;
4) A brief reason given for selection/non-selection as a subconsultant;
5) The subconsultant selected for that work area.

c) Copies of all MBE/WBE/SBE/EBE/DVBE/OBE bids or quotes received must be submitted through the BAVN to the "BIP Supporting Documents" section of the Summary tab prior to the proposer being awarded the contract by the City;

The proposer will be given a choice of responses to indicate 1) No Response received; 2) Response received; but no subcontractor bid submitted; or 3) Submit Bid and include bid amount.

The proposer will be able to choose a preselected reason for selection/non-selection, but may also need to include further explanation in the Notes Section of the online Summary Sheet. If the proposer elects to perform a work area with its own forces and they received a sub-bid/response, they must include a bid/response that shows their own costs for the work. Also, if the proposer is not a Local Business Enterprise (LBE), but wants to participate in the Local Business Preference Program (LBPP) by utilizing Local Business Enterprise subconsultants as prescribed in the LBPP requirements of the RFP documents, a subconsultant's LBE status can be considered a reason for selection over a non-LBE subconsultant. **All bids/responses received, regardless of whether or not the proposer outreached to the subconsultant, must be submitted and included on the on-line Summary Sheet.** To that extent, the City expects the proposer to submit a bid/response from each subconsultant listed on the online Summary Sheet. **All potential subconsultants with whom the proposer has had contact outside of the BAVN must be documented on the online Summary Sheet.**

The Summary Sheet must be performed using the BAVN's BIP Outreach system and must be submitted by 4:30 p.m. on the calendar day following the day of the RFP response submittal deadline. If a bid/response is submitted by a firm that is not registered with the BAVN, the proposer is required to add that firm to their Summary Sheet. A proposer's failure to utilize the BAVN's Summary Sheet function will result in their RFP response being deemed non-responsive.

Note: City staff will request copies of all of the bids/quotes received as part of the BIP Outreach evaluation process. Proposers must have a bid/quote from each subconsultant listed on their Schedule A prior to submission of the Schedule A. The submission of the Schedule A is outlined in G herein. Proposers are encouraged to submit all of their bids/quotes with their RFP response submittal. Proposers will not be able to edit their Summary Sheet on the BAVN's BIP Outreach Summary Sheet function after 4:30 p.m. on the calendar day following the day of the RFP response submittal deadline. City staff will access the BAVN and verify compliance with the Summary Sheet provision of this Indicator after the RFP submission deadline. Proposers are required to have each of the subconsultants on their Schedule A registered on the BAVN prior to being awarded the contract. In case of technical error, proposers must follow the process for reporting these errors as outlined in Section C.

7 BOND, LINES OF CREDIT, AND INSURANCE ASSISTANCE

Each notification by the proposer shall also include an offer of assistance to interested MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs in obtaining bonds, lines of credit, and insurance required by the Awarding Authority or proposer.

***Required Documentation*:** Include in Indicator 4, information about the proposer's efforts to assist with bonds, lines of credit and insurance. The notification must be performed using the BAVN's BIP Outreach notification system.

Note: At the time a proposer utilizes the BAVN's BIP Outreach notification function, the required information will automatically be included in the notification. Proposers will not be able to utilize the BAVN's BIP Outreach

notification function if there are less than fifteen (15) calendar days prior to the RFP response submittal deadline. Proposers will be given an opportunity to include their own customized statements when utilizing the notification function. However, the City will take into consideration the wording and may deem a proposer non-responsive if the wording is perceived to seriously limit subconsultant responses or is deemed contrary to the intent of this Indicator. City staff will access the BAVN and verify compliance with this Indicator after the RFP submission deadline.

The proposer shall submit completed BIP Outreach documentation either via the BAVN's BIP Outreach system or prior to award of the contract, as specified for each Indicator. The Awarding Authority in its review of the BIP Outreach documentation may request additional information to validate and/or clarify that the BIP Outreach submission was adequate. Any additional information submitted after the response due date and time will be treated at a higher level of scrutiny and may require third party documentation in order to substantiate its authenticity. Such information shall be submitted promptly upon request by the Awarding Authority.

D. AWARD OF CONTRACT

The Awarding Authority reserves the right to reject any and all RFP responses. The award of a contract will be to the responsive, responsible proposer whose RFP response complies with all requirements prescribed herein. This includes compliance with the required BIP Outreach. A positive and adequate demonstration to the satisfaction of the Awarding Authority that a BIP Outreach to include MBE/WBE/SBE/EBE/DVBE/OBE subconsultants' participation was made is a condition for eligibility for award of the contract. Proposers are required to have each one of their subconsultants register on the BAVN prior to the award of the contract.

In the event that the Awarding Authority considers awarding away from a proposer because of the proposer's failure to supply adequate BIP Outreach documentation, the Awarding Authority shall afford the proposer an opportunity to present further evidence to the Awarding Authority prior to a public hearing of the proposer's BIP Outreach evaluation.

E. SUBCONSULTANT SUBSTITUTION

In addition to the requirements set forth in the provisions pertaining to the listing of subconsultants, the following shall apply for the purpose of this program:

1. Substitution During Contract Duration: The contract award requires that the level of all subconsultant participation shall be maintained throughout the duration of the contract. To this extent, any unapproved reduction in the listed subcontract amount will be considered an unauthorized substitution.

    a. The Consultant shall request approval of the Awarding Authority for all substitutions of bid-listed (Schedule A) subconsultants.

    b. The request shall be in writing and submitted to the designated Project Manager for the Awarding Authority. The request shall give the reason for the substitution, the name of the subconsultant and the name of the replacement.

2. MBE/WBE/SBE/EBE/DVBE/OBE Subconsultant Substitution: The Awarding Authority requires that whenever the Consultant seeks to substitute a bid-listed (Schedule A) subconsultant, the Consultant must perform a BIP Supplemental Outreach to replace the subconsultant.

    a. The Consultant shall contact some of each of the following: certified MBE, certified WBE, certified SBE, certified EBE, certified DVBE, and OBE sub-bid prospects from each trade for which sub-bid/subconsulting work is available and document the following for submittal:

1. Name of company contacted; contact person and telephone number; date and time of contact.

2. Response for each area of work which was solicited, including dollar amounts.

3. Reason for selection or rejection of sub-bid prospect.

4. In the event that the Consultant is unable to find some certified MBE, certified WBE, certified SBE, certified EBE, certified DVBE, and OBE sub-bid prospects, (first from their Schedule A, then from other outreach methods) for each trade, the Consultant should contact the Office of Contract Compliance by e-mail at bca.biphelp@lacity.org for assistance prior to certifying under penalty of perjury that it was unable to fully meet this requirement.

b. The Consultant shall submit all documentation to the Awarding Authority's Project Manager who may refer it to the Office of Contract Compliance for review and approval.

3. In the event that a subcontract is reduced due to a project change that will not be specified in a change order, the Consultant shall request approval for reducing the subcontract by documenting the following for submittal:

a. The name of the company for which the subcontract reduction is requested and the dollar amount of the reduction.

b. The reason for the reduction. Specific details should be given in order for the Consultant's request to be processed promptly.

c. The Consultant shall submit all documentation to the Awarding Authority's Project Manager.

F. SUB-AGREEMENT FALSIFICATION

Falsification or misrepresentation of a sub-agreement as to company name, contract amount and/or actual work to be done by the sub-bidder/subconsultant will result in sanctions set forth in provisions pertaining to listing of subconsultants.

G. SUBMITTAL DOCUMENTS

1. MBE/WBE/SBE/EBE/DVBE/OBE Subcontractors Information Form (Schedule A)

Proposers shall submit with their proposal the MBE/WBE/SBE/EBE/DVBE/OBE Subcontractors Information Form, provided herein as Schedule A. The proposer shall list itself and the names and addresses of all firms to be used with a complete description of work or supplies to be provided by each, and the description of work to be performed.

2. MBE/WBE/SBE/EBE/DVBE/OBE Utilization Profile (Schedule B)

During the term of the contract, the consultant must submit the MBE/WBE/SBE/EBE/DVBE/OBE Utilization Profile (Schedule B) when submitting an invoice to the City.

3. Final Subcontracting Report (Schedule C)

Upon completion of the project, a summary of these records shall be prepared on the "Final Subcontracting Report" form (Schedule C) and certified correct by the consultant or its authorized representative. The completed form shall be furnished to the Awarding Authority within 15 working days after completion of

the contract.

H. RESPONSIBILITY FOR IMPLEMENTATION AND MONITORING

The Awarding Authority which acts as the City's Project Manager for the resulting contract will be the responsible entity for proper implementation and monitoring of the policy.

I. AWARD OF CONTRACT

Nothing herein restricts the discretion of the Awarding Authority to reject all proposals in accordance with Charter Section 371.

SCHEDULE A
CITY OF LOS ANGELES
MBE/WBE/SBE/EBE/DVBE/OBE SUBCONTRACTORS INFORMATION FORM

(NOTE: COPY THIS PAGE AND ADD ADDITIONAL SHEETS AS NECESSARY, SIGN ALL SHEETS)

Project Title

Proposer	**Address**
Contact Person	**Phone/Fax**

LIST OF ALL SUBCONSULTANTS (SERVICE PROVIDERS/SUPPLIERS/ETC.)				
NAME, ADDRESS, TELEPHONE NO. OF SUBCONSULTANT	**DESCRIPTION OF WORK OR SUPPLY**	**MBE/WBE/ SBE/EBE/ DVBE/OBE**	**CALTRANS/ CITY/MTA CERT. NO.**	**DOLLAR VALUE OF SUBCONTRACT**

PERCENTAGE OF MBE/WBE/SBE/EBE/DVBE/OBE PARTICIPATION		
	DOLLARS	**PERCENT**
TOTAL MBE AMOUNT	$	%
TOTAL WBE AMOUNT	$	%
TOTAL SBE AMOUNT	$	%
TOTAL EBE AMOUNT	$	%
TOTAL DVBE AMOUNT	$	%
TOTAL OBE AMOUNT	$	%
BASE BID AMOUNT	$	

_____

Signature of Person Completing this Form

_____

Printed Name of Person Completing this Form

_____

Title **Date**

MUST BE SUBMITTED WITH PROPOSAL

SCHEDULE B
CITY OF LOS ANGELES
MBE/WBE/SBE/EBE/DVBE/OBE UTILIZATION PROFILE

Project Title	Contract No.

Consultant	Address
Contact Person	Phone/Fax

CONTRACT AMOUNT (INCLUDING AMENDMENTS)	THIS INVOICE AMOUNT	INVOICED TO DATE AMOUNT (INCLUDE THIS INVOICE)

MBE/WBE/SBE/EBE/DVBE/OBE SUBCONTRACTORS (LIST ALL SUBS)					
NAME OF SUBCONSULTANT	MBE/WBE/ SBE/EBE/ DVBE/OBE	ORIGINAL SUBCONTRACT AMOUNT	THIS INVOICE (AMOUNT NOW DUE)	INVOICED TO DATE (INCLUDE THIS INVOICE)	SCHEDULED PARTICIPATION TO DATE

CURRENT PERCENTAGE OF MBE/WBE/SBE/EBE/DVBE/OBE PARTICIPATION TO DATE		
	DOLLARS	PERCENT
TOTAL MBE PARTICIPATION	$	%
TOTAL WBE PARTICIPATION	$	%
TOTAL SBE PARTICIPATION	$	%
TOTAL EBE PARTICIPATON	$	%
TOTAL DVBE PARTICIPATION	$	%
TOTAL OBE PARTICIPATION	$	%

Signature of Person Completing this Form:

_____

Printed Name of Person Completing this Form:

_____

Title: **Date:**

_____

MUST BE SUBMITTED WITH EACH INVOICE

SCHEDULE C
CITY OF LOS ANGELES
FINAL SUBCONTRACTING REPORT

Project Title		Contract No.
Company Name	Address	
Contact Person	Phone	

Name, Address, Telephone No. of all Subconsultants Listed on Schedule B	Description of Work or Supply	MBE/WBE/ SBE/EBE/ DVBE/OBE	Original Dollar Value of Subcontract	Actual Dollar Value of Subcontract*

*** If the actual dollar value differs from the original dollar value, explain the differences and give details.**

	Total Dollars	Achieved Levels	Pledged Levels		Total Dollars	Achieved Levels	Pledged Levels
MBE Participation				WBE Participation			
SBE Participation				EBE Participation			
DVBE Participation				OBE Participation			

Signature of Person Completing this Form _____ Printed Name _____ Title _____ Date _____

SUBMIT WITHIN 15 DAYS OF PROJECT COMPLETION

Section B

Municipal Lobbying Ordinance

The Municipal Lobbying Ordinance serves to identify persons engaged in compensated lobbying activities aimed at influencing decision of City government. Respondents are required to submit with their response a completed and signed Bidder Certification CEC Form 50 acknowledging that, if the Respondent qualifies as a lobbying entity under Los Angeles Municipal Code Section 48.02 (the exemptions in Los Angeles Municipal Code Section 48.03 do not apply), the Respondent agrees to Bidder Certification CEC Form 50 comply with the disclosure requirements and prohibitions established in the Municipal Lobbying Ordinance.

Further information is available at:
https://ethics.lacity.org/wp-content/uploads/Laws-Lobbying-MLO.pdf

INSTRUCTIONS

All Respondents **MUST complete,print, and submit** the Bidder Certification CEC Form 50 with their response.

Responses submitted without a completed Bidder Certification CEC Form 50 **WILL** be deemed non-responsive and disqualified from being considered.

Section C

City Charter §470 (c)(12)
(Campaign Finance Ordinance)

Charter Section 470(c)(12) and related ordinances state that respondents may not make campaign contributions to and/or engage in fundraising for any elected City official, candidate for elected City office, or City committee controlled by an elected City official or candidate from the time they submit a response until either the contract is approved or, for awarded responders, twelve (12) months after the contract is signed. The respondent who bids on or submits a proposal or other response to a contract solicitation and subcontractors expected to receive $100,000 or more in work on the contract are subject to limitations on campaign contributions and fundraising. Respondent's principals, as well as the principals of those subcontractors, are also subject to the same limitations on campaign contributions and fundraising.

By submitting the Prohibited Contributors (Bidders) Form 55, as prescribed by the City Ethics Commission, the respondent acknowledges and agrees to comply with the requirements of Charter Section 470(c)(12) and related ordinances.

A copy of Los Angeles City Charter §470 can be found at:
https://ethics.lacity.org/wp-content/uploads/Charter-Sec-470.pdf

A copy of the ordinance can be found at:
https://ethics.lacity.org/wp-content/uploads/Laws-Campaigns-City-CFO.pdf

Further information is available at:
https://ethics.lacity.org/laws/#campaigns

https://ethics.lacity.org/pdf/forms/CEC_Form_55_instructions.pdf

INSTRUCTIONS

All Respondents **MUST complete, print, and submit** the Prohibited Contributors (Bidders) Form 55 with their response.

Responses submitted without a completed Prohibited Contributors (Bidders) Form 55 **WILL** be deemed non-responsive and disqualified from being considered.

Section D

Non-Collusion Affidavit

Pursuant to the Los Angeles Administrative Code, Division 10, Chapter 1, Article 2, Section 10.15, each response must include a statement submitted and signed by the respondent under penalty of perjury that: The response is genuine, not a sham or collusive; the response is not made in the interest or behalf of any person not named therein; the respondent has not directly or indirectly induced or solicited any person to submit a false or sham response or to refrain from responding; and the respondent has not in any manner sought by collusion to secure an advantage over any other respondent.

INSTRUCTIONS

All Respondents **MUST complete and submit** the enclosed Non-Collusion Affidavit and include in their response.

Responses submitted without a completed Non-Collusion Affidavit **WILL** be deemed non-responsive and disqualified from being considered.

NON-COLLUSION AFFIDAVIT

The appropriate, authorized operator's designate must sign and if available affix the corporate seal (see space below).

I, _____, depose and say that I am

_____, of _____,
("President," "Vice-President," etc.) (Insert Name and Address of Organization)

who submits this proposal to the City of Los Angeles, Department of Transportation, and hereby declare that this proposal is genuine, and not sham or collusive, nor made in the interest or in behalf of any person not herein named and the proposer had not directly induced or solicited any other proposer to put in a sham proposal, or any other person, firm, or corporation to refrain from submitting a proposal, and that the proposer has not in any manner sought by collusion to secure for him/herself an advantage over any other proposer.

Date: _____ at _____
(Month, Day, Year) (City, State)

(Corporate Seal, if available) I certify under penalty of perjury that the foregoing is correct.

_____
(Signature)

Section E

Contractor Responsibility Ordinance

Respondents are advised that any contract awarded pursuant to this procurement process will be subject to the provisions of Los Angeles Administrative Code 10.40 et seq., Contractor Responsibility Ordinance. The Contractor Responsibility Ordinance (CRO) requires a determination, via the Responsibility Questionnaire, that prospective contractors are responsible and capable of fully performing the work before a contract is awarded by the City of Los Angeles.

Further information regarding the requirements of the ordinance is available at:
https://bca.lacity.org/Ordinances

INSTRUCTIONS

All Respondents **MUST complete, print and submit** an initial submission of the Contractor Responsibility Ordinance (CRO) Questionnaire and include in their response.

Responses submitted without a completed Responsibility Questionnaire **WILL** be deemed non-responsive and disqualified from being considered.

Section F

City of Los Angeles Contract History

The City Council passed a resolution (Council File 98-1331) on July 21, 1998 requiring that all Respondents to a procurement supply in their response, a list of all City of Los Angeles contracts held by the respondent or any affiliated entity during the preceding 10 years.

INSTRUCTIONS

All Respondents **MUST complete and submit** the enclosed City of Los Angeles Contract History Form and include in their response.

Responses submitted without a completed City of Los Angeles Contract History Form **MAY** be deemed non-responsive and disqualified from being considered.

CITY OF LOS ANGELES CONTRACT HISTORY

The City Council passed a resolution on July 21, 1998 requiring that all proposed vendors supply in their proposal or bid a list of all City of Los Angeles contracts held by the bidder or any affiliated entity during the preceding 10 years. Use the space below to list all such contracts. Include the dates of the contract, the services or goods provided, the amount of the contract, and the contract number. If the bidder or any affiliated entity has held no City of Los Angeles contracts during the preceding 10 years, state so in the space below. Use the back of the page and additional pages as needed.

Were any contracts held with the City of Los Angeles in the last 10 years? ☐ Yes ☐ No

Department with which Contract Held		Contract Dates	Services/Goods Provided	Contract Amount	Contract Number
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Name of Organization

Title

Print Name

Date

Signature

Section G

Contractor Workforce Information
(LA Residence Information)

All Respondents must complete the Los Angeles Residence Information form in order to be considered for a contract award. An important policy goal of the City is to encourage businesses to locate or remain in the City. To track that goal effectively, the Los Angeles City Council, on January 7, 1992, adopted a motion (Council File 92-0021) that requires all City departments to gather various information on contractors who conduct business with the City and all respondents to state their headquarter address as well as the percentage of their workforce residing in the City of Los Angeles.

The following information is to be included in each proposal:

a) The headquarters address of the firm and the total number of employees, regardless of work location;

b) The percentage of the firm's total work force employed within the City and the percentage residing within the City; and,

c) The address(es) of any branch office(s) located within the City and the total number employed in each Los Angeles branch office, the percentage of the work force in each Los Angeles branch office that is employed within the City, and the percentage residing within the City.

INSTRUCTIONS

All Respondents **MUST complete and submit** the enclosed City of Los Angeles Contractor Business Locations and Workforce Information Form and include in their response.

Responses submitted without a completed City of Los Angeles Contractor Business Locations and Workforce Information Form **WILL** be deemed non-responsive and disqualified from being considered.

CONTRACTOR BUSINESS LOCATIONS AND WORKFORCE INFORMATION

The City Council in consideration of the importance of preserving and enhancing the economic base and well-being of the City encourages businesses to locate or remain within the City of Los Angeles. This is important because of the jobs businesses generate and for the business taxes they remit. The City Council, on January 7, 1992, adopted a motion that requires bidders to state their headquarter address as well as the percentage of their workforce residing in the City of Los Angeles.

Organization: _____

I. Corporate or Main Office Information:

Address	Workforce in Organization:		
	Total Number of Employees	Percentage Working* within City of Los Angeles	Percentage Residing in City of Los Angeles

* i.e. working for any customer located within the geographical boundaries of the City of Los Angeles

II. City of Los Angeles Branch Offices Information:

Note: If there are no Los Angeles Branch offices, mark N/A on first line.

Address	Workforce in Los Angeles Branch Office:		
	Total Number of Employees	Percentage Working* within City of Los Angeles	Percentage Residing in City of Los Angeles

* i.e. working for any customer located within the geographical boundaries of the City of Los Angeles

Section H

Child Support Obligations

The City of Los Angeles has adopted an ordinance (Ordinance No. 172401) requiring all contractors and subcontractors performing work for the City comply with all State and Federal reporting requirements and wage and earning assignments relative to legally mandated child support. Respondents must complete and return the enclosed form and agree to comply with all terms and conditions within. Furthermore, Respondents are advised that any contract awarded pursuant to this procurement process will be subject to the applicable provisions of the Child Support Obligations Ordinance.

INSTRUCTIONS

All Respondents **MUST complete and submit** the enclosed Certification of Compliance with Child Support Obligations and include in their response.

Responses submitted without a completed Certification of Compliance with Child Support Obligations **WILL** be deemed non-responsive and disqualified from being considered.

City of Los Angeles

CERTIFICATION OF COMPLIANCE WITH CHILD SUPPORT OBLIGATIONS

This document must be returned with the Proposal/Bid Response

The undersigned hereby agrees that _____ will:
Name of Business

1. Fully comply with all applicable State and Federal employment reporting requirements for its employees.

2. Fully comply with and implement all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment.

3. Certify that the principal owner(s) of the business are in compliance with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally.

4. Certify that the business will maintain such compliance throughout the term of the contract.

I declare under penalty of perjury that the foregoing is true and was executed at:

_____
City/County/State

_____
Date

_____
Name of Business Address

_____
Signature of Authorized Officer or Representative Print Name

_____
Title Telephone Number

Section I

Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, all Respondents submitting a response for, entering into, or renewing contracts with the City of Los Angeles for goods and services estimated at $1,000,000 or more are required to complete, sign, and submit the Iran Contracting Act of 2010 Compliance Affidavit.

INSTRUCTIONS

All Respondents **MUST complete, print, and submit** the Iran Contracting Act of 2010 Compliance Affidavit and include in their response.

Responses submitted without a completed Iran Contracting Act of 2010 Compliance Affidavit **MAY** be deemed non-responsive and disqualified from being considered.

LADOT Moving Los Angeles Forward | Los Angeles Department of Transportation

Section J

Living Wage Ordinance
And
Worker Retention Ordinance

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the City and that involve an expenditure in excess of Twenty-Five Thousand Dollars ($25,000.00) and a contract term of at least three (3) months, lessees and licensees of City property, and certain recipients of City financial assistance, must comply with the provisions of the Los Angeles Administrative Code Section 10.37 et seq., Living Wage Ordinance (LWO) and 10.36 et seq. Worker Retention Ordinance (WRO). Additional information may be found at the following websites listed below.

Respondents who believe that they meet the qualifications for one of the exemptions must apply for exemption from the Ordinance by completing and submitting the appropriate Exemption/Non-Coverage Application form with their proposal. Application forms are as follows: Exemption Application (Form LW-10), Small Business Exemption Application (Form LW-26), 501(c)(3) Non-profit Exemption Application (Form OCC/LW-28), and Non-Coverage Determination Application (Form OCC/LW-29). These forms and more detailed information about the ordinances are available on the Bureau of Contract Administration's website at:

https://bca.lacity.org/living-wages-ordinance-lwo

https://bca.lacity.org/service-contract-worker-retention-ordinance-scwro
(Rev. 01/18)

INSTRUCTIONS

If exemption from the Living Wage Ordinance is **not** claimed, complete and return the enclosed compliance form.

If applying for an exemption from the Living Wage Ordinance, Respondent must complete and submit the appropriate exemption form and submit completed form with their response.

Exemption Application (Form LW-10)
Small Business Exemption Application (Form LW-26)
501(c)(3) Non-profit Exemption Application (Form OCC/LW-28)
Non-Coverage Determination Application (Form OCC/LW-29)

Los Angeles Department of Transportation

City of Los Angeles

COMPLIANCE WITH THE LIVING WAGE ORDINANCE

Return this document with the Proposal/Bid Response

By submitting this form, the undersigned hereby declares that an application for exemption is NOT submitted with Proposal/Bid Response and agrees to fully comply with the requirements of the Los Angeles Administrative Code section 10.7, Living Wage Ordinance.

Name of Business

Address

Signature of Authorized Officer or Representative Print Name

Title Telephone Numb

Los Angeles Department of Transportation

REQUEST FOR PROPOSALS
CITY CONTRACTING REQUIREMENTS

SECTION II

Compliance Documents to be Completed and Submitted on LABAVN.ORG

Section K

Equal Benefits Ordinance
And
First Source Hiring Ordinance

If a contract is subject to the Equal Benefits Ordinance (EBO) and/or the First Source Hiring Ordinance (FSHO), Respondents are required to complete a streamlined EBO/FSHO Compliance Affidavit web application form that is located on the City of Los Angeles' Business Assistance Virtual Network (BAVN) at www.labavn.org. Respondents are responsible for creating a BAVN profile and completing and submitting the affidavit. See below for additional details about the EBO and the FSHO.

Equal Benefits Ordinance (EBO):

Respondents are advised that any contract awarded pursuant to this procurement process will be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2.1, Equal Benefits Ordinance (EBO).

All Respondents must complete and submit the Equal Benefits Ordinance Compliance Affidavit, available on the City of Los Angeles' Business Assistance Virtual Network (BAVN) residing at www.labavn.org, prior to award of a City contract that exceeds $25,000. Respondents do not need to submit supporting documentation with their bids or proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified on the EBO Affidavit.

First Source Hiring Ordinance (FSHO):

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the City, the value of which exceeds $25,000 with a term of at least three (3) months, and certain recipients of City Loans or Grants, must comply with the provisions of Los Angeles Administrative Code Sections 10.44 et seq., First Source Hiring Ordinance (FSHO).

All Respondents must complete and electronically sign the FSHO Compliance Affidavit available on the City of Los Angeles' Business Assistance Virtual Network (BAVN) residing at www.labavn.org prior to award of a City contract.

The affidavits will be valid for a period of three years from the date it is first uploaded on the City's BAVN.

Respondents seeking additional information regarding the requirements of the EBO or FSHO may visit the Bureau of Contract Administration's web site at http://bca.lacity.org.
(Rev. 06/16)

INSTRUCTIONS

Respondent must complete and electronically sign the Equal Benefits Ordinance Compliance Affidavit and First Source Hiring Ordinance Compliance Affidavit on www.labavn.org.

Section L

Disclosure Ordinances

(Slavery and Border Wall Contracting)

Unless otherwise exempt by the provisions of the Slavery Disclosure Ordinance (SDO) and Disclosure of Border Wall Contracting Ordinance (DBWCO), any contract awarded under this procurement process will be subject to the SDO, Section 10.41 of the Los Angeles Administrative Code and the DBWCO, Section 10.50 of the Los Angeles Administrative Code.

You must register on LABAVN (www.labavn.org) to access the updated Disclosure Ordinances Affidavit web form. The web form can be found by clicking on the "Profiles" tab. Scroll to the "Company Profile" section and click on "Compliance Documents". The web form should be completed and submitted by the time of solicitation submission deadline.

The web form will be verified by the Bureau of Contract Administration (BCA) only if your company is the successful Respondent selected for contract award. Respondents seeking additional information regarding the requirements of the SDO and DBWCO Disclosure Ordinance may visit the Bureau of Contract Administration's website at http://bca.lacity.org.
(Rev. 01/20)

INSTRUCTIONS

Respondent must complete and electronically sign the Disclosure Ordinances Affidavit on www.labavn.org.

Section M

Local Business Preference Program

Per City of Los Angeles Ordinance No. 187121 and LAAC § 10.25, et seq., the City is committed to maximizing opportunities for local businesses and local small businesses in Los Angeles County, business entities working with the hardest-to-employ populations. It is the policy of the City to prevent unemployment, encourage an increase in local jobs, and create high road economic development. The new Local Business Preference Program (LBPP) aims to benefit the City by increasing local jobs and expenditures within the private sector. Criteria and instructions for participation in the LBPP are set forth herein.
(Rev. 08/2021)

INSTRUCTIONS

Respondents interested in participating in the LBPP must complete a Local Business Enterprise (LBE), Local Small Business (LSB), and/or Local Transitional Employer (LTE) application. The required Applications/Renewals will only be accepted and processed through LABAVN.ORG.

PROPOSALS

(Pages LBPP-1 through LBPP-7)

CITY OF LOS ANGELES
REQUEST FOR PROPOSALS - LOCAL BUSINESS PREFERENCE PROGRAM (LBPP)
City of Los Angeles Ordinance No. 187121, Article 4, Sections 10.25, *et esq.*
of the Los Angeles Administrative Code

Local Business Prime	8%
Local Small Business	2%
Local Transitional Employer	2%

Or

Local Business Subcontractor (s)	Up to 5%

NOTE: Local Business Preference Program information and/or assistance may be obtained through the Department of Transportation Contract Administrator

A. General

This program is subject to the policies and requirements established by the City Council and the City of Los Angeles (City) Mayor's Office. The City is committed to maximizing opportunities for local businesses, as well as encouraging local businesses to locate and operate in Los Angeles County (County). It is the policy of the City to prevent unemployment, encourage an increase in local jobs, and create high road economic development. The Local Business Preference Program (LBPP) aims to benefit the City by increasing local jobs and expenditures within the private sector. The LBPP is set forth herein. Bidders should be fully informed of this program.

Awarding Authorities shall opt out when the contract is funded by a grant or is federally funded and funding regulations prohibit the funding recipient from implementing the LBPP on the resulting contract. The Awarding Authority can also opt out of the program when full and open competition is limited because of a sole source vendor, provider, or supplier. Finally, the Awarding Authority is entitled to determine at anytime before the award of a contract that it is not in the City's best interest to grant a proposal preference to a qualifying Local Business. Failure to comply with the LBPP shall result in investigations by the Bureau of Contract Administration/ Office of Contract Compliance (BCA/OCC) in its role as the Designated Administrative Agency.

B. Participation Criteria for Local Business Preference Program

To be eligible for participation in this program, the BCA/OCC requires that the prospective local business submit an affidavit attesting as such on the Los Angeles Business Assistance Virtual Network (LABAVN) website. An affidavit form is available to be downloaded on the LABAVN website at http://www.labavn.org. Determination of qualification as a local business by any other entities, other than BCA/OCC, or by any other means other than submission of an affidavit on LABAVN shall not be accepted for purposes of participation in the LBPP. Affidavit forms are prioritized according to the date they are received. The local business must be listed on LABAVN as such prior to the proposal due date and time in order to participate in the LBPP. If an affidavit is submitted prior to the proposal deadline, but has not been verified by BCA/OCC, the Awarding Authority may request for the BCA/OCC to expedite the affidavit if the local business designation would result in a change of award recommendation. In this instance, the status as a local business will be based on the date the affidavit was submitted.

C. Definitions

1. "Article" means the City of Los Angeles Ordinance No. 187121, Article 4, codified in Sections 10.25, *et seq*. of the Los Angeles Administrative Code.

2. "Awarding Authority" means the governing body, board, officer, or employee of the City authorized to award a Contract and includes a department that has control of its own

funds if the department adopts policies consistent with the provisions of this article. The Proprietary Departments and the Departments of Recreation and Parks, and Library are strongly encouraged to adopt local preference programs consonant with the provisions of the Article.

3. "Bid Price" means the dollar amount after the bidder's quoted price is adjusted for evaluation in accordance with applicable provisions. For procurement contracts this may include, but not be limited to, a Cash Discount, or Combined Award Discount.

4. "Cash Discount" means a reduction in the full cost of a good or service when payment is made within a specified period of time: e.g. 2% 10 net 30.

5. "Combined Award Discounts" (CAD) means the discount terms offered by a supplier and are usually expressed in percentages taken directly from the pricing totals of the bidders offering such a discount. CADs are applicable if the specification or bidding documents includes the CAD provision clause, it applies to more than one item or more than one group of items, and if the items included for CAD purposes are not cherry picked from a predefined group of items as set forth by the specifications or bid document.

6. "Contract" means a written agreement over $150,000.00 for the purchase of goods, equipment or services, including construction, by or for the benefit of the City or its residents.

7. "Contractor" means the person; business or entity awarded the Contract by the Awarding Authority.

8. "Dealer" or "Supplier" means any Person who owns, operates, or maintains a store, warehouse, or other establishment in the County of Los Angeles in which the equipment, goods, or materials of the general character described in the Proposal specifications and required under the Contract are regularly sold or leased to the public from its own inventory or otherwise procured in the usual course of its business. A "Dealer" or "Supplier" does not include a packager, broker, manufacturer's representative, or other person who arranges or expedites a transaction without taking ownership of the finished or assembled equipment, goods or materials prior to the sale or lease to the City.

9. "Local Business" means a business entity that occupies work space within the County, is in compliance with all applicable City and County licensing and tax laws, and can demonstrate one of the following: (1) it is headquartered in the County and physically conducts and manages all of its operations from a location in the County; (2) that at least 50 of its full time employees perform work within the boundaries of the County at least 60 percent of their total regular hours worked on an annual basis; or (3) that at least half of the full-time employees (50%) of the business work within the boundaries

of the County at minimum of 60 percent of their total, regular hours worked on an annual basis.

a. A business entity with multiple locations within the County, can aggregate 50 of its full-time employees working at least 60% of their regular hours from its different locations within the County to qualify as a Local Business.

b. A business entity awarded a City contract under the LBPP, must carry out the services of the contract using employees whose exclusive, primary working location is in Los Angeles County.

c. A joint venture must be a legally established entity and be certified as an LBE in order to participate in the LBPP. Individual LBE certification by one or more of the joint venture partners will not be considered sufficient to qualify for participation in the LBPP.

d. A firm that is certified as a Local Small Business Enterprise (LSBE) with the Los Angeles County Office of Small Business will be verified as an LBE on BAVN upon request through the LBE affidavit, assuming the LSBE meets the certification qualifications.

D. Local Business Preference Program Participation Recognition

1. Qualifying contractors who participate in the LBPP by qualifying as a local business will receive 8% preference credit to their proposal in excess of $150,000.00.

2. Qualifying contractors who participate in the LBPP by also qualifying as a Local Small Business or Local Transitional Employer will receive an additional 2% preference credit for each additional certification to their proposal in excess of $150,000.00.

3. A Local Business that is not eligible for the additional preference, but that identifies a Subcontractor(s) that is certified by the DAA as a Local Small Business or a Local Transitional Employer (LTE), shall receive up to a maximum of 2% preference for each additional certification. The additional preference under this subsection shall be applied as follows:

    a. A Local Business that identifies a Subcontractor certified by the DAA as a Local Small Business shall receive a 1% preference to the Proposal for every 10% percent of the cost of the proposed work to be performed by the qualifying Subcontractor.

    b. A Local Business that identifies a Subcontractor certified as a Local Transitional Employer shall receive a 1% preference to the Proposal for every

10% percent of the cost of the proposed work to be performed by the qualifying subcontractor.

c. The Proposal must identify each Subcontractor, the proposed work of the Subcontractor, and the cost of the work for each Subcontractor.

4. A Proposal that does not qualify for the Local Business Preference may receive up to a 5% preference if it identifies a Subcontractor that is certified by the DAA as a Local Business, Local Small Business, or Local Transitional Employer.

   a. The Proposal must identify each Subcontractor, the proposed work of the subcontractor, and the cost of the work for each Subcontractor.

   b. The Subcontractor preference shall be applied to Proposals, where a 1% preference will be received for every 10% percent of the cost of the proposed work to be performed by the qualifying Subcontractor.

5. Preferences shall only be awarded to a Local Business when a minimum of two-thirds of the services provided under the contract are performed in Los Angeles County. Preferences shall only be awarded for equipment, goods or materials when the Local Business acts as a supplier or dealer (for a minimum of two thirds of the work), or designs, manufactures, or assembles the equipment, goods or materials, where a minimum of two thirds of the work, based on the dollar amount under the Contract, is performed in Los Angeles County.

6. The maximum combined preferences that may be awarded to a Proposal under this article shall not exceed 12% and the value of the combined preferences shall not exceed one million dollars.

7. A proposal preference does not reduce the contract amount.

8. In the event where a Local Business, bids on a City contract, and is determined by the Awarding Department, after the proposal deadline, to not qualify as a Local Business, the business will be eligible for the Local Business Subcontractor Preference of up to 5%, if it has identified a qualifying Local Subcontractor(s) to perform work under the contract.

   a. The above exemption shall only apply where the non-compliance is an error or mistake. It shall not apply to a business that intentionally or fraudulently claims to be a Local Business through misleading or false statements.

   b. It is the responsibility of the business registered on LABAVN as a certified Local Business to inform BCA via email at bca.certifications@lacity.org, that it no longer meets the certification criteria within 7days of the change. Failure to do so shall be construed as a misleading and/or false statement.

E. Failure to Comply & Penalties

1. The penalties in this subsection may be assessed on any Contractor that:

    a. Upon receipt of information believed by the Awarding Authority to be reliable and which indicates that the Local Business no longer qualifies as a Local Business, Local Small Business and/or Local Transitional Employer for more than 60 days during the entire time of the Contract, the Awarding Authority shall withhold or recover funds from the Contractor in an amount that represents the value of the proposal preference of the executed contract.

    b. If for any reason the Local Subcontractor, providing the basis for a Local Subcontractor Preference, is unable to, or does not, perform the work under the Contract; the Contractor shall, within 60 days, replace that Local Subcontractor with another Local Subcontractor. If the Contractor is unable to replace the Local Subcontractor specified in the Contract with another Local Subcontractor within 60 days, the Awarding Authority shall be entitled to withhold or recover funds from the Contractor in an amount that represents the value of the Proposal Preference.

    c. In the event that an investigation reveals that a business fraudulently represented itself as a Local Business for the purpose of gaining a preference under the LBPP, the business shall not be eligible for the Local Business status for up to five years from the date of disqualification. This also applies to any business that has received a preference, but fails to maintain its Local Business qualification for a cumulative of 60 days during the entire time of the contract.

2. The Awarding Authority may impose the following remedies:

    a. For proposals, the value of the proposal preference is determined by multiplying the percentage of the preference evaluation points awarded to the Contract dollar amount.

    b. Additional costs and expenses to the City resulting from the Contractor's failure to comply with the Article.

    c. Termination of all or part of the Contract.

3. Exception – Any Local Small Contractor that is found to have ascended to an income level that exceeds the maximum requirement of the certification qualifications as a Local Small Business during the execution of the Contract. In this instance, the Contractor's certification status will remain intact for the duration of the executed Contract. However, the executed Contract shall have no bearing on the Contractor's

certification status for any future or pending bids, proposals, qualifications or quotes submitted for any other City contracting opportunities.

F. Complaints and Protests

1. All complaints and/or protests regarding qualifying local businesses and local subcontractors, including local small businesses and LTEs, claiming non-compliance by Awarding Authorities or its failure to maintain certification criteria, shall be made to the BCA/OCC either in writing or by email for further investigations. Complaints must be accompanied by documentation which substantiates the complainant's allegations.

2. Any complaints that meet the criteria of No. 1 may be investigated by BCA/OCC in its role as the Designated Administrative Agency.

Submit complaints to::

By Mail

Bureau of Contract Administration
Office of Contract Compliance
Department of Public Works
1149 South Broadway, Suite 300
Los Angeles, CA 90015

By Email bca.biphelp@lacity.org

Los Angeles Department of Transportation

REQUEST FOR PROPOSALS
CITY CONTRACTING REQUIREMENTS

SECTION III

Required Documents Prior to Award of Contract

Section N

Contractor Responsibility Ordinance Pledge of Compliance

Los Angeles Administrative Code § 10.40 et seq. (Contractor Responsibility Ordinance) provides that, unless specifically exempt, City contractors working under service contracts of at least $25,000 and three (3) months, contracts for the purchase of goods and products of at least $100,000, contracts for the purchase of garments of at least $25,000, and construction contracts of any amount; public lessees; public licensees; and certain recipients of City financial assistance or City grant funds, must comply with all applicable provisions of the Ordinance. Upon award of a City contract, public lease, public license, financial assistance or grant, the contractor, public lessee, public licensee, City financial assistance recipient, or grant recipient, and any of its subcontractor(s), must submit the Pledge of Compliance with Contractor Responsibility Ordinance.

Further information regarding the requirements of the ordinance is available at:
https://bca.lacity.org/Ordinances

INSTRUCTIONS

If recommended for an award of contract, prior to the award of a City contract, Respondent **MUST complete and submit** the Contractor Responsibility Ordinance Pledge of Compliance.

This form is not required with the Response and need not be attached to the Response.

Section O

Certification of Compliance with the Americans with Disability Act

The City is a covered entity under Title II of the Americans with Disabilities Act, 42 U.S.C.A. Section 12131 et seq. Respondents awarded a contract through this procurement process must comply with the Americans with Disabilities Act and execute the Certification of Compliance with the Americans with Disabilities Act prior to the execution of a contract.

INSTRUCTIONS

If recommended for an award of contract, prior to the award of a City contract, Respondent **MUST complete and submit** the enclosed Certification of Compliance with the Americans with Disabilities Act.

This form is not required with the Response and need not be attached to the Response.

CERTIFICATION REGARDING COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

The undersigned certifies, that to the best of his/her knowledge and belief, that:

1. The Contractor/Borrower/Agency (hereafter Contractor) is in compliance with and will continue to comply with the Americans with Disabilities Act 42 U.S.C. 12101 et. seq. and its implementing regulations.

2. The Contractor will provide for reasonable accommodations to allow qualified individuals with disabilities to have access and participate in its programs, services and activities in accordance with the provisions of the Americans With Disabilities Act.

3. The Contractor will not discriminate against persons with disabilities nor against persons due to their relationship or association with a person with a disability.

4. The Contractor will require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, sub-grants, and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

5. This Certification is a material representation of fact upon which the City relied when entering into this agreement.

AGREEMENT NUMBER: _____

CONTRACTOR: _____

_____

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE

_____ _____

SIGNATURE DATE

LADOT Moving Los Angeles Forward | Los Angeles Department of Transportation

Section P

Insurance Requirements: Workers' Compensation, General Liability, Auto Liability

The Respondent prior to the execution of a City contract must furnish the City evidence of insurance Coverage as set forth in **Exhibit 1** of the **Standard Provisions for City Contracts**, which is located in **Section IV.W**. City may require the respondent to have fidelity, surety bond, performance bond, or letter of credit to ensure satisfactory performance during the term of contract. Such requirements are also included in the Exhibit 1 of the Standard Provisions for City Contracts. Furthermore, the contractor will also be required to indemnify the City in accordance with the provisions set forth in PSC-18 of the Standard Provisions for City Contracts.
(Updated 3/18)

INSTRUCTIONS

If recommended for an award of contract, prior to the award of a City contract, Respondent **MUST** request their Insurance Broker/Agent to **complete** an Acord 25 Form (Certificate of Liability Insurance) with the required minimum limits set by Exhibit 1 (Form Gen 146) of Standard Provisions for City Contracts **and submit** to CAO Risk Management via https://kwikcomply.org.

This form is not required with the Response and need not be attached to the Response.

Section Q

Business Tax Registration Certificate

The City of Los Angeles requires all firms and individuals doing business within the City of Los Angeles to obtain the necessary Tax Registration Certificate(s) and pay City business taxes. All firms and individuals that conduct business with the City of Los Angeles will be required to provide a Business Tax Registration Certificate (BTRC) number or an exemption number as proof of compliance with the City's business tax requirements in order to receive payment for goods or services. To register for a BTRC, go to the Office of Finance website at http://finance.lacity.org/.

INSTRUCTIONS

If recommended for an award of contract, prior to the award of a City contract, if Respondent does not have a valid BTRC, Respondent **MUST** apply and obtain a BTRC number from the Office of Finance.

The BTRC is not required with the Response and need not be provided with the Response.

Section R

Internal Revenue Service Form W-9

Request for Taxpayer Identification Number and Certification

The City of Los Angeles requires all firms and individuals doing business with the City of Los Angeles to complete a Form W-9, as required by the Internal Revenue Service (IRS), in order for the City to conduct financial transactions with said entities, such as returning proposal deposits, or processing payments.

Further information regarding the requirements is available at:
https://www.irs.gov/forms-pubs/about-form-w-9

INSTRUCTIONS

If recommended for an award of contract, prior to the award of a City contract, Respondent **MUST complete and submit** IRS Form W-9. The most recent Form W-9 can be obtained at: https://www.irs.gov/pub/irs-pdf/fw9.pdf

The Form W-9 is not required with the Response and need not be provided with the Response.

Section S

Financial Guarantee

Performance Bond, Letter of Credit, Etc.

A Performance Bond may be required once an as-needed project is awarded to Contractor. If it is determined that a performance bond is required, the awarded Contractor(s) will be required to maintain a minimum Performance Bond in an amount equal to or greater than the awarded bid dollar amount unless otherwise stated by the Contract Administrator. If a Performance Bond is required, it is requested that acceptable bond documents be submitted within ten (10) working days after notice of award of any as-needed contract. Bonds must be obtained from an insurance company with a Certificate of Authority from the California Insurance Commissioner authorizing the company to write surety insurance within the State of California.

INSTRUCTIONS

If a Performance Bond is requested upon the notice of award of the contract, the Respondent will have ten (10) days to submit proof of the Performance Bond. Refer to the language in the solicitation for instructions on how to submit proof of the Performance Bond.

The Performance Bond is not required with the Response and need not be provided with the Response.

Los Angeles Department of Transportation

REQUEST FOR PROPOSALS
CITY CONTRACTING REQUIREMENTS

SECTION IV

City Contract Compliance Requirements

Section T

Non-Discrimination, Equal Employment Practices, and Affirmative Action (Non-Construction and Construction)

Respondents are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2., Non-discrimination Clause.

All contracts (both construction and non-construction) for which the consideration is $1,000 or more shall comply with the provisions of Los Angeles Administrative Code Sections 10.8.3., Equal Employment Practices Provisions. By affixing its signature on a contract that is subject to the Equal Employment Practices Provisions, the Contractor shall agree to adhere to the provisions in the Equal Employment Practices Provisions for the duration of the contract.

All contracts (both construction and non-construction) for which the consideration is $25,000 or more shall comply with the provisions of Los Angeles Administrative Code Sections 10.8.4., Affirmative Action Program Provisions. By affixing its signature on a contract that is subject to the Affirmative Action Program Provisions, the Contractor shall agree to adhere to the provisions in the Affirmative Action Program Provisions for the duration of the contract.

Furthermore, contractors shall include similar provisions in all subcontracts awarded for work to be performed under the contract with the City and shall impose the same obligations. The contract with the subcontractor that contends similar language shall be made available to the Office of Contract Compliance upon request.

Respondents seeking additional information regarding the requirements of the City's Non-Discrimination Clause, Equal Employment Practices and Affirmative Action Program may visit the Bureau of Contract Administration's web site at http://bca.lacity.org.
(Updated 6/16)

Section U

Contractor Evaluation Ordinance

At the end of this contract, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the contract. A Contractor who receives a “Marginal” or “Unsatisfactory” rating will be provided with a copy of the final City evaluation and allowed 14 calendar days to respond. The City will use the final City evaluation, and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other personal services contracts.

Section V

Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance

Any contract awarded pursuant to this procurement process will be subject to the Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance, Section 10.48 of the Los Angeles Administrative Code. The Ordinance provides, among other things, that contractors/subcontractors with at least 10 employees are: prohibited from seeking a job applicant's criminal history information until after a job offer is made; must post Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance information in conspicuous places at worksites; and cannot withdraw a job offer based on an applicant's criminal history unless a link has effectively been made between the applicant's criminal history and the duties of the job position.

Respondents seeking additional information regarding the requirements of the Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance may visit the Bureau of Contract Administration's web site at http://bca.lacity.org.
(Rev. 06/18)

Los Angeles Department of Transportation

Section W

Standard Provisions for City Contracts

Any contract awarded pursuant to this procurement process will be subject to the Standard Provisions for City Contracts (attached)

ATTACHMENT A

Standard Provisions for City Contracts (Rev. 10/21) [v.4]

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STANDARD PROVISIONS FOR CITY CONTRACTS

PSC-1. Construction of Provisions and Titles Herein

All titles, subtitles, or headings in this Contract have been inserted for convenience, and shall not be deemed to affect the meaning or construction of any of the terms or provisions of this Contract. The language of this Contract shall be construed according to its fair meaning and not strictly for or against **CITY** or **CONTRACTOR**. The word "**CONTRACTOR**" includes the party or parties identified in this Contract. The singular shall include the plural and if there is more than one **CONTRACTOR**, unless expressly stated otherwise, their obligations and liabilities shall be joint and several. Use of the feminine, masculine, or neuter genders shall be deemed to include the genders not used.

PSC-2. Applicable Law, Interpretation and Enforcement

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and **CITY**, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. **CONTRACTOR** shall comply with new, amended, or revised laws, regulations, or procedures that apply to the performance of this Contract with no additional compensation paid to **CONTRACTOR**.

In any action arising out of this Contract, **CONTRACTOR** consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any federal, state or local law or regulation, the validity of the remaining parts, terms or provisions of this Contract shall not be affected.

PSC-3. Time of Effectiveness

Unless otherwise provided, this Contract shall take effect when all of the following events have occurred:

A. This Contract has been signed on behalf of **CONTRACTOR** by the person or persons authorized to bind **CONTRACTOR**;

B. This Contract has been approved by the City Council or by the board, officer or employee authorized to give such approval;

C. The Office of the City Attorney has indicated in writing its approval of this Contract as to form; and

D. This Contract has been signed on behalf of **CITY** by the person designated by the City Council, or by the board, officer or employee authorized to enter into this Contract.

PSC-4. Integrated Contract

This Contract sets forth all of the rights and duties of the parties with respect to the subject matter of this Contract, and replaces any and all previous Contracts or understandings, whether written or oral, relating thereto. This Contract may be amended only as provided for in the provisions of PSC-5 hereof.

PSC-5. Amendment

All amendments to this Contract shall be in writing and signed and approved pursuant to the provisions of PSC-3.

PSC-6. Excusable Delays

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of **CONTRACTOR** shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both **CONTRACTOR** and Subcontractor, and without any fault or negligence of either of them. In such case, **CONTRACTOR** shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit **CONTRACTOR** to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event **CONTRACTOR'S** delay or failure to perform arises out of a Force Majeure Event, **CONTRACTOR** agrees to use commercially reasonable best efforts to obtain the goods or services from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event.

PSC-7. Waiver

A waiver of a default of any part, term or provision of this Contract shall not be construed as a waiver of any succeeding default or as a waiver of the part, term or provision itself. A party's performance after the other party's default shall not be construed as a waiver of that default.

PSC-8. Suspension

At **CITY'S** sole discretion, **CITY** may suspend any or all services provided under this Contract by providing **CONTRACTOR** with written notice of suspension. Upon receipt of the notice of suspension, **CONTRACTOR** shall immediately cease the services suspended and shall not incur any additional obligations, costs or expenses to **CITY** until **CITY** gives written notice to recommence the services.

PSC-9. Termination

A. Termination for Convenience

CITY may terminate this Contract for **CITY'S** convenience at any time by providing **CONTRACTOR** thirty days written notice. Upon receipt of the notice of termination, **CONTRACTOR** shall immediately take action not to incur any additional obligations, costs or expenses, except as may be necessary to terminate its activities. **CITY** shall pay **CONTRACTOR** its reasonable and allowable costs through the effective date of termination and those reasonable and necessary costs incurred by **CONTRACTOR** to effect the termination. Thereafter, **CONTRACTOR** shall have no further claims against **CITY** under this Contract. All finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights **CITY** is entitled to, shall become **CITY** property upon the date of the termination. **CONTRACTOR** agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

B. Termination for Breach of Contract

1. Except as provided in PSC-6, if **CONTRACTOR** fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, **CITY** may give **CONTRACTOR** written notice of the default. **CITY'S** default notice will indicate whether the default may be cured and the time period to cure the default to the sole satisfaction of **CITY**. Additionally, **CITY'S** default notice may offer **CONTRACTOR** an opportunity to provide **CITY** with a plan to cure the default, which shall be submitted to **CITY** within the time period allowed by **CITY**. At **CITY'S** sole discretion, **CITY** may accept or reject **CONTRACTOR'S** plan. If the default cannot be cured or if **CONTRACTOR** fails to cure within the period allowed by **CITY**, then **CITY** may terminate this Contract due to **CONTRACTOR'S** breach of this Contract.

2. If the default under this Contract is due to **CONTRACTOR'S** failure to maintain the insurance required under this Contract, **CONTRACTOR** shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and Contractor's obligation to suspend performance of

services. **CONTRACTOR** shall not recommence performance until **CONTRACTOR** is fully insured and in compliance with **CITY'S** requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against **CONTRACTOR**, or if **CONTRACTOR** makes an assignment for the benefit of creditors, then **CITY** may immediately terminate this Contract.

4. If **CONTRACTOR** engages in any dishonest conduct related to the performance or administration of this Contract or violates **CITY'S** laws, regulations or policies relating to lobbying, then **CITY** may immediately terminate this Contract.

5. Acts of Moral Turpitude

   a. **CONTRACTOR** shall immediately notify **CITY** if **CONTRACTOR** or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").

   b. If **CONTRACTOR** or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, **CITY** may immediately terminate this Contract.

   c. If **CONTRACTOR** or a Key Person is charged with or indicted for an Act of Moral Turpitude, **CITY** may terminate this Contract after providing **CONTRACTOR** an opportunity to present evidence of **CONTRACTOR'S** ability to perform under the terms of this Contract.

   d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code Section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code Section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

e. For the purposes of this provision, a Key Person is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of **CONTRACTOR**.

6. In the event **CITY** terminates this Contract as provided in this section, **CITY** may procure, upon such terms and in the manner as **CITY** may deem appropriate, services similar in scope and level of effort to those so terminated, and **CONTRACTOR** shall be liable to **CITY** for all of its costs and damages, including, but not limited to, any excess costs for such services.

7. If, after notice of termination of this Contract under the provisions of this section, it is determined for any reason that **CONTRACTOR** was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to PSC-9(A) Termination for Convenience.

8. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

C. In the event that this Contract is terminated, **CONTRACTOR** shall immediately notify all employees and Subcontractors, and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

PSC-10. Independent Contractor

CONTRACTOR is an independent contractor and not an agent or employee of **CITY**. **CONTRACTOR** shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of **CITY**.

PSC-11. Contractor's Personnel

Unless otherwise approved by **CITY**, **CONTRACTOR** shall use its own employees to perform the services described in this Contract. **CITY** has the right to review and approve any personnel who are assigned to work under this Contract. **CONTRACTOR** shall remove personnel from performing work under this Contract if requested to do so by **CITY**.

CONTRACTOR shall not use Subcontractors to assist in performance of this Contract without the prior written approval of **CITY**. If **CITY** permits the use of Subcontractors, **CONTRACTOR** shall remain responsible for performing all aspects of this Contract and paying all Subcontractors. **CITY** has the right to approve **CONTRACTOR'S** Subcontractors, and **CITY** reserves the right to request replacement of any

Subcontractor. **CITY** does not have any obligation to pay **CONTRACTOR'S** Subcontractors, and nothing herein creates any privity of contract between **CITY** and any Subcontractor.

PSC-12. Assignment and Delegation

CONTRACTOR may not, unless it has first obtained the written permission of **CITY**:

A. Assign or otherwise alienate any of its rights under this Contract, including the right to payment; or

B. Delegate, subcontract, or otherwise transfer any of its duties under this Contract.

PSC-13. Permits

CONTRACTOR and its directors, officers, partners, agents, employees, and Subcontractors, shall obtain and maintain all licenses, permits, certifications and other documents necessary for **CONTRACTOR'S** performance of this Contract. **CONTRACTOR** shall immediately notify **CITY** of any suspension, termination, lapses, non-renewals, or restrictions of licenses, permits, certificates, or other documents that relate to **CONTRACTOR'S** performance of this Contract.

PSC-14. Claims for Labor and Materials

CONTRACTOR shall promptly pay when due all amounts owed for labor and materials furnished in the performance of this Contract so as to prevent any lien or other claim under any provision of law from arising against any **CITY** property (including reports, documents, and other tangible or intangible matter produced by **CONTRACTOR** hereunder), and shall pay all amounts due under the Unemployment Insurance Act or any other applicable law with respect to labor used to perform under this Contract.

PSC-15. Current Los Angeles City Business Tax Registration Certificate Required

For the duration of this Contract, **CONTRACTOR** shall maintain valid Business Tax Registration Certificate(s) as required by **CITY'S** Business Tax Ordinance, Section 21.00 *et seq*. of the Los Angeles Municipal Code ("LAMC"), and shall not allow the Certificate to lapse or be revoked or suspended.

PSC-16. Retention of Records, Audit and Reports

CONTRACTOR shall maintain all records, including records of financial transactions, pertaining to the performance of this Contract, in their original form or as otherwise approved by **CITY**. These records shall be retained for a period of no less than three years from the later of the following: (1) final payment made by **CITY**, (2) the expiration of this Contract or (3) termination of this Contract. The records will be subject to examination and audit by authorized **CITY** personnel or **CITY'S** representatives at any time. **CONTRACTOR** shall provide any reports requested by **CITY** regarding

performance of this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

In lieu of retaining the records for the term as prescribed in this provision, **CONTRACTOR** may, upon **CITY'S** written approval, submit the required information to **CITY** in an electronic format, e.g. USB flash drive, at the expiration or termination of this Contract.

PSC-17. Bonds

All bonds required by **CITY** shall be filed with the Office of the City Administrative Officer, Risk Management for its review and acceptance in accordance with Los Angeles Administrative Code ("LAAC") Sections 11.47 *et seq*., as amended from to time.

PSC-18. Indemnification

Except for the active negligence or willful misconduct of **CITY**, or any of its boards, officers, agents, employees, assigns and successors in interest, **CONTRACTOR** shall defend, indemnify and hold harmless **CITY** and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including **CONTRACTOR'S** employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by **CONTRACTOR,** Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-19. Intellectual Property Indemnification

CONTRACTOR, at its own expense, shall defend, indemnify, and hold harmless the **CITY**, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature arising out of the infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information: (1) on or in any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware used by **CONTRACTOR**, or its Subcontractors, in performing the work under this Contract; or (2) as a result of **CITY'S** actual or intended use of any Work Product (as defined in PSC-21) furnished by **CONTRACTOR**, or its Subcontractors, under this Contract. The rights and remedies of **CITY** provided in this section shall not be exclusive

and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-20. Intellectual Property Warranty

CONTRACTOR represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity and proprietary information.

PSC-21. Ownership and License

Unless otherwise provided for herein, all finished and unfinished works, tangible or not, created under this Contract including, without limitation, documents, materials, data, reports, manuals, specifications, artwork, drawings, sketches, blueprints, studies, memoranda, computation sheets, computer programs and databases, schematics, photographs, video and audiovisual recordings, sound recordings, marks, logos, graphic designs, notes, websites, domain names, inventions, processes, formulas, matters and combinations thereof, and all forms of intellectual property originated and prepared by **CONTRACTOR** or its Subcontractors under this Contract (each a "Work Product"; collectively "Work Products") shall be and remain the exclusive property of **CITY** for its use in any manner **CITY** deems appropriate. **CONTRACTOR** hereby assigns to **CITY** all goodwill, copyright, trademark, patent, trade secret and all other intellectual property rights worldwide in any Work Products originated and prepared under this Contract. **CONTRACTOR** further agrees to execute any documents necessary for **CITY** toperfect, memorialize, or record **CITY'S** ownership of rights provided herein.

CONTRACTOR agrees that a monetary remedy for breach of this Contract may be inadequate, impracticable, or difficult to prove and that a breach may cause **CITY** irreparable harm. **CITY** may therefore enforce this requirement by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude **CITY** from seeking or obtaining any other relief to which **CITY** may be entitled.

For all Work Products delivered to **CITY** that are not originated or prepared by **CONTRACTOR** or its Subcontractors under this Contract, **CONTRACTOR** shall secure a grant, at no cost to **CITY**, for a non-exclusive perpetual license to use such Work Products for any **CITY** purposes.

CONTRACTOR shall not provide or disclose any Work Product to any third party without prior written consent of **CITY**.

Any subcontract entered into by **CONTRACTOR** relating to this Contract shall include this provision to contractually bind its Subcontractors performing work under this Contract such that **CITY'S** ownership and license rights of all Work Products are preserved and protected as intended herein.

PSC-22. Data Protection

A. **CONTRACTOR** shall protect, using the most secure means and technology that is commercially available, **CITY**-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the "City Data"). **CONTRACTOR** shall notify **CITY** in writing as soon as reasonably feasible, and in any event within twenty-four hours, of **CONTRACTOR'S** discovery or reasonable belief of any unauthorized access of City Data (a "Data Breach"), or of any incident affecting, or potentially affecting City Data related to cyber security (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. **CONTRACTOR** shall begin remediation immediately. **CONTRACTOR** shall provide daily updates, or more frequently if required by **CITY**, regarding findings and actions performed by **CONTRACTOR** until the Data Breach or Security Incident has been effectively resolved to **CITY'S** satisfaction. **CONTRACTOR** shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with **CITY**. At **CITY'S** sole discretion, **CITY** and its authorized agents shall have the right to lead or participate in the investigation. **CONTRACTOR** shall cooperate fully with **CITY**, its agents and law enforcement.

B. If **CITY** is subject to liability for any Data Breach or Security Incident, then **CONTRACTOR** shall fully indemnify and hold harmless **CITY** and defend against any resulting actions.

PSC-23. Insurance

During the term of this Contract and without limiting **CONTRACTOR'S** obligation to indemnify, hold harmless and defend **CITY**, **CONTRACTOR** shall provide and maintain at its own expense a program of insurance having the coverages and limits not less than the required amounts and types as determined by the Office of the City Administrative Officer of Los Angeles, Risk Management (template Form General 146 in Exhibit 1 hereto). The insurance must: (1) conform to **CITY'S** requirements; (2) comply with the Insurance Contractual Requirements (Form General 133 in Exhibit 1 hereto); and (3) otherwise be in a form acceptable to the Office of the City Administrative Officer, Risk Management. **CONTRACTOR** shall comply with all Insurance Contractual Requirements shown on Exhibit 1 hereto. Exhibit 1 is hereby incorporated by reference and made a part of this Contract.

PSC-24. Best Terms

Throughout the term of this Contract, **CONTRACTOR**, shall offer **CITY** the best terms, prices, and discounts that are offered to any of **CONTRACTOR'S** customers for similar goods and services provided under this Contract.

PSC-25. Warranty and Responsibility of Contractor

CONTRACTOR warrants that the work performed hereunder shall be completed in a manner consistent with professional standards practiced among those firms within **CONTRACTOR'S** profession, doing the same or similar work under the same or similar circumstances.

PSC-26. Mandatory Provisions Pertaining to Non-Discrimination in Employment

Unless otherwise exempt, this Contract is subject to the applicable non-discrimination, equal benefits, equal employment practices, and affirmative action program provisions in LAAC Section 10.8 et seq., as amended from time to time.

A. **CONTRACTOR** shall comply with the applicable non-discrimination and affirmative action provisions of the laws of the United States of America, the State of California, and **CITY**. In performing this Contract, **CONTRACTOR** shall not discriminate in any of its hiring or employment practices against any employee or applicant for employment because of such person's race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, age, disability, domestic partner status, marital status or medical condition.

B. The requirements of Section 10.8.2.1 of the LAAC, the Equal Benefits Ordinance, and the provisions of Section 10.8.2.1(f) are incorporated and made a part of this Contract by reference.

C. The provisions of Section 10.8.3 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Equal Employment Practices" provisions of this Contract.

D. The provisions of Section 10.8.4 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Affirmative Action Program" provisions of this Contract.

Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-27. Child Support Assignment Orders

CONTRACTOR shall comply with the Child Support Assignment Orders Ordinance, Section 10.10 of the LAAC, as amended from time to time. Pursuant to Section 10.10(b) of the LAAC, **CONTRACTOR** shall fully comply with all applicable State and Federal employment reporting requirements. Failure of **CONTRACTOR** to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment or Notices of Assignment, or the failure of any principal owner(s) of **CONTRACTOR** to comply with any Wage and Earnings Assignment or Notices of Assignment applicable to them personally, shall constitute a default by the **CONTRACTOR** under this Contract. Failure of **CONTRACTOR** or principal owner to cure

the default within 90 days of the notice of default will subject this Contract to termination for breach. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-28. Living Wage Ordinance

CONTRACTOR shall comply with the Living Wage Ordinance, LAAC Section 10.37 *et seq.*, as amended from time to time. **CONTRACTOR** further agrees that it shall comply with federal law proscribing retaliation for union organizing. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-29. Service Contractor Worker Retention Ordinance

CONTRACTOR shall comply with the Service Contractor Worker Retention Ordinance, LAAC Section 10.36 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-30. Access and Accommodations

CONTRACTOR represents and certifies that:

A. **CONTRACTOR** shall comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 et seq., the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 701 et seq., the Fair Housing Act, and its implementing regulations and any subsequent amendments, and California Government Code Section 11135;

B. **CONTRACTOR** shall not discriminate on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability;

C. **CONTRACTOR** shall provide reasonable accommodation upon request to ensure equal access to **CITY**-funded programs, services and activities;

D. Construction will be performed in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 C.F.R. Part 40; and

E. The buildings and facilities used to provide services under this Contract are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

CONTRACTOR understands that **CITY** is relying upon these certifications and representations as a condition to funding this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-31. Contractor Responsibility Ordinance

CONTRACTOR shall comply with the Contractor Responsibility Ordinance, LAAC Section 10.40 *et seq*., as amended from time to time.

PSC-32. Business Inclusion Program

Unless otherwise exempted prior to bid submission, **CONTRACTOR** shall comply with all aspects of the Business Inclusion Program as described in the Request for Proposal/Qualification process, throughout the duration of this Contract. **CONTRACTOR** shall utilize the Business Assistance Virtual Network ("BAVN") at https://www.labavn.org/, to perform and document outreach to Minority, Women, and Other Business Enterprises. **CONTRACTOR** shall perform subcontractor outreach activities through BAVN. **CONTRACTOR** shall not change any of its designated Subcontractors or pledged specific items of work to be performed by these Subcontractors, nor shall **CONTRACTOR** reduce their level of effort, without prior written approval of **CITY**.

PSC-33. Slavery Disclosure Ordinance

CONTRACTOR shall comply with the Slavery Disclosure Ordinance, LAAC Section 10.41 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-34. First Source Hiring Ordinance

CONTRACTOR shall comply with the First Source Hiring Ordinance, LAAC Section 10.44 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-35. Local Business Preference Ordinance

CONTRACTOR shall comply with the Local Business Preference Ordinance, LAAC Section 10.47 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-36. Iran Contracting Act

In accordance with California Public Contract Code Sections 2200-2208, all contractors entering into, or renewing contracts with **CITY** for goods and services estimated at $1,000,000 or more are required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit."

PSC-37. Restrictions on Campaign Contributions and Fundraising in City Elections

Unless otherwise exempt, if this Contract is valued at $100,000 or more and requires approval by an elected **CITY** office, **CONTRACTOR**, **CONTRACTOR'S** principals, and **CONTRACTOR'S** Subcontractors expected to receive at least $100,000 for performance under the Contract, and the principals of those Subcontractors (the "Restricted Persons")

shall comply with Charter Section 470(c)(12) and LAMC Section 49.7.35. Failure to comply entitles **CITY** to terminate this Contract and to pursue all available legal remedies. Charter Section 470(c)(12) and LAMC Section 49.7.35 limit the ability of the Restricted Persons to make campaign contributions to and engage in fundraising for certain elected **CITY** officials or candidates for elected **CITY** office for twelve months after this Contract is signed. Additionally, a **CONTRACTOR** subject to Charter Section 470(c)(12) is required to comply with disclosure requirements by submitting a completed and signed Ethics Commission Form 55 and to amend the information in that form as specified by law. Any **CONTRACTOR** subject to Charter Section 470(c)(12) shall include the following notice in any contract with any Subcontractor expected to receive at least $100,000 for performance under this Contract:

> "Notice Regarding Restrictions on Campaign Contributions and Fundraising in City Elections
>
> You are a subcontractor on City of Los Angeles Contract # _____. Pursuant to the City of Los Angeles Charter Section 470(c)(12) and related ordinances, you and your principals are prohibited from making campaign contributions to and fundraising for certain elected City of Los Angeles ("**CITY**") officials and candidates for elected **CITY** office for twelve months after the **CITY** contract is signed. You are required to provide the names and contact information of your principals to the **CONTRACTOR** and to amend that information within ten business days if it changes during the twelve month time period. Failure to comply may result in termination of this Contract and any other available legal remedies. Information about the restrictions may be found online at ethics.lacity.org or by calling the Los Angeles City Ethics Commission at (213) 978-1960."

PSC-38. Contractors' Use of Criminal History for Consideration of Employment Applications

CONTRACTOR shall comply with the City Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance, LAAC Section 10.48 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-39. Limitation of City's Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for **CITY** to comply with its governing legal requirements, **CITY** shall have no obligation to make any payments to **CONTRACTOR** unless **CITY** shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in this Contract. **CONTRACTOR** agrees that any services provided by **CONTRACTOR**, purchases made by **CONTRACTOR** or expenses incurred by **CONTRACTOR** in excess of the appropriation(s) shall be free and without charge to **CITY** and **CITY** shall have no obligation to pay for the services, purchases or expenses. **CONTRACTOR** shall have no obligation to provide any services,

provide any equipment or incur any expenses in excess of the appropriated amount(s) until **CITY** appropriates additional funds for this Contract.

PSC-40. Compliance with Identity Theft Laws and Payment Card Data Security Standards

CONTRACTOR shall comply with all identity theft laws including without limitation, laws related to: (1) payment devices; (2) credit and debit card fraud; and (3) the Fair and Accurate Credit Transactions Act ("FACTA"), including its requirement relating to the content of transaction receipts provided to Customers. **CONTRACTOR** also shall comply with all requirements related to maintaining compliance with Payment Card Industry Data Security Standards ("PCI DSS"). During the performance of any service to install, program or update payment devices equipped to conduct credit or debit card transactions, including PCI DSS services, **CONTRACTOR** shall verify proper truncation of receipts in compliance with FACTA.

PSC-41. Compliance with California Public Resources Code Section 5164

California Public Resources Code Section 5164 prohibits a public agency from hiring a person for employment or as a volunteer to perform services at any park, playground, or community center used for recreational purposes in a position that has supervisory or disciplinary authority over any minor, if the person has been convicted of certain crimes as referenced in the Penal Code, and articulated in California Public Resources Code Section 5164(a)(2).

If applicable, **CONTRACTOR** shall comply with California Public Resources Code Section 5164, and shall additionally adhere to all rules and regulations that have been adopted or that may be adopted by **CITY**. **CONTRACTOR** is required to have all employees, volunteers and Subcontractors (including all employees and volunteers of any Subcontractor) of **CONTRACTOR** working on premises to pass a fingerprint and background check through the California Department of Justice at **CONTRACTOR'S** sole expense, indicating that such individuals have never been convicted of certain crimes as referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2), if the individual will have supervisory or disciplinary authority over any minor.

PSC-42. Possessory Interests Tax

Rights granted to **CONTRACTOR** by **CITY** may create a possessory interest. **CONTRACTOR** agrees that any possessory interest created may be subject to California Revenue and Taxation Code Section 107.6 and a property tax may be levied on that possessory interest. If applicable, **CONTRACTOR** shall pay the property tax. **CONTRACTOR** acknowledges that the notice required under California Revenue and Taxation Code Section 107.6 has been provided.

PSC-43. Confidentiality

All documents, information and materials provided to **CONTRACTOR** by **CITY** or developed by **CONTRACTOR** pursuant to this Contract (collectively "Confidential Information") are confidential. **CONTRACTOR** shall not provide or disclose any Confidential Information or their contents or any information therein, either orally or in writing, to any person or entity, except as authorized by **CITY** or as required by law. **CONTRACTOR** shall immediately notify **CITY** of any attempt by a third party to obtain access to any Confidential Information. This provision will survive expiration or termination of this Contract.

PSC-44. COVID-19

Employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, "Contractor Personnel"), while performing services under this Agreement and prior to interacting in person with City employees, contractors, volunteers, or members of the public (collectively, "In-Person Services") must be fully vaccinated against the novel coronavirus 2019 ("COVID-19"). "Fully vaccinated" means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. Contractor shall retain such proof for the document retention period set forth in this Agreement. Contractor shall grant medical or religious exemptions ("Exemptions") to Contractor Personnel as required by law. If Contractor wishes to assign Contractor Personnel with Exemptions to perform In-Person Services, Contractor shall require such Contractor Personnel to undergo weekly COVID-19 testing, with the full cost of testing to be borne by Contractor. If Contractor Personnel test positive, they shall not be assigned to perform In-Person Services or, to the extent they have already been performing In-Person Services, shall be immediately removed from those assignments. Furthermore, Contractor shall immediately notify City if Contractor Personnel performing In-Person Services (1) have tested positive for or have been diagnosed with COVID-19, (2) have been informed by a medical professional that they are likely to have COVID-19, or (3) meet the criteria for isolation under applicable government orders.

EXHIBIT 1

INSURANCE CONTRACTUAL REQUIREMENTS

CONTACT For additional information about compliance with City Insurance and Bond requirements, contact the Office of the City Administrative Officer, Risk Management at (213) 978-RISK (7475) or go online at www.lacity.org/cao/risk. The City approved Bond Assistance Program is available for those contractors who are unable to obtain the City-required performance bonds. A City approved insurance program may be available as a low cost alternative for contractors who are unable to obtain City-required insurance.

CONTRACTUAL REQUIREMENTS

CONTRACTOR AGREES THAT:

1. Additional Insured/Loss Payee. The CITY must be included as an Additional Insured in applicable liability policies to cover the CITY'S liability arising out of the acts or omissions of the named insured. The CITY is to be named as an Additional Named Insured and a Loss Payee As Its Interests May Appear in property insurance in which the CITY has an interest, e.g., as a lien holder.

2. Notice of Cancellation. All required insurance will be maintained in full force for the duration of its business with the CITY. By ordinance, all required insurance must provide at least thirty (30) days' prior written notice (ten (10) days for non-payment of premium) directly to the CITY if your insurance company elects to cancel or materially reduce coverage or limits prior to the policy expiration date, for any reason except impairment of an aggregate limit due to prior claims.

3. Primary Coverage. CONTRACTOR will provide coverage that is primary with respect to any insurance or self-insurance of the CITY. The CITY'S program shall be excess of this insurance and non-contributing.

4. Modification of Coverage. The CITY reserves the right at any time during the term of this Contract to change the amounts and types of insurance required hereunder by giving CONTRACTOR ninety (90) days' advance written notice of such change. If such change should result in substantial additional cost to CONTRACTOR, the CITY agrees to negotiate additional compensation proportional to the increased benefit to the CITY.

5. Failure to Procure Insurance. All required insurance must be submitted and approved by the Office of the City Administrative Officer, Risk Management prior to the inception of any operations by CONTRACTOR.

CONTRACTOR'S failure to procure or maintain required insurance or a self-insurance program during the entire term of this Contract shall constitute a material breach of this Contract under which the CITY may immediately suspend or terminate this Contract or, at its discretion, procure or renew such insurance to protect the CITY'S interests and pay any and all premiums in connection therewith and recover all monies so paid from CONTRACTOR.

6. Workers' Compensation. By signing this Contract, CONTRACTOR hereby certifies that it is aware of the provisions of Section 3700 *et seq.*, of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake

self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions at all time during the performance of the work pursuant to this Contract.

7. California Licensee. All insurance must be provided by an insurer admitted to do business in California or written through a California-licensed surplus lines broker or through an insurer otherwise acceptable to the CITY. Non-admitted coverage must contain a **Service of Suit** clause in which the underwriters agree to submit as necessary to the jurisdiction of a California court in the event of a coverage dispute. Service of process for this purpose must be allowed upon an agent in California designated by the insurer or upon the California Insurance Commissioner.

8. Aggregate Limits/Impairment. If any of the required insurance coverages contain annual aggregate limits, CONTRACTOR must give the CITY written notice of any pending claim or lawsuit which will materially diminish the aggregate within thirty (30) days of knowledge of same. You must take appropriate steps to restore the impaired aggregates or provide replacement insurance protection within thirty (30) days of knowledge of same. The CITY has the option to specify the minimum acceptable aggregate limit for each line of coverage required. No substantial reductions in scope of coverage which may affect the CITY'S protection are allowed without the CITY'S prior written consent.

9. Commencement of Work. For purposes of insurance coverage only, this Contract will be deemed to have been executed immediately upon any party hereto taking any steps that can be considered to be in furtherance of or towards performance of this Contract. The requirements in this Section supersede all other sections and provisions of this Contract, including, but not limited to, PSC-3, to the extent that any other section or provision conflicts with or impairs the provisions of this Section.

Form Gen. 146 (Rev. 3/09)

Required Insurance and Minimum Limits

Name: _____ Date: 03/18/2022

Agreement/Reference: RFP: Parking Citation and Permit Processing Services

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits

✔ **Workers' Compensation - Workers' Compensation (WC) and Employer's Liability (EL)**

WC ***Statutory***

EL **$1,000,000**

☑ Waiver of Subrogation in favor of City ☐ Longshore & Harbor Workers ☐ Jones Act

✔ **General Liability** City of Los Angeles must be named as additionall insured **5,000,000**

☑ Products/Completed Operations ☐ Sexual Misconduct _____

☐ Fire Legal Liability _____

☐ _____

✔ **Automobile Liability** (for any and all vehicles used for this contract, other than commuting to/from work) **2,000,000**

___ **Professional Liability** (Errors and Omissions) _____

Discovery Period 12 Months After Completion of Work or Date of Termination

___ **Property Insurance** (to cover replacement cost of building - as determined by insurance company) _____

☐ All Risk Coverage ☐ Boiler and Machinery

☐ Flood _____ ☐ Builder's Risk

☐ Earthquake _____ ☐ _____

___ **Pollution Liability** _____

☐ _____

✔ **Surety Bonds** - Performance and Payment (Labor and Materials) Bonds 100% of the contract price

✔ **Crime Insurance** **$1,000,000**

Other: A. UMBRELLA LIABILITY: $2 Million per occurence; $2 Million aggregate

B. CYBER LIABILITY: i. Technology errors & omissions and professional misconduct = $2 Million per occurrence; $2 Million aggregate; ii. Unauthorized Computer Access, Security and Privacy Liability, Network Interruption, and Cyber Extortion = $2 Million per occurrence; $2 Million aggregate; iii. Cloud Computing Liability = $2 Million per occurrence; $2 Million aggregate;

NOTE: If the contractor maintains limits higher than those indicated on the Form Gen 146 for this contract, the City of Los Angeles shall be entitled to coverage for the higher limits maintained by the contractor.

MASTER DATA LICENSE AND PROTECTION AGREEMENT

Between

CITY OF LOS ANGELES acting by and through the Los Angeles Department of Transportation

And

[INSERT LICENSEE'S NAME].

This Master Data License and Protection Agreement (the "**Agreement**") is made as of _____ (the "**Effective Date**") by and between the City of Los Angeles acting by and through the Department of Transportation ("**LADOT**" or "**City**"), a municipal corporation of the State of California, and [INSERT LICENSEE'S NAME AND ADDRESS/ PLACE OF INCORPORATION] ("**Contractor"**), referred to herein collectively as "**Parties**" and individually as a "**Party**".

WHEREAS, data relating to Mobility Service Providers ("**Provider**") operating on the streets of Los Angeles will be made available to Contractor as a function of the City's Mobility Data Specification ("**MDS**") rules; and

WHEREAS, LADOT will enter into a contract with Contractor (the "**City Contract**") pursuant to which Contractor will provide services to LADOT in order to store, process, analyze and present such data to facilitate, among other things, more informed transportation planning ("**Contracted Services**").

NOW THEREFORE, in consideration of the covenants recited in this Agreement, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions

1.1 "City Data" means any and all data provided to the Contractor by or on behalf of the City, including as a result of Contractor's performance of the Contracted Services, through the City's MDS rules, set out at https://github.com/openmobilityfoundation/mobility-data-specification or any successor MDS, including, without limitation, any data received through any application programming interface ("API"); and any and all output, copies, reproductions, improvements, modifications, adaptations, derivations, aggregations, or translations thereof, even if such data was obtained by, transferred to, or reproduced, improved, modified, adapted, derived, or aggregated by Contractor prior to the effective date of this Agreement.

1.2 "Deliverables" means any reports, results, or analyses of City Data as processed by or through MDS.

1.3 "Mobility Manager Software" shall mean the MDS-compatible software provided by Contractor to enable the City, through Agency API and Provider API to control, monitor in real time, analyze, regulate by creating policies or otherwise, score, license and fine Providers, as well as to verify the quality of the City Data supplied by Providers, as more fully described in the Product Description as attached to City Contract as Schedule B. in the attached Schedule A.

2. License

2.1 City Data. The Parties agree that Contractor has no ownership of and, except as expressly provided in Section 2.5 of this Agreement, acquires no rights in City Data. As between the parties, City retains all right of ownership, title, and interest in and to City Data, including all intellectual property rights therein.

2.2 Except as specified in Section 2.2.1, City retains all right of ownership, title, and interest in and to any Deliverables and any work products originated and prepared using any part of City Data, including all intellectual property rights therein. Contractor hereby assigns to City all goodwill, copyright, trademark, patent, trade secret, and all other intellectual property rights worldwide in any work products originated and prepared using any part of City Data, except as specified in Section 2.2.1. Contractor further agrees to execute any documents necessary for City to perfect, memorialize, or record City's ownership of rights provided herein.

2.2.1 Contractor, and its licensors, if any, retains all right, title, and interest in and to the Mobility Manager Software and all intellectual property rights therein. In addition, Contractor, and its licensors, if any, retains all right, title, and interest in and to those work products that are mere improvements or modifications to the Mobility Manger Software including updates to the functionality of tools provided therein.

2.3 Contractor agrees that a monetary remedy for breach of this Agreement may be inadequate, impracticable, or difficult to prove and that a breach may cause City irreparable harm. City may therefore enforce this requirement

by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude City from seeking or obtaining any other relief to which City may be entitled.

2.4 To the extent authorized in Section 9.6 of this Agreement, City acknowledges and agrees Contractor may use third-party subprocessors ("**Subprocessor**") that may view, access, or possess City Data. Any subcontract entered into by Contractor related to the provision of Contracted Services with a Subprocessor shall include provisions sufficient to contractually bind Subprocessor such that City's ownership, rights, and control of City Data and Contractor's obligations to protect City Data, are preserved and protected as intended herein.

2.4.1 Contractor's use of employees and independent contract staff to perform Contracted Services (**"Personnel"**) shall be formalized with such Personnel in writing and shall include employee policy or contract provisions sufficient to bind those Personnel such that Contractor's obligations and City's rights are preserved and protected as intended herein.

2.5 Subject to the confidentiality and other terms of this Agreement, LADOT grants Contractor a non-transferable (except as expressly contemplated by Section 9.5), non-exclusive, terminable at-will, license to use, analyze, host, store, and process City Data, for the purpose of performing the Contracted Services for LADOT. Contractor shall not use, analyze, host, store, or process City Data for any other purpose. Nothing in this Agreement shall prevent Contractor from improving the [INSERT TERM FROM CLAUSE 1.3] with City Data processed in the course of providing the Contracted Services, to the extent that no City Data is used, stored, or retained beyond the scope and term of this Agreement.

2.5.1 Contractor shall not exploit or commercialize City Data for any reason. Except as authorized in Section 4 of this Agreement, Contractor shall not disclose, sell, assign, or otherwise provide any part of City Data to any third party.

3. Data Protection.

3.1 In General. The protection of personal privacy and personally identifiable data shall be an integral part of the business activities of Contractor, and Contractor shall use all reasonable efforts to prevent inappropriate or unauthorized use of City Data at any time and safeguard the confidentiality, integrity, and availability of City Data and comply with the following conditions:

3.1.1. Contractor shall implement and maintain appropriate administrative, technical and organizational security measures in order to safeguard against unauthorized access, disclosure, or theft of City Data. Such security measures, as further described below, shall be reasonable and appropriate in light of the sensitivity and volume of City Data held by Contractor, the size and complexity of Contractor's business, and the cost of available tools to improve security and reduce vulnerabilities. Contractor agrees to protect City Data using security means and technology necessary to meet this reasonableness standard and agrees, in any event, that such security measures shall be no less stringent than the measures Contractor applies to its own personal or confidential data.

3.1.2 Unless otherwise stipulated in writing, Contractor shall encrypt all City Data at rest and in transit with controlled access. The Contractor shall apply and support encryption solutions that are certified against U.S. Federal Information and Processing Standard 140-2, Level 2, or equivalent industry standard, and verify that the encryption keys and keying material are not stored with any associated data. Whenever and wherever applicable, Contractor shall apply and support industry standards or better for tokenization, fraud-use protection, format-preserving encryption, and data encryption technology.

3.1.3 At no time shall any City Data be copied, disclosed, or retained by Contractor or any party related to Contractor, including its Subprocessors, for use in any process, publication, or transaction that is not specifically authorized by Section 4 of this Agreement or by the City in writing.

3.1.4 In accordance with Section 3.1.1, Contractor shall secure and protect all City Data from hacking, viruses, ransomware, and denial of service and related attacks. All City Data held by Contractor must be encrypted in accordance with Section 3.1.2. and Contractor shall take the measures required by this Section 3 to secure, and protect such City Data at all times.

3.2 Data, Development and Access-Point Location. Contractor shall provide its services to the City and its end users solely from data centers in the continental United States of America. Storage of City Data at rest shall be located in the continental United States of America. Contractor shall not allow its Personnel or Subprocessors to

store City Data on portable devices, including personal computers, except for devices that are used and kept only at Contractor's continental United States of America headquarters or data centers. Contractor may permit its Personnel and Subprocessors to access City Data remotely only as required to provide Contracted Services. Contractor shall neither access, nor allow a third-party access to City Data from any location outside of the continental United States of America. Contractor shall not provide any services under this Agreement from a location outside of the continental United States of America, absent receipt of City's express approval.

3.2.1 Access Limitations. Contractor, insofar as this is possible, shall use precautions, including, but not limited to, physical software and network security measures, personnel screening, training and supervision, and appropriate agreements to:

3.2.1.1 Prevent anyone other than City, Personnel, and Subprocessors with a specific need to know, for a purpose authorized under this Agreement, from monitoring, using, gaining access to City Data;

3.2.1.2 Protect appropriate copies of City Data from loss, corruption, or unauthorized alteration; and

3.2.1.3 Prevent the disclosure of City and Contractor usernames, passwords, API keys, and other access control information to anyone other than authorized City personnel.

3.2.2 Security Best Practices. Contractor shall implement the following security best practices with respect to City Data and to any service provided:

3.2.2.1 Least Privilege: Contractor shall authorize access only to the minimum amount of resources required for a function.

3.2.2.2 Separation of Duties: The Contractor shall divide functions among its staff members to reduce the risk of one person committing fraud undetected.

3.2.2.3 Role-Based Security: The Contractor shall restrict access to authorized users and base access control on the role a user plays in the Contractor's organization.

3.2.3 Credential Restrictions. Contractor shall restrict the use of, and access to, administrative credentials for accounts and system services accessing City Data, to only those of Contractor's Personnel and Subprocessors whose access is essential for the purpose of providing the Contracted Services or performing obligations under this Agreement. Contractor shall require Personnel and Subprocessors to log on using an assigned user-name and password when administering City accounts or accessing City Data. These controls must enable Contractor to promptly revoke or change access in response to terminations or changes in job functions, as applicable. Contractor shall encrypt all passwords, passphrases, and PINs, using solutions that are certified against U.S. Federal Information and Processing Standard 140-2, Level 2, or equivalent industry standard, and verify that the encryption keys and keying material are not stored with any associated data. Contractor will implement any City request to revoke or modify user access within twenty-four hours or the next business day of receipt of City's request. Contractor will disable user accounts after at most 10 consecutive invalid authentication attempts.

3.2.4 Physical and Environmental Security. Contractor facilities that process City Data must be housed in secure areas and protected by perimeter security such as barrier access controls including security guards and picture identification badges that provide a physically secure environment from unauthorized access, damage, and interference.

3.3 System Administration and Network Security.

3.3.1 Operational Controls. Contractor shall implement operational procedures and controls designed to ensure that technology and information systems are configured and maintained according to prescribed internal standards and consistent with applicable Industry Standard Safeguards. Examples of Industry Standard Safeguards are ISO/IEC 27002:2005, NIST 800-44, Microsoft Security Hardening Guidelines, OWASP Guide to Building Secure Web Applications, SOC 2 Type 2, and the various Center for Internet Security Standards. Moreover, Contractor shall use application security and software development controls designed to eliminate and minimize the introduction of security vulnerabilities.

3.3.2 Antivirus. Contractor shall have and maintain antivirus protection configured to automatically search for and download updates (daily, at a minimum) and perform continuous virus scans. Malware and threat detection must be updated continuously, and software patches provided by vendors must be downloaded and implemented in a

timely manner. If Contractor is unable to implement these controls in a timely manner, Contractor shall notify City in writing.

3.3.3 Vulnerability Management and Patching. Contractor shall employ vulnerability management and regular application, operating system, and other infrastructure patching procedures and technologies designed to identify, assess, mitigate, and protect against new and existing security vulnerabilities and threats, including viruses, bots, and other malicious code.

3.3.4 Network Controls. Contractor shall have, shall implement, and shall maintain network security controls, including the use of firewalls, layered DMZs and updated intrusion, intrusion detection and prevention systems, reasonably designed to protect systems from intrusion or limit the scope or success of any attack or attempt at unauthorized access to City Data.

3.3.5 Logging and Monitoring. Unless prohibited by applicable law, Contractor shall, and shall require Subprocessors to, continuously monitor its networks and Personnel for malicious activity and other activity that may cause damage or vulnerability to City Data. Contractor shall maintain logs of administrator and operator activity and data recovery events related to City Data.

3.3.6 Changes in Service. Contractor shall notify the City of any changes, enhancement, and upgrades to the System Administration and Network Security, or changes in other related services, policies, and procedures, as applicable, which can adversely impact the security of City Data.

3.4 Policies, Assessments, and Audits.

3.4.1 Policies. Contractor shall, and shall require Subprocessors to, establish and maintain a formal, documented, mandated, company-wide information security program, including security policies, standards, and procedures (collectively "Information Security Policy"), and communicate the Information Security Policy to all of its respective Personnel in a relevant, accessible, and understandable form. Contractor shall regularly review and evaluate the Information Security Policy to ensure its operational effectiveness, compliance with all applicable laws and regulations, and to address new threats and risks. Upon execution of this Agreement and thereafter within three (3) days of City's request, Contractor shall make available for review by the City Contractor's Information Security Policy and any related SOC audits or other evidence that Contractor has in place appropriate policies and procedures regarding information protection and security.

3.4.2 Vulnerability and Risk Assessments. At least annually, Contractor shall perform vulnerability tests and assessments of all systems that contain City Data. For any of Contractor's applications that process City Data, such testing must also include penetration tests using intercept proxies to identify security vulnerabilities that cannot be discovered using automated tools, and code review or other manual verifications to occur at least annually.

3.4.3 Right of Audits by City/Security Review Rights. City and its agents, auditors (internal and external), regulators, and other representatives as City may designate, may inspect, examine, and review the facilities, books, systems, records, data, practices, and procedures of Contractor (and any Personnel and Subprocessors that Contractor may use) that are used in rendering services to City to verify the integrity of City Confidential Information and to monitor compliance with the confidentiality and security requirements for City Confidential Information. In lieu of an on-site audit, at City's discretion and upon request by the City, the Contractor agrees to complete, within fourteen (14 days) of receipt, an audit questionnaire provided by the City regarding the Contractor's data privacy and information security program. Contractor shall comply with all recommendations that result from such inspections, tests, and audits within reasonable timeframes.

3.5 Data Backup and Emergency Recovery. Contractor shall employ a multilayered approach to backups and disaster recovery including the use of a primary data center and a backup data center. Contractor shall perform both local and remote backups of the complete server infrastructure including server operating systems, applications, and data. Contractor shall perform Disaster Recovery Tests no less than semi-annually. Contractor shall maintain and comply with a reasonable written plan (the "DR Plan") setting forth procedures for (a) mitigating disruption to systems during and after an earthquake, hurricane, other natural disaster, war, act of terrorism, act of cyberterrorism, and other natural or man-made disaster, including without limitation Force Majeure Events (as that term is used in PSC-6, Excusable Delays, of the Standard Provisions for City Contracts (Rev. 10/17)[v.3] (collectively, a "Disaster"); and (b) restoring Service functionality promptly after a Disaster. The DR Plan will include procedures no less protective than industry standard, and Contractor shall update the DR Plan as the industry standard changes.

3.6 Data Return and Destruction. At the conclusion of the Agreement and as instructed by City, Contractor shall (at its sole cost) return, delete, or destroy City Data then in its possession or under its control including, without limitation, originals, and copies of such City Data in accordance with Section 4.1.2. The following types of information are excluded from this requirement: (i) City Data that becomes a part of the public domain, including through court filings; and (ii) City Data that Contractor is required to maintain, by law, regulations, or by the terms of this Agreement, but only for the time period required. For the avoidance of doubt, anything that is stored on routine backup media solely for the purpose of disaster recovery will be subject to destruction in due course rather than immediate return or destruction pursuant to this paragraph, provided that Personnel are precluded from accessing such information in the ordinary course of business prior to destruction.

3.6.1 Contractor shall implement and utilize appropriate methods to ensure the destruction of City Data. Such methods shall be in accordance with recognized industry best practices and shall leave no data recoverable on Contractor's computers or other media.

3.6.2 Certification of Destruction. Contractor agrees to certify that City Data has been returned, deleted, or destroyed from its systems, servers, off-site storage facilities, office locations, and any other location where Contractor maintains City Data within 45 days of receiving City's request that the information be returned, deleted, or destroyed. Contractor shall document its verification of data removal, including tracking of all media requiring cleaning, purging or destruction.

3.7 Data Breaches. Contractor shall notify City in writing as soon as reasonably feasible, but in any event within forty-eight hours, or if later, the next business day after Contractor's discovery of any unauthorized access of City Data or Contractor becoming reasonably certain that such unauthorized access has occurred (a "Data Breach"), or of any event that compromises the integrity, confidentiality or availability of City Data (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. Contractor shall begin remediation immediately. Contractor shall provide daily updates if requested by City, and, in any event, reasonably frequent updates, regarding findings and actions performed by Contractor until the Data Breach or Security Incident has been resolved to City's satisfaction. Contractor shall conduct an investigation of the Data Breach or Security Incident and shall share a report of the investigation findings with City. At City's sole discretion, City and/or its authorized agents shall have the right to conduct an independent investigation of a Data Breach. Contractor shall cooperate fully with City and its agents in that investigation. If the City is subject to liability for any Data Breach or Security Incident that arises as a result of Contractor's negligent performance of services for the City or Contractor's breach of this Section 3, the Contractor shall fully indemnify and hold harmless the City and defend against any resulting actions.

3.8 This Section 3 applies only to City Data under Contractor's care; in Contractor's possession, custody, or control; or being accessed by Contractor.

3.9 City shall be responsible for the security of City usernames, passwords, API keys and other credentials required to access the [INSERT TERM FROM CLAUSE 1.3], to the extent such usernames, passwords, API keys and other credentials are in City's care, custody, or control. City shall be responsible for City's own disclosure of any City Data provided to City by Contractor or that City accessed through the [INSERT TERM FROM CLAUSE 1.3].

3.10 This Section 3 shall not apply to any data or information to which the confidentiality obligations set forth in Section 4.1.2 do not apply.

4. Confidentiality

4.1 City's Confidential Information. For purposes of this Section 4.1, "**Confidential Information**" means any nonpublic information whether disclosed orally or in written or digital media, received by Contractor that is either marked as "Confidential" or "Proprietary" or which the Contractor knows or should have known is confidential or proprietary information. City Data shall be treated as Confidential Information by Contractor under this Agreement, even if such data is not marked "Confidential" or "Proprietary" or was obtained by or transferred to Contractor prior to the effective date of this Agreement.

4.1.2 Protection of Confidential Information. Except as expressly authorized herein, Contractor shall (a) hold in confidence and not disclose any Confidential Information to third parties and (b) not use Confidential Information for any purpose other than fulfilling its obligations and exercising its rights under this Agreement or performing the Contracted Services. Contractor shall limit access to Confidential Information to Contractor Personnel and

Subprocessors disclosed under Section 9.6, (1) who have a need to know such information for the purpose of Contractor performing its obligations or exercising its rights under this Agreement, or performing Contracted Services; (2) who have confidentiality obligations no less restrictive than those set forth herein; and (3) who have been informed of the confidential nature of such information. In addition, the Contractor shall protect Confidential Information from unauthorized use, access, or disclosure in the same manner that it protects its own proprietary information of a similar nature, but in no event with less than reasonable care. At LADOT's request or upon termination or expiration of this Agreement, the Contractor will return to LADOT any Deliverables not provided to the City and Contractor will destroy (or permanently erase in the case of electronic files) all copies of Confidential Information, and Contractor will, upon request, certify to City its compliance with this sentence.

4.1.3 Exceptions. The confidentiality obligations set forth in Section 4.1.2 shall not apply to any Confidential Information that (a) is at the time of disclosure or becomes generally available to the public through no fault of the Contractor; (b) is lawfully provided to the Contractor by a third party free of any confidentiality duties or obligations; (c) was already known to the Contractor at the time of disclosure free of any confidentiality duties or obligations; or (d) the Contractor can demonstrate was independently developed by Personnel of the Contractor without reference to the Confidential Information. In addition, the Contractor may disclose Confidential Information to the extent that such disclosure is necessary for the Contractor to enforce its rights under this Agreement or is required by law or by the order of a court or similar judicial or administrative body, provided that (to the extent legally permissible) the Contractor promptly notifies LADOT in writing of such required disclosure, cooperates with LADOT if LADOT seeks an appropriate protective order, and the Contractor discloses no more information that is legally required.

4.2 Contractor's Confidential Information. For purposes of this Section 4.2, "**Confidential Information**" means any nonpublic information received by City that is either marked as "Confidential" or "Proprietary" at the time of disclosure, or, if provided orally, through verbal identification as confidential at the time of disclosure that, under the circumstances, a person exercising reasonable business judgment would understand to be confidential or proprietary. "Confidential Information" under this Section 4.2 is further limited to information that is a "trade secret," as defined in subdivision (d) of Section 3426.1 of the California Civil Code, or paragraph (9) of subdivision (a) of Section 499c of the California Penal Code, including but not limited to Contractor's (a) business plans, methods, and practices; (b) personnel, customers, and suppliers; (c) inventions, processes, methods, products, patent applications, and other proprietary rights; or (d) specifications, drawings, sketches, models, samples, tools, computer programs, technical information, or other related information, which is maintained by the Contractor as confidential.

4.2.2 Protection of Confidential Information. Except as expressly authorized herein, City shall hold in confidence and not disclose any Confidential Information to third parties and not use Confidential Information for any purpose other than fulfilling its obligations under this Agreement or the City Contract or realizing the benefits of the Contracted Services delivered thereunder. City shall limit access to Confidential Information to employees and contractors (1) who have a need to know such information for a purpose authorized under this Agreement; (2) who have confidentiality obligations no less restrictive than those set forth herein; and (3) who have been informed of the confidential nature of such information. In addition, City will protect Confidential Information from unauthorized use, access, or disclosure in the same manner that it protects its own proprietary information of a similar nature, but in no event with less than reasonable care. At Contractor's request, City will, to the extent permitted by the State of California's records retention laws, destroy (or permanently erase in the case of electronic files) all copies of Confidential Information, and City will, upon request, certify to Contractor its compliance with this sentence.

4.2.3 Exceptions. The confidentiality obligations set forth in Section 4.2.2 shall not apply to any Confidential Information that (a) is at the time of disclosure or becomes generally available to the public through no fault of the City; (b) is lawfully provided to the City by a third party free of any confidentiality duties or obligations; (c) was already known to the City at the time of disclosure free of any confidentiality duties or obligations; or (d) the City can demonstrate was independently developed by personnel of the City without reference to the Confidential Information. In addition, the City may disclose Confidential Information to the extent that such disclosure is necessary for the City to enforce its rights against Contractor under this Agreement or as required by law, including the California Public Records Act (CPRA), or by the order of a court or similar judicial or administrative body, provided that (to the extent legally permissible) the City promptly notifies Contractor in writing of such required disclosure and the City discloses no more information than is legally required.

4.2.4 Contractor undertakes and agrees to defend, indemnify and hold harmless City and any of City's boards, officers, agents, and employees from and against all suits, claims, and causes of action brought against City for City's refusal to disclose Confidential Information to any person making a request pursuant to the CPRA. Contractor's obligations herein include, but are not limited to, all reasonable attorney's fees (both in house and outside counsel), reasonable costs of litigation incurred by City or its attorneys (including all reasonable actual, costs incurred by City, not merely those costs recoverable by a prevailing party, and specifically including reasonable costs of experts and consultants) as well as all damages or liability of any nature whatsoever arising out of any such suits, claims, and causes of action brought against City, through and including any appellate proceedings. Contractor's obligations to City under this indemnification provision shall be due and payable on a monthly, on-going basis within thirty (30) days after each submission to Contractor of City invoices for all fees and costs incurred by City, as well as all damages or liability of any nature. Contractor shall receive prompt written notice from City within five (5) business days of receipt of any (1) communication to City challenging City's refusal to disclose Confidential Information, and (2) any complaint or petition to the court challenging City's refusal to disclose Confidential Information. Further should Contractor choose to intervene in any court action relating to the City's refusal to disclose Contractor's information, City shall not oppose Contractor's motion to intervene. Contractor shall have no obligations to City under this provision in any circumstance where Contractor provides written confirmation to City that 1) all of the requested records at issue are not Confidential Information and 2) City may release said records to the requester.

4.3 Compliance with Privacy Laws. Contractor is responsible for ensuring that Contractor's performance of its obligations and exercise of its rights under this Agreement complies with all applicable local, state, and federal privacy laws and regulations, as amended from time to time. If this Agreement or any practices which could be, or are, employed in performance of this Agreement become inconsistent with or fail to satisfy the requirements of any of these privacy laws and regulations, City and Contractor shall in good faith execute an amendment to this Agreement sufficient to comply with these laws and regulations and Contractor shall complete and deliver any documents necessary to show such compliance. The City acknowledges and agrees that Contractor is not responsible for giving any notices to or obtaining any consents from any other party in order for Contractor to process the City Data as contemplated by this Agreement.

5. Warranties. Contractor represents and warrants that:

5.1 Disabling Code. No software or services to which the City is provided access and use hereunder contains any undisclosed disabling code (defined as computer code designed to interfere with the normal operation of the software or the City's hardware or software) or any program routine, device or other undisclosed feature, including but not limited to, a time bomb, virus, drip-dead device, malicious logic, worm, Trojan horse, or trap door which is designed to delete, disable, deactivate, interfere with or otherwise harm the software or the City's hardware or software.

5.2 Virus/Malicious Software. Contractor has used its best efforts to scan for viruses within Contractor's networks and information systems, and no malicious system will be supplied under this Agreement.

5.3 Information Security. Contractor's information security procedures, processes, and systems will at all times meet or exceed (i) the requirements of this Agreement; and (ii) all applicable information security and privacy laws, and legally binding standards, rules, and requirements related to the collection, storage, processing, and transmission of personally identifiable information.

6. Indemnification. Except for the active negligence or willful misconduct of City, or any of its boards, officers, agents, employees, assigns, and successors in interest, Contractor shall defend, indemnify, and hold harmless City and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands, and expenses, including, but not limited to, attorney's fees (both in house and outside counsel), reasonable cost of litigation (including all actual litigation costs incurred by City, including but not limited to, costs of experts and consultants), damages, or liability of any nature whatsoever, for death or injury to any person, including Contractor's Personnel and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by Contractor, Subprocessors, subcontractors, or their boards, officers, agents, Personnel, assigns, and successors in interest. The rights and remedies of City provided in this Section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Agreement. **This provision will survive expiration or termination of this Agreement.**

7. Data Disclaimer. All data provided by or on behalf of City pursuant to this Agreement are provided "as is." City makes no representation or warranty, express or implied, regarding the data's accuracy, completeness or use. There are no express or implied warranties of merchantability or fitness for a particular purpose, or that the use of the data will not infringe any patent, copyright, trademark, or other proprietary rights. Without limiting the generality of the foregoing, City does not represent or warrant that the data or access to it will be uninterrupted or error free.

8. Term

8.1 Term. The term of this Agreement shall be coextensive with the City Contract.

8.2 Survival. The provisions of Sections 2, 3, 4, and 6 will survive the termination or expiration of this Agreement.

8.3 Retroactive Application. The Parties agree that, to the extent permitted by applicable law, the provisions of Sections 2, 4, 6, and 7 of this Agreement shall be applied retroactively to any and all Contracted Services performed by Contractor, and any of its Personnel or Subprocessors, even if those acts and actions occurred or were in progress prior to the effective date of this Agreement.

9. General Provisions

9.1 Governing Law and Venue. This Agreement and any action related thereto will be governed and interpreted by and under the laws of the State of California, without giving effect to any conflicts of laws principles that require the application of the law of a different jurisdiction. Each party hereby expressly consents to the exclusive personal jurisdiction and venue in the state and federal courts of Los Angeles County, California for any lawsuit filed there against it by the other party arising from or related to this Agreement.

9.2 Export. Contractor agrees not to export, report, or transfer, directly or indirectly, any City Data, or any products utilizing such data, in violation of United States export laws or regulations. Without limiting the foregoing, Contractor agrees that (a) it is not, and is not acting on behalf of, any person who is a citizen, national, or resident of, or who is controlled by the government of any country to which the United States or other applicable government body has prohibited export transactions (e.g., Iran, North Korea, etc.); (b) is not, and is not acting on behalf of, any person or entity listed on a relevant list of persons to whom export is prohibited (e.g., the U.S. Treasury Department list of Specially Designated Nationals and Blocked Persons, the U.S. Commerce Department Denied Persons List or Entity List, etc.); and (c) it will not use any City Data for, and will not permit any City Data to be used for, any purpose prohibited by applicable law.

9.3 Severability. If any provision of this Agreement is, for any reason, held to be invalid or unenforceable, the other provisions of this Agreement will remain enforceable and the invalid or unenforceable provision will be deemed modified so that it is valid and enforceable to the maximum extent permitted by law.

9.4 Waiver. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

9.5 No Assignment. Except as provided in Section 9.6, Contractor will not assign, subcontract, delegate, or otherwise transfer this Agreement, or its rights and obligations herein, without obtaining the prior written consent of LADOT, and any attempted such assignment, subcontract, delegation, or transfer in violation of the foregoing will be null and void.

9.6 Subprocessors. City acknowledges and expressly agrees that Contractor may retain Subprocessors in the course of providing Contracted Services. Contractor shall make available to City a current list of Subprocessors and their respective services immediately upon execution of this Agreement. When Contractor engages any new Subprocessor after the execution of this Agreement, Contractor will notify LADOT of such Subprocessor at least 30 days before the Subprocessor accesses or processes any City Data. Any and all Subprocessors shall be bound by the obligations of Contractor under this Agreement; notwithstanding the foregoing, Contractor remains responsible for compliance of any such Subprocessor with the terms of this Agreement.

9.7 Notices. All notices required to be given pursuant to the terms of this Agreement shall either be personally delivered or delivered by certified mail return receipt requested to:

If to LADOT:

Seleta J. Reynolds, General Manager
Los Angeles Department of Transportation
100 South Main Street, 10th Floor
Los Angeles, California, 90012

With copies to:

Marcel Porras, Chief Sustainability Officer
Los Angeles Department of Transportation
100 South Main Street, 10th Floor
Los Angeles, California, 90012

If to Contractor:

[INSERT NOTICE ADDRESS]

Attention: INSERT NAME/TITLE/EMAIL

Or to any such other address as the parties may designate in writing, from time to time. All mailed notices shall be deemed received three days after being deposited in the U.S. mail.

9.8 Counterparts. This Agreement may be executed in one or more counterparts, each of which will be deemed an original and all of which will be taken together and deemed to be one instrument.

9.9 Entire Agreement. No-shrink-wrap, click-wrap, privacy policy, or other terms and conditions or agreements ("Additional Contractor Software Terms") provided with any products, services, documentation, or software hereunder, or under the Contracted Services agreements, shall be binding on the City, even if use of the foregoing requires an affirmative "acceptance" of those Additional Contractor Software Terms before access is permitted. All such Additional Contractor Software Terms will be of no force or effect and will be deemed rejected by the City in their entirety. This Agreement is the final, complete and exclusive agreement of the parties with respect to the licensing, use and protection of City Data, and supersedes and merges all prior discussions between the Parties with respect to such subject matters. No modification of or amendment to this Agreement, or any waiver of any rights under this Agreement, will be effective unless in writing and signed by an authorized signatory of each Party.

In Witness Whereof, the parties have caused their duly authorized representatives to execute this Agreement as of the Effective Date.

THE CITY OF LOS ANGELES

By: _____

Seleta J. Reynolds
General Manager
Department of Transportation

Date: _____

APPROVED AS TO FORM:

MICHAEL N. FEUER, City Attorney

By: _____

Date: _____

[INSERT COMPANY NAME]

By: _____

Date: _____

By**: _____

Title: _____

Date: _____

PARKING CITATION AND PERMIT PROCESSING SERVICES

SCOPE OF WORK

LADOT

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DEFINITIONS

The following is a summary of terms used within this document:

24/7: 24 hours a day, seven days a week.

Acceptance: The successful completion of the Acceptance tests.

Acceptance testing: Criteria set forth by the City and LADOT to determine if a Contractor is capable and eligible to satisfy the needs of a specific project component.

ACD: Automated Call Distributor

ADA: Americans with Disabilities Act

Ad-hoc: when needed, necessary, or requested.

Adjudication: a review and judgment of a contested parking citation based on evidence.

Administrative Hearing: a second appeal to contest a parking citation, in the situation where the first level hearing results in the citation's being upheld.

Administrative Review: the first level of review for a contested parking citation.

Appeal: a request to dismiss a citation that the recipient believes should not have been issued, usually accompanied by evidence.

API: Application Programming Interface—a method that one computing system provides as a way for another computing system to send or receive data.

Availability Level: The percentage determined by dividing the System Operational Use Time by the System Operational Use Time plus Downtime.

AVRS: Automated Voice Response System

Batch Control Log: A log that stores the number of handwritten citation batches.

Beat: a designated area assigned to a Traffic Officer for patrol and parking enforcement.

Boot: a device used to immobilize a wheel on a vehicle based on business rules.

Boot Return Map: Contractor operated facilities strategically located throughout the City to be used for post-payment to accept devices returned by motorists whose vehicles have been immobilized by the Contractor's device.

Business Days: Monday through Friday, excluding City-observed holidays.

Bus/transit lane: A bus lane or bus-only lane is a lane restricted to buses, often on certain days and times, and generally used to speed up public transport that would otherwise be held up by traffic congestion.

CA DOJ: California Department of Justice.

CAPP: Community Assistance Parking Program. Created to assist unhoused population with unpaid parking citations.

Car Share Permit/Decal: A permit program which authorizes vehicles designated by authorized permit or decal to park in designated CarShare spaces on designated parking spaces on the streets or in parking lots.

Cases: The filed appeals under adjudication review.

Catastrophic Failure: A disaster which has caused either disruption of services to the user for extended periods of time or loss of data

City: The City of Los Angeles.

Citation: A notice of violation issued to a person or vehicle by a City employee when the person or vehicle is not in compliance with applicable codes and regulations.

Citation Management System (or CMS) – The software solution provided by the selected Contractor to supply the City with access to all parking citation issuing and processing functions.

CLETS: the California Law Enforcement Telecommunications Service, which is the interface to obtain certain confidential data from state agencies, including the DMV and DOJ.

Collections: the legal process of obtaining payment for outstanding amounts due.

Communication Center Operators: LADOT Dispatch Operators that are on duty 24/7 to attend to reported parking, immobilization and towing issues.

Community Assistance Parking Program (CAPP): A City program to assist homeless individuals with open or unpaid parking citations to pay in the form of community service.

Contest: a formal challenge to a citation, following a procedure mandated by law.

Contract Administrator: Assistant General Manager

Contractor: the vendor or team that is awarded a contract based on this Request for Proposals.

Council: City Council of the City of Los Angeles

Court: Los Angeles Superior Court

Customer: a member of the public who interacts with the System, such as purchasing a parking permit or paying a citation. City employees and Contractor employees who use the system as part of their job functions are not customers, though they may be customers in their personal lives.

Customer Service Center: In person facilities for citation inquiry, cashiering, vehicle release processing, parking permit processing (for preferential, overnight, and oversize permits), requesting administrative investigations, scheduling hearings, and other issues relating to parking citations. Also referred to as Public Service Centers (PSC).

CVC: the California Vehicle Code.

Day(s): Consecutive calendar days, not business or working days

DMV: Department of Motor Vehicles, which maintains registration information for vehicles, including owners' names and addresses.

DOJ: Department of Justice. In California, the DOJ maintains the lists of vehicles that are stolen or are wanted because of association with a felony.

Day(s): Consecutive calendar days, not business or working days.

Department: Department of Transportation (LADOT)

Disposition: the result after a citation has been appealed or contested; in most cases, the disposition will be either "upheld" or "dismissed."

DMV: the California Department of Motor Vehicles, the state agency that registers vehicles and issues drivers' licenses and identification cards.

DOT: see LADOT

Downtime: The amount of time when the System is not available for its intended use by the City and its Contractors, measured in hours and whole minutes.

Effective Date: The date on which the final contract is executed by the City Clerk.

Electronic Ticket Writer: also called Handheld Ticket Writer or Automated Ticket Writer is a device used by Traffic Officers to issue parking citations.

Enforcement Workforce Management System (EWMS): Integrated solution that offers workforce management capabilities.

Error Corrections: Emergency and unplanned actions taken to correct or repair system hardware or software anomalies which have a negative impact on the operation or use of the system.

Fail-over: the process when the operations of a failing computer or system are transferred over to another computer or system.

Fine: the penalty amount for violating City or State code.

Fiscal Year: July 1 through June 30 of every year.

Geo-fencing: setting virtual boundaries using GPS.

Geo-location: the geographical location of an item or individual, derived from GPS, and usually presented on a digital map.

Geographic Information System (GIS): a computer system for capturing, storing, managing, analyzing, and displaying maps and data.

GPS: Global Positioning Satellites, a system that allows a user's device to receive signals from the satellites and determine the device's precise location, velocity, and time anywhere in the world, 24x7.

Handheld: the portable electronic device used by City Traffic Officers to verify the payment status of parking spaces and issue parking citations.

Hot list: a list of license plates of interest to the System, such as the stolen vehicle hotlist.

Intended Use: The system intended to execute all of the functions set forth in the "Scope of Work".

Initial Review: The first step in a three tier process conducted by LADOT to determine if a violation occurred, if the registered owner is responsible, and if there were any extenuating circumstances. May also be referred to as *Administrative Review*.

ITA: City of Los Angeles Information Technology Agency.

IVR: Interactive Voice Response software that recognizes spoken words and/or tones over the telephone and translates into computer code to assist callers with their service needs.

LADOT: Los Angeles Department of Transportation. Sometimes it is referred to as DOT.

LPR: License Plate Recognition, a system that monitors a video camera, finds license plate images and obtains the plate number for further processing. Mobile LPR refers to a system mounted in a vehicle.

MERGE: the system used by LADOT to collect all information related to parking functions. Examples include parking space occupancy, payments, parking meter activity (including maintenance and repairs), and parking compliance data.

Metro: Los Angeles County Metropolitan Transportation Authority overseeing LA County's complex transportation system. Metro acts as the regional transportation planner, coordinator, designer, builder, funder, and operator of the country's largest and most populous counties.

Mobile Payment: Payment services performed via a mobile device.

Motor vehicle registries: Authoritative list maintained by the Department of Motor Vehicles.

Normal business hours: from 8:00 AM through 5:00 PM, Monday through Friday, except City holidays.

NSF: Non-sufficient funds.

OCR: Optical Character Recognition, a technology that recognizes text within images and converts it to a digital format for further processing.

On-Line: Controlled by or connected to another computer or to a network.

OPD: Overnight Parking District, an area with streets and boundaries designated by a City Council resolution wherein displaying a valid permit shall be exempt from parking restrictions between the hours of 2AM to 6AM which are established by said City Council resolution or ordinance.

Operations: The ongoing operation of the parking management information system and the Parking Violations Bureau, subsequent to implementation of the system by the contractor and acceptance of the system by the City.

OPG: Official Police Garages—towing companies with storage areas who have contracts with the City to impound vehicles, with a web site at opgla.com.

Overnight Parking Permit (OPP): A parking permit granted to residents, visitors and guests of residents within an Overnight Parking District to allow them to park at such location and times.

Oversized Parking Permit (OVPP): A parking permit granted to residents of the City of Los Angeles to allow for parking of such vehicles during the time permit is valid.

OVRA: Oversized Vehicle Restricted Area - An area with streets and boundaries designated by a City Council Resolution wherein vehicles displaying a valid daily permit and are taller than 72 inches and longer than 22 feet (or dimensions set forth by statute) shall be exempt from parking restrictions between the hours of 2AM and 6AM which are established by said City Council resolution or ordinance.

PaySR: Payroll System Replacement, used to replace the City's decades old legacy payroll system.

PCI DSS: Payment Card Industry Data Security Standard, an industry organization that establishes standards for how banking cards (credit and debit) will be processed securely.

PDT or PST: Pacific Daylight Time or Pacific Standard Time, which is the time base for any scheduling for Services under the Agreement.

Performance Standards: the minimum standards acceptable for functioning of the Service.

Permit Management System (or PMS): The software solution that will be supplied by the selected Contractor to supply the City access to all parking permit issuance and processing functions.

Preferential Parking District (PPD): A residential area with streets and boundaries designated by a City Council resolution wherein vehicles displaying a valid permit shall be exempt from parking restrictions established by said City Council resolution or ordinance.

Preferential Parking Permit (PPP) — A parking permit granted to residents, visitors, and guests for residents within a Preferential Parking District to allow them to park at such locations and times.

Prima Facie: Before further investigation and self-evident.

Primary Work Hours: are from 8:00 AM through 5:00 PM, Monday through Friday, except City holidays.

Principal Hours: The hours between 6:00 AM and 10:00 PM, Pacific Time, Monday through Friday, and 6:00 AM, to 5:00 PM, on Saturdays, excluding City holidays.

Private Label: Branding within the system designed to meet LADOT branding and marketing standards and built in a manner consistent with the look and feel of the City's existing website.

Project Team: Composed of a grouping of Contractors that fall under the umbrella of a Prime Contractor responding to specific components of this RFP.

Proposal: A complete and properly signed document to provide goods, commodities, labor, or services for the sum stated and submitted in accordance with the RFP.

Proposer: a vendor or team that submits a response to this Request for Proposals.

Quarter: any one of the following three-month periods: January to March; April to June; July to September; and October to December.

Real Time: a short time period, no more than five seconds, to process a transaction or transmit/receive information.

Recovery from Catastrophic Failure: Those corrective efforts undertaken by the contractor as a direct result of either serious human error or malicious action, natural disaster, fire or flood, which cause either disruption of services to the City for an extended period of time or loss of data.

Reparking: Parking again within the same block face, parking lot, or garage after the expiration of time limits.

Respondent: Entity that submits a proposal in response to this document.

Request for Proposals (RFP): This document, including any attachments, amendments, or other addenda, describing the expected scope of work and process for responding.

Scofflaw: a vehicle that has five or more delinquent citations.

Situs address: Place to which a property belongs, site location of a property, meter location

SOW: Scope of Work or Statement of Work

Subcontractor: Any person, entity, or organization to which the contractor proposed delegating any portion of its contractual obligations.

System: the complete Parking Citation and Permit Management System and Associated Hardware, Software, Support, and Services, including all functionality and devices, the hosting service, all interfaces to external services, mobile devices, IVR, servers, operating software, apps, web pages, etc.

System Operational Use Time: The time during Principal Hours when the system is available to the City for its intended use, measured in hours and whole minutes.

TDD: Telephone Device for the Deaf.

Technical Assistance: Assistance provided by the Contractor to the City to enhance or modify the system beyond the requirements set forth in the Statement of Work.

Terminal Response Time: The interval measured from the time the end user depresses the Enter key to the time an initiation or system acknowledgment is received.

Terminal Uptime: The aggregate amount of time, during principal hours each month, all terminals on the contractor's network are operational and available for their intended use.

TIMS: Towing and Immobilization Management System.

TTY: TeleTYpewriter, a keyboard with networking ability that can print or display information. TTYs can be used to communicate via text over regular telephone lines.

User: a person accessing the System (may be a customer or an employee).

VIN: Vehicle Identification Number, a unique number stamped on various vehicle components by the manufacturer.

VIPU: Vehicle Information Processing Unit (VIPU)

VLN: Vehicle License Number, contained on a license plate issued by a state or province.

Work Days: Monday through Friday, excluding City holidays.

INTRODUCTION

LADOT is soliciting proposals for PARKING CITATION AND PERMIT PROCESSING SERVICES to support LADOT with parking citation management, immobilization and impound, permit management, workforce management, and mobile license plate recognition (as an option to LADOT). LADOT is seeking qualified firms to manage significant components of the City's parking program. In addition to the components listed, there are currently four (4) Contractor-supported customer service locations in the City of Los Angeles. It is expected that, at a minimum, a solution can be provided that meets or exceeds the level of services and location areas currently in place. The selected firm will be the Prime Contractor, using a parking management approach with an anticipated set of subcontractors to meet the Scope of Work defined in this RFP. Proposals must include all requested components. The City will not consider proposals that fail to respond to the comprehensive scope of work. The City strongly encourages all Proposers to bring an optimized and integrated solution to strengthen their offering. All Proposers must submit a comprehensive response to the entirety of this RFP to be considered for selection, which may require inclusion of subcontractors.

The Proposer who will serve as the Prime Contractor (Contractor), if selected, shall identify any applicable Subcontractors to ensure that all proposed hardware and software meets or exceeds all required specifications contained in the Scope of Work for the respective components. It is the Prime Contractor's responsibility to ensure that ALL proposed systems/services/components, including those provided by a subcontractor, meet the requirements in Section 10 through Section 15 as listed below. These requirements are mandatory for all proposed solutions whether provided by Contractor or their Subcontractor(s).

- **Section 10: FINANCIAL PROCESSING**
- **Section 11: TRAINING**
- **Section 12: INTEGRATION REQUIREMENTS**
- **Section 13: AUDIT AND ACCOUNTING**
- **Section 14: IT AND SECURITY CONTROL REQUIREMENTS**
- **Section 15: PERFORMANCE STANDARDS AND COMPLIANCE**

Throughout the Scope of Work, requirements of the Contractor are delineated with the understanding that the Contractor is offering the most comprehensive solution and actively engaged with, and responsible for any Subcontractor provided service or product. The selected Prime Contractor will be responsible for the performance of the Subcontractors. It is the responsibility of the Contractor to serve as the single point of contact for all items related to the provided comprehensive solution for LADOT staff and all related contributors.

All references to time within this Scope of Work shall be in the Pacific Time Zone (Pacific Standard Time or Pacific Daylight Time, as appropriate).

1 CITATION MANAGEMENT SYSTEM (CMS)

The CMS is the turnkey software solution and support provided by the Contractor to support the City with all parking citation processing functions and service features. At a high-level, the core functionality must include citation inquiry, citation entry, payment processing, noticing, appeals, enforcement analytics and reporting, access to documentation and images/photos, and citation history. Users shall have specific functionality access assigned by a designated software administrator. Software must support real-time access for multiple parties and must be a web-based application requiring no software installation on personal computers (PCs).

The Contractor shall support the software at no additional cost to the City for the entirety of the contract including adjustments to correspondence requirements and payment plans/programs when required by State or City law. All software should be customizable to City specifications including violations, fines and penalties, locations, custom notes, badge numbers, etc.

Contractor shall provide a robust reporting dashboard customizable to City requested data that incorporates performance management, revenue comparisons, collection rates, citation totals, monthly trends, gap management, and the capability to set up alerts.

1.1 CMS Key Requirements

The following is a list of key requirements for the CMS:

1.1.1 A comprehensive web-based software solution that integrates citation related data, vehicle registered owner data, and complete records of all processing status and public contacts by phone or mail, and is accessible to both the Contractor and the City staff.

1.1.2 Transfer of citation data and photos from enforcement devices to the CMS software in real-time.

1.1.3 Real-time access to motor vehicle registries in California and other states/provinces for registered owner information and the California Department of Motor Vehicles (CA DMV) for registration holds and releases. (See Section 1.9 for DMV requirements)

1.1.4 Access to out-of-state registered owner names and addresses.

1.1.5 Generate reminder notices for unpaid citations by mail including out-of-state owners. (See Section 3 for notice processing requirements)

1.1.6 Generate delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under California state law. (See Section 3 for notice processing requirements)

1.1.7 Generate “Drive Away” notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle. (See Section 3 for notice processing requirements)

1.1.8 Generate citation correction notices where the issuing officer determines that there is incorrect data in the parking citation. (See Section 3 for notice processing requirements)

1.1.9 Generate notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement as required by the CVC. (See Section 3 for notice processing requirements)

1.1.10 Generate any other parking-related correspondence as directed by LADOT.

1.1.11 Responsibility for any and all fees associated with obtaining registered owner information. (See Section 1.9 for DMV requirements)

1.1.12 Validate DMV vehicle makes upon return of registered owner information from DMV to ensure proper make of vehicle issued citation. (See Section 1.9 for DMV requirements)

1.1.13 Review DMV "No Hit" lists to ensure that license plate and state have been entered correctly.

1.1.14 Continuously attempt to retrieve registered owner information for all unpaid parking citations without registered owner information in the CMS, at no additional cost to the City. (See Section 1.9 for DMV requirements)

1.1.15 Manage rental car agency and fleet programs.

1.1.15.1 Store and track car rental agency and fleet vehicle reports of responsible billing parties from parking citations.

1.1.15.2 Enrollment and maintenance of existing fleet accounts, including enrollment date, contact information, date of termination, enrolled vehicles, etc.

1.1.15.3 Electronic invoicing and payment tracking

1.1.15.4 On-demand report function with export option to standard Excel format.

1.1.15.5 Create account-based functionality for participants to look-up and pay invoices online.

1.1.15.6 Direct customer support for fleet clients.

1.1.16 Facilitate the digital tracking of records.

1.1.17 Maintain the CMS database and physical system security in such a way as to provide complete confidentiality and protection from unwanted access.

1.1.18 File and store citations in an easily retrievable format for a minimum of five (5) years and then dispose of records in accordance with City direction as listed in Section 14.3 for Data Storage and Electronic Archives.

1.1.19 Allow for uploading of electronic citations, in real time, allowing customers to pay citations immediately once uploaded.

1.1.20 Notwithstanding the previous requirement, the CMS shall allow creation of a temporary citation record in the situation where a motorist attempts to pay or contest a citation, but the citation has not yet been uploaded. Once the citation data from the handheld has been uploaded, the data from the temporary citation will be merged into the uploaded data and the temporary citation will be discarded.

1.1.21 Send and receive electronic data files using a scheduler function.

1.1.22 Ability to send/receive push notifications to/from officers in the field regarding enforcement or safety issues, without creating an ability to exploit internet access.

1.1.23 Allow for the authorized account users to correct dates, duplicate citations, violation codes, and fine amounts, and suspend citations.

1.1.24 Allow for various timelines for invoicing.

1.1.25 Allow for automation of invoicing, late fees, appeals, and collections with scheduler function.

1.1.26 Store and track previous and current owner information when transfer of vehicle ownership has occurred by clearly notating in the account with changes, not limited to the source, old address, new address, date of owner transfer, etc.

1.1.27 Provide online confirmation, showing the number of citations transferred and received by the Contractor.

1.1.28 Immediate/real-time batching of files upon transfer of citations records.

1.1.29 Identify duplicate citations and correct dates, violation codes, and fine amounts.

1.1.30 Maintain and update of a confidential vehicle database for exemptions authorized by the City that are linked to the parking enforcement handheld units.

1.1.31 An established process for logging in and out of CMS via handheld units.

1.1.32 Asset management program that uses handheld unit for equipment check-in and check-out processes.

1.1.33 CMS must integrate geographic information system (GIS) maps that are essential to job functions of the enforcement team.

1.1.34 Maintain online communication during primary work hours when the CMS, including all components, is available to the City and the public for its intended use.

1.1.35 Allow for updates to customer records and the ability to enter comments with audit trail.

1.1.36 Prepare a report at the end of each Fiscal Year, in accordance with CVC Section 40200.3(b) setting forth the number of cases processed, and all financial and/or citation payments received and distributed, along with any other information that may be required by the issuing agency. This report is public record and shall be delivered to each issuing agency at the end of each fiscal year. If the City requests, the Contractor shall hire an independent auditor to prepare a report. The City shall pay the costs of the audit report upon the City's written approval on auditor's cost

1.1.37 Provide comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management. The City may

revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City.

1.1.37.1 The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess and improve the operational performance of the City's parking and citation management program. A sample of the reporting structure for the monthly and annual report is shown in Attachment 2. At a minimum, Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design and provide daily and weekly reports as specified by the City. Since the City's reporting needs are likely to change over the course of the contract, Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.

1.1.37.2 The City will require the production of all reports listed in Attachment 2. These reports must be printable, electronically accessible, and exportable to other software packages in a text and/or spreadsheet format. These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by Contractor's own report with the approval of the City.

1.1.38 Upon request, Contractor must provide training in the use and interpretation of the reports produced by the CMS. Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City. Proposer shall provide documentation delineating details of available reports.

1.1.39 Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City.

1.1.39.1 The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.

1.1.40 Report templates developed to the City's specification that may be exported to Excel or PDF.

1.1.41 Real-time reporting tool for ad-hoc reports.

1.1.42 24/7 technical support described in Section 9.

1.1.43 Multiple languages on the customer portal website (at least English and Spanish).

1.1.44 Ability to accept mail-in citation payments (lockbox) to a City of Los Angeles mailing address (Contractor-provided and managed). (See Section 3 for notice processing requirements)

1.1.45 An open-source API that allows for current and future integration with third parties such as financial software, LPR, as well as pay stations and mobile payment. (See Section 12 for integration requirements.)

1.1.46 Sandbox/test environment available prior to award and ongoing for pre-release testing.

1.1.47 The CMS must have controls, checks and balances sufficient to ensure data integrity and accountability of all information processed by LADOT. Full audit trail information for every processing transaction must be captured and retained for each citation until the related citation is purged per the policies established by LADOT. All processing activities including direct public support transactions will be subjected to detailed audit by the City.

1.2 CMS Software Requirements

The software shall allow users to perform the following functions:

1.2.1 Entry form for manually issued citations.

1.2.2 Query for citation data by any input field, including, but not limited to date, citation number, license plate number, name and address of registered owner and responsible party, citation location, serial number of enforcement officer, and VIN. For each citation record the City must be able to access in an on-line, real-time mode at a minimum, but not limited to, the following:

1.2.2.1 Summary Citation Data: citation number, state and license plate, parking meter number (if applicable), violation code with description, issue date and time, location, amount due, and current processing status.

1.2.2.2 An electronic copy of the citation that was issued by the wireless electronic ticket writer.

1.2.2.3 Enforcement Data: serial number of the issuing officer, issuing agency code, division number, geographical beat number, permit or district number.

1.2.2.4 Vehicle Data: vehicle make/model, vehicle color, vehicle type, registered owner name, address as provided by DMV, and the effective date of vehicle ownership.

1.2.2.5 Financial Data: the original fine amount plus any penalties or fees that have been added, such as a late payment penalty that includes the amount and exact date that late payment penalty was imposed, returned check fee, or fee for obtaining a copy of a citation.

1.2.2.6 Mail Data: the mail date, description and actual copy of all notices or correspondence letters mailed and received. All returned mail, including the returned envelope, must be scanned, noted, and marked within the database.

1.2.2.7 Processing Data: the processing batch date and number, digital imaging index (if applicable), date on which the citation was updated to the CMS, the date registered owner information was requested and received from the vehicle registry, and the date that a registration hold was placed, confirmed, and released at the CA DMV. Each field must be clearly delineated and marked.

1.2.2.8 Registry Data: the vehicle make as recorded by the DMV, the date on which ownership data was recorded, and dates that indicate returned mail or registration non-renewal.

1.2.2.9 Adjudication Data: for administrative adjudication hearings, the date, time, office location, and disposition for in-person, telephone, video, and written declaration hearings for citations, immobilization-tow and post-impound hearings.

1.2.2.10 Suspend Data: the date and time a temporary suspension is applied that stops normal processing, the ID of the person processing the suspension, type of suspension, and the date the suspension will be removed and processing resumes along with a periodic exception report advising of extended non- action and prior to expiration of suspensions.

1.2.2.11 Correspondence Data: An imaged copy of all related correspondence as well as the date, time, code, and sufficiently detailed and readable description of all correspondence mailed relating to a citation along with the address used.

1.2.2.12 Returned Mail Data: the date that any notice or correspondence was returned by the United States Postal Service as undeliverable. This shall include the address or addresses used. Multiple entries should be kept and used for skip-tracing efforts.

1.2.2.13 Payment Data: payment date, payment type, payment source, amount, method of payment, payment batch number, and a copy of the check with appropriate security measures.

1.2.2.14 Access to data shall be available by clicking on the search results, not requiring the user to make a note of search results and then separately open relevant records.

1.2.3 Pay or dismiss citations on one or multiple plates in one transaction.

1.2.4 Add notes to citations and plates.

1.2.5 Attach documents to citation records.

1.2.6 Place citations on hold to suspend penalty and notice activity.

1.2.7 Print and email correspondence letters.

1.2.8 Void citations with custom City void codes.

1.2.9 Support for multiple vehicle owners.

1.2.10 View and print a copy of a citation and images/photos taken during citation issuance.

1.2.11 Assign permissions to access certain features based on user ID.

1.2.12 Review all user activity within the software.

1.2.13 Run ad-hoc real-time reports on all data fields.

1.3 Specialized Unit Requirements

The City has a number of specialized enforcement shift assignments. Some assignments require customized CMS features that are unique to those shifts.

1.3.1 The CMS shall, based upon the specific shift assignment, have the following capabilities:

1.3.1.1 Ability to retroactively date a citation (example: bus/transit only lane enforcement)

1.3.1.2 Ability to capture an image at any time (example: gridlock tickets)

1.3.1.3 Ability to attach documents (example: disabled placard ID card)

1.3.2 The Contractor shall support an adaptive solution that provides integration flexibility for LADOT to implement additional configuration for specialized units or programs.

1.4 Bus / Transit Lane Only & Stop Enforcement Program Support

To assist the LADOT's effort to discourage vehicles from obstructing transit corridor routes and posted transit stops, Contractor shall develop a means to support citation issuance for illegally parked vehicles in lanes designated as "bus-only" or "transit-only"; regular traffic lanes where vehicles create accessibility problems that result in buses not being able to reach curbs at stops and vehicles that block intersections; and posted transit stops. The CMS must be able to integrate with outside agencies to allow the transmission of bus/transit violation citation evidence packages from outside agencies to the CMS and be able to process the citations for LADOT accordingly.

LADOT may also request that the Contractor develop options for inputting citation information via computer instead of handheld device, or suggest other options to make issuance and enforcement in this area more viable and efficient. More details in Section 12.5.

1.5 Payment Plans

Payment plans are available for individuals whose financial situation qualifies them as a very low-income household, using guidelines established by the Department of Housing and Urban Development. Once approved, the payment plan shall allow the total amount due to be paid in installments over a set period of time. Future payments plans may be open to any participants regardless of their income.

The Contractor shall offer a mobile app, integrated with the CMS, to pay parking citations. The mobile app shall offer features such as the ability to scan or read the parking citation, low-income verification, customizable payment plans, automated email and text payment reminders and receipts, view account balance and other relevant information, update payment and contact information, and accept payment using a variety of methods including credit card, debit card, Google Pay, Apple Pay and Automated Clearing House.

The CMS shall include the ability to support LADOT's payment plans. Proposers shall describe how their solution can accommodate this. At a minimum, the CMS shall have the following capabilities:

1.5.1 Payment plans in accordance with existing and future State, CVC, and LADOT policies.

1.5.1.1 https://prodpci.etimspayments.com/pbw/include/laopm/ipp_income_guidelines.pdf

1.5.1.2 https://prodpci.etimspayments.com/pbw/include/laopm/ticket_ipp.htm

1.5.1.3 https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=40220.&lawCode=VEH

1.5.2 Ability for customers to apply for payment plans online, by mail, or in person.

1.5.3 Payments for payment plans accepted online, by phone, online, or in person.

1.5.4 Ability to configure and manage features such as low-income verification, customizable payment plans, email and text payment reminders and receipts, view account balance and other relevant information, update payment and contact information, and accept payment using a variety of methods, and a mobile payment app.

1.6 Community Assistance Parking Program (CAPP)

The City of Los Angeles's Community Assistance Parking Program (CAPP) was created to assist homeless individuals with open or unpaid parking citations, by allowing him/her to pay in the form of community service.

Participants of CAPP must provide a proof of completion form to the City of Los Angeles upon completion of service hours.

The CMS shall include the ability to support the CAPP program (https://ladotparking.org/operations-support/capp-info/). At a minimum, the CMS shall have the following capabilities:

1.6.1 Record the Homeless Management Information System (HMIS) number on one or multiple citations.

1.6.2 Upon completion of the CAPP program, allow for the citation status to be updated to complete and close out the citation.

1.6.3 Upon the successful enrollment into the CAPP program, suspend citation fines and fees, provide a CA DMV hold release (where necessary), and suspend collection efforts or individual citations assigned to the CAPP program.

1.6.4 Provide comprehensive reporting including citations assigned to the CAPP program, citations closed out through the CAPP program, and citations pending approval into the CAPP program.

1.7 Initial Review

Contractor must provide Initial Review processing, utilizing policies and procedures specified by the City, for all contested citations.

The following is a list of key requirements for Initial Review:

1.7.1 Verification that all requests for Initial Review are processed in accordance with the time limits prescribed by State law and City policy. Requests for extensions based on verifiable extenuating circumstances must be addressed by an LADOT supervisory level employee.

1.7.2 Record response for dismissal or when a citation is deemed valid, and record the justification in writing and retain it on the database until the citation is purged, and in hard copy for future audits.

1.7.3 When an Initial Review cannot be resolved, the software shall allow for the appeal to be referred electronically to LADOT staff for investigation. All such referrals must be accounted for, appropriate records kept, and all case files logged in and out. Case files electronically transmitted to LADOT for investigation must contain all relevant information including, but not limited to, correspondence received from the complainant, traffic officer comments, a copy of the citation, and any notes or memos prepared by Contractor staff which would be relevant to the City's investigation. All regular citation processing (including, but not limited to noticing, and escalations) must be suspended during the period the citation is under administrative investigation and the CMS so marked. Furthermore, at a minimum, all referrals for field investigations must be electronically geo-coded and downloaded, sorted by suspend code and street address for field investigation. Upon the daily completion of City's investigations, the determinations must be uploaded back into the CMS for processing.

1.7.4 The CMS must be capable of determining whether the Initial Review has not been completed within the suspend period; and then automatically adjusting the suspend date and/or marking on an exception screen and/or report that the suspend date has been reached and investigation is still outstanding. No noticing shall be sent until the investigation is completed. Aging reports of suspends still pending resolution (30, 60, 90, 120, etc. days) are to be included in monthly activity reports.

1.7.5 At the conclusion of the Initial Review, if the citation has not been dismissed, the CMS must promptly generate a notice listing the reason for a valid cite determination as required by the CVC. The notice must also explain the CVC procedures that must be

followed if the complainant wishes to contest the citation through an administrative hearing, including specific dates by which to respond.

1.7.6 The CMS shall support multiple work queues for Initial Review, including, but not limited to queues by user, appeal status and reason, suspend reason, review progress, and field survey status.

1.7.6.1 LADOT supervisors shall have the ability to move appeals between queues as needed.

1.7.7 The CMS shall maintain statistics, as determined by LADOT, about Traffic Officers' activity which the Initial Review and Adjudication teams may review when researching contested citations.

1.7.8 Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City. Proposer shall describe the proposed report and its content. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.

1.8 Administrative Hearings

The Contractor shall provide a turnkey component for Administrative Hearings which integrates seamlessly with essential external and internal applications that hearing examiners and clerical staff use daily.

This component shall be completely integrated with the CMS. Hearing examiners and clerical staff shall be able to access all data, including appeal details, within the CMS directly, without requiring them to be working in multiple applications simultaneously to be able to find all related details for a particular citation.

In addition to second-level review as defined by the CVC, hearing examiners also conduct administrative hearings for impounds and immobilizations. In some cases, the appeals may be on an emergency basis. While impounds and immobilizations should be related to a citation, there may be times when the citation isn't properly connected to the impound/immobilizations. In addition, an appeal of an impound/immobilization doesn't necessarily include an appeal of the citation. Therefore, the component shall be able to process full adjudication of all these activities independently from citation adjudication, and if the finding for the appeal of an impound/immobilization is in the motorist's favor, it does not close the citation.

The Contractor provided solution must allow users to perform all job functions with a high level of integration to remote productivity tools, such as telecommuting and telephonic/video communications, and strategically plots a course for future business needs, developed with open architecture, that makes it easy to add, change, and replace new components as necessary.

1 CITATION MANAGEMENT SYSTEM (CMS)

The Contractor shall coordinate the citation adjudication process following prescribed timelines and processes for persons contesting parking citations in accordance with the CVC, laws of the State of California, and City of Los Angeles.

The following is a list of key requirements for adjudication:

1.8.1 Allow motorists to appeal citations, immobilizations, and impounds through various methods, including online via web browser, mobile app, fax, U.S. Mail, or delivery to a customer service center (see Section 3).

1.8.1.1 Online and mobile submissions shall allow the motorist to upload supporting evidence.

1.8.1.2 A clerk shall be able to enter appeals submitted by mail or delivery into the component, including any supporting evidence included with the appeal.

1.8.1.3 Appeals submitted by fax shall be entered automatically into the component.

1.8.1.4 Appeals for immobilizations and impounds shall not require an associated citation to be processed through the Adjudication component.

1.8.1.5 Should an appeal for an impound or immobilization have a finding in the motorist's favor, that decision cannot affect the original citation(s) that led to the impound or immobilization.

1.8.2 Suspend timelines/due dates/escalations while appeals are under investigation.

1.8.3 Record data and comments for historical background and attach to citation.

1.8.4 Manage supporting evidence submitted by customers in support of their appeals.

1.8.5 Sort appealed citations by type of violation.

1.8.6 Record case decisions.

1.8.6.1 Automated process to update tracking history to reflect if a constituent has had their case adjudicated or requires further review.

1.8.7 Generate all correspondence related to each case.

1.8.7.1 Capability to have static templates and unique templates for each type of correspondence that can be prefixed in queue.

1.8.7.2 Generate decision letters and use customizable liability and non-liability reason codes, using a template, but allowing reviewer to add comments/notes.

1.8.7.3 Generate letters for scheduling of hearings, reminders, "no show" follow-ups, etc.

1.8.7.4 Retain exact electronic copies of all correspondence, including those generated by the component, that can be reviewed and accessed at any time.

1.8.7.5 Capture all returned adjudication correspondence, including images of the envelope, as part of the case history.

1.8.8 Maintain record of "no show" letters sent to and received back from constituents who have either already had their case adjudicated or have returned undeliverable correspondence.

1.8.9 Queueing logic that allows ability to view and distribute adjudication workload.

1.8.9.1 Authorized or designated user(s) should have the ability to review queue and "pull" or hold cases.

1.8.9.2 Cases assigned to an examiner should remain visible in queue, but not allow others to operate on them unless an authorized user transfers to another examiner.

1.8.9.3 Cases that have been in an examiner's queue for a City designated period, like 72 hours (weekend hours not included), without action should trigger an alert to the supervisor(s).

1.8.9.4 Cases that have been in an examiner's queue for a designated period, like 24 hours, without action should trigger an alert to the examiner.

1.8.9.5 Cases that have been in the main queue without action for a designated period, like three (3) days, should trigger an alert to the supervisor(s).

1.8.10 Capture all information relating to a case.

1.8.10.1 Any information sourced from another system, application, or module should be stored electronically in the component, whether by reference or by copy (preferred).

1.8.10.2 Any paper documents provided by any source should be scanned and uploaded, and remaining paper documents shall be stored and managed as per City policy. The component shall provide an easy-to-use method for adjudication staff to use a shared scanner or multi-function machine to generate the scan and immediately attach it to the citation record, so it immediately becomes part of the case history.

1.8.10.3 Capture hearing recordings/videos seamlessly, regardless of hearing session length.

1.8.10.4 When an appeal (Initial Review) is first filed, motorists should be prompted and allowed to upload all information, including photos, documents, etc. All information shall be attached to the citation record immediately, such that

it is viewable to anyone (with appropriate access rights) who finds the citation record, including searches by citation number, plate, or VIN.

1.8.10.5 Appellants should have the ability to add documents until the date of their hearing.

1.8.10.6 Initial Review notes and additional evidence (including results of all investigations) should be attached to the record as they are created.

1.8.10.7 Requests for hearing should allow motorists to add more evidence/documentation. All information shall be attached to the citation record immediately, such that it is viewable to anyone (with appropriate access rights) who finds the citation record, including searches by citation number, plate, or VIN.

1.8.10.8 Any City-designated user to review or update the case shall be able to see all related records and uploads (e.g., all data) associated with case—it should not require printing any materials to allow someone to review (only possible exception: if court will not allow electronic submission, then the entire case can be printed at that time, with a single print command). Information shall be sorted, identifiable, and filterable. Draft documents shall be identified as such.

1.8.11 Support tracking of case from start to current point in process, including:

1.8.11.1 Original citation, immobilization action, or impound report and its supporting photos

1.8.11.2 Any officer notes/remarks

1.8.11.3 All information provided by the DMV

1.8.11.4 All citation/immobilization/impound processing history within the component (e.g., dates and times of various steps in the citation, immobilization, and impound processing cycle)

1.8.11.5 Information from PMS

1.8.11.6 All activity by Initial Review

1.8.11.7 All activity to-date by Adjudication/Hearing Examiners

1.8.12 Allow the customer the ability to schedule the date and time for a hearing.

1.8.13 Allow the City to create various types of hearings (e.g., standard, peak hour, taxi, vehicle for hire, and others) and specify the times they can be scheduled.

1.8.14 Allow scheduling based on hearing examiners' availability, work location (in-person or remote hearings), and the types of hearings they can process.

1.8.15 If hearing examiners have included Saturday in their availability, the component shall allow scheduling on Saturdays.

1.8.16 Distribute written hearings across all examiners, so the workload is evenly shared.

1.8.17 Distribute hearings across the week and not fill certain days and leave the others unscheduled incorporating staff availability.

1.8.18 Customers shall be able to choose a hearing time, from those available, using the web interface, Interactive Voice Response (IVR), or customer service.

1.8.19 Notify Traffic Officers and their supervisors if they are required to attend a hearing, including the date, time, and location (which may include video and/or telephone conferencing), preferably as a calendar invitation.

1.8.20 If a required officer is not available for the scheduled time, the component shall notify appellant and allow the appellant to reschedule the hearing or waive their rights to continue with the hearing.

1.8.21 Support workflow for completing decisions and supervisor/manager review.

1.8.22 Provide a document editor for hearing examiners to document their fact finding. The document editor shall provide standard editing functions, including templates, spelling and grammar checks, image pasting, attachments, and text formatting.

1.8.23 The editing function shall autosave frequently to prevent loss of work.

1.8.24 When the hearing examiner completes and "submits" the fact finding and decision, it shall be saved and routed to the examiner's supervisor for review/edits. The supervisor shall be able to approve the document or "markup" the document in a manner similar to Microsoft Word and return to the examiner for edits.

1.8.25 If the hearing examiner makes edits to address the supervisor's comments, then the document shall again be routed to the supervisor. This cycle shall repeat until the supervisor has approved the document.

1.8.26 The document edit history shall be saved within the component for future reference; the edit history shall only be available to hearing examiners and supervisors.

1.8.27 Provide a "prima facie" statement separate from the fact-finding document. Within the appeal documents, it should appear above the Officer and appellant statements.

1.8.28 Allow appellants to "opt-in" to receiving correspondence electronically (with the exception of notifications required by law to be recorded and sent via U.S. Mail).

1.8.28.1 All correspondence sent by the component should originate from a "system mailbox," not requiring Adjudication staff to use their City email boxes for correspondence regarding an appeal.

1.8.28.2 Responses from appellants to the "system mailbox" shall be stored with the history of the citation being appealed. Any attachments to the email shall be added to the correspondence on file for the appeal.

1.8.29 Recognize "correctable" citations (typically disabled placard and vehicle registration citations) that can be dismissed after proper documentation has been provided, and provide the proper alerts, to avoid going through a full hearing process.

1.8.30 Provide full reporting and statistics for all aspects of the adjudication process.

1.8.30.1 Provide reporting about reasons why citations were dismissed, so the information can be used to guide training, or request changes to signage, street, and curb markings.

1.8.30.2 Allow ad hoc reporting on all data within the overall system (e.g., including but not limited to citation, permit, LPR, and immobilization/impound data) to which adjudication has access.

1.8.30.3 Allow scheduling of common reports to be distributed on a regular basis as determined by LADOT.

1.8.31 Contractor provided programs need to function universally across all web browsing platforms and shall include cloud computing, productivity, and collaboration tools, such as Google Workspace.

1.8.32 Capability to allow cloud computing, productivity, and collaboration tools to be integrated with this component.

1.8.33 Provide video conferencing related solution(s) for hearing examiners in-office, at home teleconferencing, and communicating remotely with constituents at Customer Service locations in accordance with CVC and CA DMV.

1.8.34 Utilize an opt-In feature for external communication with constituents which allows Adjudication staff to easily initiate email, or other forms of communication, with the motorist.

1.8.34.1 Adjudication staff need to have the ability to attach any case items to emails with the motorist.

1.8.34.2 Templates for most frequently used emails should be available for examiners to choose from.

1.8.35 Capable of a web-based interface for constituents to be able to upload documentation in lieu of going to Customer Service centers.

1.8.36 Facilitate the implementation and rollout of strategically located Customer Service Kiosks throughout the service region, including, but not limited to City offices.

1.8.36.1 Customer Service Kiosks must perform the function of a vital customer touchpoint and serve as an equitable extension of Administrative Hearing offices.

1.8.36.2 Kiosks placed within the Adjudication Offices can serve as a point for appellant self-check-in for an in-person hearing; the kiosk can also allow for appellant updates to contact information.

1.8.37 Record audio and/or video of hearings and other activity (such as a motorist at the front counter making a verbal statement).

1.8.38 Hearing examiner scheduling modules must interface with Google Workspace and to determine examiner availability.

1.8.39 Support adjudicating multiple citations/impounds/immobilizations for the same license plate; e.g., one hearing can result in several citations/impounds/immobilizations for that plate to be dismissed, without requiring the hearing examiner to update each citation separately.

1.8.40 Process refund requests after the hearing examiner has determined the citation/impound/immobilization was in error.

1.8.40.1 If the hearing was for a parking citation(s), the adjudication component shall initiate a refund request for all amounts paid for the citation(s) and guide the hearing examiner through completion.

1.8.40.2 If the hearing was for an impound, the adjudication component shall initiate a refund request for all fees paid for the impound, including the tow fee and storage fees, as recorded in the TIMS (Towing and Immobilization Management System).

1.8.40.3 If the hearing was for an immobilization, the adjudication component shall initiate a refund request for all fees paid for the immobilization, including the "boot" fee, as recorded in the TIMS.

1.8.40.4 The refund request shall itemize the amounts to be refunded and allow the hearing examiner to make corrections, including any additional refund amounts.

1.8.40.5 The refund request shall include all other relevant information for processing the refund, including the Respondent's name and address, associated license plate(s) and VIN(s), impound or immobilization numbers, type of hearing (regular/urgent), and OPG (Official Parking Garage) information (i.e., name and contract number).

1.8.40.6 The hearing examiner shall have the ability to add comments to the refund request and then mark it complete.

1.8.40.7 When the hearing examiner marks the refund request complete, workflow shall assign the refund request to the hearing examiner's supervisor or delegate, who shall have the ability to make any edits, including comments, then either reject the request (which sends it back to the hearing examiner for corrections) or approve the request (which sends it to Accounting for review).

1.8.40.8 Accounting shall have the ability to make any edits, including comments, then either reject the request (which sends it back to the hearing examiner)

or approve the request. If the original payment was by credit/debit card, the request shall go to the Contractor to issue a credit to the card. If the original payment was by cash or check, the request shall go to the Contractor to go into the next check request batch to Accounting.

1.9 DMV

Under California State law, the registered owner of a vehicle, as identified by the DMV (or equivalent) where the vehicle is registered, is liable for all parking violations. The accurate and timely acquisition of registered owner information is critical to the success of processing citations, i.e., sending notices, collecting fines, and escalating to collections.

In addition, verification of registered owner and their address is part of the business process for other activities within the overall system, such as confirming that a preferential parking permit applicant is the registered owner of the vehicle and the vehicle's DMV registered address is the same for which the permit application is being made.

The Contractor must be able to exchange (send and receive) data with the CA DMV and out of state registries in a timely manner so that all legal and policy timelines are met for every parking citation.

For purposes of clarity, all references in this RFP to "DMV" mean any state's or province's motor vehicle registry, unless the reference specifically states "CA DMV" to refer to the California Department of Motor Vehicles.

The following is a list of key requirements for DMV processing, including integration and interfacing:

1.9.1 Access to License Plate Detail

1.9.1.1 Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including:

1.9.1.1.1 General Information: the license plate; effective date of vehicle registration; and vehicle identification number (VIN) with information indicating whether the vehicle is registered in the City's Fleet Operator Program, including date registered and date deleted, if appropriate.

1.9.1.1.2 Registry Information: the dates on which DMV data were: (a) requested, (b) returned from DMV and (c) confirmed or errors noted.

1.9.1.1.2.1 Processing registry information by updating the database with the registered owner's full name, address, and vehicle identification number.

1.9.1.1.2.2 If data were not received or incomplete, an exception report is to be provided to identify for follow-up of all incomplete or declined transactions.

1.9.1.1.3 CA DMV Hold Data: the date the hold was sent to CA DMV and subsequently released, if appropriate, the number of citations charged to the license plate that are currently confirmed and on hold at the CA DMV, data on hold that have been released.

1.9.1.1.4 Seizure Data: the number of citations which count toward eligibility for immobilization (booting) or seizure (towing), and the total amount of fines these citations represent.

1.9.1.1.5 Financial Summary Data: the total amount of fines and fees due for an individual license plate, and any unapplied balance that may exist.

1.9.1.1.6 Returned Mail Data: the date that any notice or correspondence was returned by the United States Postal Service as undeliverable ("nixies"). This shall include the address or addresses used. Multiple entries should be kept and used for skip-tracing efforts.

1.9.1.1.7 Correspondence Mail Data: the correspondence must include the date and time mailed and the actual scanned (or digital) copy of correspondence mailed to the responsible party for a citation, and the ability to override the default and access a particular page by typing in the page number.

1.9.1.1.7.1 User should have the ability to sort by the Correspondence Mail Date. If user preference is not available, then sort shall be most recent to oldest.

1.9.2 DMV Data Integration

1.9.2.1 Contractor must be able to immediately retrieve, and import into the parking citation database, vehicle related information that must be obtained by the Contractor in a real-time, on-line environment from any DMV, including all out-of-state motor vehicle registries.

1.9.2.2 Contractor's proposed system must be able to immediately process all DMV name and address transactions required to support City operations. Currently, approximately 20,000 such transactions are sent each day to CA DMV.

1.9.2.3 This capability must include the continuous on-line, real-time placing and releasing of vehicle registration holds with the CA DMV.

1.9.2.4 In addition to the name and address of the registered owner of the vehicle cited, the vehicle identification number (VIN) must be obtained and presented in a format that permits a direct comparison with the last four digits of the VIN entered from an original parking citation.

1.9.2.5 Contractor's solution must make provision for recording this data, which could be used in future authorized collection activity.

1.9.2.6 Contractor's solution must store and maintain the following information, and keep it up-to-date:

1.9.2.6.1 License plate; effective date of vehicle registration; and vehicle identification number (VIN) with information indicating whether the vehicle is registered in the City's Fleet Operator Program, including date registered and date deleted, if appropriate.

1.9.2.6.2 The dates on which DMV data were: (a) requested, (b) returned from DMV, and (c) confirmed or errors noted. Processing registry information by updating the database with the registered owner's full name, complete address, and vehicle identification number. If data were not received or incomplete, an exception report is to be provided to identify for follow-up of all incomplete or declined transactions.

1.9.2.6.3 The date that any holds were sent to CA DMV and subsequently released, if appropriate; the number of citations charged to the license plate that are currently confirmed and on hold at the CA DMV; and data on hold that have been released.

1.9.3 DMV Interface Role and On-line Access

1.9.3.1 Contractor must track and inform the City of all additions, changes, and deletions to existing State and local laws affecting parking issues, as soon as Contractor learns of the change, but no later than two weeks after the change is approved (such as signed by the Governor, published by the City Clerk, notice issued by the DMV, etc.).

1.9.3.2 Contractor must be able to make the necessary adjustment in its solution (hardware and software) to incorporate and modify all additions, changes and deletions to the existing parking regulations and statutes.

1.9.3.3 The DMV interface shall support Name and Address Processing through DMV.

1.9.3.3.1 Contractor must provide functionality that interfaces directly on-line and in real time with the database of vehicle registration information maintained by the DMV.

1.9.3.3.2 Contractor's DMV interface must obtain registered owner information within 48 hours of any new citation record being updated or entered on the database.

1.9.3.3.2.1 The DMV interface must also, on a schedule determined by the City, re-request information on license plates initially returned as "no hits" (name and address information not available) and for all vehicles that have reached "scofflaw" status.

1.9.3.3.2.2 An exception report must be produced and maintained. The percentage of noncompliance shall be listed in the monthly activities report.

1.9.3.3.3 For contested citations, the CMS must be capable of showing the registered owner's name and address alongside the contestant's name and address if the contestant is not the registered owner.

1.9.3.3.4 Contractor's DMV interface must be capable of processing all DMV name and address transactions required to support the City program, including all transaction history required by adjudication hearing examiners in immobilization/tow hearings.

1.9.3.3.5 Edits and checks must be included to ensure the accuracy of all data returned by DMV prior to updating the parking citation database.

1.9.3.3.6 The DMV interface must be capable of inquiring through DMV for registered owner information using either a VIN or the vehicle license plate number.

1.9.3.4 The CMS shall support DMV Registration Holds.

1.9.3.4.1 The CA DMV allows local jurisdictions to add the fine amount for unresolved parking citations to the bill for annual vehicle registration renewal. This is called placing a "hold" on vehicle registration and is an effective means of securing payment of delinquent parking citations. Contractor must provide an on-line, real-time interface with CA DMV to place these "holds" for unpaid parking citations, to release the holds within 24 hours when a citation is resolved or a hearing is scheduled, and, if permitted by DMV, to reactivate a registration hold when appropriate as determined by the City.

1.9.3.4.1.1 The information required by CA DMV must be automatically forwarded for registration hold processing and receipt by CA DMV acknowledged.

1.9.3.4.1.2 The process must be completely documented on Contractor's solution.

1.9.3.4.1.3 An exception report must be produced and maintained. The percentage of noncompliance shall be listed in the monthly activities report.

1.9.3.4.2 When payment or suspend transactions are applied to the parking citation database, Contractor must be able to release the registration hold at CA DMV within 24 hours.

1.9.3.4.2.1 Exception reports are required to verify compliance.

1.9.3.4.2.2 Release date must be noted in the citation record.

1.9.3.4.3 The citation history for each citation receiving a registration hold must be updated to indicate the most recent processing step in the hold cycle.

1.9.3.4.4 Contractor shall be responsible for monitoring input and output reports of registration hold transactions with the DMV and for correcting any errors. Monthly exception and summary reports shall be included in the monthly activity report.

1.9.3.5 Contractor must process and account for payment transactions associated with money collected by DMV.

1.9.3.5.1 Contractor's database must be updated with all citation payment transaction details, and the payment information received from DMV must be reconciled with the parking citation database.

1.9.3.5.2 Contractor must monitor DMV's accuracy and timeliness in providing information, including timely reporting of non-sufficient funds (NSF) checks.

1.9.3.5.3 Contractor shall monitor completeness of supporting documents for DMV administrative fee charged by the DMV.

1.9.3.6 The DMV interface shall perform DMV lookups for the Permit Management System, to allow for automated confirmation of registered owner name and address associated with the vehicle registration.

1.9.3.7 The DMV interface shall perform ad hoc DMV lookups to allow authorized personnel to view, in real time, the current record on file with the DMV for a vehicle plate, VIN, or disabled placard number.

1.9.3.7.1 The DMV interface shall provide a "user friendly" view of the data returned.

1.9.3.7.2 Additionally, the "raw" data from the DMV shall be available for the City designated user to view, if wanted.

1.9.4 Out-of-State Registry Interface

1.9.4.1 Contractor's staff will be required to ensure the timely legal acquisition of out-of-state DMV (or equivalent) data based on City requirements. Contractor must maintain current and complete interface specifications, in-depth knowledge of state-specific data formats, and registration update schedules.

1.9.4.2 Contractor must provide comprehensive quality assurance to guarantee proper vehicle ownership identification and data integrity. With each request and return cycle for each state, Contractor's staff must check record counts, edit rejects, match rates, and match failures.

1.9.4.3 Contractor must validate critical data fields (e.g., vehicle make, registration renewal dates, and state abbreviations) through interpretation and comparison of data from the citation and data received from the vehicle registry. As with vehicles registered in California, Contractor must be able to recognize and accurately split out-of-state registration records based on changes in ownership.

1.9.4.4 Contractor must provide monthly reports in a City-approved format to document, monitor, and control the processing of citations issued to vehicles registered out-of-state.

1.9.4.5 Should other states agree to accept and process vehicle registration holds for outstanding citations issued in California, Contractor shall initiate filing of registration holds with those states.

1.9.5 Split-Plate Logic

1.9.5.1 Contractor's CMS must reliably and automatically compare the issue date of each citation with the vehicle registration date information on file at the DMV. This is especially important in states such as California where the license plate stays with the vehicle, rather than with the owner.

1.9.5.1.1 The CMS must use registration date information to assign legal responsibility for each citation to a registered owner based on the effective date the license was assigned to a particular individual by a motor vehicle agency.

1.9.5.1.2 Citations issued before a change in registered owner must be assigned to the previous owner.

1.9.5.2 Registration updates shall be made as frequently as possible, but never less frequently than the same date that DMV makes the registration information available.

1.9.5.3 Registration updates should be reflected in the CMS immediately upon receipt.

1.9.5.4 If a vehicle is seized under California Vehicle Code 22651(i) or 22651.7, and a finding of No Probable Cause is made due to Contractor's faulty data or untimeliness in reporting changes in vehicle ownership, Contractor shall reimburse the City for any tow-or storage-related fees refunded or waived by the City.

1.9.5.5 Contractor's CMS must accommodate the manual entry and processing of timestamp, record of who inputted information, owner name, and address information.

1.9.5.6 In addition, Contractor's CMS must provide on-line, real-time display of multiple citation records for a single plate, split by date of ownership.

2 CITATION ISSUANCE DEVICES AND RELATED HARDWARE / SOFTWARE

The City is seeking a comprehensive integrated System, capable of supporting officers who are issuing parking citations and parking warnings, as well as supporting supervisors and special teams.

2.1 Enforcement Handhelds

The City is seeking parking citation issuance devices that represent the current state of mobile wireless device technology and data management/analysis. The Contractor will provide at least 600 handheld devices and 600 printers for citation issuance. The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement.

Proposer should include at least two (2) citation issuance device options for consideration by the City:

- A handheld device with a separate printer.
- An "all-in-one" or "single-piece" handheld device where the printer and handheld are attached.

All proposed equipment must be inclusive of the protective infrastructure to ruggedize and protect equipment from working conditions and outdoor elements. They shall be able to withstand drops, be water resistant, have appropriate screen protection, and appropriate grip control.

Contractor shall support any changes in requirements or communications by wireless carriers (e.g., should the Contractor's choice of wireless carrier eliminate 4G, the Contractor shall upgrade the handhelds or find another carrier).

Devices that are smartphone-based shall:

2.1.1 Be managed to prevent usage of the device as a telephone, to allow calling only to specific phone numbers, and/or to restrict calling to a VOIP environment only, as directed by the City.

2.1.2 Be managed to prevent use of SMS capability, unless limited to specific numbers, as directed by the City.

2.1.3 Regardless of other restrictions, receive SMS messages by City management, such as changes to planned assignment or enforcement scheme, or during unusual occurrences or catastrophic emergencies.

2.1.4 Be "locked" or "restricted" so that users in the field cannot add or remove "apps" on the device; e.g., to prevent a user from adding a music or social media app.

The handheld citation issuance device hardware shall meet the following requirements:

2.1.5 Batteries shall last for an entire shift (of up to 11 hours); supplemental battery packs will be acceptable if they can be "hot-swapped" while in the field, for single devices and two-device options.

2.1.6 Devices shall include a camera with a minimum resolution of 8 megapixels, able to take photos in all lighting conditions, and be able to geotag the photos taken.

2.1.7 Device shall include a "recording feature" (video and sound, or sound only) that can be immediately uploaded into CMS.

2.1.8 Device shall have the appropriate carrying case(s).

2.1.9 Devices shall be capable of communicating using cellular 5G service.

2.1.9.1 Contractor shall be responsible for ensuring that devices are able to communicate effectively on cellular networks throughout the term of the contract and any extensions. Should advancements in cellular technology require upgrades to communication technology in devices, they will be done at no charge to the City.

2.1.10 The following fields, at a minimum, must be captured during citation issuance by Contractor's enforcement software:

2.1.10.1 Citation number

2.1.10.2 License plate

2.1.10.2.1 Where plate is not available, field for up to 17-digit VIN shall be provided

2.1.10.3 License expiration Year/Month, Body Type (DMV specific), Vehicle Make, Vehicle Color

2.1.10.4 Meter Number field, Preferential Parking District (PPD) number field

2.1.10.5 State

2.1.10.6 Last four digits of VIN

2.1.10.7 Violation code and description (up to three)

2.1.10.8 Location of violation, including program zone with the ability to auto-populate location based on GPS coordinates

2.1.10.9 Issue date

2.1.10.10 Issue time

2.1.10.11 Officer ID

2.1.10.12 Officer signature

2.1.10.13 Notes to print on citation (known as external notes)

2.1.10.14 Officer notes, not visible to the public (known as internal notes)

2.1.10.15 Proposers shall indicate whether officers can dictate the internal notes to the device

2.1.10.16 Fine and penalty schedules

2.1.10.17 Appeal and payment instructions

2.1.10.18 Electronic marking

2.1.10.19 Photos, videos, and audio

2.1.11 The devices shall have the ability to support pay-by-plate, pay-by-space, permit status, and mobile payment

The handheld citation issuance device software shall:

2.1.12 Provide a user-friendly interface for ease of use and durability.

2.1.13 Require a password/security sign-in to prevent unauthorized use (dual authentication to prevent officers from signing on with wrong officer serial (ID) number).

2.1.14 Allow the user to view and void any citation written by the user in the previous five (5) minutes. A valid void code must be entered for the voiding of any completed citation, and another citation must be created immediately. This is used for the instance where an officer realizes an error has been made and must issue a correction citation.

2.1.15 Support the reprinting of an issued citation, this reprinted citation must contain the same time as the original citation, not simply the time it was reprinted.

2.1.16 Produce a voided ticket audit trail.

2.1.17 Automatically transfer and upload citation issued by the handheld to the CMS in real-time, including any audio and/or picture associated with the citation.

2.1.18 Device shall not allow an officer to attempt to issue a citation unless all required fields have been entered with valid information. For example, a citation with no violation code, or no license plate or VIN cannot be created.

2.1.19 Upon entering a license plate during citation entry, automatically search the registered owner's name, vehicle, and scofflaw request file for a match.

2.1.19.1 If a match is found for name/vehicle, automatically enter that data into the proper fields.

2.1.19.2 If a match is found in the scofflaw request file, the handheld device should display the open citations and total amount owed.

2.1.20 Support monitoring of vehicles in a fixed time limit zone.

2.1.21 Timestamp transactions by the system's master clock.

2.1.22 Support the issuance and tracking of warning notices as well as actual citations including issuance history by license plate.

2.1.23 Support standard location codes and descriptions, location comments, and block numbers. Locations shall also be manually generated when necessary.

2.1.24 Able to report issues in the field real time reporting of malfunctioning.

2.1.25 Support multiple citation number sequences and formats.

2.1.26 Support CA CVC requirements for "Drive-Away" citations including allowing a citation to be marked as a drive-away.

2.1.26.1 The back office for the CMS will manage sending the "Drive-Away" citation to the vehicle's registered owner.

2.1.27 Support geofencing capability to auto-populate locations.

2.1.28 Support real-time tracking of officer location based on GPS coordinates.

2.1.29 Allow Traffic Officers to use the camera "scan" bar/QR codes that may appear on various parking infrastructure, such as parking meters/pay stations, signs, and permits, and enter the information on the bar/QR code into the appropriate fields.

2.1.30 Allow Traffic Officers to use the camera to capture the VIN on a vehicle's dashboard and have it entered into the correct field to appear on a citation.

2.1.31 Photos taken as part of the citation process shall be maintained within the citation "app" and uploaded to the CMS, not simply placed on the device's "camera roll.

2.1.31.1 LADOT shall be able to set a minimum number of photographs that must be taken for each citation.

2.1.31.2 If the Contractor has a maximum number of photographs per citation, it must be greater than 10.

2.1.32 Provide a set of "canned" text lines to go in the notes (both printed and internal); when the officer is completing the notes, they can pick from the pre-established text lines or use free-from text entry.

2.1.33 Support enforcement of the City's 72 hour parking ordinance, 22651 (k), to include generation of work orders upon citizen complaint or initiation by Parking Enforcement, tracking/updating all enforcement activity, and generation of a warning notice or citation.

2.1.34 Support the ability for LADOT to add other "apps" for officer productivity to the handheld devices.

2.1.35 Support License Plate Recognition (LPR) within the device, allowing the user to:

2.1.35.1 Set marks and check for overstays

2.1.35.2 Confirm permits or payments

2.1.35.3 Confirm the plate is not on a hot list, including CLETS SVS files

2.1.35.4 Have the information automatically entered into the form/document the user is currently processing (e.g., a citation, warning, incident report, etc.).

2.1.36 Integrate with most major vehicle LPR systems so that any "hit" on the mobile LPR can be transferred seamlessly to the handheld, including associated LPR images.

2.1.37 Include a voice recorder to allow an officer to quickly capture notes in the field.

2.1.38 Encrypt all data on the device (in case of loss or seizure of device) and communicate all data in an encrypted format.

2.1.39 Allow a user to cancel a citation or warning that has not been completed (e.g., the citation has not been printed or marked as "drive-away").

2.1.40 Allow a user to request cancellation of a previously written citation. This differs from a void, which can be done only within five minutes of writing the original citation, and requires a replacement citation to be written. A cancellation request can be made when an officer becomes aware of an issue at a later time. The officer must enter a reason code for requesting the cancellation, which will be acted upon by a supervisor logged into the CMS back end.

2.1.41 Support Officer activity logging, including capture of additional information as required by LADOT.

2.1.42 Remain up-to-date with various databases, including CLETS SVS files, permit files, hotlists, and payments (should the City introduce pay-by-plate).

2.1.43 Print a complete citation or warning ticket, including the following fields on the front:

2.1.43.1 Citation or warning number

2.1.43.2 Date and time issued

2.1.43.3 Serial number and name of issuing Traffic Officer

2.1.43.4 Location where citation issued

2.1.43.5 Violation code for which the citation is being issued

2.1.43.6 Violation description

2.1.43.7 Violation amount

2.1.43.8 State surcharge

2.1.43.9 Total amount due

2.1.43.10 Vehicle license plate

2.1.43.11 VIN

2.1.43.12 Vehicle registration expiration date

2.1.43.13 Vehicle make

2.1.43.14 Vehicle color

2.1.43.15 Vehicle type

2.1.43.16 Public notes

2.1.44 Print the following information on the reverse of the citation:

2.1.44.1 Payment instructions, including address for mailed payments

2.1.44.2 Link to PVB web site with information about citation processing, including reference to payment timelines, late payment penalties, and how to appeal

2.1.44.3 Availability of payment plans, including link to PVB payment plan information

2.1.44.4 A QR code with sufficient information to allow someone who scans the code to go directly to the payment screen on the Internet or within a mobile device app

2.1.45 Contractor shall provide citation paper (stock) annually or as needed. As stock is needed, Contractor shall solicit competitive bids from at least three (3) companies and present the bids to the LADOT, who will authorize the purchase through a Notice to Proceed (NTP).

3 CUSTOMER SERVICE CENTERS

The successful Contractor will be responsible for providing robust customer service for:

- In-person customer service centers for citation inquiry, cashiering, vehicle release processing, parking permit processing (for preferential, overnight, and oversize permits), requesting administrative investigations, scheduling hearings, payment plans, scheduling immobilization/tow and post-impound hearings, and other issues relating to parking citations and parking permits;
- Customer web portal;
- Entry of manual/handwritten citations;
- Processing and managing various correspondence related to citations and permits;
- Managing a lockbox with a City of Los Angeles address;
- Providing a sophisticated and flexible telephone system which includes IVR and live operators;
- Processing mail-in payments for citations and permits; and,
- Providing operational support for LADOT's Parking Permits Division and administrative adjudication processes.

3.1 Customer Service Centers

Currently, there are four Contractor-supported customer service center locations (currently known as the "Parking Violation Bureaus") in the City of Los Angeles: in Van Nuys to serve the San Fernando Valley, in West LA to serve the Western part of the City, in Downtown to serve the Central Business District, and in Mid-Wilshire to service the Mid-City area. The four centers serve approximately 110,000 customers per year as "one- stop" facilities for citation inquiry, cashiering, vehicle release processing, parking permit processing (for preferential, overnight, and oversize permits), requesting administrative investigations, scheduling hearings, and other issues relating to parking citations. The customer service centers also enroll qualified customers in Installment Payment Plans (IPP), schedule immobilization/tow, post-impound and "probable cause" hearings for impounded vehicles, and perform basic DMV inquiries to confirm vehicle registration status.

The Contractor is not required to replicate the current customer service center configuration; however, the Proposer must provide, at a minimum, a solution that can provide the level of services and location areas currently in place. It is the responsibility of the Proposer to explain how its proposed solutions will continue and/or enhance the level of service. Each walk-in facility should have customer satisfaction surveys distributed to their clients for feedback on the service level. Provisions should be outlined to address the measurement of the service level. Requirements for the customer service centers include:

3.1.1 At each customer service walk-in facility, the Contractor shall be responsible for providing professionally produced signs specified by the City, professionally constructed office facilities including counters with adequate writing areas, all computer hardware and software required to operate the facility, telephone communication lines, armed security guards and alarm systems, video surveillance systems, a video and audio system which can be viewed and heard remotely on a PC by a minimum of four (4) City staff, comfortable public waiting areas, and payment drop boxes. Disabled person access which meets Americans with Disabilities Act (ADA) standards, and convenient customer parking are also required. Each facility should have a closed-circuit television system that provides pre-recorded information in (at a minimum) English and Spanish which answers commonly asked questions, and can be watched by customers while waiting for service in the facility. The Contractor shall provide a customer courtesy phone that directly links the walk-in facility to the Contractor's telephone system.

3.1.2 The Contractor shall provide self-service kiosks in the customer service walk-in facilities.

3.1.3 The Contractor shall also provide a customer courtesy phone and video conference capabilities that directly links Parking Adjudication Division's Hearing Offices.

3.1.4 The Contractor shall be required to develop quality assurance standards and monitor the quality of service provided to customers at each walk-in service facility to ensure that the time waits for customer service in line do not exceed 15 minutes. *Financial disincentives will be applied for exceeding maximum wait times.* The Contractor must develop and identify means to routinely monitor the amount of time customers wait in line prior to service. The report formats must be approved by the City and submitted in the monthly activities report and must include average and maximum wait times.

3.1.5 The Contractor must provide adequate staffing, including supervisors, between the hours of 9:00 AM and 5:00 PM. At a minimum, bilingual (English/Spanish) staff members must be available at all times at each location.

3.1.6 Additional hours of operation may be required. Proposers should provide a pricing schedule for additional hours, Monday through Friday in hourly increments as well as possible four (4) hour shift for Saturdays.

3.1.7 If the facility will be used by more than one Contractor-client (City), the Proposer must explain how a credit back to the City of Los Angeles will be calculated and applied to the monthly invoice.

3.1.8 The proposed equipment for processing and recording citation and permit payment information, including check and cash payments, must operate in an on-line real time mode, and the Contractor must provide the capability to continue accepting citation and permit payments during times when data communication lines are temporarily inoperative.

3.1.9 The Contractor's proposed cashiering system must print a payment receipt, in a form acceptable to the City, which will provide the payor with an easily recognizable record

(transaction number) to be used as proof of payment in disputes. The receipt must display all citations and/or permits paid, the total amount paid, the amount tendered, and any change given, the license plate, the name or ID of the staff processing the payment, and the time and date payment was made. The cashiering system must provide a clear auditable record of payments received. The audit trail must include citation or permit number, payment date and time, payment amount, payment method, and the name or ID of the staff member that accepted payment and made the entry. Contractor must provide a check endorsement printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed. All transactions are subject to audit by LADOT and the City Controller at any time without advance notice.

3.1.10 The Contractor's proposed on-line cashiering system and support personnel must be able to process payments of citations that have not yet been entered on the database, payments of single citations, multiple citations, and citations on one or more vehicle license plates, in an on-line real time environment. The proposed cashiering system must be able to take appropriate action when it is necessary to release CA DMV holds or change vehicle seizure eligibility based upon citations that have been paid. In addition, the cashiering system must be able to process City-imposed fees, including but not limited to, bounced check fees and immobilization fees, and fully support the City's existing time payment plan. The proposed cashiering system must be capable of accepting and identifying whether payments were made in cash, by check, money order, or credit card (pay-by- phone, pay-by-app, and pay-by-web) and allow on-line payment adjustments and error corrections with audit trails meeting City accounting standards.

3.1.11 The Contractor's proposed cashiering system must accommodate special handling required for payments related to release of an impounded vehicle. The Contractor's staff must be able to review vehicle history records and locate any additional vehicles registered to the same owner, and accurately inform an individual of the amount of the fines that must be paid to release the impounded vehicle, including any amounts owed on other vehicles. Once full payment is received, a release form must be generated. This form is used to gain release of a vehicle at the Official Police Garages. Accurate instructions must be provided to the customer, including information on the documentation required before a vehicle can be released from impound.

3.1.12 The Contractor's proposed cashiering system must incorporate security and financial control measures which must include, at a minimum, the following:

3.1.12.1 Password security to gain access to the cashiering system;

3.1.12.2 Segregated cash out by operator;

3.1.12.3 Separate totals for cash, check, money order, and credit card; and

3.1.12.4 Operator name or ID, date, and time as a record for each login and transaction (payment or adjustment).

3.1.13 The Contractor's reconciliation process should include:

3.1.13.1 Balancing of monies received to a report that is automatically generated listing the totals;

3.1.13.2 Balancing twice each day to minimize the number of receipts kept on site at the customer service facilities;

3.1.13.3 A separate, secured reconciliation area that is automatically monitored;

3.1.13.4 Separate deposit preparation for each cashier, prior to pick up by an armored courier;

3.1.13.5 Adequate security measures once cash deposits are prepared for pickup, such as a drop safe which requires both Contractor staff and the armored courier to open; and

3.1.13.6 Staff to research and resolve all case overages and shortages within 24 hours of deposit.

3.1.14 All cashier deposits must be delivered to the City's designated financial institution by armored carrier, paid for by the Contractor, within one day of receipt by the service centers. All transactions must be updated to the Contractor's cashiering or accounting system in an on-line real time mode.

3.1.15 The Contractor will regularly interact with various agencies within the City, such as LADOT Accounting, the Controller's Office, City Council Offices, and the Mayor's staff, and with entities external to the City, such as the Superior Court, the Automobile Club of Southern California, and the Department of Motor Vehicles. The Contractor's staff must be able to research problems, answer questions, and suggest new initiatives to facilitate productive interaction between these agencies and the City's parking program. The Contractor may be required to design new reports or data screens for one or all of these entities in order to address a general need or specific area requiring support.

3.1.16 Upon request, the Contractor will be required to provide vehicle owners and operators with information on the status of their respective vehicles immobilized or towed for scofflaw status and for vehicles ordered towed by LADOT or Los Angeles Police Department (LAPD)staff for any reason. This task includes, but is not limited to, the reason for the tow, the location of the vehicle, and what steps must be followed in order to recover the vehicle.

3.1.17 The Contractor must provide comprehensive, detailed, accurate, and timely management, financial, and operational online, real-time, and other reports for City management. Proposer shall include a list of the proposed online, dashboard, real-time, and other reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City.

3.1.18 The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess, and improve the operational performance of the City's parking and citation management program. At a minimum, the Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design daily and weekly reports as specified by the City. Since the City's reporting needs are likely to change over the course of the contract, the Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.

3.1.19 These reports must be printable, electronically accessible, and exportable to other software packages in a text and/or spreadsheet format. These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by the contractor's own report with the approval of the City.

3.1.20 The Contractor must provide on-line access to management reports through any PC with web browser software, security, and a connection to the internet. The reporting system should support access to reports using web browser-based software. The reporting system should include the capability to select a report category (e.g., financial, seizure, enforcement) and then an individual report. Reports should be displayed in their entirety with a summary page as the first page. City staff must be able to print reports or save reports for future use.

3.1.21 The management reporting system must have ad hoc report generation capability which will allow selected City staff to create desktop reports by querying the database of citation issuance information. The reporting system should provide maximum flexibility in creating the reports. Contractor shall ensure accuracy of information. Contractor shall also provide comprehensive training and the City may request assistance in creating reports.

3.1.22 Upon request, Contractor must provide training in the use and interpretation of the reports produced by the Contractor's reporting system. Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City. Contractor shall provide documentation delineating details of available reports.

3.1.23 The Contractor will be required to provide review and approval/denial of mobile applications (e.g., low-income verification) and customizable payment plans.

3.1.24 The Contractor shall be responsible for email and chat communications with customers.

3.1.25 The Contractor will be required to provide initial and on-going training in response to changes in City policy or procedures. The training will be provided to Contractor's staff, LADOT staff, as well as staff from other agencies as directed by the City. The Contractor must provide training, at no additional cost to the City, for all users if a new system component is introduced or if an existing system component is subject to major modifications. Training may be presented in either a classroom or on-line format as appropriate, with all necessary information sheets and training manuals provided.

3.2 Adjudication Services

The Contractor must be able to provide complete operational support for the Department's administrative adjudication process which includes scheduling cases, preparing case files, notifying constituents of hearing dates, times, and locations. Currently, there are approximately 10,000 hearings per year. At a minimum, the following services will be required:

3.2.1 Contractor shall provide sufficient staff to promptly process all requests for administrative hearings, prepare case files with all City-specified documentation, and determine that the complainant is eligible for a hearing or whether another course of action is necessary, or whether special processing is required. City guidelines for special processing must be followed for cases in which citations have not been paid in full, where a request is made to waive the statutory prepayment requirement, or where the hearing request is made after statutory time limits have expired.

3.2.2 Contractor must verify citation status, including the disposition of the initial review, whether the fine has been paid, and that the hearing request is made within statutory guidelines (within 21days following the mailing of the notice of the results of the initial review). If the requirements are met, the case must be scheduled for a hearing within statutory requirements (within 90days of receipt of the request) and in accordance with all policies and procedures set forth by the City. All legislative changes shall be incorporated upon the effective date of those changes.

3.2.3 Contractor must provide the printing, transmittal, and storage of paper files. Contractor's staff shall receive and maintain all documentation related to a case in a folder and prepare it as an electronically-imaged "virtual case folder" that must be transmitted or delivered to the appropriate hearing office at a prescribed time (presently three weeks) before the scheduled hearing date. The contents of the virtual case folder and the actual case folder, shall include, but not be limited to a copy of the citation, all correspondence letters and photos received from the complainant, any LADOT initial review investigation reports, or photos, as well as any other documents related to the citation which are on file in the Contractor's facility. Virtual case folders must be well organized in an efficient user-friendly format (e.g., indexes or tabs for different file sections, etc.). The adjudication component must have and maintain sufficient transmission and memory capability to enable instantaneous viewing scanned images while also operating multiple computer applications. Adjudication staff must also have the ability to scan documents into the case file from each hearing office. Contractor must provide scanning and viewing equipment in sufficient quantity and quality to efficiently accomplish this task. The Division currently uses dual computer monitor screens. In the event of system failure, Contractor will be required to provide the respective adjudication hearing office with a hard copy of the actual case folder.

3.2.4 In the event that an appeal of a hearing examiner's decision is filed in accordance with State law provisions, the Contractor's staff shall prepare and transmit completed case folders to Los Angeles Superior Court. Case folders shall be submitted in a format acceptable to the Courts. If the Court rules against the City as a result of Contractor

failure to provide the case file to the Court prior to the Court hearing, Contractor will be responsible to the City any and all amount awarded to the appellant by the Court including any payments, court costs and processing fee.

3.2.5 Contractor shall provide one (1) armed security guard at each of the Parking Adjudication Hearing Offices during operational hours of the Adjudication Office. Regular eight-hour work schedule for the Armed Security Officer for each of the three Adjudication hearing offices is Monday – Friday, 7:00 AM – 4:00 PM, excluding City holidays. Hearing Offices are closed to the public for lunch for one hour between 11:30 AM – 12:30 PM. Security Officer may occasionally be required to work earlier than 7:00 AM or past 4:00 PM if hearings are not completed by 4:00 PM or if a staff member requests Security Officer to escort staff member to his/her vehicle for safety reasons.

3.2.5.1 The security guard will perform general protection for on-site personnel, security screenings of persons attending hearings via visual inspection and use of hand-held metal detector, asset protection, and other related duties. The security guard must meet all requirements and guidelines set forth for "Contract Security" by the City of Los Angeles Police Department - Security Services Division (213) 978-4660. The posted guard must be current on required licenses, certifications, and training at all times.

3.3 Permit Program Support

Contractor may be asked to provide support to LADOT's Parking Permits Division by assisting with the following services on an as needed basis:

3.3.1 Establishment and maintenance of Parking Permit Program information provided by the City; and printing GIS maps of the district upon request.

3.3.2 The conducting of parking studies, upon request by LADOT, including occupancy studies and license plate studies. The results of such studies, whether directly or through sub-contracted work, shall be supported by supplying necessary access to DMV records and license recognition equipment.

3.3.3 Preparation of maps of the parking districts showing land use, occupancy data, and indicating non-/residential parking district ratios within each district.

3.3.4 Creating and maintaining a GIS inventory and Contractor provided mapping database.

3.3.5 Data entry of block limits, and valid addresses within address maps,

3.3.6 Validating permit addresses.

3.3.7 Utilization of License Plate Recognition technology to assist on license plate studies.

3.3.8 Development and implementation of virtual petition mailers that include mailing or emailing residents unique links to vote to support or object to proposed parking districts.

3.4 Staffing

3.4.1 Contractor shall be responsible for sufficient staff to meet all service and performance standards for Customer Service.

3.4.2 Contractor shall, at a minimum, monitor customer service effectiveness, through customer surveys, monitor telephone representatives, audit citation suspensions, track performance of key functions, and audits of responses to correspondence.

3.4.3 The Contractor's overall system monitoring must be auditable by LADOT and the City Controller. The results of internal audits must be reported to the City. Telephone reports with information such as total number of calls, average length of call and lengthiest calls, shall be provided on a monthly basis.

3.4.4 This requirement must be reviewed by on-site inspections and of daily work sheets to be prepared by supervisors at all customer service locations. The Contractor must provide a monthly report summarizing the number of staff and hours worked at each cashiering location.

3.4.5 Contractor shall provide an updated organization chart at least twice a year, including names, titles, reporting structure, and percentage of time assigned to the contract.

3.5 Complaints and Investigations

3.5.1 Contractor shall implement and support a "Complaints and Investigations" (C&I) database to record issues and grievances raised by the public relating to parking enforcement, permit processing, immobilizations, impounds, and customer service. Essentially, it is an issue tracking system.

3.5.2 The C&I database shall allow customer service representatives to open cases.

3.5.3 The C&I database shall alert designated City and Contractor staff to issues that are opened and issues that have not been addressed within a configurable timeframe.

3.5.4 The C&I database shall allow designated City and Contractor staff to review, update, and close cases.

3.5.5 The C&I database shall allow designated City staff to review issues for use during citation adjudication.

3.6 Customer Website / Webtools

Contractor shall provide a customer-friendly, easily updated parking web/mobile site to provide access to parking information including citation inquiry, payments, initial review requests, scheduling hearings, payment plans, tow assistance, scheduling immobilization/tow and post-impound hearings, mobile app(s), and other issues relating to parking citations and parking permits. The website shall be "private label," designed to meet LADOT branding and marketing standards and built in a manner consistent with the look and feel of the City's existing website.

All content for the website including, but not limited to, text, graphics, images, and maps will be the responsibility of the Contractor to develop (Attachment 8: LADOT Style Guide). City staff will review and approve all proposed data content prior to public release.

The website must be developed by the Contractor and allow customers the option to create an account that will supply access to all relevant citation, permit, and adjudication requests. The website shall be fully integrated with the CMS and PMS.

The website will be managed by the Contractor. The City expects that the website will be updated with new information as required, such as, but not limited to, changes to parking rules or citation fees. The City will forward website traffic to the Contractor-hosted website using forward URL links on the City's website, and the Contractor's website shall include links to send users back to the City's website where appropriate.

The Contractor shall provide instructions for all aspects of the website.

The website must be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, and Firefox. The website experience for the user shall provide device detection and content displayed according to device type, including desktop computers, laptops, mobile devices, and tablets. The Contractor must be PCI compliant.

The Contractor may provide a mobile application in addition to the customer website.

The customer website must provide the following options, at a minimum, for customers:

- Pay a parking citation
- Request an Initial Review
- Request a Hearing
- Apply or renew parking permits
- Release an immobilized or towed vehicle
- Find a customer service center
- Request a pre-payment waiver
- Participate in a fleet program
- Request an Installment Payment Plan
- Report an abandoned vehicle
- Report a broken parking meter
- Report damaged signs
- Report faded curb zones
- Submit other complaints

The main website and all associated links shall be managed by the Contractor.

The current customer website and associated services can be found here: https://prodpci.etimspayments.com/pbw/include/laopm/pvb_home.html

The website shall be a comprehensive management tool for customers and shall allow users to perform, at a minimum, the following functions:

3.6.1 Inquiry by license plate, citation number, and account number.

3.6.2 Hide customer's name and address when an inquiry is performed. Only verified account holders shall have access to name and address information.

3.6.3 Process payment by credit card and debit card. LADOT shall determine whether a convenience fee is to be charged to customers.

3.6.4 View a copy of citation, related photos, and citation notes.

3.6.5 Request an online, in-person, or by mail Initial Review of a citation. (CVC 40215)

3.6.6 Request an online, in-person, telephone, or by mail hearing of a citation. (CVC 40215)

3.6.7 Request a payment plan and upload supporting documentation. (CVC 40220)

3.6.8 Purchase and/or request an annual, visitor or guest permits with qualifying documentation.

3.6.9 Allow partially completed online permit applications to be saved and completed at another time by the applicant, Contractor or LADOT staff.

3.6.10 Provide customers with email or text messages regarding the approval or status of their permit.

3.6.11 Request placement on a permit waitlist.

3.6.12 Ability to remove from the waitlist.

3.6.13 Process payment for a waitlist position.

3.6.14 View status of permit requests and position on waitlist.

3.6.15 Renew an existing permit.

3.6.16 Cancel a permit and have customer check a box that they understand the "no refund" policy

3.6.17 Receive emails with confirmation receipts for permits issued online.

3.6.18 Update permit information (e.g., license plate number, make, model, color, and address for certain permit types as defined by LADOT), only if authorized by LADOT.

3.6.19 Allow the purchase of multiple permits under a single account.

3.6.20 Restrict individual permit issuance to addresses/users within LADOT defined group management accounts.

3.6.21 Integration with the selected CMS to prevent account holders with open citations from purchasing permits.

Customers shall be able to:

3.6.21.1 Pay a parking citation

3.6.21.2 Request an Initial Review

3.6.21.3 Request a Hearing

3.6.21.4 Apply or renew parking permits

3.6.21.5 Release an immobilized or towed vehicle

3.6.21.6 Find a customer service center

3.6.21.7 Request a pre-payment waiver

3.6.21.8 Participate in a fleet program

3.6.21.9 Request an Installment Payment Plan

3.6.21.10 Report an abandoned vehicle

3.6.21.11 Report a broken parking meter

3.6.21.12 Report damaged signs

3.6.21.13 Report faded curb zones

3.6.21.14 Submit other complaints

3.6.22 Ability to apply for low-income assistance programs, CAPP, IPPs, Unemployment, and flexibility to accept other programs.

3.6.23 Provide email and text payment reminders.

The customer website(s) shall:

3.6.24 Be fully integrated with the CMS and PMS.

3.6.25 Be managed by Contractor.

3.6.26 Be updated with new information within twenty-four (24) hours, as required.

3.6.27 Include links to send users back to the LADOT website.

3.6.28 Be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, Firefox, etc.

3.6.29 Provide device detection and content shall be displayed according to device type, including desktop computers, laptops, mobile devices, and tablets.

3.6.30 Include Contractor created instructions to all actions on the website(s).

3.6.31 Be PCI compliant.

3.6.32 Include FAQs created by the Contractor and approved by LADOT.

3.6.33 Include forms which can be printed and mailed by customers.

3.6.34 Include contact information via phone number, chat, and email to the customer service centers.

3.6.35 Provide an online chat feature to assist motorists with their basic needs. If more advanced assistance is needed, the option for a call back should be provided.

3.6.36 Include online learning tools to assist with compliance and "how to avoid citations".

3.6.37 The website should conform with the LADOT Style Guide (Attachment 8). All website designs will be pre-approved before "going live".

3.7 Manual/Handwritten Citations

3.7.1 Pick up handwritten citations and Batch Control Logs on a daily basis from at least six (6) designated locations. Additional locations may be added at the discretion of the City. The Contractor must reconcile the physical count of citations and the number of batches noted on the control log each day.

3.7.2 Provide a courier service to pick up and drop off handwritten citations and Batch Control Logs with agreed upon frequency with the City.

3.7.3 Enter handwritten citations into the CMS.

3.7.4 Verify citation data.

3.7.5 Research any errors and process data entry corrections within four (4) working days from the date the error appears on a daily report.

3.7.6 Process citations voided by authorized LADOT personnel as a separate transaction type which designates them as "not valid". A balance due of zero must be recorded for each voided citation.

3.7.7 Upload and attach a copy of the handwritten citation to the citation record in the CMS.

3.8 Correspondence Processing

All correspondence processing must operate with accurate and timely record keeping that includes, but is not limited to time stamping of all communication. Time stamps must include pertinent and relevant specific information such as date, time, name, and location. Any correspondence sent to a motorist and/or returned from a motorist must be actively logged to ensure record keeping is accurate and up to date. All correspondence must allow a function to review history. Review history function must include any edits to correspondence which can be easily navigated through time stamps.

3.8.1 The Contractor must provide adequate staffing to open, count, log, review, track, audit, and scan and process all correspondence received each day.

3.8.1.1 Correspondence must be processed each operating day and within one (1) business day of receipt.

3.8.2 The Contractor must include an online processing log to record all correspondence received. This log must be capable of tracking and verifying that each correspondence received has been accounted for and processed. Logs must be made available for online review and audit upon request by the City.

3.8.3 The Contractor's staff must be able to review correspondences in English and Spanish and, in accordance with City guidelines, suspend processing on citations when appropriate; initiate an administrative investigation when necessary; and notify the

complainant of the status of the complaint by mail in English and Spanish. All correspondence must be printed on stationery approved by the City and provided by the Contractor. Correspondence must be clearly readable and customized to address the complaint or concern.

3.8.4 All documents received must be filed and maintained at the Contractor's place of business for a minimum of 30 days. After that time, correspondence may be maintained off site, but must be retrievable within two (2) business days.

3.8.5 The Contractor must develop and enforce the use of a detailed correspondence processing manual for its employees. The manual must be submitted to the City for review and approval. The Contractor must provide ongoing training for its employees to meet and maintain the required performance standards; and to provide and assure the highest possible service to the public. The manual must be reviewed and updated as soon as legislative, system or policy changes occur.

3.8.6 The Contractor must set up and maintain a lockbox for mail-in citation payments, payment plan applications, appeal documentation, and permit application and payment preferably to a Los Angeles mailing address.

3.8.7 Process and mail reminder notices for unpaid citations including out-of-state owners.

3.8.8 Process and mail delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under California state law.

3.8.9 Process and mail "Drive Away" notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle. The notice must be mailed out to the registered owner within fifteen (15) calendar days of the citation issuance as required by the CVC.

3.8.10 Process and mail citation correction notices where the issuing officer determines that there is incorrect data in the parking citation. A copy of the correction shall be mailed to the registered owner within in a timeframe specified by the City.

3.8.11 Process and mail notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement as required by the CVC.

3.8.12 Process and mail permit renewal notices.

3.8.13 Process and mail permit hangtags/decals or other physical permits.

3.8.14 Process and mail other correspondence as directed by LADOT.

3.8.15 Record when mail is returned as not deliverable. Returned envelope and correspondence and/or notice must be scanned and imaged into the CMS.

3.8.16 Preparation of mailing lists and labels, including those for specific geographic areas or specific purposes as set forth by LADOT, and the provision of same to LADOT, if requested.

3.8.17 Contractor must provide automated noticing and mail noticing to comply with all City procedures and CVC requirements for scheduling and conducting administrative hearings. The City conducts and adjudicates approximately 10,000 administrative hearings involving contested citations each 12-month period.

3.8.18 Process and mail "No Show" letters for constituents who do not appear for their scheduled hearing. The design logic will also prevent a no show letter from generating if the case has been "rescheduled" or "continued" or adjudicated.

3.9 Mail-In Payment Processing

Contractor must provide a verifiable system capable of processing approximately three (3) million payment transactions received through the mail annually. The accurate processing of mail-in payments is critical and directly affects subsequent collection actions, such as the application of late penalties, delinquent noticing; applying registration holds at the CA DMV; and vehicle seizures. Mail-in payment processing must include a broad range of positive control and balancing procedures and include steps such as receipt and control of high volumes of mail; batching and preparing documents for processing; processing payments associated with citations and notices, processing those items that cannot be routed through high speed automated processors on an exception basis; balancing, reconciliation, and deposit preparation; and online, real-time update of payment information to the Contractor's database. All payment documents received and processed must be copied and archived to be promptly retrievable.

With the high volume of mail historically received, the Contractor must provide a detailed explanation of proposed levels of control, audit, and redundancy to ensure the accurate and timely receipt, processing, and update of mail-in payments. At a minimum, the Proposer's mail-in payment processing system should include, but not be limited to:

3.9.1 Mail pick-up from the Post Office and delivery to the Contractor's secured place of business by a bonded courier or bonded employee at least twice each business day along with the required documentation to support pick-up and drop off at Post Office.

3.9.2 Complete procedures for batch counts that are verified to ensure an accurate starting record for control throughout processing.

3.9.3 The ability to process items that must be handled separately. Detailed procedures must be developed to facilitate research and special processing. These include but are not limited to:

3.9.3.1 any correspondence that is included with a payment;

3.9.3.2 payments received without accompanying source documents, such as a citation or delinquent notice; and

3.9.3.3 cash payment.

3.9.4 Copying the payment document and establishing a completely reliable audit trail for all processing procedures, endorsing, and encoding the payment document with the unique control number of each citation paid, date of processing and batch numbers, and

daily reconciling with the payments updated to the Contractor's mail-in payment processing system.

3.9.5 Preparing funds in accordance with all required City policies and procedures for transfer to the City's designated financial institution. City required records must be prepared and retained for every deposit. Funds are to be physically transferred by armored courier provided by the Contractor, subject to the approval of the City.

3.9.6 Updating payment data to the Contractor's CMS, PMS, and other components, as appropriate, and depositing the payments to the City's designated financial institution within 24 hours of collection from the Post Office.

3.9.7 The Contractor shall be held completely and solely responsible for ensuring the integrity and security of City revenue throughout the entire processing procedure. Any shortages or losses will be the exclusive responsibility of the Contractor and shall be fully reimbursed to the City. Overages must be researched and resolved in every case. Appropriate refunds shall be provided to any entitled parties within timeframes established by the California Vehicle Code.

3.9.8 Payment processing must be in a secure environment. At a minimum, physical security measures should include:

3.9.8.1 Locked doors to the payment processing facility, with restricted access to authorized employees only, including, but not limited to, key card or keypad access. Reports should be reviewed for any inappropriate access.

3.9.8.2 Comprehensive video camera surveillance of all payment handling areas with full-time and redundant 24-hour video recordings to capture the date and time of all activities. Contractor must review the recorded video on a daily basis and must be made available to the City for audit purposes.

3.9.8.3 A safe or vault, subject to the City's approval, that is surveyed by video cameras.

3.9.8.4 Supervisors for each function, as well as an experienced manager to oversee all operations.

3.10 Telephone Services

The Contractor must design, support, and monitor various specialized phone lines.

3.10.1 Call Center and IVR

3.10.1.1 The Contractor must provide a sophisticated, flexible, and responsive 24 hours a day, 7 days a week, telephone answering system and all necessary hardware components, operational software, and technical support for the Interactive Voice Response (IVR) system. The IVR must provide updated information regarding City policies and procedures and be fully integrated with the CMS to provide on-line, real time status information on citations

and on individual records; the Permit Management System (PMS) to assist customers with getting information on permit status and application requirements; and the immobilization/impound system to assist customers with getting information, making payments, and to process payment for self-release immobilization devices. The IVR must include the capability of handling professionally recorded messages in English and Spanish which describe City policies and procedures, including special event messages for extraordinary occurrences.

3.10.1.2 The Contractor must provide a call tree or menu for the IVR. The Contractor's system must disseminate accurate, consistent, and user-friendly information. The current IVR uses over 100 separate messages regarding City parking policies and procedures which have been professionally recorded.

3.10.1.3 The Contractor's proposed IVR must meet the City's customer service performance standards, be fully integrated with Contractor's overall system of retrieving parking citation data and provide online, real-time status of citations and individual license plate records. The proposed IVR shall accept payments for citations and payment plans. The proposed IVR should be tailored to the specifics of the City's parking policies and procedures and updated and enhanced as required by the City. The proposed IVR must be able to inform customers of current and changing information. A Telephone Device for the Deaf (TDD) must be available to provide services to customers with hearing impairment.

3.10.1.4 IVR messages are to be recorded in both English and Spanish and must be available to the customers 24 hours per day, 7 days per week. Contractor must provide all hardware, operational system software, and the application software for the IVR. In addition, the interface between the IVR and parking citation database must be maintained by the Contractor.

3.10.1.5 The IVR/phone system shall have the following features:

3.10.1.5.1 Recorded Announcements in Queue: The Contractor shall provide the ability to have recorded announcements to be scripted into queue according to type of call and agent skill set. The Department shall approve the wording for all announcements.

3.10.1.5.2 Music on Hold: The Contractor shall provide music on hold for customers in queue.

3.10.1.5.3 Estimated Wait Time: The Contractor's IVR shall announce to callers in queue the estimated wait time for a representative. This announcement shall update customers in queue, with a revised wait time, at specified intervals.

3.10.1.5.4 Customized Scripting: The Contractor's IVR shall allow multi-layered nested call scripts, and provide an interface for creating customized rules-based scripting.

3.10.1.5.5 Transaction Tracking from Inception: The Contractor's IVR shall be able to track and report to the City on all customer transactions, including calls and self-service transactions, from the time a transaction enters the IVR until it is terminated. This shall include processing calls through the IVR and through any number of transfers. This shall also include conference calls and calls transferred from the customer service management/supervisory clusters. In addition, the IVR shall be able to track and report on whether a transaction was terminated by the customer, or if the call was terminated by a representative.

3.10.1.5.6 Wait Time in Queue: The Contractor's IVR shall track and report on the amount of time a call is on hold, not to include IVR time.

3.10.1.5.7 Call Back: The Contractor's IVR shall allow the option for the customer to request a call back rather than waiting for an available representative.

3.10.1.6 The Contractor shall work with LADOT personnel to identify desktop requirements. This includes, but not limited to the evaluation of screen information, keystrokes, and transaction types needed to allow customer care representatives and supervisory personnel to effectively process customer transactions.

3.10.1.7 The Contractor shall configure the IVR such that the existing telephone numbers of the Parking Violations Bureau remain operational.

3.10.1.8 City parking citations contain Contractor-provided toll-free phone numbers as well as special number for the hearing impaired. Contractor is responsible for receiving and answering all calls.

3.10.1.9 The Contractor's call processing system must be able to mark the CMS, PMS, and other components with an indicator on the history record showing that a telephone call was received, by either the IVR or customer service representative, and the nature of the call including all requests for information and the appropriate action taken including completion of request for information.

3.10.1.10 The proposed IVR must be capable of responding to requests for service in Spanish and English and for the hearing impaired. The Contractor's IVR must also provide the option to speak with a live representative and receive up-to-date, real time information on the status of a citation or permit

application between the hours of 8:00 AM and 5:00 PM, Monday through Friday, except holidays.

3.10.1.11 The proposed telephone IVR must be PCI compliant with live representatives trained and capable of taking payments for all instances listed in this scope of work.

3.10.1.12 The proposed IVR must be able to receive calls 24 hours a day, 7 days a week with live representatives available to process transferred phone calls during the hours of 8:00 AM to 5:00 PM, Monday to Friday, except on holidays. Contractor's staff serving as telephone representatives must be fully trained in all informational aspects of parking citation and permit processing, and should have immediate access to the CMS and PMS. Sufficient staff must have the capability of conversing in Spanish as well as English so that a bilingual representative is always available between 8:00 AM and 5:00 PM. A TTY line or equivalent for the hearing impaired must also be available to receive calls.

3.10.1.13 The Contractor must maintain sufficient staffing to meet all performance levels. The staffing must be sufficient to cover peak volumes, vacations, and any absences. A telephone customer service staffing plan shall be presented as part of the response to this RFP.

3.10.1.14 The Contractor's telephone representatives, at a minimum, must be able to provide general information, research specific citation data, and process suspensions, and provide permit information. Difficult to review citations or complaints must be expeditiously handled by a supervisor, manager, or specialized representative.

3.10.1.15 The Contractor shall be required to provide all facilities, computer equipment, data communications, telephone lines, telephone units, and technical support to operate the Call Center.

3.10.2 Abandoned Vehicles

3.10.2.1 The City of Los Angeles uses a toll-free telephone number (1-800-ABANDON) for constituents to report abandoned vehicles on City streets or private property at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following:

3.10.2.1.1 The Contractor must provide sufficient personnel to respond to these types of calls. The assigned customer service representatives must document abandoned vehicle information from callers, generate reports, and submit the generated reports to the appropriate LADOT geographic enforcement area for marking or processing the vehicle.

3.10.2.1.2 The proposed IVR must: allow callers to report abandoned vehicle after normal business hours and on weekends; collect and categorize the information; and have the ability to report abandoned vehicles via IVR.

3.10.2.1.3 The Contractor must ensure that messages received are processed as soon as possible, but no later than the next business day. The Contractor must electronically generate and submit a daily electronic report listing of all received requests and the ability to view or print such reports at the appropriate LADOT geographic enforcement area office by 6:00 AM the next business day where an enforcement officer will be assigned the responsibility of inspecting the vehicle and marking it for possible towing. The results of the investigation will be entered by a LADOT employee into a handheld computer and uploaded to a component of the Contractor's system, which must automatically generate a "towing order" after the statutory 72 hour time period has elapsed if the investigation concludes that vehicle is eligible for towing. Exception reports must be provided to identify the appropriate tow orders (pending and closed) and any problem tow orders. (See Section 4 for immobilization and impound requirements)

3.10.3 Meter Maintenance Hotline

3.10.3.1 The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following:

3.10.3.1.1 A dedicated toll-free telephone number to be answered by the Contractor's Call Center. At a minimum, the Contractor must provide sufficient personnel to respond to the call volume between the hours of 8:00 AM and 5:00 PM. After these hours and on weekends and holidays, functionality must be available so constituents can report problems with parking meters by IVR, e-mail, internet, or text message.

3.10.3.1.2 The meter hotline must be tied into the City's meter maintenance system to resolve customer complaints. The data must be stored in the Contractor's CMS and available for reference during adjudication processes.

3.10.3.1.3 Customers must have the option to report meter complaints by telephone, email, internet, or text messaging 24 hours a day, 7 days a week. The Contractor must ensure that messages

received electronically (via email, internet, or text messaging) are retrieved frequently to ensure that these complaints are attended to as soon as possible, but not later than the next business day.

3.10.3.1.4 Customer service representatives staffing the hotline must be bilingual, English and Spanish. Provisions must be made for accepting calls from the hearing impaired through a TTY line.

3.10.3.1.5 Outage reports will be entered in real-time directly into the City's MERGE meter management system, or other system as directed by the City, through a web-based application.

3.10.4 Call Recording

3.10.4.1 The Contractor shall record all calls in the customer service centers, which shall include, but are not limited to, incoming calls received through IVR, outbound calls, calls received and made from all supervisory and managerial workstations.

3.10.4.2 The Contractor shall provide a call recording and monitoring management system for the customer call center.

3.10.4.3 The Contractor shall provide a call recording and monitoring management system that will allow for remote call recording retrieval and monitoring, including real-time monitoring, instantaneous retrieval of all calls, archived calls, and any/all calls that were recorded.

3.10.4.4 The Contractor shall allow/provide for simultaneous recording on all channels and simultaneous playback on remote workstations without a loss of data or decrease in recording system performance.

3.10.4.5 The Contractor shall provide buffering, or redundant call recording data storage, where call recording data storage will reside before being sent to an archiving system.

3.10.4.6 The Contractor shall store call recording data records using standard compression rate allowing the recorded call to be e-mailed in standard .WAV format, or the latest technical standard, once exported. There shall be no need for additional software for decompression or format conversion.

3.10.4.7 The Contractor's call recording system shall be configurable for secure access over the LAN, WAN, or intranet, allowing administration of the call recording system, running of reports, listening to call recordings, and emailing of audio files.

3.10.4.8 The Contractor's call recording system shall perform a full, automatic, periodic back-up of call records database without interfering with playback, searching, or archiving.

4 IMMOBILIZATION AND IMPOUND

In an effort to improve current towing and eventual immobilization operations and operations management, the City seeks an innovative technology solution for towing and immobilization management services. The City is seeking proposals from qualified firms, vendors, teams, or contractors with demonstrated experience in providing a comprehensive Tow and Immobilization Management System (TIMS) solution, including management of the tow and immobilization processes and impound tracking. The City requires a TIMS capable of performing dispatching, recording, documenting vehicle registered owners, vehicle owner notifications, local and state filings, and report generation. The Contractor shall manage and oversee the performance of these services and associated software solutions. The TIMS must have the ability to operate as a stand-alone system, but have the ability to integrate with all other required technologies. The City is committed to leveraging technology to increase transparency, accountability, and efficiency by aligning itself with industry best practices. The City will solely own any and all data resulting from the TIMS and any modules. All data and information are proprietary both during and after the term of the contract.

The successful Proposer shall provide an automated web-based system capable of dispatch and inventory that is successfully in use in other state, county, or City agencies. The TIMS shall allow multiple users to access the information simultaneously, including City staff, contractors, and subcontractors. The TIMS must also have fully flexible end user permissions to accommodate City authorized user groups with varied viewing, editing, and reporting capabilities.

Additional objectives for this project include:

- Traffic Officer Tow Management
    - Reduction in response time of tow contractor(s) to arrive, hook-up and transport a dispatched vehicle to the tow lot (as regulated by the Police Commission)
    - Accurate accounting for vehicles from the time the tow is requested until released to the tow truck drivers
    - Integration with OPGLA.COM so that selected vehicle details can be tracked by OPGLA.COM once vehicles have been released to the tow truck drivers
- Implement immobilization processes, tracking systems, and accountability
    - Accurate accounting for vehicles from the time a Traffic Officer determines immobilization is needed until the immobilizations are complete
    - Integration with immobilization vendors' systems so that no manual entry of data is required in those systems
    - Increased accountability of Traffic Officers performing immobilizations
    - Accurate and real-time location of all immobilized vehicles, including notifications when the immobilization time is close to expiration

4 IMMOBILIZATION AND IMPOUND

4.1 Tow and Immobilization System

To add efficiency to the processes of immobilizing or towing vehicles the City requires a comprehensive Tow and Immobilization System (TIMS) that collects all data regarding immobilizations and tows performed by LADOT.

4.1.1 The Contractor shall have the ability to support and improve the towing/immobilization operations of the City including, but not limited to towing, immobilization, towing events, and relocation towing.

4.1.2 The TIMS shall control and track all tow/impound and immobilization activity, from the point where a Traffic Officer determines action must be taken on a vehicle until the point where the vehicle is completely released to the owner.

4.1.3 The TIMS shall be capable of distinguishing between placing an immobilization device on a vehicle and towing a vehicle, and separately track and report on immobilization and tow fees. A complete detailed history of current and past vehicle seizures must be maintained until deletion is authorized by the City.

4.1.4 The TIMS must be flexible to accommodate calculations based on time or other criteria used to determine seizure status. Immobilization, tow, storage, and other potential fees must be assessed in an on-line, real-time manner and included in the total amounts owed to have the vehicle released, including fines paid as part of a pre-approved citation installment payment plan (IPP). Fee assessments must be reflected consistently throughout the Contractor's overall system.

4.1.5 The TIMS will be the "starting point"—Traffic Officers shall input their intent to immobilize or requests for tows into the TIMS.

4.1.6 The TIMS shall be accessible from handheld devices, including Traffic Officers' citation issuance devices, tablets, and notebook computers.

4.1.7 When a Traffic Officer starts the immobilization process, the TIMS shall collect all necessary information and share it with the CMS and the immobilization device management system.

4.1.8 The TIMS shall allow a Traffic Officer to initiate a tow/impound process, including having an immobilized vehicle impounded.

4.1.9 When a Traffic Officer starts the tow/impound process, the TIMS will collect all necessary data to relay to Communication Center Operators who will then verify tow eligibility and contact the assigned Official Police Garage (OPG) to begin the dispatch process.

4.1.10 When a vehicle has been immobilized or towed, the TIMS shall attempt to notify the owner of the vehicle through all potential media, including telephone calls, text/SMS messages, email, fax, or U.S. Mail.

4.1.11 The TIMS shall provide all necessary notifications to LADOT staff regarding any timelines, including but not limited to when a vehicle is approaching 72 hours of immobilization but has not been released.

4.1.12 The TIMS shall produce all filings required by the state, county, or City (DOT Vehicle Information Processing Unit) for an immobilized or impounded vehicle, including the CHP 180 form for impounds. The CHP 180 form shall be transmitted to the CMS, OPGLA.COM, CLETS, and any City or Law Enforcement systems, as directed by the City, and printed on a local printer if directed by the City.

4.1.13 The TIMS shall have a robust reporting module, allowing users with appropriate access rights to obtain reports on all immobilization and tow/impound activity.

4.1.14 When an immobilized vehicle must be impounded, the TIMS shall transfer or link all data regarding the immobilization to the tow record module after marking the immobilization record appropriately.

4.2 Impound

Current Tow Process

When a Traffic Officer finds a vehicle that must be impounded, the Officer contacts LADOT Dispatch and requests a tow. The Dispatcher determines the Official Police Garage (OPG) contracted for the area and contacts that company.

The Traffic Officer completes manual paperwork. When the tow truck arrives, some paperwork is given to the driver, who then hooks up the vehicle and takes it to the designated garage.

The OPG tracks the vehicle from that point, including whether it is released upon payment of fees, auctioned, or destroyed. LADOT has no direct access to determine a vehicle's current status.

Manual paperwork is routed through the City for each tow, requiring significant resources to process.

Contractor Requirements

4.2.1 The Contractor shall maintain a tow management process that includes ongoing operations management leveraging advanced technology application software that continually improves and grows as systems and technology advance. The tow management process shall use the TIMS.

4.2.2 The Contractor shall demonstrate proven experience and successful implementation of tow management processes in cities with a similar project scope and of similar size and demographics.

4.2.3 The Contractor shall agree to a basic proof of concept to test integration capabilities, software design, and basic workflow integration.

4.2.4 The Contractor must comply with all current and future state laws and local municipal ordinances.

4.2.5 The Contractor shall remain independent from the tow contactors and immobilization product/service vendors and shall NOT directly or indirectly own any tow trucks, tow companies, immobilization product manufacturers, or immobilization service providers.

Tow Dispatching

4.2.6 The TIMS shall accept tow requests via handheld ticket issuance device, mobile communication device, desktop computer, or dispatch personnel, and any other means as dictated by the City.

4.2.7 The TIMS shall provide a dispatch console, to notify a Dispatcher that a tow is requested and the Dispatcher to contact the appropriate tow operator to start the tow process. The dispatch console shall:

4.2.7.1 Provide intelligent, automated tow dispatch process to suggest the appropriate tow operator based on the geographic location of the vehicle to be towed.

4.2.7.2 For any tow operators that can accept and respond to electronic tow requests, make the request upon approval of the dispatcher.

4.2.8 The TIMS shall provide automatic acknowledgment and electronic estimated times of arrival, if available.

4.2.9 The TIMS shall provide an aging report.

4.2.10 The TIMS shall track tows dispatched and tows performed.

4.2.11 The TIMS shall keep and maintain all data and historic information which is stored automatically, and which shall be easily accessible and downloadable in real-time online. Metrics to be stored shall include, but not be limited to: dispatch number, requester, citation number, plate, vehicle description, date, time, and location of tow, tow contractor, and truck number.

4.2.12 The TIMS shall include an intuitive online report feature with ability to compile metrics on all data points with ability to download and print.

4.2.13 The TIMS shall provide reliable communication between all tow contractors and various parking services departments and personnel as designated by the City.

4.2.14 The TIMS shall capture photographs of vehicle and vicinity prior to tow truck's arrival.

4.2.15 The TIMS shall capture Traffic Officer's notes, in writing or via dictation.

Towing Contractor Interface

4.2.16 The towing contractor interface shall have the ability for various tow contractors to receive dispatched service request using mobile electronic devices such as tablets, smart phones, or other electronic device.

4.2.17 The towing contractor interface shall have the ability for various tow contractors to indicate field statuses; arrival, vehicle gone on arrival, and vehicle drops.

4.2.18 The towing contractor interface shall have the ability for the City and the Contractor to monitor tow contractor locations using GPS or other location services from device.

4.2.19 The towing contractor interface shall have the ability to accept, process and reconcile cash, credit, and other various electronic payments and documentation received by towing contractors for drop services and associated fees.

4.2.20 The towing contractor interface shall have the ability to record and store photo/video documentation of pre and post tow services.

4.2.21 The towing contractor interface shall have the ability to update all forms legally required within the City, including updates to the California Highway Patrol (CHP) Form 180, and transmit updates to all required systems, including the Parking Citation Management System (CMS) and California Law Enforcement Telecommunications System (CLETS).

Tow Management System

4.2.22 The TIMS shall completely track and timestamp the entire chain of custody of each vehicle from the initiation of a tow through the confirmation that the vehicle has been released to the tow truck driver, including but not limited to, vehicle information; type of tow; time arrived at scene; time received by tow truck driver; Tow Lot or storage location; owner information; disposition (released, auctioned, etc.) and date and time of disposition; and fees collected (if any).

4.2.22.1 This will require a two-way integration between the TIMS and OPGLA.COM.

4.2.23 The TIMS shall include automation, digitizing of paper documents, and virtual signatures at the local impound.

4.2.24 The TIMS shall include the ability for real time reporting on all data points contained in database and workflows, including, but not limited to, tow request, towing services, dispositions, date, and time of notification by the city, time trucks dispatched, time of tow contractor arrival at tow scene, etc.

4.2.25 The TIMS shall display an inventory of the vehicles impounded by LADOT on tow lots.

4.2.26 The TIMS shall provide on-line, real-time reporting for updating an inventory of immobilized vehicles on the street and of all seized vehicles at each tow lot. These on-line reporting components shall allow inquiry by a combination of one or more criteria: by license plate number, immobilization or tow date, or impound lot number or name.

4.2.27 The TIMS shall include the ability for ad hoc reporting creation and storage and ability to export reports in .csv, Excel, and PDF formats.

4.2.28 The TIMS shall provide for transfer of all relevant information to CMS, OPGLA.com, CLETS, and any other systems as directed by the City.

4.2.29 The TIMS shall include the ability to expunge specific files based upon time retention policies (example: towing)

Public Service Interface and Support

4.2.30 The TIMS shall include the ability to fully integrate with other software systems including sending/ receiving data with 3rd party databases.

TIMS Support

4.2.31 Contractor shall provide live, real-time technical and customer service support to City staff and any City-authorized contractors or subcontractors, 24/7/365. Response and resolution to technical support issues is required within one (1) hour or less. System outages longer than 20 minutes or failure to respond and resolve technical support issues within the same timeframe will incur $1,000 penalty per incident.

4.3 Immobilization

The City is seeking a comprehensive Immobilization System, capable of preventing movement of vehicles until release has been granted by the City, or by the Contractor acting on behalf of the City.

The Contractor may provide the equipment and services directly or may utilize a subcontractor to meet the requirements. However, the City expects the operation to be seamless within the context of the overall solution.

Immobilization Devices

4.3.1 Immobilization devices ("devices") shall deter operation of the vehicle on which they are attached. Typical devices attempt either to prevent a vehicle's wheel from turning or block the driver's vision through the windshield.

4.3.2 Immobilization devices shall allow the motorist to release the device through entry of a code into a keypad; the code shall be provided to the motorist after the motorist has addressed the delinquent parking citations to the satisfaction of the City.

4.3.3 Immobilization devices shall allow authorized LADOT employees to release a device by use of a physical key or by entering a code that can be obtained immediately through a smartphone app or web page, not requiring the employees to call someone for assistance.

4.3.4 Contractor shall provide ten (10) sets of keys that can be used by City staff to manually unlock all devices.

4.3.5 Devices shall provide all reasonable safeguards to prevent unauthorized releases, but sufficiently user-friendly for the average motorist to release safely.

4.3.6 Contractor shall repair or replace any devices that are lost, damaged, disabled, or malfunctioning at no cost to the City. City is not responsible for the loss of devices that are removed from vehicles without City's authorization, or devices that motorists fail to return after being self-released. In the event City is able to recover the costs for a stolen or damaged device from a motorist or other third-party, City agrees to reimburse Contractor only for the recovered amount.

4.3.7 Contractor shall be responsible for providing the wireless communications system to track devices and enable release via code. Contractor shall ensure that communications are not disabled by upgrades to wireless carriers' technology throughout the term of the contract and extensions. Should advancements in cellular technology require upgrades to communication technology in devices, they will be done at no charge to the City.

4.3.8 Contractor shall provide a sufficient number of immobilization devices to meet its ongoing needs, as determined by mutual agreement between the City and Contractor.

Immobilization Device Management System

4.3.9 The Contractor shall provide a software system that provides full management of immobilization devices, including:

4.3.10 Tracking the current location of every device

4.3.11 Providing a unique release code for each deployment of a device (so that a code shared by a motorist will not release any other devices)

4.3.12 Providing detailed reports on immobilization activity, with filters and sorting

4.3.13 Generating performance and financial reports for all immobilization related transactions.

4.3.14 Generating alerts about activity relating to individual devices, such as "device moved without release," "device detected attempt to remove," and "device deployed for more than XX hours" (where the number of hours can be configured). Alerts shall show prominently to users logged into the immobilization device management system, and shall also be transmitted via email or SMS (user configurable).

4.3.15 The immobilization device management system shall integrate with the City's CMS, to allow Contractor to obtain lists of vehicles eligible for immobilization, determine full details about the amount due for any vehicle at any time, update payment data as they are processed, and provide the CMS with full details about vehicles as they are immobilized.

4.3.16 The integration between the immobilization device management system and the CMS shall allow users of the CMS with the appropriate access rights to "link" directly to the immobilization device management system records related to a specific immobilization.

4.3.17 The immobilization device management system shall integrate with, or be a component of, the TIMS, allowing traffic officers to submit immobilization events through the TIMS, so that no manual entry of data is required in the immobilization device management system. The immobilization device management system shall "report back" to the TIMS details about immobilizations and releases.

4.3.18 The immobilization device management system shall provide access to City staff as designated by the City.

4.3.19 The immobilization device management system shall be available 24 hours a day, 365 days a year.

4.3.20 The immobilization device management system shall completely track and timestamp the entire immobilization process in the field from a handheld citation writing device or tablet computer, including location, condition of vehicle, immobilization device applied and its serial number, Traffic Officer who applied immobilization, and citation number.

4.3.21 The immobilization device management system shall transmit immobilization information to third-party immobilization self-release vendors, so they may update their systems to reflect the immobilization.

4.3.22 The immobilization device management system shall receive status updates of immobilized vehicles from third-party immobilization self-release vendors.

4.3.23 The immobilization device management system shall track length of time each vehicle has been immobilized and send an alert that the immobilization time will be exceeded; the City shall have the ability to configure the amount of time prior to expiration, which personnel will be notified, and how they will be notified (within the application, via email, or via text/SMS.

Self-Release Services

4.3.24 Contractor shall provide a service to allow motorists to call a toll-free number (24 hours a day, 365 days a year) to request assistance to release an immobilization device. Ideally, this will be the same number used by motorists for other parking and citation related information and transactions.

4.3.25 Contractor shall allow motorists to visit a customer service center to request a release.

4.3.26 Contractor shall determine the amount due, based on information available in the CMS, along with any City policies or specific fees related to the immobilization or release.

4.3.27 For phone requests, Contractor shall collect the amount due from the motorist through payments via bank cards. Proposers shall indicate other methods for accepting payments, such as, but not limited to, Apple Pay, Google Pay, PayPal, Venmo, or Zelle. Contractor shall deposit all funds received into the City's designated bank account on a daily basis. Proposers shall indicate whether their immobilization device management systems will support opening an Installment Payment Plan (IPP) over the phone, allowing the vehicle to be released.

4.3.28 Contractor is responsible for operating facilities, either directly or through a subcontractor, to be used post-payment to accept devices returned by motorists whose vehicles have been immobilized by Contractor's device.

4.3.28.1 There shall be at least one facility in each of the four regions illustrated in the attached Boot Return Map. The location of each return location shall be at least five miles from other return facilities. If additional facilities are provided, they are exempt from the five-mile-separation requirement.

4.3.28.2 At a minimum, such facilities shall operate during regular business days and regular business hours of the City (defined as 9:00 AM to 5:00 PM), where motorists or City may return a device.

4.3.28.3 Contractor shall ensure its own staff or the staff of its subcontractor operating the Return Facilities have access to the immobilization device management system.

4.3.28.4 Upon return of a device the Facility Operator shall provide a receipt to the motorist returning the device, including confirmation of the device's return. Confirmation of the returned device shall be done via data entry into the immobilization device management system. Contractor shall indicate whether it can support 24 hours a day, 7 days a week returns through something like a drop box.

4.3.28.5 Contractor shall be responsible for transferring devices from the Return Facilities to the area enforcement offices on a mutually agreed upon regular schedule, a minimum of twice per week. The minimum number of pickups may be modified or suspended by mutual agreement.

4.3.28.6 The City, at its sole discretion, may also provide alternative locations throughout the Greater Los Angeles area for the return of devices. These alternative locations must be housed within the existing area enforcement offices as determined by City. Contractor is responsible for ensuring that City Staff at these designated locations have access to the immobilization device management system in order to record the return of devices to these facilities in a manner consistent with the Contractor's facilities.

4.3.29 Contractor shall provide City with a daily detailed report that shall include, at a minimum, all of the following information:

4.3.29.1 Citation number (s);

4.3.29.2 Citation amount (s);

4.3.29.3 Vehicle license plate number;

4.3.29.4 Name of the vehicle's registered owner;

4.3.29.5 Date the citation(s) was issued;

4.3.29.6 Date the citation(s) was paid; and

4.3.29.7 Total daily amount of transaction fees collected from the motorists.

4.3.30 The City shall be able to choose the medium for receiving the report, including viewing within the immobilization device management system or email.

4.3.31 Contractor shall provide motorists with full instructions on releasing the device, including where to deliver it.

Other Requirements

4.3.32 Audit trails must be clearly identified and the appropriate exception reports must be produced at an approved frequency for all immobilization and tow activities.

4.3.33 To support City management, Contractor must provide comprehensive reporting capability for the identification and seizure of habitual parking violators and for all towed vehicles. The TIMS shall detail, at a minimum, the following:

4.3.33.1 How long immobilization devices have been in place.

4.3.33.2 Authorization and confirmation of immobilizations and tows.

4.3.33.3 Immobilized vehicles that are on the street.

4.3.33.4 Vehicles on City lots.

4.3.33.5 Vehicles released.

4.3.33.6 On-line revisions.

4.3.33.7 List of "most wanted" vehicles.

4.3.33.8 List of vehicles eligible for seizure by area.

4.3.33.9 Employee ID placing the immobilization device.

4.3.33.10 Employee ID removing the immobilization device.

4.3.33.11 All towed vehicles.

4.3.34 Within 30 days after notice to proceed, Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, data fields definitions, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City at no cost to the City. Contractor shall also provide additional reports as may be requested by the City at no additional cost to the City.

4.3.35 Contractor will provide installation and initial training for all hardware and software used by City for the use of its immobilization devices and immobilization device management system respectively. Contractor will train City Traffic Officers on the installation and removal of the devices.

4.3.36 Contractor shall provide remote access to all immobilization systems/components for City employees with proper credentials.

4.3.37 Contractor shall provide refresher training for City staff at no charge, at request of the City, not to exceed once per calendar quarter.

4.3.38 Contractor shall not charge City for all releases directed by the City; e.g., City directs release of a device that was applied in error or Traffic Officer removes device so the vehicle can be towed.

4.3.39 Contractor shall not charge the City any fees for the temporary use of the device to immobilize a vehicle while waiting for an OPG tow.

4.3.40 Contractor will design and supply vehicle seizure notices, including revisions to the notice, subject to approval by City, that will be affixed by City Traffic Officers to immobilized vehicles at the time of immobilization. These notices will provide information to motorists on how to obtain release of the device.

4.3.41 Contractor will create a Standard Operating Procedure (SOP) manual, including but not limited to the procedures and responsibilities of the Contractor and the City, which will be reviewed and edited by the City before it is adopted.

4.3.42 All data generated by immobilization activities shall be owned by the City. The Contractor may use it as needed to fulfill its obligations under the agreement, but may not share that information with other parties without the City's express written consent.

5 PERMIT MANAGEMENT

5.1 Permit Management System

The PMS is the software and support solution that shall supply LADOT and the Contractor with joint access to all parking permit processing functions. Such functions are outlined below. The core functionality must include the option to inquire by permit number, license plate number, account number, permit holder name, permit type, and location, at a minimum. The PMS must support all concepts currently on LADOT's Parking Permits webpage and any permits that the City may introduce subsequently.

Additional functionality shall include the support of waitlists by permit type and location, and the ability to process payments and manage all permit types, amounts, exemptions, and locations. Users should have specific functionality access assigned by a designated software administrator. Software shall support real-time access for multiple parties and shall be a web-based application requiring no software installation on personal computers (PCs). Software shall limit permit eligibility by the user-type and/or address.

The PMS must validate documents to establish that a customer is eligible to purchase a permit. Residents must provide a current Driver's License or photo ID and proof of residency (utility bill, lease, tax bill, closing escrow with signatures, deed of trust) or other relevant documents in certain parking permit districts to be approved to purchase permits.

LADOT currently operates with physical permits (mirror hangtags, stickers, or paper) and hopes to transition to virtual parking permits tied to license plate numbers within the next two (2) years. Therefore, Contractors shall fully support both physical and virtual parking permit programs.

The PMS must be integrated with the overall system. Integration means that when LADOT/Contractor software users search for a citation, they should have access to permit information for the same license plate or name. Likewise, when a customer logs into their account, they can search for a permit and should have access to citations issued to the same license plate and/or name. The PMS shall support the ability to prevent permit processing/issuance when a customer has citation amounts due to the City.

At a minimum, the Contractor must deliver a reporting structure which consists of monthly and annual reports and allow the capability to jointly design daily and weekly reports as specified by the City.

The Project Manager will develop, in consultation with the LADOT, a detailed implementation and project plan for the PMS.

The following is a list of key requirements for the PMS:

5.1.1 Must be online, and cloud-based and not require any installation software.

5.1.2 Must update in real time.

5.1.3 Must be reliable and operate with no downtime.

5.1.4 Must be able to be integrated with other necessary internal and external applications LADOT staff use frequently.

5.1.5 Must be flexible in design, leveraging an architecture that allows for modular functions and updates.

5.1.6 Must be auditable by internal and external applications and users to ensure transparency and accuracy.

5.1.7 Accessible from any PC with web browser software and internet access, using current browser technology, not requiring separate plug-ins or other software to be installed on users' computers or devices.

5.1.8 Permit renewal and cancellation notices sent automatically by mail and email.

5.1.9 Permit renewal and cancellation notices sent by batch or individually.

5.1.10 Residential notices shall be sent for new Preferential Parking Districts (PPD), Overnight Parking District (OPD), oversize vehicle, and Dodgers permits (D-Permit).

5.1.11 Generation of unique permit numbers.

5.1.12 Ability to add additional permit types, as necessary.

5.1.13 Display all parking districts by location on an electronic map.

5.1.14 Evolve with changes in LADOT's parking permit program. Proposer's permit management program should:

5.1.14.1 Allow for the removal and addition of various parking permit districts.

5.1.14.2 Allow residents in preferential parking permit districts to purchase guest permits online.

5.1.14.3 Allow for other parking permit iterations as may be requested and approved by LADOT.

5.1.15 Integration with CA DMV for registered owner and address verification.

5.1.16 Support for both physical and virtual permits.

5.1.17 Permit stock to be supplied by the Contractor.

5.1.18 Ability to create educational material and web-based informational videos for end users to view as part of the permit parking program process. Material and videos to include, but not be limited to: PPDs, OPDs, D-Permits, and the initial outreach to assist with facilitating transition from physical to a virtual parking permit program.

5.1.19 Sandbox/test environment available prior to award and ongoing for pre-release testing.

5.1.20 The PMS database and physical system security must be maintained in such a way as to provide complete confidentiality and protection from unwanted access.

5.1.21 Support rolling expiration dates (e.g., daily, weekly, monthly, annually).

5.1.22 Support varying exception permit processes and quantity limitations by a designated time period for all permit types.

5.1.23 Restrict or allow multiple permit purchases for the same plate number based on LADOT rules.

5.1.24 Retain deactivated permit and account information for seven (7) years.

5.1.25 Seamlessly integrate with all LADOT/City software and any third-party related applications that are used for the parking permit program.

5.1.26 Provide report creating tools with various criteria selections; must be able to export from queries to shapefiles, csv, xml, and xlsx formats.

5.1.27 Provide capability for a variable rate fee structure based on parking permit type including prorations as approved by City Council.

5.1.27.1 Ability to institute a tiered rate structure for permits, whereby, e.g., the 1st permit is $XX, 2nd is $XX +$10, 3rd is $XX+$30, etc., with prorated pricing if purchased at different times of the year; and ability to institute a different tiered rate structure for different permits.

The PMS software shall allow authorized users to perform the following functions:

5.1.28 Create new permit holder accounts.

5.1.29 Correct, autofill, and standardize address entries.

5.1.30 Validate permit program eligibility based upon supporting documentation.

5.1.31 Approve or deny parking permit applications based on geographical location (address validation) of requested permit or other City-determined factors.

5.1.32 Add customers to multiple waitlists and view waitlist positions.

5.1.33 Accept payment for a waitlist position and later apply that payment to the permit.

5.1.34 View permit applications and documents attached to permit applications.

5.1.35 Enter new permits into the PMS (for instances where Customer Service must create and issue a permit).

5.1.36 Approve permit requests, for permits where business rules require review of qualifications.

5.1.37 Process payment for permits.

5.1.38 Ability to refund a permit.

5.1.39 Ability to cancel a permit.

5.1.40 Process multiple permit purchases in one transaction.

5.1.41 Query by permit holder name, account number, permit type, permit number, license plate number, and address.

5.1.41.1 Items returned in search shall be accessible by clicking on search results to open; user shall not be required to exit the search function and open items separately.

5.1.42 Add notes to permit accounts with entry field having capability to operate without character limits.

5.1.43 Editing of any permit field (based upon LADOT approved, user-assigned privileges).

5.1.44 Print temporary permits (based upon LADOT approved, user-assigned privileges).

5.1.45 Print, mail and/or email correspondence/letters to permit holders.

5.1.46 Assign permissions to access certain features based on user ID.

5.1.47 Review all user activity within the software.

5.1.48 Run ad-hoc reports on all data fields.

5.1.49 Support access to reports using web browser- based software.

5.1.50 Provide all necessary hardware that will be needed by LADOT staff to operate software and run necessary reports.

Reporting requirements include:

5.1.51 Comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management.

5.1.52 Capability for the City to revise and/or expand any or all reports to adjust to changes in reporting needs and also request additional reports at no additional cost to the City.

5.1.53 All reports shall be:

5.1.53.1 Printable

5.1.53.2 Electronically Accessible

5.1.53.3 Exportable to other software packages

5.1.53.4 In a text and/or spreadsheet format

5.1.53.5 Displayed in their entirety with a summary page as the first page

5.1.53.6 Available to the City no later than 60 days after the signing of the contract

5.1.54 On-line access to management reports through any PC with web browser software, security, and a connection to the internet.

5.1.55 Upon request, provide training in the use and interpretation of the reports produced by the PMS.

5.1.56 Documentation delineating details of available reports.

6 WORKFORCE MANAGEMENT

6.1 Enforcement Workforce Management System (EWMS)

Proposer shall provide an integrated solution that offers workforce management capabilities that include, but are not limited to:

- Scheduling
  - Shift Preferences
  - Enforcement Beat Optimization
  - Rotations
  - Assignments
  - Vacation/Time Off Requests
- Asset Management

6.2 Access

6.2.1 The EWMS shall be accessible via multiple methods. At minimum, users shall be able to connect using a web browser running on any device (desktop computer, notebook/tablet computer, tablet device [such as an iPad], or smartphone). Ideally, the EWMS will also be accessible via a smartphone or tablet app (including Traffic Officers' enforcement handheld devices), telephone IVR, and SMS.

6.3 Scheduling

6.3.1 The EWMS shall provide a centralized, web-based approach to coordinating all Traffic Officer shift assignments as well as analysis that would allow for enforcement beat optimization.

6.3.2 The EWMS shall store individual profiles for each employee that include, but are not limited to the following fields:

6.3.2.1 Name

6.3.2.2 Identification (badge) number

6.3.2.3 User identification/password

6.3.2.4 Job title

6.3.2.5 Seniority (years of service),

6.3.2.6 Special skills (i.e., supervisor, lead, bike patrol, immobilization team, dispatch)

6.3.2.7 Job limitations / Injury-On-Duty

6.3.2.8 Accrual (paid time off/sick leave)

6.3.2.9 Unpaid leave

6.3.2.10 Shift preferences

6.3.3 The scheduling process shall generate a schedule based upon established parameters including, but not limited to:

6.3.3.1 Seniority (years of service)

6.3.3.2 Shift preference

6.3.3.3 Shift type

6.3.3.4 Days/times of the week

6.3.3.5 Shift qualifications

6.3.3.6 Special events

6.3.3.7 Staffing level thresholds (minimum/maximum personnel)

6.3.3.8 Squad assignment

6.3.3.9 Enforcement beat

6.3.3.10 Time off requests

6.3.4 The EWMS shall:

6.3.4.1 Allow Traffic Officer Supervisors to input/change schedule/shift format, times, and staffing values

6.3.4.2 Allow Individual employees to input shift preferences/requests only within their qualifications, established by their profile

6.3.4.3 Identify scheduling conflicts that require administrative input/override

6.3.4.4 Administrative changes must be validated by the EWMS.

6.3.4.5 Allow final initial review/verification

6.3.5 The EWMS shall include notification capability that allows Traffic Enforcement Supervisors to communicate messages to personnel via email distribution. Email notifications shall be tracked by the EWMS and responses from notification recipients shall be recorded within the employee profile. The EWMS shall also allow employees to opt-in to SMS (text) delivery of shift assignments.

6.4 Time off Requests

The EWMS shall provide a time off request process that allows personnel to input and submit requests to enforcement management for review.

6.4.1 The authorization workflow shall include City guidelines including, but not limited to:

6.4.1.1 Shift staffing level requirements

6.4.1.2 Employee accrual availability

6.4.1.3 Advance notification timeline requirements

6.4.2 The workflow shall include an alert/escalation process that provides management with the ability to review time off requests.

6.4.3 Authorization notification to employee of approval or denial with the allowance for reason codes and proposed alternative times.

6.4.3.1 The EWMS shall identify shift vacancy/back fill needs to enforcement administration (or management) and allow for scheduling shifts with automatic notification to impacted employees

6.5 Routes/Beats and Shift Assignments

6.5.1 In addition to the various shift times, the EWMS shall identify the enforcement beats, deployment strategies and detailed shift assignments for enforcement personnel.

6.5.2 Traffic Officer Supervisors shall have the ability to assign shift personnel to specific beat and detailed shift assignments within the EWMS. Assignment timelines must be configurable and have the ability to assign shifts for a variety of timeframes, including daily, hourly, weekly or quarterly.

6.5.3 The EWMS shall be integrated with the handheld devices based upon the scheduling and shift assignment so that when an employee logs in with their unique username and password, the employee will receive the following information displayed on their device:

6.5.3.1 A confirmation request for the exact shift assignment/beat they have received

6.5.3.2 A shift inspection checklist verifying shift details and infrastructure assigned

6.5.3.3 Any enforcement announcements, policy updates, shift or assignment information

6.5.3.4 Employee acknowledgements shall be recorded within the employee profile for future reference

6.5.4 The EWMS shall generate a shift log for each employee. The shift log shall operate as follows:

6.5.4.1 Allow for inputting of shift details, including time allocated to complete assignments and details associated with any tasks

6.5.4.2 Incorporate rest break and meal period times

6.5.4.3 Shift logs shall be stored, accessible for review, formatted for printing and available for ad-hoc report query

6.5.4.4 Track Traffic Officer daily activities, and work output with associated hours per task or activity

6.5.4.5 Record action taken with respect to identified vehicles, such as scofflaws, hotlisted, and other wanted vehicles, as applicable

6.5.4.6 Record abandoned vehicle investigations and actions, as applicable

6.5.4.7 Record, sign and parking payment device repair and graffiti removal requirements (see Maintenance Reporting)

6.6 Special Event/Detail Assignments

6.6.1 Because the Traffic Officers often are assigned to work during special events and special details, the EWMS shall manage the calendar and staffing for those activities. The EWMS shall:

6.6.1.1 Maintain a calendar of all special events and special details, including staffing needs for each calendar entry

6.6.1.2 Suggest the staffing for each special event and special detail, using a strategy similar to the scheduling for standard shifts

6.6.1.3 Allow Traffic Officer Supervisors to make override schedules, including direct assignments of personnel to the special events and special details

6.6.1.4 Provide notification to all staff assigned to special events and special details

6.6.1.5 Generating and maintaining shift logs for all special events and special details

6.7 Maintenance Reporting

6.7.1 In addition to the shift log, the EWMS shall provide maintenance reporting capabilities that allow for Traffic Officers to report field maintenance conditions and include the following features:

6.7.1.1 Maintenance issues must be tracked on the shift activity log

6.7.1.2 Notifications must be automatically dispatched to the appropriate email contact or work order system.

6.7.1.3 Maintenance issues must be accessible and linked to corresponding notices for adjudication review.

6.7.1.4 The EWMS shall track maintenance issues and identify ongoing/chronic reporting locations.

6.7.1.5 The EWMS should integrate with designated work order system to submit maintenance issues recorded by Traffic Officers, in a format mutually agreed by proposer and work order system supplier.

6.8 Geo-Location

6.8.1 The EWMS shall utilize a geo-location tool that allows enforcement to monitor and identity the exact location of personnel at all times.

6.8.2 The EWMS shall incorporate City maps that:

6.8.2.1 Identify current infrastructure by location, including corresponding street signs, road grades and other relevant location information.

6.8.2.2 Provide up-to-date parking policy specific information by location, including regulatory rules and regulations such as meter operating hours, tow away hours, rates, etc.

6.8.2.3 Shall identify Field location updates/issues and link the updates/issues to the corresponding Field Survey library.

6.9 Asset Control

6.9.1 Enforcement is responsible for a significant amount of assets and infrastructure including, but not limited to, vehicles, radios, handhelds and uniforms. Therefore, the City seeks an integrated asset control solution that shall record the assignment and return of vehicles and equipment along with scheduling Traffic Officers.

6.10 Reporting

The Proposer shall provide management with operational on-line, dashboard, real time reporting. The Proposer must provide on-line access to management reports through any PC with web browser software, security and a connection to the internet

6.10.1 In addition to static reports, the EWMS shall provide an ad hoc reporting capability that includes filtering by flexible date ranges. The EWMS shall include a report builder tool that allows the user to define a variety of independent parameters including the ability to track performance by:

6.10.1.1 Beat

6.10.1.2 Route

6.10.1.3 Traffic Officer

6.10.1.4 Shift

6.10.1.5 Squad

6.10.2 The EWMS shall, at a minimum, provide the following standard reports:

6.10.2.1 Workload activity:

6.10.2.1.1 by PCO

6.10.2.1.2 by violation

6.10.2.1.3 by day

6.10.2.1.4 by hour

6.10.2.1.5 by zone

6.10.2.1.6 by route

6.10.2.1.7 by area

6.10.2.1.8 by street

6.10.2.1.9 by activity

6.10.2.1.10 by citation issued

7 MOBILE LICENSE PLATE RECOGNITION – OPTIONAL

7.1 Overview

LADOT currently uses mobile license plate recognition (LPR) for parking enforcement limited to scofflaw detection and stolen vehicles; however, the City is interested in evaluating the option to implement LPR for other uses in the near-future.

The LPR System is the hardware and software solution provided by the selected Contractor to supply LADOT with real-time license-plate based monitoring of time limits, scofflaw, permit status, pay-by plate parking sessions, and mobile payment. The LPR System shall be fully integrated with the CMS and PMS. The LPR system shall be capable of sharing data with the designated enforcement device(s) or handheld(s). This includes the ability to transfer the LPR captured citation data including license plate information, citation images, time stamps and GPS locations to the LADOT's enforcement device(s) for citation issuance.

7.2 LPR System Requirements

7.2.1 The LPR system must be fully integrated, in real-time, with LADOT's selected CMS, including enforcement devices or handhelds, and other potential parking technology services including mobile payment services, single- and multi-space paid parking technology, various parking permit systems, immobilization/tow lists, California DOJ stolen/felony want lists, hot lists provided by local law enforcement, and California Law Enforcement Telecommunication System (CLETS). The LPR solution must also be capable of being fully integrated, in real-time, with a future PMS to receive relevant data about virtual permits including permit status, parking session details, pay-by-plate payment systems, time limit management (including tracking of reparking by zone and location), scofflaw identification, (based on data provided by the selected citation management vendor), and any other relevant information needed to monitor and enforce parking within the City. Proposers may be required to execute a data license and protection agreement with the City. A sample of such an agreement is included in Appendix B "Master Data License and Protection Agreement".

7.2.2 The LPR system shall be capable of sharing data with the designated enforcement device(s) or handheld(s). This includes the ability to transfer the LPR captured violation data including license plate information, violation images, time stamps and GPS locations to LADOT's enforcement device(s) for citation issuance.

7.2.3 LPR system should monitor, in real-time, time limits, permit status, pay-by-plate valid parking sessions, and mobile payments, along with the various hot lists/databases as specified by the City. This includes the ability to seamlessly monitor multiple parking rights, or "permits," during any particular enforcement route or session.

7.2.4 LPR components on/in vehicles shall be weatherproof and capable of continuous, dependable operation within range of weather conditions experienced within Los Angeles, CA.

7.2.5 LPR cameras shall be capable of capturing license plates in various parking space on- and off-street (surface lots and garages) configurations that include, but are not limited to, parallel, perpendicular, and angled spaces.

7.2.6 LPR cameras must be capable of producing high quality images of license plates regardless of weather or lighting conditions (i.e., dim or bright).

7.2.7 The LPR cameras shall be capable of reading and interpreting non-reflective plates, California paper license plates ("temporary tags"), and specialty plates, including the CA "legacy" plate (very dark brown or black reflective background with reflective yellow letters/digits) and digital license plates made by Reviver.

7.2.8 All reads by the cameras shall have a context photo, a photo of the plate, and full metadata, including the interpreted plate, GIS coordinates, date, time, ID of patroller/vehicle, ID of camera (left/right) capturing the image, Officer or User ID, and block face ID (if configured).

7.2.9 LPR systems must be compatible to be installed on all LADOT vehicles, including, but not limited to:

MAKE	MODEL
TOYOTA	PRIUS
CHEVROLET	BOLT
HONDA	CIVIC HYBRID
JEEP	WRANGLER RHD
FORD	TRANSIT 350
FORD	E150
FORD	F250
GMC	SAVANA 2500
CHEVROLET	EXPRESS 3500
FORD	TRANSIT CONNECT

7.2.10 If needed, LPR systems must be compatible with street sweeping vehicles used by the Bureau of Street Services.

7.2.11 The operator's computer in the vehicles shall be removable for situations like parking the vehicle overnight in a non-secure area.

7.2.12 LPR system shall have the capability to provide digital tire chalking for time limit monitoring; this includes the ability to monitor time limit violations by parking space, by defined zone, or defined distance (i.e., a car must relocate at least 150 feet from the original parking location).

7.2.13 The vehicles' LPR units shall have the ability to connect with and share data between all other Contractor LPR units in the City, in real-time, to maintain continuous operation and support of the same enforcement duties using multiple LPRs; i.e., LPR Unit #1

captures plates for vehicles parked on Street X; LPR Unit #2 shall have the ability to enforce Street X time limits for vehicles that were captured by Unit #1.

7.2.14 The LPR system should have the ability to integrate with a third-party application and/or web-based system broadcasting real-time parking availability to customers.

7.2.15 The in-vehicle computer shall have a keyboard including programmable hot-keys capable of executing preprogrammed keystrokes.

7.2.16 LPR system shall have the ability to create routing plans and geofencing capabilities for zone-based enforcement.

7.2.17 LPR system shall include an integrated assisted GPS module.

7.2.18 LPR system shall function alongside other applications and systems in the enforcement vehicles.

7.2.19 LPR system shall have a cloud based back end server which shall be managed by the Contractor and must include the following features:

7.2.19.1 Ability to define authorized users with varying levels of access (officer, supervisor, analyst, site administrator);

7.2.19.2 Ability for authorized users to generate productivity reports;

7.2.19.3 Ability for users to view dashboards of activity;

7.2.19.4 Ability for users to generate hit location, date and time reports;

7.2.19.5 Audit trails of user activity;

7.2.19.6 Ability to collect, format and report daily occupancy by route(s) and location(s);

7.2.19.7 Ability to identify license plate read accuracy;

7.2.19.8 Ability to report trends in license plate number captures over time (e.g., what percent of plates are observed once per week versus five (5) times per week);

7.2.19.9 Ability to integrate and create custom databases (e.g., vehicles of interest);

7.2.19.10 Ability for LADOT to set a time for data retention, with overrides for specific reads if the data need to be retained for investigative or adjudication purposes;

7.2.19.11 Adherence to the protocols dictated by The Department of Justice Cyber Security Program.

7.2.20 The in-vehicle LPR units shall:

7.2.20.1 Provide a live feed to the user of the license plates that were captured, including the plate photo and the interpretation of the plate after OCR

7.2.20.2 Simultaneously monitor for all types of parking restrictions for the currently selected zone, including multiple types of license plate-based parking

payments/permits (including detection of multiple vehicles sharing a permit), scofflaws, multiple hotlists, and other parking regulations (e.g., 72-hour rule).

7.2.20.3 Raise an audible and visible indicator to the operator for any exception conditions, including:

7.2.20.3.1 Vehicles not parked in compliance with the rule set currently chosen for enforcement (which may include a mixture of time zone restrictions, permits, and payments)

7.2.20.3.2 Vehicles on hot lists designated by LADOT that may include, but are not limited to: local law enforcement, CA DOJ, and CLETS

7.2.20.3.3 Vehicles on whitelists provided by various sources

7.2.20.4 The visible alert shall provide clear information to the operator and remain displayed until acknowledged/dismissed by the operator; while the alert is displayed, the LPR system shall continue reading and processing plates

7.2.20.5 Allow manual entry of plates that were not interpreted accurately or not visible to the cameras; the LPR system shall flag the manual entry for reporting purposes

7.2.20.6 Allow the operator to deactivate and reactivate either camera on the vehicle so that reads are done on one side of the street only

7.3 Implementation Requirements

The Contractor shall provide hardware, software, and services for implementation of a LPR system for parking enforcement support for LADOT, including:

7.3.1 Purchase of 25 (initially, with the ability to acquire additional units in the future) complete in-vehicle LPR units that include the camera equipment, in-vehicle laptop, or tablet (including laptop/tablet-mounting equipment), communications equipment including GPS technology, and any software necessary to support the requested services, all associated mounting hardware, cables, installation and training.

7.3.2 Deployment, configuration, and management of cloud-based hosting.

7.3.3 Application wireless communication, GPS, and mapping capabilities.

7.3.4 Purchase of or license for Central LPR Software System.

7.3.5 Real-time integration with:

7.3.5.1 LADOT's CMS, including its scofflaw database

7.3.5.2 Parking technology solutions that may include mobile payment, single- and multi-space paid parking technology and a PMS.

7.3.6 Desk Support Services, to include installation of any necessary software for all desktop users and routine updates to the software as required to keep the desktops operational

7.3.7 Maintenance Services, to include all routine software and hardware maintenance for all mobile units

7.3.8 Ongoing technical support to keep LPR system fully functional and accommodate necessary modifications, such as recognition of new plate designs

7.3.9 Operational manuals and training for City staff in various roles (enforcement officer, enforcement supervisor, citation adjudication, analysts, etc.), including technical bulletins that identify product notifications, technology updates, lessons learned from other installations and overall LPR system and performance details including software and firmware upgrades with an explanation of features and improvements, with each software release, but at a minimum quarterly frequency.

7.3.10 On-site testing of LPR demonstrating the LPR system's ability to read and store the license plate information with a minimum 98% read accuracy including plates issued by all jurisdictions in North America.

7.3.11 On-site wireless communication signal strength tests in multiple locations throughout the City, demonstrating network capabilities.

7.3.12 On-site testing of the LPR GPS capabilities and accuracy to demonstrate the LPR system's ability to accurately enforce no-reparking ordinances at multiple distances and time limits.

7.4 Technical Requirements

7.4.1 The Contractor agrees that all data provided by users and staff is the property of the City, and shall prevent unauthorized parties from accessing, sharing, or using data without written consent from the City. The Contractor is not granted rights to have and use City's data for private or public use.

7.4.2 If a new Contractor or LPR system is chosen, the Contractor will provide operational and data transfer support of records and data before the end of the agreement.

7.4.3 The Contractor shall include a copy of each manufacturer's written warranty statement for any software and each piece of equipment furnished and installed before installation begins. Contractor shall also provide the details of all warranties that are applicable to the services provided to the City.

7.4.4 Contractor shall be responsible for ensuring that mobile components are able to communicate effectively on cellular networks throughout the term of the contract and any extensions. Should advancements in cellular technology require upgrades to communication technology in components, they will be done at no charge to the City.

7.5 LPR Client Support for LADOT

7.5.1 The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement, including providing a minimum of one (1) onsite service technician to provide support for the five (5) LADOT parking field office locations, exclusively in support of LPR, including all Contractor-provided software,

hardware and communications, repair, maintenance, and the associated training and the provision of service updates and equipment support. The technician(s) will rove among the offices to provide continuity of support. Should operational conditions require, additional technicians shall be provided to ensure sufficient coverage.

8 DELINQUENT COLLECTIONS

8.1 Special collections

Most parking citations are resolved during normal processing by payment of the fine or by permanent suspension as a result of an initial review or adjudication. There are, however, a significant number of citations which remain open and unresolved. Proposers must clearly detail all special efforts that will be undertaken to pursue and resolve these hard to collect citations.

Table 1: Special Collections Statistics provides a summary of Special Collections activity for the past four years

Table 1: Special Collections Statistics

	TOTAL SPECIAL COLLECTIONS		
	Total Citations with Payments	**Total Fine/Penalty Collected**	**Total Collection Fees**
FY 18-19	$1,727,476	$155,470,977	$7,233,699
FY 19-20	$1,458,851	$129,638,916	$5,195,547
FY 20-21	$1,208,991	$109,001,706	$3,907,329
FY 21-22 (YTD)	$691,811	$56,324,042	$613,722

Notes:

1. Total Special Collections include DMV collections.
2. Citations with payments include citations with partial payments.
3. Payment data is based on citation issue date, not process date.
4. FY21-22 data includes July 2021-February 2022
5. Total Collected Fees includes $27 special collection fee and $3 DMV fee.

8.1.1 Contractor shall provide and manage an effective special collection program, including a collections software system, and make diligent, cost- effective efforts to collect the City-assigned delinquent accounts.

8.1.2 Proposers must be able to demonstrate a successful track record with the collection of delinquent citations and comparable volumes.

8.1.3 Contractor will meet the City's MANDATORY special collections requirements that are presented in Table 2 below.

Table 2: Mandatory Requirements—Special Collections

Function	Minimum Requirement
Debtor Identification	• Promptly access and obtain accurate vehicle registration data from DMVs in California and all other States that permit data exchange. • Sort and aggregate citation by license plate, VIN number and date of registered vehicle against DMV files and identify vehicle owner name and address. • Initiate advanced skip tracing if no contact made with debtor. • For notices returned with incorrect address, access postal service for forwarding system or local cross-referencing directories to identify debtor.
Notice dunning	• Notify debtor of outstanding liabilities and issue dunning notices, using the most productive approaches utilized in the collection industry and agreed upon by the City, • Generate and deliver required special collection notices and correspondence, including courtesy reply envelopes for all notices.
Focused collection activities	Conduct the following collection activities: a) Credit Bureau Reporting b) Franchise Tax Board (FTB) Intercept c) Court judgment - CVC 40220(b) d) CA DMV Registration holds All consistent with existing and as revised laws for the term of the contract
Telephone dunning	• Use telephone dunning for appropriate accounts to directly contact debtor, inform violator of potential sanctions, encourage payment and collect amount due. • Continue telephone collection activities at approved intervals until collected. • Place outbound collection calls using predictive, electronic dialer services. • Digitally record all calls for special collections (retain at least 90 days).

Function	Minimum Requirement
FTB certification and payments	• Manage LADOT interface for FTB Intercept certifications and payments. • Obtain driver's license numbers of delinquent violators from CA DMV or any other third party to certify with FTB. • Obtain social security number of delinquent violators from a third party to certify with FTB. • Obtain and process FTB certifications for violators meeting State of CA defined criteria. • Obtain, process and account for FTB payments. • Update CMS with FTB transactions on real-time basis.
Collection fees and payments	• Offer a full menu of payment options (e.g., on-line credit card and check payments) • Allow partial payment and enforcement activity suspension to eligible payors if authorized by the City • Enable City to refer unpaid towing and storage fees to secondary collections • Add or accrue additional charges (e.g., interest) if requested by the City
Collection: account analysis	• Sort and analyze delinquent account data • Analyze collectable citations and report collectable citation data to City (e.g., number and value by State, license plate and aging category) • For un-located accounts, store registration and citation data on system and automatically resume collection activity when a subsequent citation is issued. • Analyze accounts receivable trends (e.g., collection ratio by violator, collection technique and aging category) and recommend more effective collection methods

Function	Minimum Requirement
Collection: tracking and reporting	• Provide a full array of reports to support detailed tracking and reporting of special collection activities and performance trends. • Maintain timely, accurate and easily-audited transactional database. • Produce accounts receivable reports for all accounts defined by the City's Financial Management System, Centralized Accounts Receivable Reporting System. • General comprehensive monthly reports tracking assigned citations, collection activity, collection results (e.g., referral date, amounts due and collected, special collection fee, net remittance to City and account status) and uncollectible citations purged from CMS (as allowed under CVC and City policy).

8.1.4 Contractor shall maintain files documenting each delinquent account and the full history of all collection activities conducted for that account.

8.1.5 Contractor shall employ sufficient professional collection agents and support personnel to carry out special collections activities and maximize the collection of referred citations.

8.1.6 Contractor shall recommend written business rules for governing the special collection procedures, subject to City approval.

8.1.7 Contractor shall design special payment demand letters and notices and obtain approval by the City. The printing and mailing of the letters and notices are to be paid for by the Contractor

8.1.8 Upon request, Contractor shall meet with City personnel to discuss collection services and methods.

8.1.9 Contractor must provide effective accommodations for non-English speaking payors.

8.1.10 Each month (no later than ten (10) business days after the end of the prior month), Contractor shall provide a comprehensive collection activities report.

8.1.11 Contractor shall prepare and maintain monthly reports on the citations assigned to Special Collections.

8.1.11.1 The reports shall include data presented in an easily understood format detailing the citations assigned to Special Collections, the citations, and their amounts due and collected by the Contractor, the date collected, and the fee charged by Contractor.

8.1.11.2 The reports shall also track Special Collections activities based upon the issuance date of the citations so that Special Collections activities can be

consistently and accurately logged into the citations collection and closure rate computations.

8.1.11.3 The City may request new reports at its discretion and at no additional charge by Contractor. Proposers may propose other reports and reporting procedures along with a detailed justification explaining the benefits to the City.

8.1.12 Upon request, Contractor shall immediately make available to the City and all records pertaining to the collection of delinquent accounts at a City-designated site during normal working hours.

8.1.13 LADOT may adjust referral dates to special collections at its sole discretion—Contractor shall accommodate such changes.

8.1.14 Contractor, upon the City's request, shall suspend collection activity and return, at no charge, any accounts referred to Contractor in error.

8.1.15 The Contractor shall not negotiate reductions in any delinquent account without the City's prior written approval.

8.1.16 Contractor must adhere to nationally accepted professional standards for collection activities and ensure the professional quality, technical quality, timely completion, and effective coordination of all secondary collection services furnished by its officers, employees, agents and subcontractors.

8.1.17 Contractor shall fully comply with the Fair Debt Collection Practices Act, Fair Credit Report Act and all other applicable federal statutes, regulations, rules, and standards, plus all applicable California fair debt collection practice and consumer protection laws and regulations, and applicable licensing and accreditation standards for collection agencies.

8.1.18 Contractor will be required to perform a review of the special collections program once a year during the life of the contract. This review shall include detailed statistics on collection and recommendations for increasing collection rates.

8.2 Basis for Special Collections

8.2.1 In all cases, the only fees that will be paid by the City to Contractor for Special Collections activities will be a subset of those amounts actually received, deposited, and paid to the City.

8.2.1.1 The Contractor shall be responsible for all and any expenses related to special collections.

8.2.1.2 If the expense is passed on to and paid by the violator, the Contractor shall be reimbursed with the expense.

8.3 Difficult to Collect Activities

There are a number of categories of citations that require additional handling and collection efforts because they have remained unresolved despite all other collection efforts. These collections are referred to as Difficult to Collect and include, but not limited to the following:

- DMV ownership transfers – These are citations where the DMV has indicated a transfer of ownership from the individual on record, with no additional ownership data.
- DMV Make-Match failure – These are citations which have a vehicle make that does not match the make registered with the DMV.
- DMV Hold Reject – These are citations issued against vehicle for which registration hold requests were rejected due to some data not matching DMV files.
- No Registry Confirm – These are citation for which no owner name and address were obtained from the DMV.
- Aged Registration Hold – These are citations issued against vehicles that have been placed on registration hold, but have passed their registration expiration date and have not responded.
- Declaration of Non-Ownership – These are citations wherein a motorist has submitted a declaration of non-ownership stating they were not the owner of the vehicle at the time of the parking citation.
- No Address Found – These are citations wherein the current address was identified as undeliverable.
- Rental – These are citations issued to rental vehicles and the motorist renting the vehicle was identified by the rental company but has not paid the citation.

8.3.1 Contractor shall take appropriate steps to collect for these situations, per processes identified in Table 2: Mandatory Requirements—Special Collections.

8.3.2 Contractor shall report monthly on specific collection activities for each "Difficult to Collect" category.

8.4 Write-off Process

Contractor shall assist the City in the process to write-off citations that are more than two (2) years old.

8.4.1 At the beginning of each quarter, Contractor shall provide LADOT with a write-off package consisting of an Excel report and document summary that includes citation count and amount for delinquent accounts over two (2) years old.

8.4.2 When scheduled, Contractor shall accompany an LADOT representative to present the write-off package to the City of Los Angeles Board of Review (BOR).

8.4.3 Once the BOR approves the write-off, Contractor shall mark the citations as "written-off" in the CMS. The write-off shall not archive the citation nor reject any payment from being received for the citation. Instead, this process reduces the amount of total open

receivables for the City, while still allowing the City to receive payments on citations that have been marked as a write-off.

8.4.4 When a citation is approved for write off, applicable collection sanctions continue as well as acceptance of any payments received for that citation.

9 IT SUPPORT SERVICES

The products and services delivered in response to the RFP intensively use information technology to provide efficiency in all processing. The use of IT equipment requires support for users of the System. This section describes the IT Support Services required for the Program.

Within this section, the term "System" encompasses all products, services, and other deliverables defined within this Scope of Work.

9.1 System Support/IT Staffing

Contractor shall provide IT support and analyst support to each office location.

9.1.1 Application Software Support: Contractor shall provide on-going technical support, which includes providing analysis, suggesting improvements, performing problem resolution, and monitoring operations. Ad hoc reports, special data requirements, new changes to the application, and new special subsystem development will all be required during the life of the contract.

9.1.2 Technical Staff: Superior service levels require a staff with demonstrated technical expertise. Contractor's System must be supported by a staff of experienced, well-trained technicians. Proposer's key staff will be evaluated on the amount and quality of experience in their technical disciplines.

9.1.2.1 Contractor's staff must have appropriate technical certifications (for example, A+, Microsoft Certified Systems Engineer, Cisco Certified Internetwork Expert, etc.).

9.1.2.2 Contractor's network support staff and handheld support staff shall have current technical certifications.

9.1.3 Contractor shall provide a "Help Desk" that is available, 24/7, for City staff to report issues and request help.

9.1.3.1 The Help Desk shall be staffed by experienced technical support staff.

9.1.3.2 The Help Desk shall be reachable by a toll-free telephone number. Messages left on voicemail during operational hours (because all staff are busy helping other City staff) shall get a response within thirty (30) minutes.

9.1.3.3 The Help Desk shall be reachable by email. Initial response shall be provided within thirty (30) minutes.

9.1.3.4 Contractor optionally may provide a web form for help requests; however, this is not in lieu of telephone and email support, and responses shall be provided within thirty (30) minutes with a defined timeframe to resolve the identified matter.

9.1.3.5 Contact information for the Help Desk shall be properly publicized to appropriate City staff such that all know their primary support is the Help Desk.

9.1.4 Contractor shall provide a software-based issue and resolution tracking system. At minimum, the issue and resolution tracking system should provide the following:

9.1.4.1 On-line problem ticket generation and tracking including a complete history of past trouble tickets.

9.1.4.2 Allow users to enter and view problem ticket status.

9.1.4.3 Inquiry capability based on individual problem ticket number, date range, or location information.

9.1.4.4 Inventory control and database.

9.1.4.5 Automated escalation which will automatically notify appropriate personnel for unresolved problems.

9.1.4.6 Ad hoc reporting capability using web browser-based technology.

9.1.5 Contractor shall provide a Systems Team consisting of a Systems Specialist, Network Specialist and two (2) System Technicians to perform IT project leadership, oversee computer equipment and help desk support to meet City availability standards, to administer and maintain the Contractor's system and data communications networks, and to develop necessary interface and integration with other parking systems as described in this RFP.

9.1.6 Contractor shall supply on-site support staff dedicated to the five (5) Parking Enforcement offices. At a minimum, two (2) technicians, available 8:00 AM – 5:00 PM, Monday-Friday, shall be assigned exclusively to support the Parking Enforcement Offices, roving between sites as needed. Should the City choose to implement a LPR system through this solicitation, the on-site support requirement will be for three (3) technicians to rove among the Parking Enforcement offices. All technicians shall be fully trained and certified by the appropriate manufacturers in providing support for all information technology services and equipment provided under this contract, including but not limited to office networks (cables, switches, routers, servers, etc.), desktop workstations, portable computers, citation handheld devices, other mobile devices, printers, scanners, fax machines, software applications on all IT equipment, operating systems (including updates and upgrades), preventative maintenance, user training, equipment repairs and replacements, and testing.

9.1.7 Contractor shall provide a minimum of two (2) data analysts exclusively assigned to Parking Enforcement to provide daily support to the five (5) major Area Enforcement offices. .

9.2 Computers for Enforcement Supervisors/Special Teams

Contractor shall supply computing resources for supervisors, lieutenants, captains, and members of special teams, who will have different needs in the field. They need devices that will provide functionality of their desktop computers, but in a light, rugged, portable device that can be used in the field. A minimum of fifty (50) devices will be required. These devices shall:

9.2.1 Be rugged and have protection from usual challenges faced by all portable devices used in an outdoor environment, including withstanding drops, with protected screens, and water resistance.

9.2.2 Be lightweight and easy to carry.

9.2.3 Provide wireless connectivity. Contractor shall, at no cost to the City, support any changes in requirements or communications by wireless carriers (e.g., should the Contractor's choice of wireless carrier eliminate 4G, the Contractor shall upgrade the portable devices or find another carrier).

9.2.4 Support all standard software used in LADOT's office environment, as well as common web browsers.

9.2.5 Provide printing capability to a subset of users who may need to complete a form, have it transmitted to a host service, and print a copy or receipt to be provided to someone at the scene. For example, an officer processing tows will need to complete the standard tow form, submit it to the TIMS electronically, and print a copy to provide to the tow truck driver. The printer shall be capable of printing to standard 8.5x11 paper.

9.2.6 Include a high-resolution camera so that photos to document a situation can be taken and attached to a report, tow order, work order, or so forth.

9.2.7 Operate on battery for at least four hours before needing a charge.

9.2.8 Shall be chargeable from a standard vehicle 12V power supply.

9.2.9 Have mounting systems that can be installed in various vehicles used by LADOT (as listed elsewhere in this RFP) without interfering with any restraint systems.

9.2.10 Have a touchscreen and allow for a separate mouse and/or touchpad.

9.2.11 Support GPS, allowing the device to determine its location similar to a smartphone.

9.2.12 Encrypt all data on the device (in case of loss or seizure of device).

9.2.13 Provide fast login capability to the user, through fingerprint or facial recognition.

9.2.14 Be usable in any LADOT facility where Traffic Officers may need to work with them, including recharging.

9.2.15 The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement.

9.3 Computers for Enforcement Office Staff

Contractor shall supply computing resources for enforcement office staff who work solely in an office environment Contractor shall provide 100 desktop computers that can meet or exceed the needs of the Enforcement Office Staff, including:

9.3.1 Opening multiple documents and multiple web browser windows at the same time.

9.3.2 Supporting videoconferencing through various media, including Google Meet, Zoom, Microsoft Teams, etc.

9.3.3 Using the full suite of Microsoft Office tools.

The *minimum* specifications for the desktop computers are:

9.3.4 A full-size keyboard with numeric keypad

9.3.5 Wi-Fi 6 or 100 GB ethernet port

9.3.6 Core i5 or equivalent at 2.4 GHz

9.3.7 Dual monitor support, with two 27" widescreen monitors

9.3.8 8 GB RAM

9.3.9 256 GB SSD

9.3.10 Bluetooth

9.3.11 Camera, speakers, microphone, and jack for earbuds/microphone

9.3.12 Mouse, trackball, etc.

9.4 Computers for Internal Review/Adjudication Office Staff

In today's environment, certain office staff must have the ability to work away from their usual offices. Contractor shall provide sixty (60) portable workstations or notebook computers that can meet or exceed the demands of their jobs, including:

9.4.1 Opening multiple documents and multiple web browser windows at the same time.

9.4.2 Supporting videoconferencing through various media, including Google Meet, Zoom, Microsoft Teams, etc.

9.4.3 Using the full suite of Microsoft Office tools.

9.4.4 Using the "Pro" version of Adobe Acrobat.

The *minimum* specifications for the portable computers are:

9.4.5 A full-size keyboard with numeric keypad

9.4.6 Built-in 4G/LTE or 5G wireless service that is not dependent on a single carrier. Contractor shall, at no cost to the City, support any changes in requirements or communications by wireless carriers (e.g., should the Contractor's choice of wireless carrier eliminate 4G, the Contractor shall upgrade the portable devices or find another carrier).

9.4.7 Wi-Fi 6

9.4.8 Core i5 or equivalent at 2.4 GHz

9.4.9 15" screen

9.4.10 8 GB RAM

9.4.11 256 GB SSD

9.4.12 Bluetooth

9.4.13 Camera, speakers, microphone, and jack for earbuds/microphone

9.4.14 Capable of being connected to a docking station while in the office

When in the office, staff shall be able to use the computers as a desktop station. *Minimum* requirements for in-office equipment are:

9.4.15 Docking station compatible with the portable computers (via USB-C acceptable)

9.4.15.1 100 GB ethernet port

9.4.15.2 Dual monitor support

9.4.16 Two 27" widescreen monitor

9.4.17 External mouse and keyboard

All office staff shall have a compatible docking station and two 27" widescreen monitor for their desks.

9.5 Purchasing Services

Throughout the term of the contract, additional IT resources will be required, ranging from desktop computers to multi-function scanner/printer/fax machines.

9.5.1 Contractor shall purchase equipment and services necessary to support this Scope of Work. For any purchase for which Contractor will seek reimbursement from the City, Contractor shall first obtain written approval to make the purchase.

10 FINANCIAL PROCESSING

It is essential that the overall system properly process all financial aspects of all activity and transactions. It must provide accurate accounting of each transaction and ensure that funds are properly deposited or forwarded. Financial processing includes the appropriate controls and auditing over all activities.

10.1 Key Requirements

10.1.1 Full data shall be captured for every payment processed by the any component of the overall system, including but not limited to:

- 10.1.1.1 Payment amount
- 10.1.1.2 Source (lockbox, walk-in, pay-by-phone, pay-by-web, DMV, FTB, etc.)
- 10.1.1.3 Method of payment (cash, check, money order, credit card, etc.)
- 10.1.1.4 Payment processing date
- 10.1.1.5 Original fine amount
- 10.1.1.6 Late payment penalty (including exact date that late payment penalty was imposed)
- 10.1.1.7 Second late payment penalty
- 10.1.1.8 Total paid
- 10.1.1.9 Total reduced
- 10.1.1.10 Total due
- 10.1.1.11 Amount overpaid
- 10.1.1.12 Reason for overpayment including all data processing support required to meet the Department's legal obligation to refund overpayments
- 10.1.1.13 Refund check or credit issuance date
- 10.1.1.14 Refund check issuance mail date

10.1.2 All payment data must be in an on-line, real-time environment, including on-line inquiry of payment documents.

10.1.3 The proposed equipment for processing and recording citation payment information, including check payments, must operate in an on-line real time mode.

10.1.4 All transactions must be updated to the current components of the system, as they occur, in an on-line real time mode.

10.1.5 The payment equipment shall provide the capability to continue accepting citation payments during times when data communication lines are temporarily inoperative.

10.1.5.1 Any payments processed during a period of communications downtime shall be transferred to the processing database once communications are restored, within the time limits set forth in the performance standards.

10.1.6 The component of the system that is accepting a payment must print a payment receipt, in a form acceptable to the City, which will provide the payor with an easily recognizable record (including transaction number) to be used as proof of payment in disputes.

10.1.6.1 The receipt must display all citations paid, the total amount paid, the amount tendered and any change given, the license plate, the name or ID of the staff processing the payment, and the time and date payment was made.

10.1.7 The overall system must provide a clear auditable record of payments received. The audit trail must include citation number, payment date and time, payment amount, payment method, and the name or ID of the staff member that accepted payment and made the entry.

10.1.8 Contractor must provide a check endorsement printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed.

10.1.9 All transactions are subject to audit by LADOT and the City Controller at any time without advance notice.

10.1.10 The online cashiering system and support personnel must be able to process payments in an on-line real-time environment:

10.1.10.1 Citations that have not yet been entered into the CMS (i.e., citations that have just been issued and may still be in the process of being uploaded)

10.1.10.2 Payments for a single citation

10.1.10.3 Payments for multiple citations

10.1.10.4 Payments for citations for one or more vehicle license plates

10.1.10.5 Payments for permits for one or more license plates

10.1.10.6 Payments for installments on the City's payment plan.

10.1.11 The CMS must be able to take appropriate action when it is necessary to release DMV holds or change vehicle seizure eligibility based upon citations that have been paid.

10.1.12 The CMS must be able to process City-imposed fees, including but not limited to, bounced check fees and immobilization fees.

10.1.13 The CMS must allow on-line payment adjustments and error corrections with audit trails meeting City accounting standards

10.1.14 The CMS must accommodate special handling required for payments related to release of an impounded vehicle.

10.1.14.1 Contractor's staff must be able to review vehicle history records and locate any additional vehicles registered to the same owner, and accurately inform

an individual of the amount of the fines that must be paid to release the impounded vehicle, including any amounts owed on other vehicles.

10.1.14.2 Once full payment is received, a release form must be generated. This form is used to gain release of a vehicle at the Official Police Garages.

10.1.14.3 Accurate instructions must be provided to the customer, including information on the documentation required before a vehicle can be released from impound.

10.1.15 The overall system must incorporate security and financial control measures which must include, at a minimum, the following:

10.1.15.1 Password security to gain access to the system (See Section 14.12.1)

10.1.15.2 Segregated cash out by operator

10.1.15.3 Separate totals for cash, check, money order, and credit card

10.1.15.4 Operator name or ID, date, and time as a record for each transaction (payment or adjustment)

10.1.16 The Contractor's reconciliation process should include:

10.1.16.1 Balancing of monies received to a report that is automatically generated listing the totals

10.1.16.2 Balancing twice each day to minimize the number of receipts kept on site at the customer service facilities

10.1.16.3 A separate, secured reconciliation area that is automatically monitored

10.1.16.4 Separate deposit preparation for each cashier, prior to pick up by an armored courier

10.1.16.5 Adequate security measures once cash deposits are prepared for pickup, such as a drop safe which requires both Contractor's staff and the armored courier to open

10.1.16.6 Staff to research and resolve all case overages and shortages within 24 hours of deposit

10.1.17 All cashier deposits must be delivered to the City's designated financial institution by armored carrier within one day of receipt at the service centers.

10.1.17.1 Armored carrier services shall be paid for by the Contractor

10.2 Credit/Debit Cards

10.2.1 Motorists shall be able to use credit/debit cards for any type of payment for the services under the contract resulting from this procurement.

10.2.2 For certain activities that require recurring payments, including but not limited to permits and various payment plans, the appropriate components of the overall system shall provide "card on file" functionality.

10.2.3 All components of the overall system must be able to process payments made by credit or debit card through the City's current vendor, Elavon.

10.2.4 All net credit/debit card proceeds shall be deposited into the City's merchant account, currently held by Wells Fargo, and shall be available to the City the first business day following the date of the transaction.

10.2.5 All components of the overall system shall allow the City to change its merchant bank and associated processor at any time.

10.2.6 All components of the overall system shall accept and process all major credit and debit cards with branding from Visa, Mastercard, American Express, and Discover.

10.2.6.1 The City will direct which card brands are to be accepted initially and reserves the right to remove or add brands at any time.

10.3 Electronic Funds Transfer (EFT) and Automated Clearing House (ACH)

10.3.1 All components of the overall system shall accept payments via EFT from various funds transfer services, such as Apple Pay, Google Pay, Paypal, Venmo, and Zelle.

10.3.2 All components of the overall system shall allow payments through ACH withdrawals by allowing motorists to provide bank account information and electronically sign to authorize the payment(s).

10.4 Financial Adjustments

Various financial adjustment transactions must be routinely processed to update the database so as to accurately reflect occurrences after a payment is received.

10.4.1 All components of the overall system must permit the input of financial adjustment transactions, such as, but not limited to, returned checks or refunds.

10.4.2 Adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a citation, and reopening a citation.

10.4.3 All components of the overall system will generate appropriate notification letters which are automatically sent to the appropriate party advising of any actions.

10.4.4 Contractor's staff must research overpayments and payments applied in error, perform the necessary financial adjustments, transfer paid amounts between two citations if required, and provide for refunds in accordance with State law or City policy.

10.4.4.1 These transactions must undergo an accounting process separate from the daily reconciliation for walk-in facilities and mail-in payments.

10.4.4.2 An audit trail must be created to record these transactions.

10.4.4.3 A monthly report is required that shows completed and pending transactions.

10.4.4.4 Financial adjustments that impact the report on revenue distribution must be revised and redistributed within the time mandated by LADOT.

10.5 Refunds

10.5.1 All components of the overall system shall initiate and/or process refunds as detailed in other sections of this RFP.

10.5.2 Refunds for payments made via cash or check require a request to LADOT Accounting. Contractor shall implement an automated procedure to track the requests, obtain necessary approvals, and upload approved requests in a batch to Accounting.

10.5.3 Contractor shall process refunds for payments made via credit or debit card, by crediting to the card used for the payment. Contractor shall implement an automated procedure to track the requests and obtain necessary approvals and shall only issue the refund once the approvals have been completed.

10.5.4 Contractor's audit procedures and reporting shall account for every refund requested by any component of the system.

10.6 Returned checks/card chargebacks

10.6.1 Contractor's staff must process returned check transactions within five (5) days of receipt.

10.6.2 Contractor shall send correspondence to the concerned party advising of the consequences and penalties applied because of the returned check transaction.

10.6.3 Contractor shall update the citation information on the citation database and resume normal noticing and processing of the citation.

10.6.4 This information shall be summarized and included in the monthly activity report.

10.7 Accounts Receivable Reporting

To improve the City's collection results, the City Council instructed the Office of Finance to implement citywide accounts receivable reporting. In October 2010, the City launched the Centralized Accounts Receivable Reporting (CARR) project, with the objective of providing automated, accurate, consistent, on-demand reporting of the City's non-tax accounts receivable. For the purposes of this RFP, Contractor must be able to implement an interface that translates Contractor's accounts receivable data into the file format specified by the CARR project **DAILY**.

10.7.1 Prior to the effective date of the contract, Contractor must collaborate with the Office of Finance and LADOT Accounting to ensure the following:

10.7.1.1 That the interface is designed properly.

10.7.1.2 That the interface maps to the department data properly.

10.7.1.3 That the interface testing (integration, data load and CARR acceptance) is performed.

10.7.1.4 That data is verified as being correctly interfaced and transmitted to the Office of Finance.

10.7.2 Contractor shall support these data requirements for the daily update to CARR for every parking citation:

10.7.2.1 Invoice/citation level data

10.7.2.1.1 Customer Name and Address

10.7.2.1.2 Citation Issue Date and Due Date

10.7.2.2 Line-level data

10.7.2.2.1 Citation Amounts including the original fine, first late penalty, second late penalty, DMV hold fee, Special Collection fee.

10.7.2.2.2 City Revenue Code

10.7.2.2.3 Delinquency Notice Dates

10.7.2.2.4 Difficult to Collect Reason

10.7.2.2.5 Payment Deposit Date

10.7.2.2.6 Payment Posting Date

10.7.2.2.7 Payment Amounts separated by original fine, first late penalty, second late penalty, DMV hold fee, Special Collection fee.

10.7.2.2.8 Primary Collector's Agency Name

10.7.2.2.9 Date assigned by Primary Collector to Special Collections

10.7.2.2.10 Date recalled by LADOT from Special Collections

10.7.2.2.11 Secondary party collection fee (if applicable)

10.7.2.2.12 Secondary Collection Agency Name and date sent to Secondary Collection

10.7.2.2.13 Secondary Collection Agency Name and date returned from Secondary Collection

10.7.2.2.14 Non-City Amounts (the portion of the citation that will not be retained by the City (e.g., Revenue distribution to County and State)

10.7.2.2.15 Write Off Date

10.7.2.2.16 Write Off Amount

10.7.2.3 Reporting-level data

10.7.2.3.1 Total number of citations recommended for write-off.

10.7.3 Contractor has ongoing responsibility for host system-side maintenance of the interface.

10.7.4 The host system shall maintain the system of record and must ensure data integrity. This includes sending new transactions to remedy past mistakes/errors and performing

scrubs prior to launch (if necessary) to provide accurate and reliable data to the City's Financial Management System (FMS).

10.7.5 Contractor shall be responsible for transfer of initial load of open receivables and/or development and implementation of cutover plan with the City.

10.7.6 Contractor shall meet these testing requirements for the host system:

10.7.6.1 Unit Test

10.7.6.2 Integrated System Test

10.7.6.3 User Acceptance Test

10.7.7 When invoice/citation level information changes the most recent information for all fields must be updated to the line level data on a DAILY basis.

10.8 Data transfer

10.8.1 Data is to be formatted in fixed length text files and transmitted via FTP for LADOT's directory in the City's FMS FTP file server.

10.8.1.1 A trailer record containing counts and hash totals is required for each file used by FMS to check that all records were received and processed.

11 TRAINING

11.1 Key Requirements

11.1.1 Contractor must provide training to LADOT staff on how to use all components of the system, customer service performance standards, related policies and procedures, and California State Law and local ordinances affecting the entirety of the parking operations.

11.1.1.1 Training may be presented in either a classroom or on-line format, as appropriate.

11.1.1.2 Training must be easy to comprehend, navigate, and to use.

11.1.1.3 Training must be prompt and delivered in a timely manner as business dictates.

11.1.2 Contractor shall provide, when requested by LADOT staff, training in the operation and maintenance of all hardware and software related to all components of the system, and any procedures that are unique to a particular job function. At the discretion of LADOT staff, training may be requested from external agencies related to LADOT such as Automobile Club and the CA DMV.

11.1.3 Contractor shall provide continuous training after any significant application upgrades and/or as requested by the City at no additional cost.

11.1.4 Generated detailed training plans for selected City staff must be developed and implemented in accordance with all components, system modules, and processing functions.

11.1.5 Detailed manuals and procedure manuals must be provided to City staff and include video instructional tutorials that can be distributed within each LADOT parking related division.

11.1.6 Contractor must provide up-to-date, detailed documentation and explanation relating to all operational aspects of all components of the system.

11.1.7 Contractor must provide any input forms required to use components of the System

11.1.7.1 Detailed user manuals explaining each component of the System.

11.1.7.2 Manuals specific to each division within LADOT, explaining the overall system and its components, and how it relates to job functions of each respective division.

11.1.7.3 Customer facing forms and relating documentation which must be completed by motorist/ constituents to conduct matters including, but not limited to, processing and adjudication of parking citations, and all related messaging that will be used in relation to the comprehensive parking program

11.1.7.4 All forms must be available in English and Spanish.

11.1.8 Contractor must be open and available to meet with City staff monthly, or on another City staff determined recurring basis, to review all activities related to any components of the system.

11.1.8.1 Meetings will review any needed maintenance, difficulties encountered which could impact project schedules, or other matters related to the operation.

11.1.8.2 Feedback from customer facing staff from motorist/ constituents

11.1.8.3 Review of monthly reports provided by Contractor

12 INTEGRATION REQUIREMENTS

The comprehensive PARKING CITATION AND PERMIT PROCESSING SERVICES will need to exchange significant amounts of data with its various components and with other systems. This section does not discuss integration between the components of the system, as that should be evident from the requirements for each of the components.

Integrations from the overall system will include sharing data with systems that are internal to the City, while other systems are operated and managed by third parties.

Some of the integrations/interfaces are fully defined in other sections of this RFP and are only referenced within this section. The remainder of the integrations or interfaces are described within this section. Proposers shall indicate their ability to support each integration, and for some integrations, Proposers may need to provide explanations or descriptions of the functionality of the integration or interface.

12.1 Integrations with other LADOT Systems

12.1.1 The PMS must be integrated with Contractor's CMS and cashiering system component, so that customer service counters are able to accept and process permit payments, provide receipts, and completely balance and reconcile all funds and for inquiry capability to support initial reviews of citations and hearings.

12.1.2 Contractor's system must be able to identify overdue fines for unpaid parking citations prior to issuing new permits, and delay issuance of any permits until the outstanding citations are paid.

12.2 Parking Meter Management, Policy, Revenue, and Outage Data

12.2.1 Appropriate components of the overall system shall integrate with LADOT's intelligent parking management system, which currently is MERGE, provided by Conduent. This system collects and maintains a significant data about the operation of the parking meters throughout the City, including:

- 12.2.1.1 Parking Meter Inventory (including specific locations, date of purchase, date of installation, and installer)
- 12.2.1.2 Parking Meter Maintenance History
- 12.2.1.3 Parking Meter Repair History
- 12.2.1.4 Parking Meter Outage History, reported by various sources, including:
  - 12.2.1.4.1 Self-reported by intelligent meters
  - 12.2.1.4.2 Meter Technicians
  - 12.2.1.4.3 Meter Hotline calls entered by CSR into web-based MERGE interface
  - 12.2.1.4.4 Citizen-reported on City's Parking Meters website

12.2.1.5 Parking Meter Collection History

12.2.1.6 Parking Meter Policy Data (hours of operation, time limits, rates, etc.), both current and historical

12.2.2 The data from MERGE are needed for various functions in the City's parking enforcement and adjudication operations. The following requirements apply to an integration with MERGE:

12.2.2.1 Contractor must be able to integrate, interface, and support MERGE and any current or future related system.

12.2.2.2 Contractor must be able to support the Department in development and implementation of future paid parking system projects.

12.2.2.3 Data retrieved from MERGE must be available real-time for all functions within the System, and shall be accessible through web browsers, handheld electronic ticket writers, and electronic meter repair handheld devices.

12.2.3 Contractor's systems must be able to retrieve the following meter-related data from MERGE as needed:

12.2.3.1 Unique meter identification number

12.2.3.2 Meter manufacturer

12.2.3.3 Model number

12.2.3.4 Number assigned at the meter

12.2.3.5 Meter policy information

12.2.3.5.1 Hours of operation

12.2.3.5.2 Parking restrictions

12.2.3.5.3 Time limit

12.2.3.5.4 Hourly rate

12.2.3.6 Meter location expressed in X, Y coordinates

12.2.3.7 Meter location expressed in descriptive forms (i.e., situs address)

12.2.3.8 Type of timer

12.2.3.9 Date of purchase and installation by City

12.2.3.10 Installing company or City crew who installed the meter

12.2.3.11 Preventive maintenance or repair history

12.2.3.12 Meter outage status and history

12.2.3.12.1 Date out-of-service

12.2.3.12.2 Date returned-to-service

12.2.3.12.3 Reason for outage

12.2.3.12.4 Source of outage data

12.2.4 Contractor's systems must provide supporting data to MERGE, as requested, for related meter management activities, including, but not limited to Parking Enforcement planning and management reports. At a minimum, such data shall include:

12.2.4.1 Meter outages reported by Traffic Officers

12.2.4.2 Revenues

12.2.5 Contractor shall work with the Department's existing paid parking/meter-related software vendors (Flowbird, IPS Group, ParkMobile, Conduent) to develop the necessary interface to effect the required exchange of data (maintenance and revenue) from the City's MERGE meter management system.

12.2.5.1 Any developed interface must support non-proprietary file formats and must include integrity checks to minimize data loss between systems.

12.2.6 Current parking meter technology allows for real-time adjustments to parking meter policy (rate, time limit, hours of operation) making a static database of such information insufficient for the task. Appropriate components of Contractor's system must interface with MERGE to query current and historical meter operating hours so that contested "Hours of Operation" parking meter citations can be accurately resolved in real-time.

12.2.7 Appropriate components of Contractor's system must interface with MERGE to query meter outage and maintenance records so that contested "Broken Meter" parking meter citations can be resolved in real-time.

12.2.8 The CMS handheld devices must collect meter outage/maintenance reporting data from Traffic Officers. This data must be transmitted to MERGE in real-time. This form of integration will allow the City to expand upon the current business rules for processing citations.

12.2.9 If LADOT changes to another intelligent parking management system, Contractor shall integrate with the new system.

12.2.10 Proposers must acknowledge that all systems proposed in this RFP are fully integrated with each other. Fully integrated, for the purposes of this acknowledgement, means that all components share data appropriately with all other City parking related systems and infrastructure, as well as all system components.

12.3 Integrations with other City of Los Angeles Systems

12.3.1 As directed by City ITA, components of the overall system shall be integrated with the City's Active Directory or other system to validate employees' logins.

12.3.2 Should the optional LPR system be implemented, appropriate components of the overall system shall export vehicle license plates and related information to the LPR, including but not limited to:

12.3.2.1 Scofflaws

12.3.2.2 DOJ hotlists (see below)

12.3.2.3 Data for valid permits (parking rights)

12.3.2.4 Officer login data and authorizations

12.3.3 Should the optional LPR system be implemented, the Traffic Officer's handheld citation device shall receive data from the LPR for each vehicle found in violation and confirmed by a Traffic Officer. The data to be transferred the shall include:

12.3.3.1 License plate

12.3.3.2 All photos (for time limit violations, photos of "before" and "after")

12.3.3.3 GIS coordinates

12.3.3.4 Time stamps for each read

12.3.4 As directed by City ITA, the appropriate components of the overall system shall integrate with a GIS mapping system to allow reporting data spatially and developing beat boundaries.

12.3.5 The handheld devices used by Traffic Officers shall integrate with the City's timekeeping systems (currently, Telestaff and PaySR; in the future, Workday) to allow officers to complete their time reporting on their handheld devices.

12.3.6 Components of the overall system shall integrate with Business Objects to allow various teams in LADOT to create their existing reports and analyses.

12.3.7 The adjudication- and permit processing-related components of the system shall allow the Initial Review, Adjudication, and Permit Processing teams to research addresses related to contested citations and residential permits through the NavigateLA system. This can be done by creating a hyperlink for each address that may need to be researched. For example, to go to **200 North Main Street,** the hyperlink would be: https://navigatela.lacity.org/navigatela/?search=200%20north%20main%20st.

12.3.8 The adjudication-related components of the system shall integrate with the LADOT Teams database to allow the Initial Review and Adjudication teams to research work orders relating to temporary signs when reviewing contested citations.

12.3.9 The overall system shall be flexible and adaptive to accommodate integrations with other City of Los Angeles databases, as required.

12.4 Integrations with Systems outside the City of Los Angeles

12.4.1 Contractor will be required to create interfaces or integrate with systems, services, databases and processes managed or controlled by parties outside the City of Los Angeles. These include, but are not limited to, the following:

12.4.2 As defined in Section 1.9, the components of the overall system will interface with the CA DMV and out of state motor vehicle registries, to make necessary inquiries and manage registration holds for delinquent citations.

12.4.3 The California Department of Justice, to receive "hotlists" of license plates for vehicles that are stolen, vehicles that are wanted for felony actions, and plates that are reported stolen from vehicles.

12.4.4 The CMS will interface with the California Franchise Tax Board, to place intercepts on tax refunds and lottery winnings for delinquent citations.

12.4.5 With IPS Group, Flowbird, and ParkMobile.

12.4.5.1 As payments are made through these services, the parking rights shall be kept on file so that Traffic Officers' handhelds will recognize that a vehicle has paid and no citation is warranted.

12.4.5.2 If not available through MERGE or another intelligent parking management platform, the overall system shall allow for later research for payment data while adjudicating any contested citations.

12.4.6 To manage and maintain the telephone numbers currently used for various services, Contractor may be required to integrate with one or more local or long distance telephone exchange carriers.

12.4.7 One or more teleconferencing services (such as Google Meet, Zoom, etc.), to allow Administrative Hearings to be conducted electronically; this integration should allow scheduling and starting such teleconferences from within the adjudication component of the system.

12.4.8 Official Police Garages (opgla.com), operated by a consortium of tow operators to provide customers with information on towed vehicles. See Section 4 for more details.

12.4.9 Any services with which Contractor subcontracts to provide specific services to support the System. Where automation is possible, manual processes will not be permitted.

12.5 Bus / Transit Lane & Stop Enforcement

12.5.1 Contractor shall work with LADOT and Metro to support the joint agency effort to enforce "bus/transit lane only" designations on City streets and posted bus/transit stops using LPR (license plate recognition) technology. Metro has not selected the technology solution to provide LPR cameras and support for Metro transit vehicles. LADOT requires its Contractor to work with Metro and the Metro-selected contractor to ensure that there is proper integration and transmission of the LPR citation evidence packages from Metro to the LADOT's backend system in real time, and to process the citations accordingly.

12.5.2 Contractor may be required to implement a plan for providing LPR (license plate recognition) cameras for LADOT/Metro transit vehicles in order to issue citations to vehicles that use "bus/transit lane only" designated on City streets and posted bus/transit stops. Contractor's system shall integrate with an LPR/photo enforcement backend system. Contractor shall provide the following system functions:

12.5.2.1 Automated detection of an illegally parked vehicle or a vehicle operating in a restricted lane.

12.5.2.2 Automated camera initiation,

12.5.2.3 LPR interpretation of license plate number and capture of location, date, and time.

12.5.2.4 Ability to upload violation images and data to the photo enforcement backend system where images can be manually reviewed, additional data can be entered, and the citation can be either approved or disapproved.

12.5.2.5 Mail approved violation notices to registered owners that may include selected violation images.

13 AUDIT AND ACCOUNTING

The City requires complete oversight, reconciliation, and reporting of all aspects of the complete system, its operations, and transaction processing. The City will hold the Contractor financially accountable and legally liable for any loss of funds.

The following is a list of key requirements for auditing and accounting for the overall system:

13.1 Oversight

13.1.1 Contractor must provide complete daily oversight and reconciliation of all aspects of overall system operation and transaction processing and will be held financially accountable and legally liable for any loss of funds.

13.2 Monitoring

13.2.1 Contractor shall monitor all aspects of the operation for effectiveness and accuracy, including but not limited to:

13.2.1.1 Extensive audit and control procedures.

13.2.1.2 Monitoring and oversight of subcontractor service delivery.

13.2.1.3 Auditing and reconciliation of citations suspended by Contractor's staff.

13.2.1.4 Correcting erroneous data.

13.2.1.5 Reconciling all deposits.

13.2.1.6 Monitoring and reconciling payment received from the CA DMV.

13.2.1.7 Making refunds and adjustments.

13.2.1.8 Processing Non-sufficient Fund checks (NSF).

13.2.1.9 Balancing revenue distribution reports.

13.2.1.10 Control, quality assurance, and distribution of all required reports.

13.2.1.11 Effective management of overall system security.

13.2.1.12 Audit trails, audit reports, and full accountability for all transactions.

13.2.1.13 Detailed transaction histories with date, time and identification of every transaction.

13.3 Financial Reconciliation

13.3.1 All monies deposited to the City must be balanced to revenue reports based on the citations paid and fees collected as reflected on Contractor's parking citation database.

13.3.1.1 Any discrepancies between processing logs/worksheets and database totals must be immediately researched and resolved.

13.3.1.2 A written record of any such variances shall be noted on the reconciliation worksheet.

13.3.1.3 Contractor must provide reconciliation and balancing that is approved by Department's Accounting Division.

13.3.2 A report on revenue distribution that is balanced to the manual totals each day shall be required from all cashiers and from the section that processes mail-in payments.

13.3.2.1 All categories of payments are to be balanced, such as bad check fees, immobilization fees, preferential parking revenues, and citation payment revenues.

13.3.2.2 All payment types must be balanced, i.e., cash, check, money order, credit card, and pay-by-web amounts.

13.3.3 A monthly reconciliation shall also be required of all City parking citation payments collected by the CA DMV, including balancing the amount collected with the transactions applied to the parking citation database.

13.3.4 Contractor's staff shall be required to perform and monitor all financial corrections and adjustment transactions applied to the parking citation database. These include bad check processing and the application of funds from one citation to another. Full documentation must be created and filed to provide complete financial control over all exception processing.

13.4 Transaction Accounting

13.4.1 Contractor must reconcile all transactions updated to the database.

13.4.2 A report will be required which balances the number of transactions in a given day, citations updated, payments, preferential parking permits issued, fleet vehicles updated and deleted, corrections, administrative hearings and dispositions, updated name and address information, suspends, returned mail, and CA DMV non-renewal processing, along with an exception report showing next CA DMV update.

13.4.3 New citations added to the database must be balanced and reconciled through all stages of processing, from initial receipt from the City, to batching for data entry (for handwritten citations), to copying, to actual data entry and update to the CMS's database.

13.4.4 Processing of citations issued by wireless electronic handheld device shall require retrieving wirelessly transmitted or manually downloaded data from the handheld management system.

13.4.4.1 Geo-coding of citations data without spatial attributes to enable (x, y) plotting such as handwritten citations and non-GPS enabled devices shall be updated within 24 hours of download.

13.4.4.2 Geo-coding shall be in a City approved format.

13.4.4.3 Each citation should include sufficient spatial attributes to enable (x, y) plotting to locate the citation using a GIS generated mapping system.

13.4.4.4 Spatial data accuracy shall be sub meter.

13.4.5 Transaction reports shall be used to reconcile the correspondence processed by Contractor's staff, especially citation suspensions.

13.4.6 The Contractor shall be accountable for all actions taken by its staff.

13.4.7 A weekly report is required showing citations dismissed by staff indicating violation, reason for dismissal, amount, and penalty amount if any.

13.4.8 A report listing citations scheduled for hearing must be reviewed and reconciled with actual case folders prepared for upcoming hearings.

13.5 Auditing

13.5.1 Random sampling of correspondence and suspended transactions shall be reviewed against automated processing and hard copy documentation. Special attention will be required for suspends that result in the permanent cancellation of a citation.

13.5.2 Data entered to the parking citation database must be checked against the information entered on the original citations.

13.5.2.1 Audit reports are to be provided to the City.

13.5.2.2 The quality of digitally imaged citations must be verified and of readable quality.

13.5.3 Contractor shall develop a procedure for the random monitoring of phone calls to check the information and instructions given out by Contractor's staff for accuracy. Audit reports are to be provided to the City.

13.5.4 All transactions entered in all components Contractor's overall system must maintain an audit trail, which at a minimum shows the date and time of transaction, name or ID of the person who entered the transaction, and the appropriate processing codes. This information must be accessible in an on-line, real-time mode.

13.6 Inspection of Records

13.6.1 Contractor's records related to the performance of this contract shall be open to inspection and subject to audit and/or reproduction by City auditors or authorized representatives to the extent necessary to adequately permit evaluation and verification of contractor compliance with the contract provisions. Such records include, but are not limited to: accounting records (hard copy as well as computer data); written policies and procedures; organization charts; internal audit reports; correspondence; subcontractors' files, reports, and invoices; daily reports; and any other supporting evidence deemed necessary by the City.

13.6.2 Contractor and its sub-contractors must cooperate fully in furnishing or in making available to the City any records, information, materials, and data, whenever requested and in an expeditious manner.

13.6.3 In addition to the restitution of all monies, unreported revenues discovered during a City audit shall result in a penalty of five hundred dollars ($500) for every incident and one percent (1%) accrued interest per month. An additional one percent (1%) interest may apply until the requested unreported revenue(s) is (are) fully paid. The Operating Agreement may also be terminated as a result of any discovered unreported revenue(s).

13.6.4 Contractor shall agree to the examination of the Contractor's books and records made in accordance with generally accepted auditing standards applicable in the circumstances and that as such, said examination shall not require a detailed audit of all transactions. Testing and sampling methods may be used in verifying reports submitted by the Contractor. Deficiencies ascertained by the use of such testing and sampling methods, and by applying the percentages of error obtained from such testing and sampling to the entire period under examination, will be binding on the Contractor and shall be admissible in court to prove any amounts due the City from Contractor. The foregoing will not prevent the Contractor from producing all actual records and figures to rebut the sampling method, and if the Contractor does so, then the City will conduct an audit of all the records for the audit period. **In the event the deficiency ascertained is 5% or more of the amount reported to the City, the Contractor shall reimburse the City for the entire cost of the audit.**

13.7 Management Reporting

13.7.1 Contractor must provide comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City.

The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess, and improve the operational performance of the City's parking and citation management program. LADOT currently uses over 300 daily, weekly, and monthly reports. A sample of the reporting structure for the monthly and annual report is shown in Attachment 2.

13.7.2 At a minimum, Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design daily and weekly reports as specified by the City.

13.7.3 Since the City's reporting needs are likely to change over the course of the contract, Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.

13.7.4 All reports listed in Attachment 2 must be accessible, and exportable to other software packages (including Word, Excel, and Acrobat). These reports must be available to the

City no later than 60 days after the signing of the contract. Any of these reports may be substituted by the Contractor's own report with the approval of the City.

13.7.5 The City will group monthly reports into Priority 1 which shall be made available to the City within two (2) business days after the end of the month reported and Priority 2 which shall be made available to the City within five (5) business days following the month reported.

13.7.6 The Contractor's overall system must be able to supply management reports in a timely manner. These reports must be made available either on-line through area networks, in hard copy, either scheduled or on an as needed basis.

13.8 Reporting Support

13.8.1 Upon request, Contractor must provide training in the use and interpretation of the reports produced by the components of the Contractor's overall system.

13.8.2 Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City.

13.8.3 Contractor shall provide documentation delineating details of available reports.

13.9 On-line Report Viewing

13.9.1 Contractor must provide on-line access to management reports through any PC with web browser software, security, and a connection to the Internet.

13.9.2 The reporting system should support access to reports within a web browser.

13.9.3 The reporting system should include the capability to select a report category (e.g., financial, seizure, enforcement) and then an individual report.

13.9.4 Reports should be displayed in their entirety with a summary page as the first page.

13.9.5 Authorized City staff must be able to print reports or save reports onto designated storage media or cloud storage (such as Google Drive) for future use.

13.10 Ad Hoc Report Capability

13.10.1 The management reporting system must have ad hoc report generation capability which will allow selected City staff to create desktop reports by querying the database of citation issuance information.

13.10.2 The management reporting system should provide maximum flexibility in creating the reports.

13.10.3 Contractor shall ensure accuracy of information in ad hoc reports.

13.10.4 Contractor shall provide comprehensive training and the City may request assistance in creating reports.

13.11 Written Monthly Report

13.11.1 Contractor shall produce and deliver a monthly report on all activities within the scope of the contract in a format approved by the City.

13.11.2 The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.

14 IT AND SECURITY CONTROL REQUIREMENTS

The City expects that the PARKING CITATION AND PERMIT PROCESSING SERVICES will require significant computing resources to process, communicate, and store all data generated by or imported into all components of the overall system. The City has a set of requirements relating to Information Technology that the complete system is expected to meet.

The Contractor shall provide a complete solution, including all data processing hardware, software, and communications functionality, sufficient to support all functionality of the City's citation processing, permit management, and related services, including all components identified throughout this RFP. The Contractor's System shall ensure near 100% availability to accommodate the City's workload. The Contractor shall provide a solution that is capable of processing the City's current and future workloads and transaction volumes.

Within this section, the term "System" encompasses all products, services, and other deliverables defined within this Scope of Work.

The requirements in this section apply to the Prime Contractor and all subcontractors who are providing or interacting with information technology components of the overall program.

14.1 Overall

14.1.1 The City shall be the exclusive owner of all data and rights to the data generated from the System, regardless of whether the data is direct or derived, calculated, or modeled.

14.1.2 Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.

14.1.3 Desktop computers that access the System shall not require special software packages or "client" software to access the System. Any City computer (or customer's computer) shall be able to access the System through a standard web browser without plug-ins or other components.

14.1.4 Contractor shall provide redundant connectivity to the host computer(s), such that a broadband outage through one provider will still allow access to Contractor's hosts through a backup provider.

14.1.5 Contractor shall provide a fully redundant hosting environment with automatic fail-over to the redundant System in the event of failure, to ensure continuity of operations.

14.1.6 Contractor shall archive all transaction data generated during the term of the Agreement and retain it for a minimum of five years after the termination of the Agreement.

14.1.6.1 Contractor shall deliver copies of all System data upon request of City and upon the termination of the Agreement in a format mutually agreed upon by both parties.

14.1.6.2 Contractor shall be responsible for providing transaction data in a format that is readable by City using commonly available commercial off-the-shelf software.

14.1.6.3 During any 180-day period, Contractor shall deliver a minimum of 80% of City data requests for archived data within three (3) business days of the request and deliver all City data requests within ten (10) business days of the request.

14.1.7 The System is mission critical 24/7 and shall have 99.999% availability.

14.1.7.1 Planned downtime (for maintenance and upgrades) shall be coordinated with the City and scheduled at a time to have the least impact on operations.

14.1.7.2 Contractor shall proactively communicate with the City during unplanned downtime; City staff shall be alerted to the functions/modules that are not operational, with an ETA for restoration of service.

14.1.8 Contractor shall be prepared to generate and distribute reports as required to verify compliance with all requirements in this section.

14.2 System Performance and Accuracy

14.2.1 Contractor shall monitor and maintain network performance at the mutually agreed level of sufficient speed and capacity to support all the required applications.

14.2.1.1 The average transaction on the server shall occur on average in less than one (1) second. The response time for the response to reach a user shall not exceed five (5) seconds.

14.2.1.2 The System shall complete 100 % of single-screen on-line inquiry transactions in under three (3) seconds during peak usage.

14.2.1.3 The System shall complete an average of 99% of all on-line update transactions in under five (5) seconds during any 60-minute period during peak usage.

14.2.1.4 The System shall track all transaction response times in order to demonstrate operation within acceptable levels.

14.2.1.5 Satisfactory response times will be substantiated through the use of commercially available network monitoring tools to ensure and verify the level of performance and will provide for any and all necessary equipment or technology to meet the required level of performance. Contractor must measure and report response times to the City's contract administrator on a monthly basis.

14.2.2 Production Control: Contractor's System and its key staff members' experience shall ensure full accountability for every transaction processed, including:

14.2.2.1 Ensuring that processing is scheduled in the correct sequence

14.2.2.2 Any batch processing is completed successfully and in the correct order

14.2.2.3 Transactions and associated funds processed for the transactions are reconciled and accurately reflected on the Proposer's System

14.2.2.4 All production management reports on System transactions are accurate

14.2.2.5 All data are prepared according to City specifications

14.3 Data Storage and Archival (Electronic)

14.3.1 Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance. The current System requires 675 gigabytes to maintain the citation database and peripheral records. In addition, off-line storage currently requires an additional 250 gigabytes.

14.3.2 Contractor's System must have the capability of electronically imaging all correspondence received and the provision of copies of notices sent and notices processed. The electronic images or copies of notices sent must be attached to the appropriate citation and must be readily available for viewing or printing. Electronic copies of correspondence or notices must be available to City staff in an on-line, real-time environment. Electronic copy of notices must be a copy of the original notice.

14.3.3 The System shall provide online access to the current year plus four (4) previous years of all types of data retained in the System, and shall provide archive capabilities thereafter.

14.3.4 The System shall provide a secondary process to archive data and/or deliver to the City for a minimum of five (5) years.

14.3.5 Contractor shall seek City's approval on archive retention schedule for adjudication-related data of at least five (5) years.

14.3.6 From the City's perspective, the System shall have unlimited storage. It shall not be necessary to "purge" or delete data needed for business operations. Contractor may move data to an archive system, if needed, but the data shall remain available for the retention period specified by the City (a minimum of five (5) years).

14.3.7 The current State statute of limitations on parking citations is five (5) years. Electronic facsimiles of parking citations and related documents must be stored and secured by the Contractor for a period of at least five (5) years from the issue date. Contractor's archiving process must remove citations that are closed from the active database, but allow closed citations that have not reached the five year anniversary to be easily retrieved. The proposed System must meet the following conditions:

14.3.7.1 Copies or electronic facsimiles of citations must be produced and delivered to the public in accordance with the CVC.

14.3.7.2 Copies must be available to City staff in an on-line, real-time environment.

14.3.7.3 Electronic facsimiles must contain information identical to the original citation.

14.3.7.4 Any citation that is more than five (5) years old, whether or not it is resolved, is to be removed from the current citation database and electronically stored for the term of the contract.

14.3.7.5 Citations that are the subject of civil litigation that began before the five-year anniversary cannot be archived until LADOT notifies the Contractor that the litigation is resolved.

14.3.7.6 All archived parking citation data must be maintained for the term of the contract so that it may be retrieved for use in management reporting and auditing.

14.3.7.7 Archived reports are to be preserved for the term of the contract and transferred in a format approved by the City.

14.3.7.8 Contractor must be capable of restoring archived records to the database within five (5) business days after receipt of the City's request.

14.3.7.9 Contractor's System must indicate whether license plates on the current database have additional citations relating to the plate that have been archived. This indicator must be readily discernible to inform users that other citations associated with a vehicle license plate exist.

14.3.8 All data inserted into the System, regardless of source, shall be maintained in their original resolution and shall not be modified in any way by the System. Examples of such data include:

14.3.8.1 Photographs taken while issuing a citation

14.3.8.2 Scanned documents added to customer records, permits, and citations

14.3.8.3 Data imported from all violation detection devices and systems, including the LPR system

14.3.8.4 Copies of correspondence (such as PDFs or Word documents) sent to or received from constituents

The System shall not attempt to "optimize" these items for storage purposes—they shall remain an exact digital duplicate of the original file that was submitted. Photographs shall not be reduced in resolution and PDFs shall not have file-size-reduction processes applied. If the System needs to store additional information regarding images or scans, it shall maintain its metadata separately. The System may optimize such items during presentation; for example, a printout representing a citation history may include small versions of the original photographs. Similarly, a customer inquiring through the web or on a mobile device about a citation prior to payment or appeal may be shown lower-resolution citation photos to save communication bandwidth.

14.4 Physical Storage and Destruction of Hard Copy Documents

14.4.1 Contractor shall have responsibility for the storage and retention of documents relating to its operations for the City of Los Angeles for a minimum of five (5) years. There are

approximately 1,900 boxes (2,300 cubic feet) of documents stored by the current Contractor at an off-site location. Documents can be stored on-site or off-site, but must be available to City staff within 48 hours of request, at no additional cost.

14.4.2 These documents shall include any handwritten citations, or citations otherwise not originating on an electronic device.

14.4.3 All documents in storage shall have digital copies in the System available for immediate access.

14.4.4 Contractor shall be able to retrieve stored documents for supporting evidence for financial adjustments, citation corrections, complaint resolution, and as evidence during adjudication or litigation.

14.4.5 Contractor shall be required to notify the City monthly of specific documents which have been maintained for five (5) years and are ready for destruction. The City shall provide authorization for Contractor to destroy eligible documents which have been specifically approved for destruction by the City Attorney and City Council.

14.5 System Maintenance and Control/Problem Resolution

14.5.1 Contractor shall identify and respond to requests for remedial maintenance, reports of System anomalies, and reports of user problems and System questions. At a minimum, the Contractor must:

14.5.1.1 Monitor its System for outages

14.5.1.2 Monitor and evaluate performance

14.5.1.3 Distribute daily problem status reports to the designated City Systems Analyst

14.5.1.4 Track all reported incidents to resolution

14.5.1.5 Track and report on System availability

14.5.1.6 Provide all necessary remediation and plans to minimize recurrences

14.5.2 Contractor shall apply all required updates (patches) to all System components as released by various suppliers, including all application modules, operating systems, databases, application frameworks, and networking components.

14.5.3 Contractor shall have strict control and reconciliation procedures for every System update.

14.5.4 Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.

14.5.5 Contractor shall coordinate with City ITA for compatibility for virus detection, prevention, control, and eradication.

14.5.6 Problem resolution procedures should include a comprehensive review process.

14.5.7 Management reports highlighting any special problem areas or trends should be available for the City. Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City at no cost to the City.

14.5.8 Contractor shall provide additional reports for problem resolution as may be requested by the City, at no additional costs to the City. At a minimum, the reports must include, but are not limited to:

14.5.8.1 Problem status by site

14.5.8.2 Response time statistics

14.5.8.3 Monthly availability statistics

14.5.8.4 Statistics on the time required to make repairs

14.5.9 Contractor shall maintain a log of all hardware and System software failure or disruption and shall include at a minimum the location, time of failure or disruption, diagnostic and corrective measures taken, and completion of corrective measures.

14.6 Database Management System

14.6.1 The database management system must integrate with all handheld applications. It must also interface with external systems, such as Internet applications and other City or government agency applications.

14.6.2 The database management system design shall include provisions for a central data repository that allows users to access and integrate data with other department systems.

14.7 Data Extracts/Exports

14.7.1 Contractor shall provide periodic data extracts for use by City staff. Frequency of data extract, format of data, and required media shall be specified by the City.

14.8 System Networking

14.8.1 Contractor must implement and maintain the entire data communications network which supports and connects the Contractor's servers, the handheld management system, all system terminals, personal computers, printers, and all devices located in City offices that require access to Contractor's database, to other databases, and download and upload data as required. The network should consist of dedicated high-speed digital circuits to each City location, with dedicated back-up capability in the event of a line failure and trouble-shooting help for City users.

14.8.2 In addition, Contractor must fully support and maintain the Local Area Networks (LANs) and Wide Area Networks (WANs) that the City has installed in various locations. Contractor must provide for network administration and sufficient technicians to provide support for Contractor-provided file servers, PC workstations, printers, vendor-

owned cabling, desktop and network applications, communications links, vendor-owned network wiring, routers, hubs, and switches to Contractor's office and between LADOT locations.

14.8.3 Contractor must ensure that the network meets any standards established by the City including, but not limited to: username and password conventions, IP addressing schemes (including IPV6), domain and directory services structures, logon script processing, wide area network technology, and local area network topology.

14.8.4 Contractor must maintain communications equipment to City's WAN to provide access to email, intranet, and Internet. Contractor will work with City ITA to optimize this connection while adhering to City security requirements. The City currently provides ISP service to Internet for the current Contractor's network, but Contractor may be asked to provide ISP service to Internet for this connection if needed to provide sufficient speed and capacity to Internet.

14.8.5 At a minimum, Contractor's network must be of sufficient speed and capacity to support email, Internet, intranet, GIS applications, Client Server applications, file and printer sharing, FTP, server replication, and anti-virus. Routers and switches must support gigabit connections. All communications links shall have a minimum speed of 100 Mbps and have sufficient capacity to support response times of five (5) seconds or less.

14.8.6 Contractor shall supply, manage, and support firewalls for all connections to other networks.

14.8.7 All wireless technology shall comply with all security requirements established by the City.

14.8.8 Contractor shall establish and maintain network operating system at a minimum of Windows Server 2022 and Contractor must comply with City requests to modify network to allow connection for/to external systems.

14.8.9 Contractor shall provide all computing equipment, including portable devices necessary for complete operation of the System.

14.8.10 The City is seeking a turnkey solution that includes replacement of all hardware, software, networking, and communications equipment used on or for the incumbent Contractor-provided networks as needed for Contractor's proposed complete System.

14.8.11 Contractor shall provide new (not re-manufactured) equipment. All equipment must be the most current industry standards and readily available. Any substitution must be approved by the City in writing.

14.8.12 Quality assurance and preventive maintenance on all hardware and software shall be performed continuously, with comprehensive inspections performed quarterly.

14.8.13 If, after the implementation of hardware, networking, and communications equipment in accordance with contract awarded after this RFP, the City wishes to refresh any of the items, the Contractor will provide technical feasibility and pricing on a per item or per

citation basis as desired by the City. Computer software must always be maintained at the most current versions available.

14.8.14 In the event the City proposes a refresh, Contractor will ensure that all current applications will perform at same or higher level of the proposed technology.

14.9 Management Information System

14.9.1 Contractor shall ensure that electronic/handheld and handheld management system generated data is in a format available for ad hoc analysis at the PC level; i.e., that the data can be accessed and abstracted by any PC with a web browser, appropriate security, and access to the network.

14.9.2 Contractor shall provide ongoing technical support and problem solving for all reporting and Management Information System functions as needed throughout the life of the contract

14.9.3 Contractor shall provide management reports on individual officer, squad, beat, and enforcement area activity. The selected Proposer shall provide a list of the proposed reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City. Contractor shall provide additional reports as may be requested by the City at no additional costs to the City.

14.9.4 Contractor shall establish a centralized ad hoc reporting server and database.

14.9.4.1 Issuance data from the five (5) area enforcement offices shall automatically update the ad hoc reporting server and database.

14.9.4.2 The database shall be accessible from any PC workstation connected to the local and wide area network.

14.9.4.3 Contractor shall implement a user friendly, easily readable ad hoc reporting tool that shall have the capability to export into Excel or other applications which allow users to perform ad hoc queries based on any available data fields for any date range.

14.9.4.4 Contractor shall include a database dictionary which describes each data field in the ad hoc reporting database by listing field names and their corresponding textual descriptions.

14.9.4.5 Contractor shall provide training for use of the reporting tool.

14.9.5 Contractor shall maintain a log of all failures or disruption of the server and shall include at a minimum the location, date and time of failure or disruption, diagnostic and corrective measures taken, and date and time of completion of corrective measures.

14.10 Backups/Disaster Recovery/Continuity of Operations

14.10.1 Contractor shall be responsible for taking every precaution to ensure that all systems, files, data, equipment, communications, and facilities are reliable.

14.10.2 The System shall provide full system backup and recovery capabilities for all online and batch transactions according to City-specified timeframes. Contractor shall be responsible for the maintenance of the database which will include back-up and recovery procedures. Contractor shall make sufficient backups to ensure that no data are lost in any circumstances.

14.10.3 Contractor shall maintain back-up hardware and software capabilities to provide a level of redundancy sufficient to always ensure compliance with the following requirements:

14.10.3.1 New citations generated though devices connected to the System shall be updated to the System database in real time (no more than five (5) minutes of printing on the device).

14.10.3.2 New citations imported from external systems shall be updated to the System database within one (1) working day of receipt by the Contractor.

14.10.3.3 Each transaction update shall create a backup record that can be used to restore the System.

14.10.3.4 Failure of any System component will cause only minimal disruption of services to the end user.

14.10.3.5 Recovery from any catastrophic failure shall be accomplished within three (3) days.

14.10.4 Contractor shall provide a Business Continuity Plan for the System for various scenarios, including power loss, communication failure, hardware malfunction, software defects, acts of nature, system intrusions, and other points of failure. The plan shall be provided within 21 days of Notice to Proceed and mutually agreed upon with the City.

14.10.5 In the event that a natural disaster does disrupt the System, Contractor must have a detailed, City approved recovery plan in place, tested, and ready to be implemented for all key facilities so that services are restored quickly and in accordance with City performance standards.

14.10.6 Contractor shall perform an annual test of all back-up components. Test procedures shall be approved by the City. Test results must be documented, signed, and delivered to the City.

14.10.7 Contractor shall perform an annual test of all disaster recovery procedures. Test procedures shall be approved by the City. Test results must be documented, signed, and delivered to the City.

14.11 Test System

14.11.1 Contractor shall provide a "test system" or sandbox that mirrors the functionality of the entire production system, which will allow City and Contractor to:

14.11.1.1 Assess new software releases (including new features)

14.11.1.2 Perform training on all features of the System

14.11.1.3 Reproduce issues without introducing invalid data into the production System.

14.11.2 The test system shall have the same availability and functionality of the production system.

14.11.3 The test system shall be independent of the production system and shall not interfere with the daily operation of the production system.

14.11.4 All interactions with the test system shall make it clear to the user that they are using the test system, to avoid confusion where a user may believe they are working on the production system.

14.12 User Access Control

14.12.1 Controls on users of the System shall include the following:

14.12.1.1 The System shall require a user sign-on for all modules (e.g.; Abandoned Vehicles, VIPU, CMS, PMS, LPR, Citation, Handhelds, Reporting, etc.) with security configured for each module (i.e., user to gain access to all functions associated with the module without re-entering the user ID and password).

14.12.1.2 The System shall assign application access rights across the entire suite of application modules at a single point of entry.

14.12.1.3 The sign-on shall be compatible with the user's operating system sign- on.

14.12.1.4 The System shall have the ability to link the user logon ID to his/her employee number or unique Contractor ID, as well as to the location or group of locations to which the user is assigned.

14.12.1.5 The System shall support a decentralized security administration function by component and business unit.

14.12.1.6 The System shall support the use of directory services and authentication mechanisms; e.g., LDAP.

14.12.1.7 The System shall allow an administrator to add and modify user security information using online screens with immediate profile update; e.g., giving someone access to additional functionality should take effect immediately, even if it requires the user to log out and back in.

14.12.1.8 The System shall restrict user access by time of day.

14.12.1.9 The System shall restrict user access to specific workstations or work locations.

14.12.1.10 The System shall be configurable to set a minimum password length.

14.12.1.11 The System shall be configurable to require password to contain numbers, alphanumeric characters, or both, as determined by the City.

14.12.1.12 The System shall be configurable to prevent non-trivial passwords (e.g.; repeat characters, keyboard strings).

14.12.1.13 The System shall be configurable to required non-dictionary-based passwords.

14.12.1.14 The System shall use industry best practices for password management, such as storing all passwords in an encrypted format without means to be unencrypted.

14.12.1.15 The System shall record the date and time each user last changed the password.

14.12.1.16 The System shall allow an administrator to reset passwords for subsequent change by the user.

14.12.1.17 The System shall require users to periodically change the password based on a table-driven time parameter.

14.12.1.18 The System shall allow an administrator to suspend all user access across all modules and applications when a user is terminated.

14.12.1.19 The System shall be capable of suspending user access after a City-defined inactivity period (e.g., 90 days).

14.12.1.20 The System shall allow suspension of user access based on a table-driven parameter (e.g., employment status).

14.12.1.21 The System shall record or capture information about each authorized and/or unauthorized access attempt such as User ID, workstation, date, time transaction (menu, screen, file) and attempted type of access (read, modify, etc.).

14.12.1.22 The System shall be configurable to deny user access after a City-defined number of unsuccessful login attempts.

14.12.1.23 The System shall allow an administrator to review and report on attempted violations by log file, batch, or online.

14.12.1.24 The System shall allow an administrator to operate online inquiry and batch report to review access profiles and types given to the users defined to the System.

14.12.1.25 The System shall record and maintain a history of security profiles for each user (e.g., recording changes to security access).

14.12.1.26 Based on an individual's security profile, which may incorporate a clearance level, the Contractor's System must provide functional security by restricting certain functions such as permitting access to inquiry only, only allowing data update capability on an as-needed basis, as well as restricting which application modules the individual may access.

14.12.2 At the City's request, Contractor shall provide City technical staff with appropriate authorization to perform local network administrative functions such as adding users, modifying user access, deleting users, and resetting passwords.

14.13 IT Security and Data Privacy

14.13.1 The Contractor's System shall have security features that are designed to maintain the security of all information contained in the System database and maintain the confidentiality of information. Contractor's security for the System and all connections thereto shall conform to current industry best practices.

14.13.2 Security shall include prevention of System abuse.

14.13.3 The Contractor shall fully cooperate with regular audits by City staff.

14.13.4 The Contractor shall implement internal audits to review control policies and procedures, physical and non-physical security, and provide any sample testing that shall be provided to ensure security.

14.13.5 The results of internal audits performed by the Contractor shall be reported quarterly to the City.

14.13.6 All information security incidents shall be reported immediately to the City's Information Security Officer. Security incidents include theft, loss, damage or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.

14.13.7 Data transfer shall use HTTPS with TLS 1.2 security protocol.

14.13.8 Contractor shall install and maintain System security hardware and software such as, but not limited to, firewalls, filtering routing tables, public key infrastructure, and data encryption.

14.13.9 All data shall be encrypted when in transit over networks not fully under Contractor's control.

14.13.10 Any System data on portable devices (including citation handhelds) shall be encrypted to safeguard the data in case of loss or theft of the portable devices.

14.13.11 Contractor shall establish, publish, and follow a corporate security policy.

14.13.12 Contractor's System for accepting payments over the Internet ("Pay-by-Web" system) shall be compliant with any City standards established for e-commerce applications.

14.13.13 Contractor shall safeguard all personal data.

14.13.13.1 Contractor shall work with City to minimize the collection of personal information.

14.13.13.2 Contractor shall safeguard and protect the confidentiality of all data, and in no event share data collected with any third party except as required by law.

14.13.13.3 Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from

Customers, including, but not limited to, transaction history, address, email address, phone number, and credit card information, Notwithstanding the preceding restrictions, Contractor shall be permitted to use such information to enable Customers with Service accounts for City-managed parking spaces to use their accounts to pay for services provided by Contractor to other entities, and vice versa.

14.14 PCI Compliance

14.14.1 To ensure the security of credit card data, the entire System, including equipment, software, installation, and configuration must be certified that it meets all PCI DSS (Payment Card Industry Data Security Standard) requirements (https://www.pcisecuritystandards.org/index.shtml), as well as all standards required by federal and state law.

14.14.2 Credit card data storage and transmission shall meet the Level One (1) PCI DSS and comply with Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) programs.

14.14.3 As the PCI Data Security Standard evolves, Contractor shall be responsible for maintaining compliance with that standard at Contractor's sole expense.

14.14.4 Contractor shall be solely responsible and shall indemnify City against any claim arising from lost or stolen personal information including, but not limited to credit card information.

14.14.5 Proposers must be published on the PCI Council web site and shall provide evidence of certification at time of proposal submission.

14.14.5.1 Proposer shall be a PCI DSS Level 1 Service Provider, or shall delegate to a PCI DSS Level 1 Service Provider to store, process, or transmit cardholder data

14.14.5.2 Contractor shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.

14.14.5.3 The System shall comply with Payment Card Industry Data Security Standard (PCI DSS), version 3.2.1 or latest version at the time of Contract Award.

14.14.5.4 The System shall comply with Payment Application Data Security Standard (PA DSS), version 3.2 or latest version at the time of Contract Award.

14.14.5.5 In addition to adhering to the PCI DSS standards, validation is required for all service providers and for each one, Contractor shall provide a PCI DSS Compliance certificate or letter and Report of Compliance provided by a Qualified Security Assessor, subject to an annual assessment in order to remain PCI DSS compliant.

14.14.5.6 Any upgrades, software changes, hardware changes, or hardware additions required to maintain 100% PCI compliance through the warranty period and any extensions, including optional maintenance contracts, shall be included

in the cost proposal as described herein, or shall be provided at no additional cost to the City.

14.15 Auditing/Logging

14.15.1 The System shall log certain activities:

14.15.1.1 Actions taken by any individual with root or administrative privileges

14.15.1.2 Changes to System configuration

14.15.1.3 Access to audit trails

14.15.1.4 Invalid access attempts (failed login)

14.15.1.5 Use of identification and authentication mechanisms (logins)

14.15.1.6 Notifications and alerts

14.15.1.7 Activation and de-activation of controls, such as anti-virus software or intrusion detection system

14.15.1.8 Changes to, or attempts to change, System security settings or controls

14.15.1.9 Changes to customer records

14.15.1.10 Changes to permits

14.15.1.11 Changes to citation records

14.15.2 For each of the above events, the following must be recorded, as appropriate:

14.15.2.1 User identification

14.15.2.2 Type of event

14.15.2.3 Date and time

14.15.2.4 Success or failure indication

14.15.2.5 Data accessed

14.15.2.6 Program or utility used

14.15.2.7 Origination of event (e.g., network address)

14.15.2.8 Protocol

14.15.2.9 Identity or name of affected data, information system or network resource.

14.15.3 The System shall meet all security requirements as established by the CA DMV and the California Law Enforcement Telecommunications System (CLETS).

14.16 ADA Compliance

14.16.1 Contractor's information technology systems, including the website, shall comply with all applicable ADA standards and requirements as well as any City of Los Angeles ordinances or mandates. Information on ADA requirements for websites can be found at

http://www.ADA.gov. Contractor should pay careful attention to web design standards regarding compliance with the regulations pertaining to the use of "web frames" and "screen reader equipment."

14.16.2 User interface components shall comply with all applicable accessibility guidelines including ADA Best Practices for Website Accessibility for state and local governments, standards laid out in Section 508 of the Rehabilitation Act of 1973, and the Web Content Accessibility Guidelines developed by the Web Accessibility Initiative, a subgroup of the World Wide Web Consortium (W3C).

14.17 Data Migration at Contract Inception

14.17.1 Contractor shall migrate the following data from the current citation processing system, making any necessary conversions:

14.17.1.1 All open citations, regardless of age, including any customer information and images, to be transferred to the “live” database

14.17.1.2 All citations closed within the last 60 months, including any customer information, to be transferred to the “live” database

14.17.1.3 Archive of all older citations to be transferred to the research or archive database

14.17.2 Contractor shall migrate the following data from the current permit system, making any necessary conversions:

14.17.2.1 All existing permit data

14.17.2.2 All customer data

14.17.2.3 All permit configuration data

14.18 Successor Contract Responsibilities

14.18.1 At termination of the contract resulting from this RFP, if the successor contract is awarded to another firm, Contractor must develop and implement a Data Conversion Plan between Contractor’s and successor contractor’s System.

14.18.2 Successor contractor will be required to complete the transfer and conversion of all data from Contractor’s System components. Following successful conversion, the current contractor shall no longer perform any of the functions of the systems to be integrated under the System as described in this RFP.

14.18.3 Contractor and LADOT staff will work with the successor contractor to create a data-mapping document to describe the transfer of data elements from the current System to the new contractor’s systems/subsystems. The document will be reviewed and approved by LADOT staff as the design document for the conversion phase pursuant to the implementation schedule.

14.18.4 As part of the conversion process, Contractor and the successor contractor shall be required to test the System and all components using real data from the current

contractor's files. The successor contractor will create test documents for the comprehensive testing of the conversion to ensure that all data are properly converted and available in the new System. After data records are moved from the existing system, LADOT personnel will operate the System by performing inquiries, making changes to data records, deleting records, generation date reports, etc.

15 PERFORMANCE STANDARDS AND COMPLIANCE

In the context of this RFP, Performance Standards are defined as the minimum standards necessary and acceptable for the functioning of the City's Parking Citation and Permit Processing Services. The City expects a high degree of reliability and responsiveness from the selected Contractor. As a result, reasonable performance standards relative to the various components of this solicitation will be made a part of the Agreement. Meeting these Performance Standards is the responsibility of the selected Contractor.

Most service levels detailed in this section of the Scope of Work will have a corresponding liquidated damages for non-compliance. These liquidated damages, which are outlined below, are intended to ensure that the Contractor performs all services at the required levels. At a core level, the Contractor must maintain sufficient staff and equipment to process all parking citations and permits issued in the City within the guidelines set forth by the City.

If either the performance of or the failure to perform the terms and conditions set forth in the Contract result in the loss of data and the corresponding ability to collect associated fines, liquidated damages shall be due to the City. Such liquidated damages shall be in the sum of the face value of any and all items issued by the City and received by the Contractor for which the loss of data and the corresponding ability to collect the associated fine has occurred. The phrase face value shall mean the amount of the violation fine and applicable surcharges or assessed penalties.

Proposer shall be responsible for component verification testing under guidance from LADOT. Proposer shall include a test plan that includes technology implementation (hardware and software), System, security, auditing, and reporting. This test plan shall describe how the proposed approach for each component will be deployed, including the processes involved, testing tools utilized, acceptance criteria, and sign-off procedures.

15.1 Staffing Levels

15.1.1 Contractor shall be responsible for providing key staff to meet all service and performance standards across the entire program. Some roles may be delegated to Subcontractors; however, Contractor will be responsible to ensure response times and support levels are maintained throughout the term of the agreement. LADOT has determined specific roles that must be fulfilled for this project:

15.1.1.1 A Regional Director who is responsible for the oversight of all contract services and deliverables, able to communicate with elected and high-level City officials for program evaluation and feedback. The Proposer must state the percentage of time this staff member's responsibility will be dedicated to this Scope of Work;

15.1.1.2 A Program/Project manager responsible for oversight of overall program functionality, including statistical analysis, report monitoring, and verification of compliance with performance standards. One-hundred percent (100%) of this staff member's responsibility must be dedicated to this Scope of Work;

15.1.2 Contractor shall include sufficient managers and supervisors so that all staff have access to appropriate resources and oversight.

15.1.2.1 Any managers responsible for more than one component must be clearly identified in the proposal.

15.1.3 Contractor's staff shall include sufficient bilingual staff appropriate to the volume of Spanish-speaking walk-in and telephone clients.

15.1.4 Staffing roles and levels will be reviewed bi-annually to ensure they are effective and efficient.

15.1.5 Any modifications to the plan based on efficiencies the Contractor develops or because of decreases in program volumes and/or metrics will be subject to City approval.

15.1.6 Changes in personnel filling key staff positions should be reported to the LADOT's Bureau Head over Parking Management immediately.

15.1.7 Contractor shall provide an updated organization chart at least twice a year, including names, titles, reporting structure, and percentage of time assigned to the contract.

15.1.8 If the Contractor's staffing level falls below the agreed upon staffing requirements, a penalty of $200 per day for each vacancy will be charged. This penalty will continue to be assessed until approved staffing is restored.

15.2 Field Personnel Attire

15.2.1 If the Contractor's field personnel are not neat in appearance and courteous to the public, the City will issue a written warning. If a similar incident occurs again, the Contractor will be assessed liquidated damages of $25 per incident without further warning. Further violations of this Section will subject the Contractor to liquidated damages in the amount of $50 per incident without further warning.

15.3 Adhering to Implementation, Project, and Ongoing Support Schedule

15.3.1 If the Contractor fails to meet its scheduled obligations outlined within each component, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damages of $1,000 per day for each day past the scheduled delivery deadline until the deliverable is received and accepted. Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $2,000 per day for each day past the scheduled delivery deadline until the deliverable is received and accepted.

15.4 Project/Product/Maintenance Support Services

15.4.1 If the Contractor fails to provide support services as required by each component specification, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damages of $500. Should a violation of this occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $550 per incident.

15.5 Lockbox Payment Processing

15.5.1 The existing lockbox operation currently receives approximately two (2) million payment transactions annually. The Contractor must maintain sufficient staff to process all lockbox payments within 24 hours of receipt but no later than the end of the next business day. Failure to adhere to agreed upon cadence for processing all lockbox payments will result in liquidated damage penalty of $100 per incident plus and reimbursement of shortages. Note: Lockbox contract is between USPS and current Contractor.

15.6 Mail Pick-up

15.6.1 The Contractor must provide a bonded courier to pick-up mail at the post office twice each day in accordance with a schedule approved by the City. All mail pickups are subject to verification by City personnel. Exception reports must be provided by Contractor.

15.6.2 Because missed pickups result in late posting of payments received, there will be a $500 penalty for each batch of mail not picked up at the designated time.

15.7 Data Entry

The three service level requirements regarding data entry are: payment posting, new citations, and accuracy.

15.7.1 Payment Posting: All payments must be posted by the Contractor within 24 hours of receipt, or by the end of the following business day. This is subject to on-site verification by City personnel.

15.7.1.1 There will be a $500 penalty for each batch of payment that is not entered into the appropriate system component as required above.

15.7.2 New Citations: Handwritten citations must be entered into the CMS within two (2) business days of their collection from City-wide enforcement offices. Those citations that do not successfully update must be reviewed and resubmitted for update processing within one (1) additional business day.

15.7.2.1 There will be a penalty of $500 per batch for each day of delay beyond the requirement above, not to exceed $5,000 (for 10 batches or more) for each occurrence.

15.7.3 Electronic citations must be transmitted and uploaded into the CMS immediately after the citation is issued.

15.7.3.1 There will be a penalty of $100 per electronic ticket writer for each day of delay.

Notes:

a. All handheld devices should sync with CMS in real-time, and all handheld devices will be docked at the end of each Officer's shift,

b. The handheld vendor will provide end of day reports with device and ticket count,

c. The handheld vendor will adhere to agreed-upon electronic file layout and naming convention, and

Contractor will send these citation reports no later than a mutually agreed upon time with LADOT.

15.7.4 Accuracy: The level of accuracy must be maintained at 97% for each day's data entry for both new citations and payments. The Contractor must establish an acceptable procedure for the prompt identification and correction of data entry errors. Exception reports are to be provided by the Contractor.

15.7.4.1 There will be a penalty of $500 for each whole and partial percent below the 97% level.

15.8 Reconciliation of Monies

15.8.1 The Contractor must be responsible for reconciling all monies collected and for any and all cash shortages at the end of each business day. Payments and funds must be reconciled daily before preparation and transport to the City's designated depository. Cash overages and shortages of any amount must be investigated, reported to the City and resolved within one (1) business day of the deposit date.

15.8.2 The Contractor must reimburse the City each month for any accumulated shortages and incur a penalty of $100 per incident.

15.9 Vehicle Seizure

15.9.1 If a vehicle is seized under California Vehicle Code 22651(i) or 22651.7, and a finding of No Probable Cause is made due to Contractor's faulty data or untimeliness in reporting changes in vehicle ownership, Contractor shall reimburse the City for any tow-and storage-related fees refunded or waived by the City.

15.10 Accountability

15.10.1 The Contractor must be accountable for all citations that are misplaced, lost, or mishandled in any manner at any phase of processing by the Contractor. The Contractor and City understand that the five (5) business days start on the day the copy request is received or on the day the citation is received from the issuing agency, whichever is later. In the event the Contractor does not provide the citation or a copy of the citation to a citizen within five (5) business days of request, an initial review, administrative hearing or court appeal, the Contractor must be responsible to pay the amount of the original fine for the parking citation plus any late payment penalties.

15.11 Call Acceptance Rate

15.11.1 A 98% call acceptance rate must be maintained by the Contractor. Reports from the current telephone company, or its successor providers, must be produced to verify compliance. Call acceptance is defined as the number of attempted calls to the IVR that

did not receive a busy signal. Rounding of numbers is permitted. Numbers may be rounded off to the nearest unit digit according to generally accepted rules. For example, a call acceptance rate of 97.5% may be rounded off to 98%. Each lost call in excess of the 2% maximum is subject to a $20 penalty per call, as the total number of calls attempted does not exceed 6,000 in any one (1) day.

15.12 Call Completion Rate

15.12.1 A 96% call completion rate per day must be maintained by the customer service telephone system. Rounding of numbers is permitted. For example, a 95.5% call completion rate would be considered as 96%.

15.12.2 An incomplete telephone call is defined as a call terminated by an individual after 30 seconds have elapsed from the time that the call is received in the Contractor's telephone system.

15.12.3 Each uncompleted call-in excess of the 4% maximum for incomplete calls is subject to a penalty of $20 per call.

15.13 Call Wait Time

15.13.1 Callers referred to a customer service representative by the IVR must not be kept on hold more than two (2) minutes from the time the call leaves the IVR and is answered by a customer service representative. The daily average “caller wait time” must not exceed three (3) minutes.

15.13.2 If the daily average wait time exceeds three (3) minutes, the liquidated damages shall be $750 for each additional minute, or portion thereof, of average wait time, not to exceed $1,500 for any 24-hour period.

15.14 Required Reports for Call Center

15.14.1 In order for the City to monitor the service level described below, the Contractor's telephone system must automatically provide the following reports to LADOT management or designee:

15.14.1.1 Total number of incoming calls.

15.14.1.2 Total number of calls processed.

15.14.1.3 Total number of calls handled by the IVR.

15.14.1.4 Total number of calls handled by customer service representative.

15.14.1.5 Total number of calls disconnected that resulted from customer "hang up.”

15.14.1.6 Total number of busy calls.

15.14.1.7 Traffic Utilization: Toll-Free Statistic Daily, which shows Incomplete and Busy Calls information.

15.14.1.8 Percentage of incoming calls completed.

15.14.1.9 Average wait-time per call.

15.14.1.10 Average time per call, with high and low amounts.

15.14.1.11 Daily average wait time.

15.14.2 Contractor is responsible for providing all reports in a timely manner not to exceed one (1) day in response time. For each day a requested report is not provided to the City, a penalty in the amount of $50 per page, per report, up to the amount $500 per report, will be applied to the Contractor. No written warning will be provided for the above reports.

15.15 Bilingual Requirements

15.15.1 The Contractor must provide bilingual (Spanish/English) customer service representatives as necessary to serve Spanish-speaking clients. The cashiering offices must always have at least one bilingual representative in each office at all times.

15.15.2 Telephone representatives who are fluent in other languages will be needed to ensure all personnel, contracts, programs, and services work to achieve equitable, dignified, and just outcomes.

15.15.3 The penalty for failure to meet this performance standard is $200 for each incident.

15.16 Correspondence Requirements

15.16.1 The Contractor must provide sufficient staff with the required expertise (including bilingual ability) to promptly and efficiently process and respond to all correspondence. The correspondence section must be responsible for handling approximately 2,000 pieces of correspondence daily. The correspondence section must complete processing of 100% of all correspondence received within 72 hours of receipt, and no later than the end of the third (3rd) business day.

15.16.2 If the contractor fails to process 100% of all correspondence by the end of the third (3rd) business day, a penalty of $500 will be charged for each whole and partial percentage point below the standard.

15.16.3 For correspondence received the day after a holiday, if the contractor fails to process 100% of all correspondence by the end of the fourth (4th) business day, a penalty of $500 will be charged for each whole and partial percentage point below the standard.

15.17 Initial Processing

15.17.1 Initial process is defined as the completion of the following actions:

15.17.1.1 Opening all correspondence;

15.17.1.2 Determining what action is required;

15.17.1.3 Entering the action into the Contractor's system (e.g., temporary suspension, letter to customer, etc.);

15.17.1.4 Beginning appropriate investigative actions to ensure resolution of complaint and question;

15.17.1.5 Routing information gathered regarding contention to the appropriate section (Initial Review or Impound) via written statements, phone or online;

15.17.1.6 Implementing appropriate control and monitoring procedures to ensure that correspondence is processed to completion; and

15.17.1.7 Implementing appropriate quality control reviews to ensure that correspondence issues are addressed accurately.

15.17.2 Failure to adhere to agreed-upon initial processing standards will result in a penalty to the Contractor in the amount of $100 per incident and $50 for each day any identified incident is unresolved plus any loss in revenue or potential litigation fees that result from failure to meet agreed-upon standards.

15.18 Required Reports for Correspondence Processing

15.18.1 The Contractor must generate monthly management information reports documenting the following:

15.18.1.1 Previous correspondence (beginning backlog);

15.18.1.2 Total pieces of correspondence received;

15.18.1.3 Total pieces of correspondence processed;

15.18.1.4 Remaining correspondence (ending backlog); and

15.18.1.5 Any unresolved correspondence.

15.18.2 Contractor is responsible for providing all reports in a timely manner not to exceed one (1) day in response time. For each day a requested report is not provided to the City, a penalty in the amount of $50 per page, per report, up to the amount $500 per report, will be applied to the Contractor. No written warning will be provided for the above reports.

15.18.3

15.19 Customer Portal/Website

15.19.1 Failure to maintain the Customer Portal/Website will result in a credit to the City of $1,000 per calendar day in which the Customer Portal/Website is not fully functional, accessible to the public, or for each calendar day of delay in implementing any City requested changes to the Customer Portal/Website.

15.20 Walk-in Service

15.20.1 The Contractor shall be required to develop quality assurance standards and monitor the quality of service provided to customers at each walk-in service facility to ensure that the time waits for customer service in line do not exceed 15 minutes. Financial disincentives will be applied for exceeding maximum wait times. The Contractor must

develop and identify means to routinely monitor the amount of time customers wait in line prior to service. The report formats must be approved by the City and submitted in the monthly activities report and must include average and maximum wait times.

15.20.2 Failure to adhere to agreed-upon walk-in service quality assurance standards will result in a penalty to the Contractor in the amount of $100 per incident and $50 for each day any identified incident is unresolved plus any loss in revenue or potential litigation fees that result from failure to meet agreed-upon standards.

15.21 Same Day Transfer of Monies

15.21.1 If the Contractor fails to provide same day (or next banking day if received within two (2) hours of, or after bank closing time) transfer of physical monies (coins, bills, checks, money orders, etc.) to a City designated account (i.e. a Wells Fargo account) and/or fails to provide a reconciliation of daily revenues, that must be confirmed daily with any variances above a mutually agreed upon threshold explained, the City will issue a written warning. All credit card monies must be deposited into a City designated account (i.e., a Wells Fargo account) within five (5) banking days.

15.21.2 If the Contractor fails to remedy the issue within seven (7) banking days from receiving the written warning, the Contractor will be assessed liquidated damages of $150 or the variance amounts (whichever is greater). Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $175 or the variance amount (whichever is greater) per incident.

15.21.3 The Contractor must be responsible for reconciling all monies collected and for any and all cash shortages at the end of each day. Payments and funds must be reconciled each day before preparation of deposits.

15.21.4 Cash overages and shortages of any amount must be investigated and reported to the City within one (1) business day of the deposit date.

15.21.5 The Contractor must fully reimburse the City for any accumulated shortages each month.

15.21.6 In addition to the restitution of all monies, unreported revenues discovered during a City audit shall result in a penalty of $500 for every incident and one percent (1%) accrued interest per month. An additional one percent (1%) interest may apply until the requested unreported revenue(s) is (are) fully paid. The contract between the City and Contractor may also be terminated as a result of any discovered unreported revenue(s).

15.22 Facilities

15.22.1 Customer Service locations must comply with City standards regarding the posting of signs, furniture, decoration, and maintenance. The Contractor must comply with the Americans with Disabilities Act regarding disabled access. Adequate public parking must be available at or near all proposed office locations. If, after initial City approval of a cashiering location, the office is found to be in a substandard condition as determined

by the City, the City must notify the Contractor in writing, giving ten (10) business days to correct the condition.

15.22.2 If after ten (10) business days the condition is not corrected, a penalty of $100 per day will be charged until the cashiering location is in compliance.

15.23 Americans with Disabilities Act (ADA) Compliance

15.23.1 The Contractor must fully comply with the Americans with Disability Act (ADA) as well as any City of Los Angeles ordinances or mandates. Should the Contractor fail to comply with the ADA, Contractor shall be liable for all penalties and expenses associated with non-compliance. Contractor shall also be responsible for reimbursement to LADOT for any penalties and expenses incurred by LADOT due to non-compliance by the Contractor.

15.23.2 Contractor's systems, including the website, shall comply with all applicable ADA standards and requirements as well as any City of Los Angeles ordinances or mandates.

15.23.3 User interface components shall comply with all applicable accessibility guidelines.

15.23.4 Failure to provide a user interface that meets the applicable guidelines, as set forth by ADA standards and requirements or City of Los Angeles ordinances, and failure to provide a timely response to any known issues will result in a penalty to the Contractor which is equal to the amount of any litigation claims, settlements, and/or anticipated cost for non-compliance.

15.23.5 It is the sole responsibility of the Contractor to provide, ensure, and maintain compliance of all applicable ADA standards and requirements to all elements associated with the Contractor systems.

15.24 Courier Service

15.24.1 The Contractor's courier service must pick up and deliver handwritten citation, batched control logs, correspondence, and management reports at specified locations Citywide. Additional locations may be added at the discretion of the City. The City and Contractor must mutually agree to a regular schedule for pick-up of new citations from each City enforcement office.

15.24.2 Non-compliance with this performance standard shall result in a penalty of $500 for each incident.

15.25 Management Reports

15.25.1 The Contractor's system must be able to supply management reports in a timely manner. These reports must be made available either on-line through area networks, in hard copy, or on an as needed basis.

15.25.2 If the Contractor fails to submit any report required under each section, or as otherwise agreed to by the parties, the City will issue a written warning. If the Contractor fails to remedy the issue within two (2) days from receiving the written warning, the Contractor

will be assessed liquidated damages of $50 per page, per report, or $250, for each day that the report is overdue from the date of the warning, not to exceed $500 per month per report.

15.25.3 Should a violation of those sections above occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $50 per day for each day from the date of the occurrence, not to exceed $500 per month per report.

15.26 Handhelds – Performance Levels

15.26.1 The Contractor must always maintain 90% fully functioning handheld citation devices and printers to the City during the term of the contract. The Contractor may provide additional spare units for use by the City at no additional cost to the City to meet this standard. Failure to maintain 90% fully functional handheld units and printers must result in Contractor paying a penalty of $250 per unavailable unit per day until the 90% level is satisfied provided that notification of a disabled electronic handheld and/or printer is received at the Help Desk and a ticket for the incident has been initiated on the same day, and that the selected electronic handheld and printer vendor has the appropriate spare units in local inventory so an equipment swap can be made within the required timeframe.

15.26.2 The City will make a best faith effort to notify the Contractor within 48 hours (business days) of any equipment being disabled. To ensure the ability of the Contractor to meet 90% fully functional handheld and printer requirements and to avoid stockpiling of disabled equipment that could trigger penalties, the Contractor will have a 72-hour grace period before penalties will begin to apply.

15.26.3 The City will make a best faith effort to avoid situations where Contractor received a quantity of disabled equipment all at one time that triggers penalties.

15.27 System Availability

15.27.1 System availability is defined as the time during the principal hours of operation when the parking citation processing system, including all sub-systems, is available to the City for its intended use. System availability must be maintained at 99.99%. The Contractor must propose objective methods of measurement, subject to approval by the City, to enable the City to monitor the availability level. It is the Contractor's responsibility to measure and report the availability level to the City on a monthly basis.

15.27.2 In the event that an availability level of 99.99% is not maintained for any calendar month, the City must reduce the Contractor's invoice for that month by subtracting the actual availability level percentage from the 99.99% standard. The citation processing monthly invoice must be reduced by the resulting percentage. For example, if the availability level is 84%, the reduction would be 14% of that month's citation processing invoice.

15.28 System Related Penalties

The following penalties shall apply:

Selected system related services have severity levels assigned with expected turnaround times and associated penalties if the turnaround time is not met. Services which are deemed crucial to business operations have been assigned Severity Levels 1 or 2. Services which are deemed important but not crucial have Severity Levels 3 and 4. The City shall utilize data in the Help Desk and Support Tracking System to assess penalties if service does not comply with assigned Severity Level.

Severity 1	**Service/request must be restored or completed within 2 hours of receipt of request to avoid penalty.**
	Penalty Severity 1 = $100 per hour
Severity 2	**Service/request must be restored or completed within 24 hours of receipt of request to avoid penalty.**
	Penalty Severity 2 = $100 per day
Severity 3	**Service/request must be restored or completed within 3 business days of receipt of request to avoid penalty.**
	Penalty Severity 3 = $100 per day
Severity 4	**Service/request must be restored or completed within 5 business days of receipt or request to avoid penalty.**
	Penalty Severity 4 = $100 per day

15.29 System Response Time

15.29.1 "System response time" is defined as external response time or that interval from the time the end-user depresses the "enter" key or clicks the mouse to the time a data screen reappears or acknowledgment of an entry is received.

15.29.2 The Contractor must provide a terminal response time level of five (5) seconds maximum for 95% of all transactions processed, excluding inquiry transactions by name.

15.29.3 The Contractor must measure and report terminal response time to the City on a monthly basis.

15.29.4 The Contractor is solely responsible for the use of commercially available network monitoring tools to ensure and verify the level of performance and will provide any and all necessary equipment or technology to meet the required level of performance.

15.29.5 If the Contractor fails to provide this level of service, the City must be entitled to a credit against the monthly charges billed by the Contractor equal to 1% of the citation processing charges for each whole second above the maximum.

15.30 Error Corrections

15.30.1 Error corrections are defined as those emergency actions taken to correct or fix hardware or software anomalies having a negative impact on the operation or use of the overall system.

15.30.2 The Contractor must correct, at no cost to the City, all malfunctions and errors in any component. The Contractor must repair or correct any such malfunctions and errors which impact the collection of revenues by the City within two (2) business days of receipt of notice from the City.

15.30.3 In the event that such repairs or corrections are not completed within said period, the Contractor shall be liable for any revenue lost, as reasonably determined by the City in consultation with the Contractor.

15.31 Recovery from Catastrophic Failure

15.31.1 Recovery from catastrophic failure is defined as those corrective efforts undertaken as the direct result of a disaster which has caused either disruption of services to the user for extended periods of time or loss of data.

15.31.2 The Contractor must submit a written plan for recovery from catastrophic failure to the City for review and approval. The plan should include, but not limited to:

15.31.2.1 Recovery from any catastrophic failure within three (3) days.

15.31.2.2 Reentry of any data lost, at no cost to the City, as a result of failure within one (1) week after the occurrence of the failure.

15.31.2.3 Availability of an alternate power supply and processing unit so that, in the event of failure of the primary processing unit, the overall system can be restarted within minutes and disruption to the system is minimized.

15.31.2.4 Presence of sufficient maintenance personnel so that in the event of hardware failure, diagnostic and corrective measures can begin immediately.

15.31.2.5 Presence of sufficient personnel at the data center(s) so that in the event of software failure, diagnostic and corrective measures can begin immediately.

15.31.2.6 Provisions of the backup and recovery procedures that can be used to restore or recover data.

15.31.2.7 Availability of backup units, so that the failure of any component will cause only minimal disruption of services to the end user.

15.31.3 If the Contractor fails to provide said service level, the Contractor shall:

15.31.3.1 Be subject to a penalty equal to the average interest received per day based on the previous three (3) months, as determined by the City Treasurer, beginning after the third (3rd) day for all catastrophic failures.

15.31.3.2 Credit the City an amount equal to the cost incurred by the City for the City to reenter any data lost as a result of any failure should the Contractor fail to reenter said data within one (1) week after the occurrence of such failure.

15.32 IT Related Services

15.32.1 If the Contractor fails to provide data to the City or fails to meet the Data Security requirements, as developed, and mutually agreed to by the parties, including services scope and costs, during the term of this Contract, the City will issue a written warning. If the Contractor fails to remedy the issue within seven (7) days from receiving the written warning, the Contractor will be assessed liquidated damages of $150. Should a violation of the section occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $175 per incident.

15.33 PCI Compliance

15.33.1 If the Contractor fails to maintain Payment Card Industry Data Security Standard Certification no warning will be issued prior to assessment of liquidated damages for this failure. The Contractor may be assessed liquidated damages of $30,000 the first (1st) month of non-compliance and $40,000 for each additional month until the failure is cured. For all future such failures, the Contractor will be assessed liquidated damages in the amount of $45,000 per month until the failure is cured.

15.34 System Hardware

15.34.1 The Contractor must agree to repair or replace within four (4) hours or the end of the business day of receipt of notification from the City, whichever occurs first, Contractor's system hardware, personal computers/workstations, and networks, as specified in this RFP.

15.34.2 If the Contractor fails to provide this level of service, there will be a penalty of $100 per hour, per piece of hardware, for each hour that any hardware remains inoperable.

15.34.3 The Contractor must further agree to establish a backup connection within 20 minutes of receipt of notification from the City that any data circuit is inoperable. However, if a backup circuit is not restored within 20 minutes of notification and it is determined that the reason was due to inoperability of the circuit (i.e., outside of the Contractors' control), then the penalty would not apply assuming the line worked when tested within the last calendar month.

15.34.4 Failure to meet this standard must result in a penalty of $100 for each additional minute.

15.35 System Uptime

15.35.1 Outages longer than 20 minutes or failure to respond and resolve technical support issues within the same timeframe will incur $1,000 penalty per incident.

15.35.2 Response and resolution to technical support issues is required within one (1) hour or less.

15.35.3 Scheduled maintenance, for which the City has received sufficient advance notice, shall not be considered in calculating downtime. The Contractor shall cure each failure within seven (7) days after receipt of the warning. If any failure is not cured within the allotted time frame, the Contractor may be assessed liquidated damages of $100 per day per failure until the failure is cured.

15.36 Hardware/Software Maintenance

15.36.1 At no cost to the City, the Contractor must complete the repair and replacement of all hardware/ software devices provided by the Contractor, or for which Contractor has agreed in writing to provide support for specific City owned hardware or software, that fail to perform as specified. The proponent 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, but only when the fault is with Contractor owned hardware or software or when Contractor has agreed in writing to provide support for specific City owned hardware or software.

15.36.2 In the event that the general performance standards and liquidated damages conflict with the component-based service level agreements, the component based service level and liquidated damages supersedes.

15.37 Data Entry Payment Posting

15.37.1 All payments must be posted by the Contractor within 24 hours of receipt, or by the end of the following business day. This is subject to on-site verification by City personnel.

15.37.2 There will be liquidated damages in the amount of $500 per incident.

15.38 Contractor/Contractor Error

15.38.1 If the mishandling of a contested citation ultimately results in its dismissal and/or late penalties being waived, the following penalty shall be applied for each citation:

15.38.1.1 For each citation dismissed due to Contractor's error or mishandling, the penalty shall be the cost of the fine, plus any penalties accrued to the citation, plus any court costs paid or refunded to the citation recipient, plus the Contractor's processing cost, plus $100.

15.38.1.2 For penalties that were waived as a result of a Contractor error, but did not result in the complete dismissal of the citation, the penalty shall be the cost of the penalties waived in error, plus $100.

15.38.2 Contractor shall agree to the examination of the Contractor's books and records made in accordance with generally accepted auditing standards applicable in the circumstances and that as such, said examination shall not require a detailed audit of all transactions. Testing and sampling methods may be used in verifying reports submitted by the Contractor. Deficiencies ascertained by the use of such testing and sampling methods, and by applying the percentages of error obtained from such testing and sampling to the entire period under examination, will be binding on the Contractor and shall be admissible in court to prove any amounts due the City from Contractor. The foregoing will not prevent the Contractor from producing all actual records and figures to rebut the sampling method, and if the Contractor does so, then the City will conduct an audit of all the records for the audit period. In the event the deficiency ascertained is 5% or more of the amount reported to the City, the Contractor shall reimburse the City for the entire cost of the audit.

15.39 Required Performance Levels & Penalties for Non-Compliance

Item No.	Performance Level	Penalty
15.1.1	Staffing levels and requirements	$200 per day for each vacancy Will continue until approved staffing is restored
15.2.1	Field personnel are not in appropriate attire and courteous to the public	$25 per incident $50 per incident if violations continue
15.3.1	Adhering to implementation, project, and ongoing support schedule	$1000 per day for each day past deadline $2000 per day for each day past deadline for each additional violation
15.4.1	Providing support services required by each component specification	Written warning $500 for repeated incident $550 for each new violation without warning

15 PERFORMANCE STANDARDS AND COMPLIANCE

Item No.	Performance Level	Penalty
15.5.1	Process all lockbox payments within 24 hours of receipt and no later than the end of the next business day	$100 per incident
15.6.1	Provide a bonded courier to pick-up mail - Twice daily	$500 for each missed batch
15.7.1	Payments posted within 24 hours of receipt or by the end of the following business day	$500 for each missed batch
15.7.2	Handwritten citations entered into CMS within two (2) business days	$500 for each missed batch, per day of delay beyond requirement Not to exceed $5000 for 10 batches or more
15.7.3	Electronic citations must be transmitted and uploaded to CMS immediately after citation is issued	$100 per ticket for each day of delay
15.7.4	Data entry accuracy rate of 97%	$500 for each % below 97%
15.8.1	Reconciliation of monies collected	Reimbursement of shortages plus $100 per incident
15.9.1	Wrongful vehicle seizure	Reimburse the City for any tow-and storage-related feed refunded or waived
15.10.1	Contractor misplacing, losing, or mishandling citations at any phase of processing. Providing copies of citations within five (5) business days to citizens	Cost of fine, plus any fees accrued, plus processing cost, plus court fees, plus any late payment penalties
15.11.1	Call acceptance rate of 98%	$20 per lost call
15.12.1	Call completion rate of 96%	$20 per incomplete call
15.13.1	Call wait time not to exceed 2 minutes	$750 for each additional minute

15 PERFORMANCE STANDARDS AND COMPLIANCE

Item No.	Performance Level	Penalty
15.14.1	Required reports for Call Center	$50 per page, per report, per day, up to $500 per report
15.15.1 15.15.2	Bilingual customer service representatives Bilingual telephone representatives	$200 for each incident
15.16.1	Correspondence processing rate of 100% within 72 hours of receipt	$500 for each % below required percentage
15.17.1	Initial processing standards	$100 per incident plus $50 for each day until resolved plus any loss in revenue and any reimbursement of any litigation fees incurred as a result
15.18.1	Required reports for correspondence processing	$50 per page, per report, per day, up to $500 per report
15.19.1	Maintain Customer Portal/Website	$1000 per day portal/website not fully functional $1000 per day for unimplemented City-requested changes
15.20.1	Wait in line not to exceed 15 minutes	$100 per incident $50 per day unresolved
15.21.2	Same day transfer of monies	$150 or the variance amount (whichever is greater) $175 for repeated incidents
15.21.6	Unreported revenues discovered during a City audit	$500 for every incident and on percent (1%) accrued interest per month
15.22.1	Maintaining facilities	$100 per day until issue resolved

15 PERFORMANCE STANDARDS AND COMPLIANCE

Item No.	Performance Level	Penalty
15.23.1	ADA Compliance	Liable for all penalties, expenses, including any potential cost related to litigation, settlements, and claims associated with non-compliance
15.24.1	Courier service - pick up at Citywide locations	$500 per incident
15.25.1	Management reports	$50 per page, per report, or $250 for each day the report is overdue $500 per day for repeated incidents
15.26.1	Handhelds maintaining 90% fully functioning	$250 per unavailable unit per day until 90% level is satisfied
15.27.1	System availability maintained at 99.99%	City will deduct the Contractor's invoice in the amount of the variance between the actual system availability and the 99.99% standard.
15.28	System related penalties - **Severity 1**	**Service requests must be restored or completed within 2 hours of receipt of request to avoid penalty.** **Penalty = $100/hour**
	System related penalties - **Severity 2**	**Service requests must be restored or completed within 24 hours of receipt of request to avoid penalty.** **Penalty = $100/day**
	System related penalties - **Severity 3**	**Service requests must be restored or completed within 3 business days of receipt of request to avoid penalty.** **Penalty = $100/day**

Item No.	Performance Level	Penalty
	System related penalties - **Severity 4**	**Service requests must be restored or completed within 5 business days of receipt of request to avoid penalty.** **Penalty = $100/day**
15.29.2	Terminal response time of 5 seconds for 95% of all transactions	1% of citation processing charges for each second above maximum
15.30.2	Errors corrected within 2 business days	Amount of lost revenue
15.31.2	Recover from catastrophic failure within 3 days	Amount of interest lost based on three-month average
15.31.2	Data re-entry within one week of catastrophic failure	Cost incurred by City for data re-entry
15.32.1	Data security requirements	$150 per incident $175 for repeated incidents
15.33.1	Maintain PCI data security standard certificate compliance	$30,000 for first month of non-compliance $40,000 for each additional month until failure is cured $45,000 for repeated incidents
15.34.1	System hardware replacement within 4 hours or the end of the business day of receipt of notification from the City, whichever occurs first Establish a back-up connection within 20 minutes of notification by City	$100 per hour for each additional hour $100 per each additional minutes
15.35.1	System uptime Respond to outages longer than 20 minutes Respond to technical support issues within 1 hour	$100 per day per failure until failure is cured

15 PERFORMANCE STANDARDS AND COMPLIANCE

Item No.	Performance Level	Penalty
15.36.1	Hardware/Software maintenance Respond within 1 working day of reported failure	Repair and replace at no cost to the City
15.37.1	All payments posted within 24 hours of receipt	$500 per incident
15.38.1	Contractor error in mishandling a citation resulting in its dismissal Contractor error in waiving penalties	Cost of fine, plus any penalties accrued, plus processing cost, plus court fees, plus $100 Cost of penalties waived, plus $100

PROPOSAL QUESTIONS

All submitted Proposals shall include written responses organized by component for each proposed solution to the following:

CITATION MANAGEMENT SYSTEM (CMS)

1. Provide an overview of the Citation Management System (CMS).
2. Include a list of the proposed on-line, dashboard, real-time, and other reports it expects to make available to the City including the description, use, format, and frequency of each report.
3. Provide documentation delineating details of available reports.
4. Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City. Describe the proposed report and its content.
5. Explain the method by which real-time registration information will be provided for California vehicles and out-of-state vehicles and confirm real-time integration with the CA DMV and explain existing processes for holds and releases.
6. Describe how DMV vehicle makes will be validated to ensure proper make of the vehicle on issued citations.
7. Explain how they will continuously attempt to retrieve registered owner information for all unpaid parking citations without registered owner information in the CMS.
8. Describe how their rental car and fleet management programs comply with the scope of work.
9. Describe how their CMS complies with the City's payment plan and mobile app programs.
10. Describe how their solution can accommodate the CAPP program.
11. Describe how their solution meets the requirements of the City's Initial Review and Administrative Hearing processes.
12. Describe the ability of their systems to record audio and/or video of hearings and attach the recordings to the adjudication records.
13. Describe what corrections can be made by the adjudication team to the records relating to a citation.
14. Include screenshots or mockups of the screens that will be used by staff when reviewing appeals.
15. Describe the cloud-based computing, productivity, collaboration, and communication tools that are integrated with their solutions.
16. Describe the manner in which documents, including various types of attachments, are saved and managed in their solutions by LADOT and Customer Service staff.

17. Describe their customer service kiosk capabilities, including how they will facilitate the kiosks throughout the City, including suggested locations (not limited to City offices).
18. Describe how their systems allow multiple citations / impounds / immobilizations to be adjudicated in one action.
19. Describe their capability for processing refund requests as a workflow.
20. Describe or provide:
    a. Identification of all client-states where registration holds are allowed and the number and percentage of citations on hold in those client-states for fiscal years ending in 2017, 2018, 2019, and 2020.
    b. A report of the success rate, commonly referred to in the industry as a "hit rate", for name and address acquisition from the California DMV for all of its current California clients, for fiscal years 2017, 2018, 2019, 2020, and 2021.
    c. Their experience retrieving name and address information from each of the 50 out-of-state vehicle registries (49 non-California states and the District of Columbia) as well as all the Canadian Transportation Ministries that permit registration name and address acquisition.
    d. Any restrictions on real-time DMV lookups based on time-of-day, location of user, or other factors that may cause challenges for users who may be working remotely, whether in the field or telecommuting.

CITATION ISSUANCE DEVICES AND RELATED HARDWARE / SOFTWARE

1. For handheld devices, describe:
    a. The hardware and software solution(s), including the communications configuration, to include description of how the handheld(s) operates in offline mode. Include manufacturer's data sheets for the proposed units.
    b. Whether the units are capable of communicating using cellular 5G networks, and if not, why not.
    c. Procedures for ensuring that each electronically generated citation has a unique number with algorithm check digits to avoid duplication.
    d. How the handheld devices will have sufficient power throughout an entire shift (up to 11 hours in a 24-hour period).
    e. The charging provisions for the handheld units when in the Parking Enforcement Offices and any auxiliary chargers available for the devices.
    f. The speed and accessibility of technical support. Support shall include the ability to submit/view/track/edit work orders online.
    g. The proposed training plan for City staff.
    h. The handheld(s) warranty and equipment replacement/repair program that will be provided to the City for software and hardware support.

i. When handheld devices provided under this Scope of Work will be initially delivered.

j. The Proposer's three- or five-year replacement cycle program for the handheld devices. How will transition be coordinated?

k. How the handhelds maintain up-to-date with the various license-plate based databases and lists, including but not limited to, CLETS SVS files (issued by the DOJ), various hotlists maintained by the City or by third parties on its behalf, various permits, and various payment systems. This shall include an explanation of how the handheld can avoid issuance of a citation when a payment has been made or a permit has been obtained since the last refresh.

2. Proposers whose devices are smartphone-based shall indicate:

   a. How the devices will be managed to prevent usage of the device as a telephone, to allow calling only to specific phone numbers, and/or to restrict calling to a VOIP environment only, as directed by the City.

   b. How the devices will be managed to prevent use of SMS capability, unless limited to specific numbers, as directed by the City.

   c. Regardless of other restrictions, how devices can receive SMS messages by City management during unusual occurrences or catastrophic emergencies.

   d. How devices will be "locked" or "restricted" so that users in the field cannot add or remove "apps" on the device; e.g., to prevent a user from adding a music or social media app.

   e. Whether the units are capable of communicating using cellular 5G networks, and if not, why not

3. For Enforcement Supervisors/Special Teams, describe:

   a. The hardware and software solution(s), including the portable device, the printer(s), and communications configuration. Include manufacturer's data sheets for the proposed units.

   b. The speed and accessibility of technical support. Support shall include the ability to submit/view/track/edit work orders online.

   c. The proposed training plan for City staff.

   d. The warranty and equipment replacement/repair program that will be provided to the City for software and hardware support.

   e. The expected battery life for the devices and how they can be charged in the field, at the users' primary offices, and other office locations throughout the City.

   f. Options for mounting portable computers into the various vehicles used by LADOT, including Toyota Prius, Chevy Bolt, Honda Civic Hybrid, Jeep Wrangler with right-hand drive, Ford Vans (Transit 250, E150, and Transit Connect) Ford F250 pickup trucks, GMC Savana 2500, and Chevy Express 3500 vans. Note: in the future, many

of those vehicles may have an LPR system installed, including the operator's computer; if so, the LPR operator's computer shall take priority.

CUSTOMER SERVICE CENTERS

1. Provide an overview of the Proposer's customer service and processing management.
2. Proposers shall explain how its proposed staffing is sufficient to provide customer service that meets City standards. Proposers must submit a staffing plan with its proposal, including bilingual (Spanish/English) customer service representatives as necessary to serve Spanish-speaking clients.
3. Proposers shall describe how it intends to support other language needs depending on the necessity of operations.
4. If the Customer Service facility(ies) will be used by more than one Contractor-client (City), explain how a credit back to the City of Los Angeles will be calculated and applied to the monthly invoice.
5. Explain how the proposed system will continue and/or enhance the level of service for customer service and processing.
6. Clearly define the security measures that will be installed in each facility to protect the safety of its employees and customers, and to ensure the security of all monies collected, documents, computerized information, and equipment.
7. Identify the hardware and software that will be used at the workstations installed in its customer service centers.
8. Describe the training and management of requested mobile app features.
9. Describe other language support provided by phone, email, text, and in-person in addition to the minimum requirement of English and Spanish.
10. Clearly explain how the level of customer service will be monitored so that initiatives to improve service can be implemented and the highest levels of performance can be maintained.
11. Describe in detail the verification and quality control process that will be performed to validate the data transcribed from handwritten citations.
12. Describe how its proposed system will guarantee that calls are processed, and notices generated to the appropriate enforcement area.
13. Describe how the proposed telephone system must be monitored on a daily basis to ensure awareness of the system's performance so that adjustments to staffing and resolution of other problems may be done immediately.

IMMOBILIZATION AND IMPOUND

Immobilization

1. Provide an overview of the immobilization hardware and software.

2. Describe alert capabilities of the impound system.

Impound

1. Provide an overview of the impound system.
2. Describe capabilities for collecting the data required for a CHP 180 form on a handheld citation issuance device and creating the form while in the field. Include details about how the data entry is optimized for the small screen.
3. Describe capabilities for implementing a "text before tow" feature, similar to the system available in San Francisco.
4. Describe their experience with interfacing with OPGLA.COM.
5. Describe any additional or related services such as management of tow contracts or operations management that may complement or enhance the core vendor Contractor services that are included in this procurement process. These optional services will not be individually scored but rather reviewed as options for possible future enhancements to the tow and immobilization system.

PERMIT MANAGEMENT

1. Provide an overview of the Permit Management System.
2. Provide a summary description of the Proposer's PMS, particularly how it addresses the current permits offered by LADOT and the roadmap for additional features.
3. Provide a list of the agencies using the solution, with statistics such as number of permits, number of zones, types of permits, and costs to permit holders.
4. Provide a list of the proposed on-line, dashboard, real-time, and other permit-related reports Proposer expects to make available to the City, including the description, use, format, and frequency of each report.

WORKFORCE MANAGEMENT

1. Provide an overview of the workforce management system.
2. Describe all methods that users can connect and interact with the EWMS system.
3. Describe how the EWMS allows for shift scheduling that incorporates quarterly shift rotation for up to 1,000 personnel, weekend scheduling, and sick calls and vacation.
4. Describe the notification capabilities of their systems.
5. Describe how the geo-location tool can be used for automated dispatching and alert notification of field calls and has the following capabilities:
    a. Allows Traffic Officers to clear calls for service and escalate requests for support or a supervisor on site.
    b. Allows Dispatch to confirm call status, including pending, in progress, complete and follow up required.

6. Describe any integrated geo-locating features that can be adapted to the Traffic Officer and/or vehicle and are monitored via the EWMS, to address the situation during specialized assignments, when there are occasions when a Traffic Officer may not carry a handheld.
7. Describe how the proposed solution will allow for Enforcement to easily track, manage, and schedule/assign assets and infrastructure. Descriptions shall include the methodology, database access, and required infrastructure to complete this process.
8. Describe the reporting methods that are available for:
    a. ability to produce comprehensive management reporting for all areas within the organizational process
    b. ability to produce both standard and ad hoc reports
    c. ability to allow user to select data, choose field and create calculated fields
    d. ability to reconcile reports from different components in the System
    e. ability to export data and reports in Excel, Google Sheets, or other applicable formats with which allow data to be read, edited, and formula inspected
    f. ability to allow any of the reports to be viewed on a single screen. Each screen view should include:
        i. the name of the report
        ii. specified time period
        iii. number of reporting days
        iv. enforcement area
        v. squad number for squad report
        vi. badge number for individual officer's report
        vii. the access or print date.
9. Provide a detailed description of the comprehensive reporting features available for the following components:
    a. Workforce Management
    b. Specialized Units
    c. Asset Control
10. Provide an example of the proposed shift log.
11. Indicate what integrations are already available for their EWMS, including any messaging systems that can send alerts to parties designed by the City.
12. Describe all methods that users can connect and interact with the system.
13. Describe the notification capabilities of their systems.

PROPOSAL QUESTIONS

MOBILE LICENSE PLATE RECOGNITION

1. Describe the hardware and software solution including the communications configuration identifying how the LPR operates within dead communication areas.
2. Describe any limitations upon the operation of the LPR system, such as maximum vehicle speeds for recognition of plates and checking parking rights.
3. Describe the power draw of the entire LPR system (cameras, computers, processing units, etc.) and the effect on the vehicle's battery under varying conditions, including electric or hybrid vehicles and vehicles with auto-start/stop systems.
4. Describe any known challenges for installation within the LADOT's current fleet, and whether the in-vehicle components can be moved to another vehicle as LADOT updates its fleet.
5. Describe the service features provided by the system, including monitoring time limits, no reparking zones, paid parking and permit parking regulations.
6. Describe the daily occupancy data collection processes including how to generate reports.
7. Describe the reporting capabilities, including:
    a. The types of reports built into the system (e.g., reads, hits, routes, manual captures, comparisons, etc.)
    b. The data that can be reported (the data fields that can be included, whether images and context photos can be included, etc.)
    c. How the reports can be downloaded (e.g., PDF, Excel, CSV, etc.)
    d. What can be reported in real time vs after-the-fact reports
    e. Irrespective of the City's data and plate information retention policies, any restrictions on the period of time can reports be run
8. Describe the depth of integration between the in-vehicle units and officers' handheld devices; i.e., when the in-vehicle unit flags a violation, can an officer use a function to transfer the data collected by the LPR, including images, to the officer's handheld to start the production of a citation.
9. Describe the speed and accessibility of technical support including the available ongoing customer support services provided to LADOT.
10. Describe the proposed training plan for LADOT staff.
11. Describe the LPR warranty program that will be provided to LADOT for software and hardware support.
12. Describe how operational continuity is maintained during server outages (fail over systems, backups, etc.).

13. Describe a typical project plan with timetable required to install and integrate the LPR system on the LADOT specified vehicles. Identify coordination points and the resources expected from LADOT.
14. Describe a sample of the available reports, including occupancy data collection and license plate number capture trends.
15. Describe the APIs available to LADOT or designated other parties to insert or retrieve information.
16. Describe how the system keeps data secure in the vehicle, within communications, and at the host.
17. Describe how system security upgrades are conducted and methods used to protect data and reduce risks from cyber intrusion to the operating system.

FINANCIAL PROCESSING

1. Describe ability to accept via EFT from various funds transfer services, such as Apple Pay, Google Pay, Paypal, Venmo, and Zelle. Descriptions shall include details on transfers and applying funds to citations and permit accounts.
2. Describe the ability for their financial processing systems to issue approved refunds via a credit or debit card refund transaction or EFT transaction when the amount due to the motorist is less than or equal to the amount paid by the credit card.
3. Describe the process they intend to use for automating the refund process, including making refund requests, obtaining approvals, and either submitting to Accounting to have a check issued or providing a refund to a credit/debit card or EFT.
4. Describe how the CMS will track and issue refunds to Contestants who prevail in Administrative Adjudication Appeals.

DELINQUENT COLLECTIONS

1. Provide a complete description of the program for the collection of delinquent parking fines that shall include the following:
    a. The criteria for each function listed in Table 2: Mandatory Requirements—Special Collections (in the scope of work) and a staffing plan for the Special Collections Division within the organization.
    b. Proposed efforts to obtain the most current name and address information for printing and mailing collection letters and notices to owners and operators of vehicles having delinquent parking citations. The proposal must include returned mail processing, skip tracing, and other investigation techniques.
    c. Thorough explanation of any proposed intensive collection efforts that would supplement the Special Collections letters and notices. This may include, but is

not limited to, civil debt collection, credit bureau interfaces, and other proposed solutions.

d. Methods for processing, collecting, and depositing all payments received and for responding to public inquiries resulting from Special Collections activities.

2. Describe specific collection activities, proposed criteria and timelines within each "Difficult to Collect" category. Proposers may use the table format below if it assists in providing the information in a concise but complete manner:

Category	**Proposed Activities**	**Conducts this Activity (Y/N)**	**Proposal Pricing Criteria, including performance benchmarks**	**Timeline for completion before City reassigns collection**
DMV Ownership Transfer	Noticing dunning			
	Bad Address Skip Tracing			
	Outbound Calling			
	Credit Bureau Reporting			
	DMV Registration Hold			
	FTB Intercept			
	Other Activities			
	Write-Off			
DMV Make-Match failure	(*Repeat 8 activities in first category*)			
DMV Hold Reject	(*Repeat 8 activities in first category*)			
No Registry Confirm	(*Repeat 8 activities in first category*)			
Aged Registration Hold	(*Repeat 8 activities in first category*)			
Declaration of Non-Ownership	(*Repeat 8 activities in first category*)			
No Address Found	(*Repeat 8 activities in first category*)			

PROPOSAL QUESTIONS

Category	Proposed Activities	Conducts this Activity (Y/N)	Proposal Pricing Criteria, including performance benchmarks	Timeline for completion before City reassigns collection
Rental	(*Repeat 8 activities in first category*)			

INTEGRATION REQUIREMENTS

1. Describe the processes for creating a new integration or interface with another system.
2. Describe any other integrations or interfaces that are already developed that Proposer intends or suggests should be included within the delivered System. For example, if Proposer has an integration for cashiering systems to be able to collect payment for parking citations and permits, these should be listed.

AUDIT AND ACCOUNTING

1. Describe or provide:
    a. A list of the proposed on-line, dashboard, real-time, and other reports Proposer expects to make available to the City, including the description, use, format, and frequency of each report.
    b. The proposed monthly written report and its content.

IT AND SECURITY CONTROL REQUIREMENTS

1. Describe or provide the locations of data centers that will support the System.
2. Describe or provide the minimum requirements for desktop computers, portable computers, tablets, and smartphones that are owned by the City or customers to be able to access the System.
3. Describe or provide the proposed Service Level Agreement (SLA) that will be in effect for the System.
4. Describe or provide how quickly the selected Contractor will acknowledge and/or respond to various system issues and how quickly issues will be resolved. (ex.: (1) hour, twenty-four (24) hours, etc.).
5. Describe or provide the storage capacity of the system proposed to manage current and archived City parking citation records.
6. Describe or provide in detail, the system on which tracking of physical document storage will be based; i.e., by Julian date, citation number, or some other unique characteristic, and how this system will ensure that documentation is not misfiled or misplaced, and is retained in usable condition at all times.

7. Describe or provide how the confidential information contained in physical documents is to be kept secured.
8. Describe or provide how their systems and the experience of their key staff will ensure full accountability for every transaction processed.
9. Describe or provide the experience of key staff who will be supporting management of the database.
10. Describe or provide thoroughly, the system that will be used to manage its database.
    a. The description must include how the system will access and deliver data to the City.
11. Address the reliability of the system, the ease of future changes and upgrades, and on-going maintenance.
12. Describe or provide integration of the database with handheld applications and interfaces with external systems, demonstrating the scalability of database management system and ability to easily integrate with new technology.
13. Describe or provide how an integrated database design will be developed or implemented with consideration of system performance and future expansion. At a minimum, proposal should describe how data retrieval and integration will be setup (for example, data warehouse technology) and how technology could be implemented to easily allow integration with platforms such as: Geographic Information Systems, Financial Management Systems, Street Asset Inventories and Mobile Devices.
14. Describe or provide the experience of key staff who will be supporting applications software.
15. Provide a flowchart for Help Desk reporting, problem resolution, and escalation.
16. Describe or provide how system availability will be ensured through its technical services support.
17. Describe or provide clearly, the components of the system that will ensure 99.999% availability or better, including planned maintenance, to accommodate the City's workload.
18. Describe or provide how the system is capable of processing the City workload using current technology, including the use of wireless handheld computer technology.
19. Describe or provide thoroughly, how it proposes to maintain all equipment required to support a 24/7 operation.
20. Describe or provide how system updates and upgrades are performed, including pricing, and typical timing.
21. Describe or provide thoroughly, system back-up and recovery plans/procedures, which at a minimum should address the following:

a. In the event that a natural disaster does disrupt the system, Contractor must have a detailed, City approved recovery plan in place, tested, and ready to be implemented for all key facilities so that services are restored quickly and in accordance with City performance standards. Off-site duplication of all software and computer programs, files, computerized procedures, etc.

b. Repair procedures for all hardware, communications, and other equipment in order to minimize the time required to restore service

c. Provision of an immediate back-up power source in the event of a failure. Such provision shall include, but not limited to an alternate power supply and system redundancy so that in the event of failure of the primary system, disruption will be minimized

d. Sufficient maintenance personnel so that in the event of hardware failure, diagnostic and corrective measures can begin immediately

e. Sufficient system, application, and operations personnel so that in the event of system software failure, diagnostic and corrective measure can begin immediately and be completed in a timely manner

f. Back-up units so that the failure of any system component will cause only a minimal disruption of services

g. Back-up capability for the high-speed digital circuits to each City location in the event of a line failure.

h. Other provisions for maintaining continuity of operations in local facilities should all high-speed digital circuits fail.

22. Describe or provide the system and file back-up and recovery procedures that will be used to restore or recover data.

23. Describe or provide provisions for database back-up, regeneration, and space management.

24. Describe or provide a summary of their business continuity and disaster recovery plans, including notification procedures, requirements for spares, and expectations of City staff in a recovery situation.

    a. Alternative processing arrangements to meet the business processing requirements.

    b. Recovery from any catastrophic failure within three (3) days.

25. Describe capability of restarting and recovering the system after a system failure with no loss of data or software components.

26. Describe proposed annual, comprehensive testing of emergency procedures.

27. Alternative processing arrangements in the event of non-access to Contractor's main processing site.

28. Describe or provide the physical and non-physical security measures that will be managed by the Contractor upon implementation of the solution(s).
29. Describe or provide how the overall System controls user authentication, including integration with various devices' operating systems.
30. Describe or provide whether the Contractor's system(s) support Single Sign-On (SSO), and if so, requirements for the City to implement it.
31. Describe or provide information configured for each user's profile and history that is tracked.
32. Describe or provide confirmation that Contractor will be responsible for data retention and security compliance issues.
33. Describe or provide any administrative fees that Contractor expects to charge for acting as the City's purchasing agent for equipment and services acquired under City direction to support this Scope of Work.
34. Describe or provide the Data Conversion Plan for the migration/conversion process for data from the incumbent Contractor, including how citations and customer accounts will be imported into the system.
    a. The plan shall outline the procedures, resource allocations and scheduled milestones/timeline for data conversion, including conversion testing, which are proposed for transferring data.
35. Proposals shall provide an example of a previous large-scale transition and the lessons learned or improvements Proposer would apply based on that experience.

PERFORMANCE STANDARDS AND COMPLIANCE

1. Indicate if the staffing levels described in the requirements are appropriate for the described Scope of Work.
2. Summarize how staffing plans will meet the City's performance standards and provide superior service.
3. List all required personnel (roles) and required qualifications.
4. Identify the Project Manager and provide a resume.
5. Identify the person who will be assigned to each key position across the program and provide a resume for each person.
6. Provide an organizational chart of management personnel.
7. If Subcontractors are to be used, describe the arrangement, as well as their expected role in the project.

This workbook shall be submitted with the proposal documents. Please name this document with this format:

RFP #*nnnnn* - Technical Compliance Matrix- *Prime Contractor Name*

The prime contractor is responsible for all content in this workbook. That company may delegate completion of specific components to subcontractors, but the prime contractor is responsible for its accuracy.

This workbook contains tabs for each component as requested in the Scope of Work.

In Row 1 of each worksheet, identify the PRIME CONTRACTOR and SUB CONTRACTORS (if applicable)

Proposer is to respond to columns for "Requirement Compliance" and "Proposer Response Comments" for each proposed Contractor/Subcontractor ONLY.

Each tab has the Contractor/Subcontractor response sections.

The entire workbook must be completed and submitted with your Proposal. Any response(s) not recorded will be considered non-compliant with the requirement.

A single workbook must be completed by the PRIME CONTRACTOR for each of the components.

Do not move or delete columns or rows.
Save and submit as ONE completed Excel workbook. Other file formats will not be accepted.

Responses:

Proposers shall select response from the drop down in column C. A description for each response can be found below.

Response	**Description**
Comply	The system meets the requirement as is with no additional configuration or custom programming/coding.
With Configuration	The system can meet the requirement by arranging the functional parameters that are already inherent in the product – and not by changing the product's source code – so that it functions in a way that meets the City's specific business needs.
With Custom Programming	The system can meet the requirement only by modifying the product's source code (changing or adding new code) to enable it to do what it was not originally able to do.
Future Release	The current version of the system cannot meet the requirement "Comply", "With Configuration", or "With Custom Programming," but will be able to with a scheduled, future release of the product. **RESPONSE REQUIRES ESTIMATED RELEASE DATE.**
Cannot Meet	The system cannot meet the requirement "Comply", "With Configuration", "With Custom Programming," or with a "Future Release".

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
1.1	**Citation Management System (CMS) - Key Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.1.1	A comprehensive web-based software solution that integrates citation related data, vehicle registered owner data, and complete records of all processing status and public contacts by phone or mail, and is accessible to both the Contractor and the City staff.			
1.1.2	Transfer of citation data and photos from enforcement devices to the CMS software in real-time.			
1.1.3	Real-time access to motor vehicle registries in California and other states/provinces for registered owner information and the California Department of Motor Vehicles (CA DMV) for registration holds and releases. (See Section 1.9 for DMV requirements)			
1.1.4	Access to out-of-state registered owner names and addresses.			
1.1.5	Generate reminder notices for unpaid citations by mail including out-of-state owners. (See Section 3 for notice processing requirements)			
1.1.6	Generate delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under California state law. (See Section 3 for notice processing requirements)			
1.1.7	Generate "Drive Away" notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle. (See Section 3 for notice processing requirements)			
1.1.8	Generate citation correction notices where the issuing officer determines that there is incorrect data in the parking citation. (See Section 3 for notice processing requirements)			
1.1.9	Generate notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement as required by the CVC. (See Section 3 for notice processing requirements)			
1.1.10	Generate any other parking-related correspondence as directed by LADOT.			
1.1.11	Responsibility for any and all fees associated with obtaining registered owner information. (See Section 1.9 for DMV requirements)			
1.1.12	Validate DMV vehicle makes upon return of registered owner information from DMV to ensure proper make of vehicle issued citation. (See Section 1.9 for DMV requirements)			
1.1.13	Review DMV "No Hit" lists to ensure that license plate and state have been entered correctly.			
1.1.14	Continuously attempt to retrieve registered owner information for all unpaid parking citations without registered owner information in the CMS, at no additional cost to the City. (See Section 1.9 for DMV requirements)			
1.1.15	Manage rental car agency and fleet programs. -Store and track car rental agency and fleet vehicle reports of responsible billing parties from parking citations. -Enrollment and maintenance of existing fleet accounts, including enrollment date, contact information, date of termination, enrolled vehicles, etc. -Electronic invoicing and payment tracking -On-demand report function with export option to standard Excel format. -Create account-based functionality for participants to look-up and pay invoices online. -Direct customer support for fleet clients.			
1.1.16	Facilitate the digital tracking of records.			
1.1.17	Maintain the CMS database and physical system security in such a way as to provide complete confidentiality and protection from unwanted access.			
1.1.18	File and store citations in an easily retrievable format for a minimum of five (5) years and then dispose of records in accordance with City direction as listed in Section 14.3 for Data Storage and Electronic Archives.			
1.1.19	Allow for uploading of electronic citations, in real time, allowing customers to pay citations immediately once uploaded.			
1.1.20	Notwithstanding the previous requirement, the CMS shall allow creation of a temporary citation record in the situation where a motorist attempts to pay or contest a citation, but the citation has not yet been uploaded. Once the citation data from the handheld has been uploaded, the data from the temporary citation will be merged into the uploaded data and the temporary citation will be discarded.			
1.1.21	Send and receive electronic data files using a scheduler function.			
1.1.22	Ability to send/receive push notifications to/from officers in the field regarding enforcement or safety issues, without creating an ability to exploit internet access.			
1.1.23	Allow for the authorized account users to correct dates, duplicate citations, violation codes, and fine amounts, and suspend citations.			
1.1.24	Allow for various timelines for invoicing.			
1.1.25	Allow for automation of invoicing, late fees, appeals, and collections with scheduler function.			
1.1.26	Store and track previous and current owner information when transfer of vehicle ownership has occurred by clearly notating in the account with changes, not limited to the source, old address, new address, date of owner transfer, etc.			
1.1.27	Provide online confirmation, showing the number of citations transferred and received by the Contractor.			
1.1.28	Immediate/real-time batching of files upon transfer of citations records.			
1.1.29	Identify duplicate citations and correct dates, violation codes, and fine amounts.			
1.1.30	Maintain and update of confidential vehicle database for exemptions authorized by the City that are linked to the parking enforcement handheld units.			
1.1.31	An established process for logging in and out of CMS via handheld units.			
1.1.32	Asset management program that uses handheld unit for equipment check-in and check-out processes.			
1.1.33	CMS must integrate geographic information system (GIS) maps that are essential to job functions of the enforcement team.			
1.1.34	Maintain online communication during primary work hours when the CMS, including all components, is available to the City and the public for its intended use.			
1.1.35	Allow for updates to customer records and the ability to enter comments with audit trail.			
1.1.36	Prepare a report at end of each Fiscal Year, in accordance with CVC Section 40200.3(b) setting forth the number of cases processed, and all financial and/or citation payments received and distribute, along with any other information that may be required by the issuing agency. This report is public record and shall be delivered to each issuing agency at the end of each fiscal year. If the City requests, the Contractor shall hire an independent auditor to prepare a report. The City shall pay the costs of the audit report upon the City's written approval on auditor's cost			

1.1.37	Provide comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City. -The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess and improve the operational performance of the City's parking and citation management program. A sample of the reporting structure for the monthly and annual report is shown in Attachment 2. At a minimum, Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design and provide daily and weekly reports as specified by the City. Since the City's reporting needs are likely to change over the course of the contract, Contractor must have the flexibility and capability to modify these reports at no additional cost to the City. -The City will require the production of all reports listed in Attachment 2. These reports must be printable, electronically accessible, and exportable to other software packages in a text and/or spreadsheet format. These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by Contractor's own report with the approval of the City.			
1.1.38	Upon request, Contractor must provide training in the use and interpretation of the reports produced by the CMS. Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City. Proposer shall provide documentation delineating details of available reports.			
1.1.39	Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City. -The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.			
1.1.40	Report templates developed to the City's specification that may be exported to Excel or PDF.			
1.1.41	Real-time reporting tool for ad-hoc reports.			
1.1.42	24/7 technical support described in Section.			
1.1.43	Multiple languages on the customer portal website (at least English and Spanish).			
1.1.44	Ability to accept mail-in citation payments (lockbox) to a City of Los Angeles mailing address (Contractor-provided and managed). (See Section 1.5 for notice processing requirements)			
1.1.45	An open-source API that allows for current and future integration with third parties such as financial software, LPR, as well as pay stations and mobile payment. (See Section 6.3 for integration requirements.)			
1.1.46	Sandbox/test environment available prior to award and ongoing for pre-release testing.			
1.1.47	The CMS must have controls, checks and balances sufficient to ensure data integrity and accountability of all information processed by LADOT. Full audit trail information for every processing transaction must be captured and retained for each citation until the related citation is purged per the policies established by LADOT. All processing activities including direct public support transactions will be subjected to detailed audit by the City.			
1.2	**CMS Software Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.2.1	Entry form for manually issued citations.			
1.2.2	Query for citation data by any input field, including, but not limited to date, citation number, license plate number, name and address of registered owner and responsible party, citation location, serial number of enforcement officer, and VIN. For each citation record the City must be able to access in an on-line, real-time mode at a minimum, but not limited to, the following:			
1.2.2.1	Summary Citation Data: citation number, state and license plate, parking meter number (if applicable), violation code with description, issue date and time, location, amount due, and current processing status.			
1.2.2.2	An electronic copy of the citation that was issued by the wireless electronic ticket writer.			
1.2.2.3	Enforcement Data: serial number of the issuing officer, issuing agency code, division number, geographical beat number, permit or district number.			
1.2.2.4	Vehicle Data: vehicle make/model, vehicle color, vehicle type, registered owner name, address as provided by DMV, and the effective date of vehicle ownership.			
1.2.2.5	Financial Data: the original fine amount plus any penalties or fees that have been added, such as a late payment penalty that includes the amount and exact date that late payment penalty was imposed, returned check fee, or fee for obtaining a copy of a citation.			
1.2.2.6	Mail Data: the mail date, description and actual copy of all notices or correspondence letters mailed and received. All returned mail, including the returned envelope, must be scanned, noted, and marked within the database.			
1.2.2.7	Processing Data: the processing batch date and number, digital imaging index (if applicable), date on which the citation was updated to the CMS, the date registered owner information was requested and received from the vehicle registry, and the date that a registration hold was placed, confirmed, and released at the CA DMV. Each field must be clearly delineated and marked.			
1.2.2.8	Registry Data: the vehicle make as recorded by the DMV, the date on which ownership data was recorded, and dates that indicate returned mail or registration non-renewal.			
1.2.2.9	Adjudication Data: for administrative adjudication hearings, the date, time, office location, and disposition for in-person, telephone, video, and written declaration hearings for citations, immobilization-tow and post-impound hearings.			
1.2.2.10	Suspend Data: the date and time a temporary suspension is applied that stops normal processing, the ID of the person processing the suspension, type of suspension, and the date the suspension will be removed and processing resumes along with a periodic exception report advising of extended non- action and prior to expiration of suspensions.			
1.2.2.11	Correspondence Data: An imaged copy of all related correspondence as well as the date, time, code, and sufficiently detailed and readable description of all correspondence mailed relating to a citation along with the address used.			
1.2.2.12	Returned Mail Data: the date that any notice or correspondence was returned by the United States Postal Service as undeliverable. This shall include the address or addresses used. Multiple entries should be kept and used for skip-tracing efforts.			
1.2.2.13	Payment Data: payment date, payment type, payment source, amount, method of payment, payment batch number, and a copy of the check with appropriate security measures.			
1.2.2.14	Access to data shall be available by clicking on the search results, not requiring the user to make a note of search results and then separately open relevant records.			
1.2.3	Pay or dismiss citations on one or multiple plates in one transaction.			
1.2.4	Add notes to citations and plates.			
1.2.5	Attach documents to citation records.			
1.2.6	Place citations on hold to suspend penalty and notice activity.			
1.2.7	Print and email correspondence letters.			
1.2.8	Void citations with custom City void codes.			

1.2.9	Support for multiple vehicle owners.			
1.2.10	View and print a copy of a citation and images/photos taken during citation issuance.			
1.2.11	Assign permissions to access certain features based on user ID.			
1.2.12	Review all user activity within the software.			
1.2.13	Run ad-hoc real-time reports on all data fields.			
1.3	**Specialized Unit Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.3.1	The CMS shall, based upon the specific shift assignment, have the following capabilities: -Ability to retroactively date a citation (example: bus/transit only lane enforcement) -Ability to capture an image at any time (example: gridlock tickets) -Ability to attach documents (example: disabled placard ID card)			
1.3.2	The Contractor shall support an adaptive solution that provides integration flexibility for LADOT to implement additional configuration for specialized units or programs.			
1.4	**Bus / Transit Lane Only & Stop Enforcement Program Support**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.4.1	Contractor shall develop a means to allow citation issuance for illegally parked vehicles in lanes designated as "transit-only"; regular traffic lanes where vehicles create accessibility problems that result in buses not being able to reach curbs at stops and vehicles that block intersections; and posted transit stops			
1.4.2	Contractor develop options for inputting citation information via computer instead of handheld device, or suggest other options to make issuance and enforcement in this area more viable and efficient.			
1.5	**Payment Plans**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.5.1	Payment plans in accordance with existing and future State, CVC, and LADOT policies.			
1.5.2	Ability for customers to apply for payment plans online, by mail, or in person.			
1.5.3	Payments for payment plans accepted online, by phone, online, or in person.			
1.5.4	Ability to configure and manage features such as low-income verification, customizable payment plans, email and text payment reminders and receipts ,view account balance and other relevant information, update payment and contact information, and accept payment using a variety of methods, and a mobile payment app.			
1.6	**Community Assistance Parking Program (CAPP)**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.6.1	Record the Homeless Management Information System (HMIS) number on one or multiple citations.			
1.6.2	Upon completion of the CAPP program, allow for the citation status to be updated to complete and close out the citation.			
1.6.3	Upon the successful enrollment into the CAPP program, suspend citation fines and fees, provide a CA DMV hold release (where necessary), and suspend collection efforts or individual citations assigned to the CAPP program.			
1.6.4	Provide comprehensive reporting including citations assigned to the CAPP program, citations closed out through the CAPP program, and citations pending approval into the CAPP program.			
1.7	**Initial Review**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
1.7.1	Verification that all requests for Initial Review are processed in accordance with the time limits prescribed by State law and City policy. Requests for extensions based on verifiable extenuating circumstances must be addressed by an LADOT supervisory level employee .			
1.7.2	Record response for dismissal or when a citation is deemed valid, and record the justification in writing and retain on the database until the citation is purged, and in hard copy for future audits.			
1.7.3	When an Initial Review cannot be resolved, the software shall allow for the appeal to be referred electronically to LADOT staff for investigation. All such referrals must be accounted for, appropriate records kept, and all case files logged in and out. Case files electronically transmitted to LADOT for investigation must contain all relevant information including, but not limited to, correspondence received from the complainant, traffic officer comments, a copy of the citation, and any notes or memos prepared by Contractor staff which would be relevant to the City's investigation. All regular citation processing (including, but not limited to noticing, and escalations) must be suspended during the period the citation is under administrative investigation and the CMS so marked. Furthermore, at a minimum, all referrals for field investigations must be electronically geo-coded and downloaded, sorted by suspend code and street address for field investigation. Upon the daily completion of City's investigations, the determinations must be uploaded back into the CMS for processing.			
1.7.4	The CMS must be capable of determining whether the Initial Review has not been completed within the suspend period; and then automatically adjusting the suspend date and/or marking on an exception screen and/or report that suspend date has been reached and investigation is still outstanding. No noticing shall be sent until the investigation is completed. Aging reports of suspends still pending resolution (30, 60, 90, 120, etc. days) are to be included in monthly activity reports.			
1.7.5	At the conclusion of the Initial Review, if the citation has not been dismissed, the CMS must promptly generate a notice listing the reason for a valid cite determination as required by the CVC. The notice must also explain the CVC procedures that must be followed if the complainant wishes to contest the citation through an administrative hearing, including specific dates by which to respond.			
1.7.6	The CMS shall support multiple work queues for Initial Review, including, but not limited to queues by user, appeal status and reason, suspend reason, review progress, and field survey status. -LADOT supervisors shall have the ability to move appeals between queues as needed.			
1.7.7	The CMS shall maintain statistics , as determined by LADOT, about Traffic Officers' activity which the Initial Review and Adjudication teams may review when researching contested citations.			
1.7.8	Contractor will produce and deliver a monthly report on all activities of the CMS in a format approved by the City. Proposer shall describe the proposed report and its content. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional cost to the City.			

1.8	Administrative Hearings	PROPOSER RESPONSE REQUIRED	Do not use the below space.	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.
1.8.1	Allow motorists to appeal citations, immobilizations, and impounds through various methods, including online via web browser, mobile app, fax, U.S. Mail, or delivery to a customer service center (see Section 3). -Online and mobile submissions shall allow the motorist to upload supporting evidence. -A clerk shall be able to enter appeals submitted by mail or delivery into the component, including any supporting evidence included with the appeal. -Appeals submitted by fax shall be entered automatically into the component. -Appeals for immobilizations and impounds shall not require an associated citation to be processed through the Adjudication component. -Should an appeal for an impound or immobilization have a finding in the motorist's favor, that decision cannot affect the original citation(s) that led to the impound or immobilization.			
1.8.2	Suspend timelines/due dates/escalations while appeals are under investigation.			
1.8.3	Record data and comments for historical background and attach to citation.			
1.8.4	Manage supporting evidence submitted by customers in support of their appeals.			
1.8.5	Sort appealed citations by type of violation.			
1.8.6	Record case decisions.			
1.8.6.1	Automated process to update tracking history to reflect if a constituent has had their case adjudicated or requires further review.			
1.8.7.1	Capability to have static templates and unique templates for each type of correspondence that can be prefixed in queue.			
1.8.7.2	Generate decision letters and use customizable liability and non-liability reason codes, using a template, but allowing reviewer to add comments/notes.			
1.8.7.3	Generate letters for scheduling of hearings, reminders, "no show" follow-ups, etc.			
1.8.7.4	Retain exact electronic copies of all correspondence, including those generated by the component, that can be reviewed and accessed at any time.			
1.8.7.5	Capture all returned adjudication correspondence, including images of the envelope, as part of the case history.			
1.8.8	Maintain record of "no show" letters sent to and received back from constituents who have either already had their case adjudicated or have returned undeliverable correspondence.			
1.8.9	Queueing logic that allows ability to view and distribute adjudication workload.			
1.8.9.1	Authorized or designated user(s) should have ability to review queue and "pull" or hold cases.			
1.8.9.2	Cases assigned to an examiner should remain visible in queue, but not allow others to operate on them unless an authorized user transfers to another examiner.			
1.8.9.3	Cases that have been in an examiner's queue for a City designated period, like 72 hours (weekend hours not included), without action should trigger an alert to the supervisor(s).			
1.8.9.4	Cases that have been in an examiner's queue for a designated period, like 24 hours, without action should trigger an alert to the examiner.			
1.8.9.5	Cases that have been in the main queue without action for a designated period, like 3 days, should trigger an alert to the supervisor(s).			
1.8.10	Capture all information relating to a case.			
1.8.10.1	Any information sourced from another system, application, or module should be stored electronically in the component, whether by reference or by copy (preferred).			
1.8.10.2	Any paper documents provided by any source should be scanned and uploaded, and remaining paper documents shall be stored and managed as per City policy. The component shall provide an easy-to-use method for adjudication staff to use a shared scanner or multi-function machine to generate the scan and immediately attach it to the citation record, so it immediately becomes part of the case history.			
1.8.10.3	Capture hearing recordings/videos seamlessly, regardless of hearing session length.			
1.8.10.4	When an appeal (Initial Review) is first filed, motorist should be prompted and allowed to upload all information, including photos, documents, etc. All information shall be attached to the citation record immediately, such that it is viewable to anyone (with appropriate access rights) who finds the citation record, including searches by citation number, plate, or VIN.			
1.8.10.5	Appellants should have the ability to add documents until the date of their hearing.			
1.8.10.6	Initial Review notes and additional evidence (including results of all investigations) should be attached to the record as they are created.			
1.8.10.7	Request for hearing should allow motorist to add more evidence/documentation. All information shall be attached to the citation record immediately, such that it is viewable to anyone (with appropriate access rights) who finds the citation record, including searches by citation number, plate, or VIN.			
1.8.10.8	Any City-designated user to review or update the case shall be able to see all related records and uploads (e.g., all data) associated with case—it should not require printing any materials to allow someone to review (only possible exception: if court will not allow electronic submission, then the entire case can be printed at that time, with a single print command). Information shall be sorted, identifiable, and filterable. Draft documents shall be identified as such.			
1.8.11	Support tracking of case from start to current point in process, including: Original citation, immobilization action, or impound report and its supporting photos Any officer notes/remarks All information provided by the DMV All citation/immobilization/impound processing history within the component (e.g., dates and times of various steps in the citation, immobilization, and impound processing cycle) Information from PMS All activity by Initial Review All activity to-date by Adjudication/Hearing Examiners			
1.8.12	Allow the customer the ability to schedule the date and time for a hearing.			
1.8.13	Allow the City to create various types of hearings (e.g., standard, peak hour, taxi, vehicle for hire, and others) and specify the times they can be scheduled.			
1.8.14	Allow scheduling based on hearing examiners' availability, work location (in-person or remote hearings), and the types of hearings they can process.			
1.8.15	If hearing examiners have included Saturday in their availability, the component shall allow scheduling on Saturdays.			
1.8.16	Distribute written hearings across all examiners, so the workload is evenly shared .			
1.8.17	Distribute hearings across the week and not fill certain days and leave the others unscheduled incorporating staff availability.			
1.8.18	Customers shall be able to choose a hearing time, from those available, using the web interface, Interactive Voice Response (IVR), or customer service.			
1.8.19	Notify Traffic Officers and their supervisors if they are required to attend a hearing, including the date, time, and location (which may include video and/or telephone conferencing), preferably as a calendar invitation.			

1.8.20	If a required officer is not available for the scheduled time, the component shall notify appellant and allow the appellant to reschedule the hearing or waive their rights to continue with the hearing.			
1.8.21	Support workflow for completing decisions and supervisor/manager review.			
1.8.22	Provide a document editor for hearing examiners to document their fact finding. The document editor shall provide standard editing functions, including templates, spelling and grammar checks, image pasting, attachments, and text formatting.			
1.8.23	The editing function shall autosave frequently to prevent loss of work.			
1.8.24	When the hearing examiner completes and "submits" the fact finding and decision, it shall be saved and routed to the examiner's supervisor for review/edits. The supervisor shall be able to approve the document or "markup" the document in a manner similar to Microsoft Word and return to the examiner for edits.			
1.8.25	If the hearing examiner makes edits to address the supervisor's comments, then the document shall again be routed to the supervisor. This cycle shall repeat until the supervisor has approved the document.			
1.8.26	The document edit history shall be saved within the component for future reference; the edit history shall only be available to hearing examiners and supervisors.			
1.8.27	Provide a "prima facie" statement separate from the fact-finding document. Within the appeal documents, it should appear above the Officer and appellant statements.			
1.8.28	Allow appellants to "opt-in" to receiving correspondence electronically (with the exception of notifications required by law to be recorded and sent via U.S. Mail).			
1.8.28.1	All correspondence sent by the component should originate from a "system mailbox," not requiring Adjudication staff to use their City email boxes for correspondence regarding an appeal.			
1.8.28.2	Responses from appellants to the "system mailbox" shall be stored with the history of the citation being appealed. Any attachments to the email shall be added to the correspondence on file for the appeal.			
1.8.29	Recognize "correctable" citations (typically disabled placard and vehicle registration citations) that can be dismissed after proper documentation has been provided, and provide the proper alerts, to avoid going through a full hearing process.			
1.8.30	Provide full reporting and statistics for all aspects of the adjudication process.			
1.8.30.1	Provide reporting about reasons why citations were dismissed, so the information can be used to guide training, or request changes to signage, street, and curb markings.			
1.8.30.2	Allow ad hoc reporting on all data within the overall system (e.g., including but not limited to citation, permit, LPR, and immobilization/impound data) to which adjudication has access.			
1.8.30.3	Allow scheduling of common reports to be distributed on a regular basis as determined by LADOT.			
1.8.31	Contractor provided programs need to function universally across all web browsing platforms and shall include cloud computing, productivity, and collaboration tools, such as Google Workspace.			
1.8.32	Capability to allow cloud computing, productivity, and collaboration tools to be integrated with this component.			
1.8.33	Provide video conferencing related solution(s) for hearing examiners in-office, at home teleconferencing, and communicating remotely with constituents at Customer Service locations in accordance with CVC and CA DMV.			
1.8.34	Utilize an opt-In feature for external communication with constituents which allows Adjudication staff to easily initiate email, or other forms of communication, with the motorist.			
1.8.34.1	Adjudication staff need to have ability to attach any case items to emails with motorist.			
1.8.34.2	Templates for most frequently used emails should be available for examiners to choose from.			
1.8.35	Capable of a web-based interface for constituents to able to upload documentation in lieu of going to Customer Service centers.			
1.8.36	Facilitate the implementation and rollout of strategically located Customer Service Kiosks throughout service region, including, but not limited to City offices.			
1.8.36.1	Customer Service Kiosks must perform function of vital customer touchpoint and serve as an equitable extension of Administrative Hearing offices.			
1.8.36.2	Kiosks placed within the Adjudication Offices can serve as a point for appellant self-check-in for an in-person hearing; the kiosk can also allow for appellant updates to contact information.			
1.8.37	Record audio and/or video of hearings and other activity (such as a motorist at the front counter making a verbal statement).			
1.8.38	Hearing examiner scheduling modules must interface with Google Workspace and to determine examiner availability.			
1.8.39	Support adjudicating multiple citations/impounds/immobilizations for the same license plate; e.g., one hearing can result in several citations/impounds/immobilizations for that plate to be dismissed, without requiring the hearing examiner to update each citation separately.			
1.8.40	Process refund requests after the hearing examiner has determined the citation/impound/immobilization was in error.			
1.8.40.1	If the hearing was for a parking citation(s), the adjudication component shall initiate a refund request for all amounts paid for the citation(s) and guide the hearing examiner through completion.			
1.8.40.2	If the hearing was for an impound, the adjudication component shall initiate a refund request for all fees paid for the impound, including the tow fee and storage fees, as recorded in the TIMS (Towing and Immobilization Management System).			
1.8.40.3	If the hearing was for an immobilization, the adjudication component shall initiate a refund request for all fees paid for the immobilization, including the "boot" fee, as recorded in the TIMS.			
1.8.40.4	The refund request shall itemize the amounts to be refunded and allow the hearing examiner to make corrections, including any additional refund amounts.			
1.8.40.5	The refund request shall include all other relevant information for processing the refund, including the Respondent's name and address, associated license plate(s) and VIN(s), impound or immobilization numbers, type of hearing (regular/urgent), and OPG (Official Parking Garage) information (i.e., name and contract number).			
1.8.40.6	The hearing examiner shall have the ability to add comments to the refund request and then mark it complete.			
1.8.40.7	When the hearing examiner marks the refund request complete, workflow shall assign the refund request to the hearing examiner's supervisor or delegate, who shall have the ability to make any edits, including comments, then either reject the request (which sends it back to the hearing examiner for corrections) or approve the request (which sends it to Accounting for review).			
1.8.40.8	Accounting shall have the ability to make any edits, including comments, then either reject the request (which sends it back to the hearing examiner) or approve the request. If the original payment was by credit/debit card, the request shall go to the Contractor to issue a credit to the card. If the original payment was by cash or check, the request shall go to the Contractor to go into the next check request batch to Accounting.			
	DMV	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**

1.9.1.1.1	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: General Information: the license plate; effective date of vehicle registration; and vehicle identification number (VIN) with information indicating whether the vehicle is registered in the City's Fleet Operator Program, including date registered and date deleted, if appropriate.			
1.9.1.1.2	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: Registry Information: the dates on which DMV data were: (a) requested, (b) returned from DMV and (c) confirmed or errors noted. Processing registry information by updating the database with the registered owner's full name, address, and vehicle identification number. If data were not received or incomplete, an exception report is to be provided to identify for follow-up of all incomplete or declined transactions.			
1.9.1.1.3	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: CA DMV Hold Data: the date the hold was sent to CA DMV and subsequently released, if appropriate, the number of citations charged to the license plate that are currently confirmed and on hold at the CA DMV, data on hold that have been released.			
1.9.1.1.4	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: Seizure Data: the number of citations which count toward eligibility for immobilization (booting) or seizure (towing), and the total amount of fines these citations represent.			
1.9.1.1.5	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: Financial Summary Data: the total amount of fines and fees due for an individual license plate, and any unapplied balance that may exist.			
1.9.1.1.6	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: Returned Mail Data: the date that any notice or correspondence was returned by the United States Postal Service as undeliverable ("nixies"). This shall include the address or addresses used. Multiple entries should be kept and used for skip-tracing efforts.			
1.9.1.1.7	Detailed information related to a particular vehicle license plate must be immediately accessible in an on-line, real-time environment. Comparable to the detail of citation activity, this must include information related to a single license plate, separated into various categories including: Correspondence Mail Data: the correspondence must include the date and time mailed and the actual scanned (or digital) copy of correspondence mailed to the responsible party for a citation, and the ability to override the default and access a particular page by typing in the page number. User should have ability to sort by the Correspondence Mail Date. If user preference is not available, then sort shall be most recent to oldest.			
1.9.2.1	Contractor must be able to immediately retrieve, and import into the parking citation database, vehicle related information that must be obtained by the Contractor in a real-time, on-line environment from any DMV, including all out-of-state motor vehicle registries.			
1.9.2.2	Contractor's proposed system must be able to immediately process all DMV name and address transactions required to support City operations. Currently, approximately 20,000 such transactions are sent each day to CA DMV.			
1.9.2.3	This capability must include the continuous on-line, real-time placing and releasing of vehicle registration holds with the CA DMV.			
1.9.2.4	In addition to the name and address of the registered owner of the vehicle cited, the vehicle identification number (VIN) must be obtained and presented in a format that permits a direct comparison with the last four digits of the VIN entered from an original parking citation.			
1.9.2.5	Contractor's solution must make provision for recording this data, which could be used in future authorized collection activity.			
1.9.2.6.1	Contractor's solution must store and maintain the following information, and keep it up-to-date: License plate; effective date of vehicle registration; and vehicle identification number (VIN) with information indicating whether the vehicle is registered in the City's Fleet Operator Program, including date registered and date deleted, if appropriate.			
1.9.2.6.2	Contractor's solution must store and maintain the following information, and keep it up-to-date: The dates on which DMV data were: (a) requested, (b) returned from DMV, and (c) confirmed or errors noted. Processing registry information by updating the database with the registered owner's full name, complete address, and vehicle identification number. If data were not received or incomplete, an exception report is to be provided to identify for follow-up of all incomplete or declined transactions.			
1.9.2.6.3	Contractor's solution must store and maintain the following information, and keep it up-to-date: The date that any holds were sent to CA DMV and subsequently released, if appropriate; the number of citations charged to the license plate that are currently confirmed and on hold at the CA DMV; and data on hold that have been released.			
1.9.3.1	Contractor must track and inform the City of all additions, changes, and deletions to existing State and local laws affecting parking issues.			
1.9.3.2	Contractor must be able to make the necessary adjustment in its solution (hardware and software) to incorporate and modify all additions, changes and deletions to the existing parking regulations and statutes.			
1.9.3.3	The DMV interface shall support Name and Address Processing through DMV.			
1.9.3.3.1	Contractor must provide functionality that interfaces directly on-line and in real time with the database of vehicle registration information maintained by the DMV.			
1.9.3.3.2	Contractor's DMV interface must obtain registered owner information within 48 hours of any new citation record being updated or entered on the database.			
1.9.3.3.2.1	The DMV interface must also, on a schedule determined by the City, re-request information on license plates initially returned as "no hits" (name and address information not available) and for all vehicles that have reached "scofflaw" status.			
1.9.3.3.2.2	An exception report must be produced and maintained. The percentage of noncompliance shall be listed in the monthly activities report.			
1.9.3.3.2.3	For contested citations, the CMS must be capable of showing the registered owner's name and address alongside the contestant's name and address if the contestant is not the registered owner.			

1.9.3.3.2.4	Contractor's DMV interface must be capable of processing all DMV name and address transactions required to support the City program, including all transaction history required by adjudication hearing examiners in immobilization/tow hearings.			
1.9.3.3.5	Edits and checks must be included to ensure the accuracy of all data returned by DMV prior to updating the parking citation database.			
1.9.3.3.6	The DMV interface must be capable of inquiring through DMV for registered owner information using either a VIN or the vehicle license plate number.			
1.9.3.4	The CMS shall support DMV Registration Holds.			
1.9.3.4.1	The CA DMV allows local jurisdictions to add the fine amount for unresolved parking citations to the bill for annual vehicle registration renewal. This is called placing a "hold" on vehicle registration and is an effective means of securing payment of delinquent parking citations. Contractor must provide an on-line, real-time interface with CA DMV to place these "holds" for unpaid parking citations, to release the holds within 24 hours when a citation is resolved or a hearing is scheduled, and, if permitted by DMV, to reactivate a registration hold when appropriate as determined by the City.			
1.9.3.4.1.1	The information required by CA DMV must be automatically forwarded for registration hold processing and receipt by CA DMV acknowledged.			
1.9.3.4.1.2	The process must be completely documented on Contractor's solution.			
1.9.3.4.1.3	An exception report must be produced and maintained. The percentage of noncompliance shall be listed in the monthly activities report.			
1.9.3.4.2	When payment or suspend transactions are applied to the parking citation database, Contractor must be able to release the registration hold at CA DMV within 24 hours.			
1.9.3.4.2.1	Exception reports are required to verify compliance.			
1.9.3.4.2.2	Release date must be noted in the citation record.			
1.9.3.4.3	The citation history for each citation receiving a registration hold must be updated to indicate the most recent processing step in the hold cycle.			
1.9.3.4.4	Contractor shall be responsible for monitoring input and output reports of registration hold transactions with the DMV and for correcting any errors. Monthly exception and summary reports shall be included in the monthly activity report.			
1.9.3.5	Contractor must process and account for payment transactions associated with money collected by DMV.			
1.9.3.5.1	Contractor's database must be updated with all citation payment transaction details, and the payment information received from DMV must be reconciled with the parking citation database.			
1.9.3.5.2	Contractor must monitor DMV's accuracy and timeliness in providing information, including timely reporting of non-sufficient funds (NSF) checks.			
1.9.3.5.3	Contractor shall monitor completeness of supporting documents for DMV administrative fee charged by the DMV.			
1.9.3.6	The DMV interface shall perform DMV lookups for the Permit Management System, to allow for automated confirmation of registered owner name and address associated with the vehicle registration.			
1.9.3.7	The DMV interface shall perform ad hoc DMV lookups to allow authorized personnel to view, in real time, the current record on file with the DMV for a vehicle plate, VIN, or disabled placard number.			
1.9.3.7.1	The DMV interface shall provide a "user friendly" view of the data returned.			
1.9.3.7.2	Additionally, the "raw" data from the DMV shall be available for the City designated user to view, if wanted.			
1.9.4.1	Contractor's staff will be required to ensure the timely legal acquisition of out-of-state DMV (or equivalent) data based on City requirements. Contractor must maintain current and complete interface specifications, in-depth knowledge of state-specific data formats, and registration update schedules.			
1.9.4.2	Contractor must provide comprehensive quality assurance to guarantee proper vehicle ownership identification and data integrity. With each request and return cycle for each state, Contractor's staff must check record counts, edit rejects, match rates, and match failures.			
1.9.4.3	Contractor must validate critical data fields (e.g., vehicle make, registration renewal dates, and state abbreviations) through interpretation and comparison of data from the citation and data received from the vehicle registry. As with vehicles registered in California, Contractor must be able to recognize and accurately split out-of-state registration records based on changes in ownership.			
1.9.4.4	Contractor must provide monthly reports in a City-approved format to document, monitor, and control the processing of citations issued to vehicles registered out-of-state.			
1.9.4.5	Should other states agree to accept and process vehicle registration holds for outstanding citations issued in California, Contractor shall initiate filing of registration holds with those states.			
1.9.5.1	Contractor's data processing system must reliably and automatically compare the issue date of each citation with the vehicle registration date information on file at the DMV. This is especially important in states such as California where the license plate stays with the vehicle, rather than with the owner.			
1.9.5.1.1	The CMS must use registration date information to assign legal responsibility for each citation to a registered owner based on the effective date the license was assigned to a particular individual by a motor vehicle agency.			
1.9.5.1.2	Citations issued before a change in registered owner must be assigned to the previous owner.			
1.9.5.2	Registration updates shall be made as frequently as possible, but never less frequently than the same date that DMV makes the registration information available.			
1.9.5.4	If a vehicle is seized under California Vehicle Code 22651(i) or 22651.7, and a finding of No Probable Cause is made due to Contractor's faulty data or untimeliness in reporting changes in vehicle ownership, Contractor shall reimburse the City for any tow-or storage-related fees refunded or waived by the City.			
1.9.5.5	Contractor's CMS must accommodate the manual entry and processing of timestamp, record of who inputted information, owner name, and address information.			
1.9.5.6	In addition, Contractor's CMS must provide on-line, real-time display of multiple citation records for a single plate, split by date of ownership.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
2.1	**Enforcement Handhelds**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
Devices that are smartphone-based shall:				
2.1.1	Be managed to prevent usage of the device as a telephone, to allow calling only to specific phone numbers, and/or to restrict calling to a VOIP environment only, as directed by the City.			
2.1.2	Be managed to prevent use of SMS capability, unless limited to specific numbers, as directed by the City.			
2.1.3	Regardless of other restrictions, receive SMS messages by City management, such as changes to planned assignment or enforcement scheme, or during unusual occurrences or catastrophic emergencies.			
2.1.4	Be "locked" or "restricted" so that users in the field cannot add or remove "apps" on the device; e.g., to prevent a user from adding a music or social media app.			
The handheld citation issuance device hardware shall meet the following requirements :				
2.1.5	Batteries shall last for an entire shift (of up to 11 hours); supplemental battery packs will be acceptable if they can be "hot-swapped" while in the field, for single devices and two-device options.			
2.1.6	Devices shall include a camera with a minimum resolution of 8 megapixels, able to take photos in all lighting conditions, and be able to geotag the photos taken.			
2.1.7	Device shall include a "recording feature" (video and sound, or sound only) that can be immediately uploaded into CMS.			
2.1.8	Device shall have the appropriate carrying case(s).			
2.1.9	Devices shall be capable of communicating using cellular 5G service.			
2.1.9.1	Contractor shall be responsible for ensuring that devices are able to communicate effectively on cellular networks throughout the term of the contract and any extensions. Should advancements in cellular technology require upgrades to communication technology in devices, they will be done at no charge to the City.			
2.1.10	The following fields, at a minimum, must be captured during citation issuance by Contractor's enforcement software: Citation number License plate Where plate is not available, field for up to 17-digit VIN shall be provided License expiration Year/Month, Body Type (DMV specific), Vehicle Make, Vehicle Color Meter Number field, Preferential Parking District (PPD) number field State Last four digits of VIN Violation code and description (up to three) Location of violation, including program zone with the ability to auto-populate location based on GPS coordinates Issue date Issue time Officer ID Officer signature Notes to print on citation (known as external notes) Officer notes, not visible to the public (known as internal notes) Proposers shall indicate whether officers can dictate the internal notes to the device Fine and penalty schedules Appeal and payment instructions Electronic marking Photos, videos, and audio			
2.1.11	The devices shall have the ability to support pay-by-plate, pay-by-space, permit status, and mobile payment			
The handheld citation issuance device software shall:				
2.1.12	Provide a user-friendly interface for ease of use and durability.			
2.1.13	Require a password/security sign-in to prevent unauthorized use (dual authentication to prevent officers from signing on with wrong officer serial (ID) number).			
2.1.14	Allow the user to view and void any citation written by the user in the previous five minutes. A valid void code must be entered for the voiding of any completed citation, and another citation must be created immediately. This is used for the instance where an officer realizes an error has been made and must issue a correction citation.			
2.1.15	Support the reprinting of an issued citation, this reprinted citation must contain the same time as the original citation, not simply the time it was reprinted.			
2.1.16	Produce a voided ticket audit trail.			
2.1.17	Automatically transfer and upload citation issued by the handheld to the CMS in real-time, including any audio and/or picture associated with the citation.			
2.1.18	Device shall not allow an officer to attempt to issue a citation unless all required fields have been entered with valid information. For example, a citation with no violation code, or no license plate or VIN cannot be created.			
2.1.19	Upon entering a license plate during citation entry, automatically search the customer's name, vehicle, and scofflaw request file for a match. -If a match is found for name/vehicle, automatically enter that data into the proper fields. -If a match is found in the scofflaw request file, the handheld device should display the open citations and total amount owed.			
2.1.20	Support monitoring of vehicles in a fixed time limit zone.			
2.1.21	Timestamp transactions by the system's master clock.			
2.1.22	Support the issuance and tracking of warning notices as well as actual citations including issuance history by license plate.			
2.1.23	Support standard location codes and descriptions, location comments, and block numbers. Locations shall also be manually generated when necessary.			
2.1.24	Able to report issues in the field real time reporting of malfunctioning.			
2.1.25	Support multiple citation number sequences and formats.			
2.1.26	Support CA CVC requirements for "Drive-Away" citations including allowing a citation to be marked as a drive-away.			
2.1.26.1	The back office for the CMS will manage sending the "Drive-Away" citation to the vehicle's registered owner.			
2.1.27	Support geofencing capability to auto-populate locations.			
2.1.28	Support real-time tracking of officer location based on GPS coordinates.			
2.1.29	Allow Traffic Officers to use the camera "scan" bar/QR codes that may appear on various parking infrastructure, such as parking meters/pay stations, signs, and permits, and enter the information on the bar/QR code into the appropriate fields.			
2.1.30	Allow Traffic Officers to use the camera to capture the VIN on a vehicle's dashboard and have it entered into the correct field to appear on a citation.			
2.1.31	Photos taken as part of the citation process shall be maintained within the citation "app" and uploaded to the CMS, not simply placed on the device's "camera roll. -LADOT shall be able to set a minimum number of photographs that must be taken for each citation. -If the Contractor has a maximum number of photographs per citation, it must be greater than 10.			
2.1.32	Provide a set of "canned" text lines to go in the notes (both printed and internal); when the officer is completing the notes, they can pick from the pre-established text lines or use free-from text entry.			
2.1.33	Support enforcement of the City's 72 hour parking ordinance, 22651 (k), to include generation of work orders upon citizen complaint or initiation by Parking Enforcement, tracking/updating all enforcement activity, and generation of a warning notice or citation.			
2.1.34	Support the ability for LADOT to add other "apps" for officer productivity to the handheld devices.			
2.1.35.1	Support License Plate Recognition (LPR) within the device, allowing the user to: Set marks and check for overstays			
2.1.35.2	Support License Plate Recognition (LPR) within the device, allowing the user to: Confirm permits or payments			
2.1.35.3	Support License Plate Recognition (LPR) within the device, allowing the user to: Confirm the plate is not on a hot list, including CLETS SVS files			
2.1.35.4	Support License Plate Recognition (LPR) within the device, allowing the user to: Have the information automatically entered into the form/document the user is currently processing (e.g., a citation, warning, incident report, etc.).			
2.1.36	Integrate with most major vehicle LPR systems so that any "hit" on the mobile LPR can be transferred seamlessly to the handheld, including associated LPR images.			
2.1.37	Include a voice recorder to allow an officer to quickly capture notes in the field.			
2.1.38	Encrypt all data on the device (in case of loss or seizure of device) and communicate all data in an encrypted format.			
2.1.39	Allow a user to cancel a citation or warning that has not been completed (e.g., the citation has not been printed or marked as "drive-away").			

2.1.40	Allow a user to request cancellation of a previously written citation. This differs from a void, which can be done only within five minutes of writing the original citation, and requires a replacement citation to be written. A cancellation request can be made when an officer becomes aware of an issue at a later time. The officer must enter a reason code for requesting the cancellation, which will be acted upon by a supervisor logged into the CMS back end.			
2.1.41	Support Officer activity logging, including capture of additional information as required by LADOT.			
2.1.42	Remain up-to-date with various databases, including CLETS SVS files, permit files, hotlists, and payments (should the City introduce pay-by-plate).			
2.1.43	Print a complete citation or warning ticket, including the following fields on the front: Citation or warning number Date and time issued Serial number and name of issuing Traffic Officer Location where citation issued Violation code for which the citation is being issued Violation description Violation amount State surcharge Total amount due Vehicle license plate VIN Vehicle registration expiration date Vehicle make Vehicle color Vehicle type Public notes			
2.1.44	Print the following information on the reverse of the citation: -Payment instructions, including address for mailed payments -Link to PVB web site with information about citation processing, including reference to payment timelines, late payment penalties, and how to appeal -Availability of payment plans, including link to PVB payment plan information -A QR code with sufficient information to allow someone who scans the code to go directly to the payment screen on the Internet or within a mobile device app			
2.1.45	Contractor shall provide citation paper (stock) annually or as needed. As stock is needed, Contractor shall solicit competitive bids from at least three (3) companies and present the bids to the LADOT, who will authorize the purchase through a Notice to Proceed (NTP).			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
3.1	**Customer Service Centers**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.1.1	At each customer service walk-in facility , the Contractor shall be responsible for providing professionally produced signs specified by the City, professionally constructed office facilities including counters with adequate writing areas, all computer hardware and software required to operate the facility, telephone communication lines, armed security guards and alarm systems, video surveillance systems, a video and audio system which can be viewed and heard remotely on a PC by a minimum of four (4) City staff, comfortable public waiting areas, and payment drop boxes. Disabled person access which meets Americans with Disabilities Act (ADA) standards, and convenient customer parking are also required. Each facility should have a closed-circuit television system that provides pre-recorded information in (at a minimum) English and Spanish which answers commonly asked questions, and can be watched by customers while waiting for service in the facility. The Contractor shall provide a customer courtesy phone that directly links the walk-in facility to the Contractor's telephone system.			
3.1.2	The Contractor shall provide self-service kiosks in the customer service walk-in facilities.			
3.1.3	The Contractor shall also provide a customer courtesy phone and video conference capabilities that directly links Parking Adjudication Division's Hearing Offices.			
3.1.4	The Contractor shall be required to develop quality assurance standards and monitor the quality of service provided to customers at each walk-in service facility to ensure that the time waits for customer service in line do not exceed 15 minutes. Financial disincentives will be applied for exceeding maximum wait times. The Contractor must develop and identify means to routinely monitor the amount of time customers wait in line prior to service. The report formats must be approved by the City and submitted in the monthly activities report and must include average and maximum wait times.			
3.1.5	The Contractor must provide adequate staffing, including supervisors, between the hours of 9:00 AM and 5:00 PM. At a minimum, bilingual (English/Spanish) staff members must be available at all times at each location.			
3.1.6	Additional hours of operation may be required. Proposers should provide a pricing schedule for additional hours, Monday through Friday in hourly increments as well as possible four (4) hour shift for Saturdays.			
3.1.7	If the facility will be used by more than one Contractor-client (City), the Proposer must explain how a credit back to the City of Los Angeles will be calculated and applied to the monthly invoice.			
3.1.8	The proposed equipment for processing and recording citation and permit payment information, including check and cash payments, must operate in an on-line real time mode, and the Contractor must provide the capability to continue accepting citation and permit payments during times when data communication lines are temporarily inoperative.			
3.1.9	The Contractor's proposed cashiering system must print a payment receipt, in a form acceptable to the City, which will provide the payor with an easily recognizable record (transaction number) to be used as proof of payment in disputes. The receipt must display all citations and/or permits paid, the total amount paid, the amount tendered, and any change given, the license plate, the name or ID of the staff processing the payment, and the time and date payment was made. The cashiering system must provide a clear auditable record of payments received. The audit trail must include citation or permit number, payment date and time, payment amount, payment method, and the name or ID of the staff member that accepted payment and made the entry. Contractor must provide a check endorsement printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed. All transactions are subject to audit by LADOT and the City Controller at any time without advance notice.			
3.1.10	The Contractor's proposed on-line cashiering system and support personnel must be able to process payments of citations that have not yet been entered on the database, payments of single citations, multiple citations, and citations on one or more vehicle license plates, in an on-line real time environment. The proposed cashiering system must be able to take appropriate action when it is necessary to release CA DMV holds or change vehicle seizure eligibility based upon citations that have been paid. In addition, the cashiering system must be able to process City-imposed fees, including but not limited to, bounced check fees and immobilization fees, and fully support the City's existing time payment plan. The proposed cashiering system must be capable of accepting and identifying whether payments were made in cash, by check, money order, or credit card (pay-by- phone, pay-by-app, and pay-by-web) and allow on-line payment adjustments and error corrections with audit trails meeting City accounting standards.			
3.1.11	The Contractor's proposed cashiering system must accommodate special handling required for payments related to release of an impounded vehicle. The Contractor's staff must be able to review vehicle history records and locate any additional vehicles registered to the same owner, and accurately inform an individual of the amount of the fines that must be paid to release the impounded vehicle, including any amounts owed on other vehicles. Once full payment is received, a release form must be generated. This form is used to gain release of a vehicle at the Official Police Garages. Accurate instructions must be provided to the customer, including information on the documentation required before a vehicle can be released from impound.			
3.1.12	The Contractor's proposed cashiering system must incorporate security and financial control measures which must include, at a minimum, the following: -Password security to gain access to the cashiering system; -Segregated cash out by operator; -Separate totals for cash, check, money order, and credit card; and -Operator name or ID, date, and time as a record for each login and transaction (payment or adjustment).			
3.1.13	The Contractor's reconciliation process should include: -Balancing of monies received to a report that is automatically generated listing the totals; -Balancing twice each day to minimize the number of receipts kept on site at the customer service facilities; -A separate, secured reconciliation area that is automatically monitored; -Separate deposit preparation for each cashier, prior to pick up by an armored courier; -Adequate security measures once cash deposits are prepared for pickup, such as a drop safe which requires both Contractor staff and the armored courier to open; and -Staff to research and resolve all case overages and shortages within 24 hours of deposit.			
3.1.14	All cashier deposits must be delivered to the City's designated financial institution by armored carrier, paid for by the Contractor, within one day of receipt by the service centers. All transactions must be updated to the Contractor's cashiering or accounting system in an on-line real time mode.			
3.1.15	The Contractor will regularly interact with various agencies within the City, such as LADOT Accounting, the Controller's Office, City Council Offices, and the Mayor's staff, and with entities external to the City, such as the Superior Court, the Automobile Club of Southern California, and the Department of Motor Vehicles. The Contractor's staff must be able to research problems, answer questions, and suggest new initiatives to facilitate productive interaction between these agencies and the City's parking program. The Contractor may be required to design new reports or data screens for one or all of these entities in order to address a general need or specific area requiring support.			
3.1.16	Upon request, the Contractor will be required to provide vehicle owners and operators with information on the status of their respective vehicles immobilized or towed for scofflaw status and for vehicles ordered towed by LADOT staff for any reason. This task includes, but is not limited to, the reason for the tow, the location of the vehicle, and what steps must be followed in order to recover the vehicle.			
3.1.17	The Contractor must provide comprehensive, detailed, accurate, and timely management, financial, and operational online, real-time, and other reports for City management. Proposer shall include a list of the proposed online, dashboard, real-time, and other reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City and may also request additional reports at no additional costs to the City.			
3.1.18	The City has designed a report structure for monthly and annual reporting that is used by City management to effectively monitor, assess, and improve the operational performance of the City's parking and citation management program. At a minimum, the Contractor must be able to replicate the report structure for the monthly and annual report and must also jointly design daily and weekly reports as specified by the City. Since the City's reporting needs are likely to change over the course of the contract, the Contractor must have the flexibility and capability to modify these reports at no additional cost to the City.			
3.1.19	These reports must be printable, electronically accessible, and exportable to other software packages in a text and/or spreadsheet format. These reports must be available to the City no later than 60 days after the signing of the contract. Any of these reports may be substituted by the contractor's own report with the approval of the City.			
3.1.20	The Contractor must provide on-line access to management reports through any PC with web browser software, security, and a connection to the internet. The reporting system should support access to reports using web browser-based software. The reporting system should include the capability to select a report category (e.g., financial, seizure, enforcement) and then an individual report. Reports should be displayed in their entirety with a summary page as the first page. City staff must be able to print reports or save reports for future use.			
3.1.21	The management reporting system must have ad hoc report generation capability which will allow selected City staff to create desktop reports by querying the database of citation issuance information. The reporting system should provide maximum flexibility in creating the reports. Contractor shall ensure accuracy of information. Contractor shall also provide comprehensive training and the City may request assistance in creating reports.			
3.1.22	Upon request, Contractor must provide training in the use and interpretation of the reports produced by the Contractor's reporting system. Contractor must be able to provide timely modification and enhancements that may include changes to the existing formats and content of the reports, at no additional cost to the City. Contractor shall provide documentation delineating details of available reports.			
3.1.23	The Contractor will be required to provide review and approval/denial of mobile applications (e.g., low-income verification) and customizable payment plans.			
3.1.24	The Contractor shall be responsible for email and chat communications with customers.			
3.1.25	The Contractor will be required to provide initial and on-going training in response to changes in City policy or procedures. The training will be provided to Contractor's staff, LADOT staff, as well as staff from other agencies as directed by the City. The Contractor must provide training, at no additional cost to the City, for all users if a new system component is introduced or if an existing system component is subject to major modifications. Training may be presented in either a classroom or on-line format as appropriate, with all necessary information sheets and training manuals provided.			
3.2	**Adjudication Services**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.2.1	Contractor shall provide sufficient staff to promptly process all requests for administrative hearings, prepare case files with all City-specified documentation, and determine that the complainant is eligible for a hearing or whether another course of action is necessary, or whether special processing is required. City guidelines for special processing must be followed for cases in which citations have not been paid in full, where a request is made to waive the statutory prepayment requirement, or where the hearing request is made after statutory time limits have expired.			

3.2.2	Contractor must verify citation status, including the disposition of the initial review, whether the fine has been paid, and that the hearing request is made within statutory guidelines (within 21days following the mailing of the notice of the results of the initial review). If the requirements are met, the case must be scheduled for a hearing within statutory requirements (within 90days of receipt of the request) and in accordance with all policies and procedures set forth by the City. All legislative changes shall be incorporated upon the effective date of those changes.			
3.2.3	Contractor must provide the printing, transmittal, and storage of paper files. Contractor's staff shall receive and maintain all documentation related to a case in a folder and prepare it as an electronically-imaged "virtual case folder" that must be transmitted or delivered to the appropriate hearing office at a prescribed time (presently three weeks) before the scheduled hearing date. The contents of the virtual case folder and the actual case folder, shall include, but not be limited to a copy of the citation, all correspondence letters and photos received from the complainant, any LADOT initial review investigation reports, or photos, as well as any other documents related to the citation which are on file in the Contractor's facility. Virtual case folders must be well organized in an efficient user-friendly format (e.g., indexes or tabs for different file sections, etc.). The adjudication component must have and maintain sufficient transmission and memory capability to enable instantaneous viewing scanned images while also operating multiple computer applications. Adjudication staff must also have the ability to scan documents into the case file from each hearing office. Contractor must provide scanning and viewing equipment in sufficient quantity and quality to efficiently accomplish this task. The Division currently uses dual computer monitor screens. In the event of system failure, Contractor will be required to provide the respective adjudication hearing office with a hard copy of the actual case folder.			
3.2.4	In the event that an appeal of a hearing examiner's decision is filed in accordance with State law provisions, the Contractor's staff shall prepare and transmit completed case folders to Los Angeles Superior Court. Case folders shall be submitted in a format acceptable to the Courts. If the Court rules against the City as a result of Contractor failure to provide the case file to the Court prior to the Court hearing, Contractor will be responsible to the City any and all amount awarded to the appellant by the Court including any payments, court costs and processing fee.			
3.2.5	Contractor shall provide one (1) armed security guard at each of the Parking Adjudication Hearing Offices during operational hours of the Adjudication Office. Regular eight-hour work schedule for the Armed Security Officer for each of the three Adjudication hearing offices is Monday – Friday, 7:00 AM – 4:00 PM, excluding City holidays. Hearing Offices are closed to the public for lunch for one hour between 11:30 AM – 12:30 PM. Security Officer may occasionally be required to work earlier than 7:00 AM or past 4:00 PM if hearings are not completed by 4:00 PM or if a staff member requests Security Officer to escort staff member to his/her vehicle for safety reasons. 3.2.5.1The security guard will perform general protection for on-site personnel, security screenings of persons attending hearings via visual inspection and use of hand-held metal detector, asset protection, and other related duties. The security guard must meet all requirements and guidelines set forth for "Contract Security " by the City of Los Angeles, Department of General Services - Public Safety/Police Services (213) 978-4660. The posted guard must be current on required licenses, certifications, and trainings, at all times.			
3.3	**Permit Program Support**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.3.1	Establishment and maintenance of Parking Permit Program information provided by the City; and printing GIS maps of the district upon request.			
3.3.2	The conducting of parking studies, upon request by LADOT, including occupancy studies and license plate studies. The results of such studies, whether directly or through sub-contracted work, shall be supported by supplying necessary access to DMV records and license recognition equipment.			
3.3.3	Preparation of maps of the parking districts showing land use, occupancy data, and indicating non-/residential parking district ratios within each district.			
3.3.4	Creating and maintaining a GIS inventory and Contractor provided mapping database .			
3.3.5	Data entry of block limits, and valid addresses within address maps,			
3.3.6	Validating permit addresses.			
3.3.7	Utilization of License Plate Recognition technology to assist on license plate studies.			
3.3.8	Development and implementation of virtual petition mailers that include mailing or emailing residents unique links to vote to support or object to proposed parking districts.			
3.4	**Staffing**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.4.1	Contractor shall be responsible for sufficient staff to meet all service and performance standards for Customer Service.			
3.4.2	Contractor shall, at a minimum, monitor customer service effectiveness, through customer surveys, monitor telephone representatives, audit citation suspensions, track performance of key functions, and audits of responses to correspondence.			
3.4.3	The Contractor's overall system monitoring must be auditable by LADOT and the City Controller. The results of internal audits must be reported to the City. Telephone reports with information such as total number of calls, average length of call and lengthiest calls, shall be provided on a monthly basis.			
3.4.4	This requirement must be reviewed by on-site inspections and of daily work sheets to be prepared by supervisors at all customer service locations. The Contractor must provide a monthly report summarizing the number of staff and hours worked at each cashiering location.			
3.4.5	Contractor shall provide an updated organizaion chart at least twice a year, including names, titles, reporting structure, and percentage of time assigned to the contract.			
3.5	**Complaints and Investigations**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.5.1	Contractor shall implement and support a "Complaints and Investigations" (C&I) database to record issues and grievances raised by the public relating to parking enforcement, permit processing, immobilizations, impounds, and customer service. Essentially, it is an issue tracking system.			
3.5.2	The C&I database shall allow customer service representatives to open cases.			
3.5.3	The C&I database shall alert designated City and Contractor staff to issues that are opened and issues that have not been addressed within a configurable timeframe.			
3.5.4	The C&I database shall allow designated City and Contractor staff to review, update, and close cases.			
3.5.5	The C&I database shall allow designated City staff to review issues for use during citation adjudication.			
3.6	**Customer Website / Webtools**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
The website shall be a comprehensive management tool for customers and shall allow users to perform, at a minimum, the following functions:				
3.6.1	Inquiry by license plate, citation number, and account number.			
3.6.2	Hide customer's name and address when an inquiry is performed. Only verified account holders shall have access to name and address information.			
3.6.3	Process payment by credit card and debit card. LADOT shall determine whether a convenience fee is to be charged to customers.			
3.6.4	View a copy of citation, related photos, and citation notes.			
3.6.5	Request an online, in-person, or by mail Initial Review of a citation. (CVC 40215)			
3.6.6	Request an online, in-person, telephone, or by mail hearing of a citation. (CVC 40215)			
3.6.7	Request a payment plan and upload supporting documentation. (CVC 40220)			
3.6.8	Purchase and/or request an annual, visitor or guest permits with qualifying documentation.			
3.6.9	Allow partially completed online permit applications to be saved and completed at another time by the applicant, Contractor or LADOT staff.			
3.6.10	Provide customers with email or text messages regarding the approval or status of their permit.			
3.6.11	Request placement on a permit waitlist.			
3.6.12	Ability to remove from waitlist.			
3.6.13	Process payment for a waitlist position.			
3.6.14	View status of permit requests and position on waitlist.			
3.6.15	Renew an existing permit.			
3.6.16	Cancel a permit and have customer check a box that they understand the "no refund" policy			
3.6.17	Receive emails with confirmation receipts for permits issued online.			
3.6.18	Update permit information (e.g., license plate number, make, model, color, and address for certain permit types as defined by LADOT), only if authorized by LADOT.			
3.6.19	Allow the purchase of multiple permits under a single account.			
3.6.20	Restrict individual permit issuance to addresses/users within LADOT defined group management accounts .			
3.6.21	Integration with the selected CMS to prevent account holders with open citations from purchasing permits.			
Customers shall be able to:				
3.6.21.1	Pay a parking citation			
3.6.21.2	Request an Initial Review			
3.6.21.3	Request a Hearing			
3.6.21.4	Apply or renew parking permits			
3.6.21.5	Release an immobilized or towed vehicle			
3.6.21.6	Find a customer service center			
3.6.21.7	Request a pre-payment waiver			
3.6.21.8	Participate in a fleet program			
3.6.21.9	Request an Installment Payment Plan			
3.6.21.10	Report an abandoned vehicle			
3.6.21.11	Report a broken parking meter			
3.6.21.12	Report damaged signs			
3.6.21.13	Report faded curb zones			
3.6.21.14	Submit other complaints			
3.6.22	Ability to apply for low-income assistance programs, CAPP, IPPs, Unemployment, and flexibility to accept other programs.			
3.6.23	Provide email and text payment reminders.			

The customer website(s) shall:				
3.6.24	Be fully integrated with the CMS and PMS.			
3.6.25	Be managed by Contractor.			
3.6.26	Be updated with new information within twenty-four (24) hours, as required.			
3.6.27	Include links to send users back to the LADOT website.			
3.6.28	Be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, Firefox, etc.			
3.6.29	Provide device detection and content shall be displayed according to device type, including desktop computers, laptops, mobile devices, and tablets.			
3.6.30	Include Contractor created instructions to all actions on the website(s).			
3.6.31	Be PCI compliant.			
3.6.32	Include FAQs created by the Contractor and approved by LADOT.			
3.6.33	Include forms which can be printed and mailed by customers.			
3.6.34	Include contact information via phone number, chat, and email to the customer service centers.			
3.6.35	Provide an online chat feature to assist motorists with their basic needs. If more advanced assistance is needed, the option for a call back should be provided.			
3.6.36	Include online learning tools to assist with compliance and "how to avoid citations".			
3.6.37	The website should confirm with the LADOT Style Guide (Attachment B). All website designs will be pre-approved before "going live".			
3.7	**Manual/Handwritten Citations**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.7.1	Pick up handwritten citations and Batch Control Logs on a daily basis from at least six designated locations. Additional locations may be added at the discretion of the City. The Contractor must reconcile the physical count of citations and the number of batches noted on the control log each day.			
3.7.2	Provide a courier service to pick up and drop off handwritten citations and Batch Control Logs with agreed upon frequency with the City.			
3.7.3	Enter handwritten citations into the CMS.			
3.7.4	Verify citation data.			
3.7.5	Research any errors and process data entry corrections within four (4) working days from the date the error appears on a daily report.			
3.7.6	Process citations voided by authorized LADOT personnel as a separate transaction type which designates them as "not valid". A balance due of zero must be recorded for each voided citation.			
3.7.7	Upload and attach a copy of the handwritten citation to the citation record in the CMS.			
3.8	**Correspondence Processing**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.8.1	The Contractor must provide adequate staffing to open, count, log, review, track, audit, and scan and process all correspondence received each day.			
3.8.1.1	Correspondence must be processed each operating day and within one (1) business day of receipt.			
3.8.2	The Contractor must include an online processing log to record all correspondence received. This log must be capable of tracking and verifying that each correspondence received has been accounted for and processed. Logs must be made available for online review and audit upon request by the City.			
3.8.3	The Contractor's staff must be able to review correspondences in English and Spanish and, in accordance with City guidelines, suspend processing on citations when appropriate; initiate an administrative investigation when necessary; and notify the complainant of the status of the complaint by mail in English and Spanish. All correspondence must be printed on stationery approved by the City and provided by the Contractor. Correspondence must be clearly readable and customized to address the complaint or concern.			
3.8.4	All documents received must be filed and maintained at the Contractor's place of business for a minimum of 30 days. After that time, correspondence may be maintained off site, but must be retrievable within two (2) business days.			
3.8.5	The Contractor must develop and enforce the use of a detailed correspondence processing manual for its employees. The manual must be submitted to the City for review and approval. The Contractor must provide ongoing training for its employees to meet and maintain the required performance standards; and to provide and assure the highest possible service to the public. The manual must be reviewed and updated as soon as legislative, system or policy changes occur.			
3.8.6	The Contractor must set up and maintain a lockbox for mail-in citation payments, payment plan applications, appeal documentation, and permit application and payment preferably to a Los Angeles mailing address .			
3.8.7	Process and mail reminder notices for unpaid citations including out-of-state owners.			
3.8.8	Process and mail delinquent notification to the lessee and/or secondary owner when delinquent and following the lien process under California state law.			
3.8.9	Process and mail "Drive Away" notices to registered owners of vehicles that drive away prior to the issuing officer attaching the citation to the vehicle. The notice must be mailed out to the registered owner within fifteen (15) calendar days of the citation issuance as required by the CVC.			
3.8.10	Process and mail citation correction notices where the issuing officer determines that there is incorrect data in the parking citation. A copy of the correction shall be mailed to the registered owner within in a timeframe specified by the City.			
3.8.11	Process and mail notices to lessees or renters of cited vehicles, including loaner vehicles, when provided with proof of written lease or rental agreement as required by the CVC.			
3.8.12	Process and mail permit renewal notices.			
3.8.13	Process and mail permit hangtags/decals or other physical permits.			
3.8.14	Process and mail other correspondence as directed by LADOT.			
3.8.15	Record when mail is returned as not deliverable. Returned envelope and correspondence and/or notice must be scanned and imaged into the CMS.			
3.8.16	Preparation of mailing lists and labels, including those for specific geographic areas or specific purposes as set forth by LADOT, and the provision of same to LADOT, if requested.			
3.8.17	Contractor must provide automated noticing and mail noticing to comply with all City procedures and CVC requirements for scheduling and conducting administrative hearings. The City conducts and adjudicates approximately 33,000 administrative hearings involving contested citations each 12-month period.			
3.8.18	Process and mail "No Show" letters for constituents who do not appear for their scheduled hearing. The design logic will also prevent a no show letter from generating if the case has been "rescheduled" or "continued" or adjudicated.			
3.9	**Mail-In Payment Processing**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.9.1	Mail pick-up from the Post Office and delivery to the Contractor's secured place of business by a bonded courier or bonded employee at least twice each business day along with the required documentation to support pick-up and drop off at Post Office.			
3.9.2	Complete procedures for batch counts that are verified to ensure an accurate starting record for control throughout processing.			
3.9.3	The ability to process items that must be handled separately. Detailed procedures must be developed to facilitate research and special processing. These include but are not limited to: -any correspondence that is included with a payment; -payments received without accompanying source documents, such as a citation or delinquent notice; and -cash payment.			
3.9.4	Copying the payment document and establishing a completely reliable audit trail for all processing procedures, endorsing, and encoding the payment document with the unique control number of each citation paid, date of processing and batch numbers, and daily reconciling with the payments updated to the Contractor's mail-in payment processing system.			
3.9.5	Preparing funds in accordance with all required City policies and procedures for transfer to the City's designated financial institution. City required records must be prepared and retained for every deposit. Funds are to be physically transferred by armored courier provided by the Contractor, subject to the approval of the City.			
3.9.6	Updating payment data to the Contractor's CMS, PMS, and other components, as appropriate, and depositing the payments to the City's designated financial institution within 24 hours of collection from the Post Office.			
3.9.7	The Contractor shall be held completely and solely responsible for ensuring the integrity and security of City revenue throughout the entire processing procedure. Any shortages or losses will be the exclusive responsibility of the Contractor and shall be fully reimbursed to the City. Overages must be researched and resolved in every case. Appropriate refunds shall be provided to any entitled parties within timeframes established by the California Vehicle Code.			
3.9.8	Payment processing must be in a secure environment. At a minimum, physical security measures should include: -Locked doors to the payment processing facility, with restricted access to authorized employees only, including, but not limited to, key card or keypad access. Reports should be reviewed for any inappropriate access. -Comprehensive video camera surveillance of all payment handling areas with full-time and redundant 24-hour video recordings to capture the date and time of all activities. Contractor must review the recorded video on a daily -A safe or vault, subject to the City's approval, that is surveyed by video cameras. -Supervisors for each function, as well as an experienced manager to oversee all operations.			
3.10	**Telephone Services**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
3.10.1.1	The Contractor must provide a sophisticated, flexible, and responsive 24 hours a day, 7 days a week, telephone answering system and all necessary hardware components, operational software, and technical support for the Interactive Voice Response (IVR) system. The IVR must provide updated information regarding City policies and procedures and be fully integrated with the CMS to provide on-line, real time status information on citations and on individual records; the Permit Management System (PMS) to assist customers with getting information on permit status and application requirements; and the immobilization/impound system to assist customers with getting information, making payments, and to process payment for self-release immobilization devices. The IVR must include the capability of handling professionally recorded messages in English and Spanish which describe City policies and procedures, including special event messages for extraordinary occurrences.			
3.10.1.2	The Contractor must provide a call tree or menu for the IVR. The Contractor's system must disseminate accurate, consistent, and user-friendly information. The current IVR uses over 100 separate messages regarding City parking policies and procedures which have been professionally recorded.			

3.10.1.3	The Contractor's proposed IVR must meet the City's customer service performance standards, be fully integrated with Contractor's overall system of retrieving parking citation data and provide online, real-time status of citations and individual license plate records. The proposed IVR shall accept payments for citations and payment plans. The proposed IVR should be tailored to the specifics of the City's parking policies and procedures and updated and enhanced as required by the City. The proposed IVR must be able to inform customers of current and changing information. A Telephone Device for the Deaf (TDD) must be available to provide services to customers with hearing impairment.			
3.10.1.4	IVR messages are to be recorded in both English and Spanish and must be available to the customers 24 hours per day, 7 days per week. Contractor must provide all hardware, operational system software, and the application software for the IVR. In addition, the interface between the IVR and parking citation database must be maintained by the Contractor.			
3.10.1.5	The IVR/phone system shall have the following features: -Recorded Announcements in Queue: The Contractor shall provide the ability to have recorded announcements to be scripted into queue according to type of call and agent skill set. The Department shall approve the wording for all announcements.			
3.10.1.5.1	The IVR/phone system shall have the following features: -Music on Hold: The Contractor shall provide music on hold for customers in queue.			
3.10.1.5.2	The IVR/phone system shall have the following features: -Estimated Wait Time: The Contractor's IVR shall announce to callers in queue the estimated wait time for a representative. This announcement shall update customers in queue, with a revised wait time, at specified intervals.			
3.10.1.5.3	The IVR/phone system shall have the following features: -Customized Scripting: The Contractor's IVR shall allow multi-layered nested call scripts, and provide an interface for creating customized rules-based scripting.			
3.10.1.5.4	The IVR/phone system shall have the following features: -Transaction Tracking from Inception: The Contractor's IVR shall be able to track and report to the City on all customer transactions, including calls and self-service transactions, from the time a transaction enters the IVR until it is terminated. This shall include processing calls through the IVR and through any number of transfers. This shall also include conference calls and calls transferred from the customer service management/supervisory clusters. In addition, the IVR shall be able to track and report on whether a transaction was terminated by the customer, or if the call was terminated by a representative.			
3.10.1.5.5	The IVR/phone system shall have the following features: -Wait Time in Queue: The Contractor's IVR shall track and report on the amount of time a call is on hold, not to include IVR time.			
3.10.1.5.6	The IVR/phone system shall have the following features: -Call Back: The Contractor's IVR shall allow the option for the customer to request a call back rather than waiting for an available representative.			
3.10.1.6	The Contractor shall work with LADOT personnel to identify desktop requirements. This includes, but not limited to the evaluation of screen information, keystrokes, and transaction types needed to allow customer care representatives and supervisory personnel to effectively process customer transactions.			
3.10.1.7	The Contractor shall configure the IVR such that the existing telephone numbers of the Parking Violations Bureau remain operational.			
3.10.1.8	City parking citations contain Contractor-provided toll-free phone numbers as well as special number for the hearing impaired. Contractor is responsible for receiving and answering all calls.			
3.10.1.9	The Contractor's call processing system must be able to mark the CMS, PMS, and other components with an indicator on the history record showing that a telephone call was received, by either the IVR or customer service representative, and the nature of the call including all requests for information and the appropriate action taken including completion of request for information.			
3.10.1.10	The proposed IVR must be capable of responding to requests for service in Spanish and English and for the hearing impaired. The Contractor's IVR must also provide the option to speak with a live representative and receive up-to-date, real time information on the status of a citation or permit application between the hours of 8:00 AM and 5:00 PM, Monday through Friday, except holidays.			
3.10.1.11	The proposed telephone IVR must be PCI compliant with live representatives trained and capable of taking payments for all instances listed in this scope of work.			
3.10.1.12	The proposed IVR must be able to receive calls 24 hours a day, 7 days a week with live representatives available to process transferred phone calls during the hours of 8:00 AM to 5:00 PM , Monday to Friday, except on holidays. Contractor's staff serving as telephone representatives must be fully trained in all informational aspects of parking citation and permit processing, and should have immediate access to the CMS and PMS. Sufficient staff must have the capability of conversing in Spanish as well as English so that a bilingual representative is always available between 8:00 AM and 5:00 PM. A TTY line or equivalent for the hearing impaired must also be available to receive calls.			
3.10.1.13	The Contractor must maintain sufficient staffing to meet all performance levels. The staffing must be sufficient to cover peak volumes, vacations, and any absences. A telephone customer service staffing plan shall be presented as part of the response to this RFP.			
3.10.1.14	The Contractor's telephone representatives, at a minimum, must be able to provide general information, research specific citation data, and process suspensions, and provide permit information. Difficult to review citations or complaints must be expeditiously handled by a supervisor, manager, or specialized representative.			
3.10.1.15	The Contractor shall be required to provide all facilities, computer equipment, data communications, telephone lines, telephone units, and technical support to operate the Call Center .			
3.10.2.1.1	The City of Los Angeles uses a toll-free telephone number (1-800-ABANDON) for constituents to report abandoned vehicles on City streets or private property at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -The Contractor must provide sufficient personnel to respond to these types of calls. The assigned customer service representatives must document abandoned vehicle information from callers, generate reports, and submit the generated reports to the appropriate LADOT geographic enforcement area for marking or processing the vehicle.			
3.10.2.1.2	The City of Los Angeles uses a toll-free telephone number (1-800-ABANDON) for constituents to report abandoned vehicles on City streets or private property at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -The proposed IVR must: allow callers to report abandoned vehicle after normal business hours and on weekends; collect and categorize the information; and the have the ability to report abandoned vehicles via IVR.			
3.10.2.1.3	The City of Los Angeles uses a toll-free telephone number (1-800-ABANDON) for constituents to report abandoned vehicles on City streets or private property at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -The Contractor must ensure that messages received are processed as soon as possible, but no later than the next business day. The Contractor must electronically generate and submit a daily electronic report listing of all received requests and the ability to view or print such reports at the appropriate LADOT geographic enforcement area office by 6:00 AM the next business day where an enforcement officer will be assigned the responsibility of inspecting the vehicle and marking it for possible towing. The results of the investigation will be entered by a LADOT employee into a handheld computer and uploaded to a component of the Contractor's system, which must automatically generate a "towing order" after the statutory 72 hour time period has elapsed if the investigation concludes that vehicle is eligible for towing. Exception reports must be provided to identify the appropriate tow orders (pending and closed) and any problem tow orders. (See Section 4 for immobilization and impound requirements)			
3.10.3.1.1	The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -A dedicated toll-free telephone number to be answered by the Contractor's Call Center. At a minimum, the Contractor must provide sufficient personnel to respond to the call volume between the hours of 8:00 AM and 5:00 PM. After these hours and on weekends and holidays, functionality must be available so constituents can report problems with parking meters by IVR, e-mail, internet, or text message.			
3.10.3.1.2	The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -The meter hotline must be tied into the City's meter maintenance system to resolve customer complaints. The data must be stored in the Contractor's CMS and available for reference during adjudication processes.			
3.10.3.1.3	The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -Customers must have the option to report meter complaints by telephone, email, internet, or text messaging 24 hours a day, 7 days a week. The Contractor must ensure that messages received electronically (via email, internet, or text messaging) are retrieved frequently to ensure that these complaints are attended to as soon as possible, but not later than the next business day.			
3.10.3.1.4	The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -Customer service representatives staffing the hotline must be bilingual, English and Spanish. Provisions must be made for accepting calls from the hearing impaired through a TTY line.			
3.10.3.1.5	The City of Los Angeles uses a toll-free telephone number for the public to report problems with parking meters at any time, 24 hours a day, 7 days a week. The Contractor will be required to provide, at a minimum, the following: -Outage reports will be entered in real-time directly into the City's MERGE meter management system, or other system as directed by the City, through a web-based application.			
3.10.4.1	The Contractor shall record all calls in the customer service centers, which shall include, but are not limited to, incoming calls received through IVR, outbound calls, calls received and made from all supervisory and managerial workstations.			
3.10.4.2	The Contractor shall provide a call recording and monitoring management system for the customer call center.			
3.10.4.3	The Contractor shall provide a call recording and monitoring management system that will allow for remote call recording retrieval and monitoring, including real-time monitoring, instantaneous retrieval of all calls, archived calls, and any/all calls that were recorded.			
3.10.4.4	The Contractor shall allow/provide for simultaneous recording on all channels and simultaneous playback on remote workstations without a loss of data or decrease in recording system performance.			
3.10.4.5	The Contractor shall provide buffering, or redundant call recording data storage, where call recording data storage will reside before being sent to an archiving system.			
3.10.4.6	The Contractor shall store call recording data records using standard compression rate allowing the recorded call to be e-mailed in standard .WAV format, or the latest technical standard, once exported. There shall be no need for additional software for decompression or format conversion.			
3.10.4.7	The Contractor's call recording system shall be configurable for secure access over the LAN, WAN, or intranet, allowing administration of the call recording system, running of reports, listening to call recordings, and emailing of audio files.			
3.10.4.8	The Contractor's call recording system shall perform a full, automatic, periodic back-up of call records database without interfering with playback, searching, or archiving.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
4.1	**Tow and Immobilization System (TIMS)**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
4.1.1	The Contractor shall have the ability to support and improve the towing/immobilization operations of the City including, but not limited to towing, immobilization, towing events, and relocation towing.			
4.1.2	The TIMS shall control and track all tow/impound and immobilization activity, from the point where a Traffic Officer determines action must be taken on a vehicle until the point where the vehicle is completely released to the owner.			
4.1.3	The TIMS shall be capable of distinguishing between placing an immobilization device on a vehicle and towing a vehicle, and separately track and report on immobilization and tow fees. A complete detailed history of current and past vehicle seizures must be maintained until deletion is authorized by the City.			
4.1.4	The TIMS must be flexible to accommodate calculations based on time or other criteria used to determine seizure status. Immobilization, tow, storage, and other potential fees must be assessed in an on-line, real-time manner and included in the total amounts owed to have the vehicle released, including fines paid as part of a pre-approved citation installment payment plan (IPP). Fee assessments must be reflected consistently throughout the Contractor's overall system.			
4.1.5	The TIMS will be the "starting point"—Traffic Officers shall input their intent to immobilize or requests for tows into the TIMS.			
4.1.6	The TIMS shall be accessible from handheld devices, including Traffic Officers' citation issuance devices, tablets, and notebook computers.			
4.1.7	When a Traffic Officer starts the immobilization process, the TIMS shall collect all necessary information and share it with the CMS and the immobilization device management system.			
4.1.8	The TIMS shall allow a Traffic Officer to initiate a tow/impound process, including having an immobilized vehicle impounded.			
4.1.9	When a Traffic Officer starts the tow/impound process, the TIMS will collect all necessary data to relay to Communication Center Operators who will then verify tow eligibility and contact the assigned Official Police Garage (OPG) to begin the dispatch process.			
4.1.10	When a vehicle has been immobilized or towed, the TIMS shall attempt to notify the owner of the vehicle through all potential media, including telephone calls, text/SMS messages, email, fax, or U.S. Mail.			
4.1.11	The TIMS shall provide all necessary notifications to LADOT staff regarding any timelines, including but not limited to when a vehicle is approaching 72 hours of immobilization but has not been released.			
4.1.12	The TIMS shall produce all filings required by the state, county, or City (DOT Vehicle Information Processing Unit) for an immobilized or impounded vehicle, including the CHP 180 form for impounds. The CHP 180 form shall be transmitted to the CMS, OPGLA.COM, CLETS, and any City or Law Enforcement systems, as directed by the City, and printed on a local printer if directed by the City.			
4.1.13	The TIMS shall have a robust reporting module, allowing users with appropriate access rights to obtain reports on all immobilization and tow/impound activity.			
4.1.14	When an immobilized vehicle must be impounded, the TIMS shall transfer or link all data regarding the immobilization to tow record module after marking the immobilization record appropriately.			
4.2	**Impound**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
4.2.1	The Contractor shall maintain a tow management process that includes ongoing operations management leveraging advanced technology application software that continually improves and grows as systems and technology advance. The tow management process shall use the TIMS.			
4.2.2	The Contractor shall demonstrate proven experience and successful implementation of tow management processes in cities with a similar project scope and of similar size and demographics.			

4.2.3	The Contractor shall agree to a basic proof of concept to test integration capabilities, software design, and basic workflow integration.			
4.2.4	The Contractor must comply with all current and future state laws and local municipal ordinances.			
4.2.5	The Contractor shall remain independent from the tow contactors and immobilization product/service vendors and shall NOT directly or indirectly own any tow trucks, tow companies, immobilization product manufacturers, or immobilization service providers.			
4.2.6	The TIMS shall accept tow requests via handheld ticket issuance device, mobile communication device, desktop computer, or dispatch personnel, and any other means as dictated by the City.			
4.2.7.1	The TIMS shall provide a dispatch console, to notify a Dispatcher that a tow is requested and the Dispatcher to contact the appropriate tow operator to start the tow process. The dispatch console shall: -Provide intelligent, automated tow dispatch process to suggest the appropriate tow operator based on the geographic location of the vehicle to be towed.			
4.2.7.2	The TIMS shall provide a dispatch console, to notify a Dispatcher that a tow is requested and the Dispatcher to contact the appropriate tow operator to start the tow process. The dispatch console shall: -For any tow operators that can accept and respond to electronic tow requests, make the request upon approval of the dispatcher.			
4.2.8	The TIMS shall provide automatic acknowledgment and electronic estimated times of arrival, if available.			
4.2.9	The TIMS shall provide an aging report.			
4.2.10	The TIMS shall track tows dispatched and tows performed.			
4.2.11	The TIMS shall keep and maintain all data and historic information which is stored automatically, and which shall be easily accessible and downloadable in real-time online. Metrics to be stored shall include, but not be limited to: dispatch number, requester, citation number, plate, vehicle description, date, time, and location of tow, tow contractor, and truck number.			
4.2.12	The TIMS shall include an intuitive online report feature with ability to compile metrics on all data points with ability to download and print.			
4.2.13	The TIMS shall provide reliable communication between all tow contractors and various parking services departments and personnel as designated by the City.			
4.2.14	The TIMS shall capture photographs of vehicle and vicinity prior to tow truck's arrival.			
4.2.15	The TIMS shall capture Traffic Officer's notes, in writing or via dictation.			
4.2.16	The towing contractor interface shall have the ability for various tow contractors to receive dispatched service request using mobile electronic devices such as tablets, smart phones, or other electronic device.			
4.2.17	The towing contractor interface shall have the ability for various tow contractors to indicate field statuses; arrival, vehicle gone on arrival, and vehicle drops.			
4.2.18	The towing contractor interface shall have the ability for the City and the Contractor to monitor tow contractor locations using GPS or other location services from device.			
4.2.19	The towing contractor interface shall have the ability to accept, process and reconcile cash, credit, and other various electronic payments and documentation received by towing contractors for drop services and associated fees.			
4.2.20	The towing contractor interface shall have the ability to record and store photo/video documentation of pre and post tow services.			
4.2.21	The towing contractor interface shall have the ability to update all forms legally required within the City, including updates to the California Highway Patrol (CHP) Form 180, and transmit updates to all required systems, including the Parking Citation Management System (CMS) and California Law Enforcement Telecommunications System (CLETS).			
4.2.22	The TIMS shall completely track and timestamp the entire chain of custody of each vehicle from the initiation of a tow through the confirmation that the vehicle has been released to the tow truck driver, including but not limited to, vehicle information; type of tow; time arrived at scene; time received by tow truck driver; Tow Lot or storage location; owner information; disposition (released, auctioned, etc.) and date and time of disposition; and fees collected (if any). -This will require a two-way integration between the TIMS and OPGLA.COM.			
4.2.23	The TIMS shall include automation, digitizing of paper documents, and virtual signatures at the local impound.			
4.2.24	The TIMS shall include the ability for real time reporting on all data points contained in database and workflows, including, but not limited to, tow request, towing services, dispositions, date, and time of notification by the city, time trucks dispatched, time of tow contractor arrival at tow scene, etc.			
4.2.25	The TIMS shall display an inventory of the vehicles impounded by LADOT on tow lots.			
4.2.26	The TIMS shall provide on-line, real-time reporting for updating an inventory of immobilized vehicles on the street and of all seized vehicles at each tow lot. These on-line reporting components shall allow inquiry by a combination of one or more criteria: by license plate number, immobilization or tow date, or impound lot number or name.			

4.2.27	The TIMS shall include the ability for ad hoc reporting creation and storage and ability to export reports in .csv, Excel, and PDF formats.			
4.2.28	The TIMS shall provide for transfer of all relevant information to CMS, OPGLA.com, CLETS, and any other systems as directed by the City.			
4.2.29	The TIMS shall include the ability to expunge specific files based upon time retention policies (example: towing)			
4.2.30	The TIMS shall include the ability to fully integrate with other software systems including sending/ receiving data with 3rd party databases.			
4.2.31	Contractor shall provide live, real-time technical and customer service support to City staff and any City-authorized contractors or subcontractors, 24/7/365. Response and resolution to technical support issues is required within one (1) hour or less. System outages longer than 20 minutes or failure to respond and resolve technical support issues within the same timeframe will incur $1,000 penalty per incident.			
4.3	**Immobilization**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
4.3.1	Immobilization devices ("devices") shall deter operation of the vehicle on which they are attached. Typical devices attempt either to prevent a vehicle's wheel from turning or block the driver's vision through the windshield.			
4.3.2	Immobilization devices shall allow the motorist to release the device through entry of a code into a keypad; the code shall be provided to the motorist after the motorist has addressed the delinquent parking citations to the satisfaction of the City.			
4.3.3	Immobilization devices shall allow authorized LADOT employees to release a device by use of a physical key or by entering a code that can be obtained immediately through a smartphone app or web page, not requiring the employees to call someone for assistance.			
4.3.4	Contractor shall provide ten (10) sets of keys that can be used by City staff to manually unlock all devices.			
4.3.5	Devices shall provide all reasonable safeguards to prevent unauthorized releases, but sufficiently user-friendly for the average motorist to release safely.			
4.3.6	Contractor shall repair or replace any devices that are lost, damaged, disabled, or malfunctioning at no cost to the City. City is not responsible for the loss of devices that are removed from vehicles without City's authorization, or devices that motorists fail to return after being self-released. In the event City is able to recover the costs for a stolen or damaged device from a motorist or other third-party, City agrees to reimburse Contractor only for the recovered amount.			
4.3.7	Contractor shall be responsible for providing the wireless communications system to track devices and enable release via code. Contractor shall ensure that communications are not disabled by upgrades to wireless carriers' technology throughout the term of the contract and extensions. Should advancements in cellular technology require upgrades to communication technology in devices, they will be done at no charge to the City.			
4.3.8	Contractor shall provide a sufficient number of immobilization devices to meet its ongoing needs, as determined by mutual agreement between the City and Contractor.			
The Contractor shall provide a software system that provides full management of immobilization devices, including:				
4.3.10	Tracking the current location of every device			
4.3.11	Providing a unique release code for each deployment of a device (so that a code shared by a motorist will not release any other devices)			
4.3.12	Providing detailed reports on immobilization activity, with filters and sorting			
4.3.13	Generating performance and financial reports for all immobilization related transactions.			
4.3.14	Generating alerts about activity relating to individual devices, such as "device moved without release," "device detected attempt to remove," and "device deployed for more than XX hours" (where the number of hours can be configured). Alerts shall show prominently to users logged into the immobilization device management system, and shall also be transmitted via email or SMS (user configurable).			
4.3.15	The immobilization device management system shall integrate with the City's CMS, to allow Contractor to obtain lists of vehicles eligible for immobilization, determine full details about the amount due for any vehicle at any time, update payment data as they are processed, and provide the CMS with full details about vehicles as they are immobilized.			
4.3.16	The integration between the immobilization device management system and the CMS shall allow users of the CMS with the appropriate access rights to "link" directly to the immobilization device management system records related to a specific immobilization.			

4.3.17	The immobilization device management system shall integrate with, or be a component of, the TIMS, allowing traffic officers to submit immobilization events through the TIMS, so that no manual entry of data is required in the immobilization device management system. The immobilization device management system shall "report back" to the TIMS details about immobilizations and releases.			
4.3.18	The immobilization device management system shall provide access to City staff as designated by the City.			
4.3.19	The immobilization device management system shall be available 24 hours a day, 365 days a year.			
4.3.20	The immobilization device management system shall completely track and timestamp the entire immobilization process in the field from a handheld citation writing device or tablet computer, including location, condition of vehicle, immobilization device applied and its serial number, Traffic Officer who applied immobilization, and citation number.			
4.3.21	The immobilization device management system shall transmit immobilization information to third-party immobilization self-release vendors, so they may update their systems to reflect the immobilization.			
4.3.22	The immobilization device management system shall receive status updates of immobilized vehicles from third-party immobilization self-release vendors.			
4.3.23	The immobilization device management system shall track length of time each vehicle has been immobilized and send an alert that the immobilization time will be exceeded; the City shall have the ability to configure the amount of time prior to expiration, which personnel will be notified, and how they will be notified (within the application, via email, or via text/SMS.			
4.3.24	Contractor shall provide a service to allow motorists to call a toll-free number (24 hours a day, 365 days a year) to request assistance to release an immobilization device. Ideally, this will be the same number used by motorists for other parking and citation related information and transactions.			
4.3.25	Contractor shall allow motorists to visit a customer service center to request a release.			
4.3.26	Contractor shall determine the amount due, based on information available in the CMS , along with any City policies or specific fees related to the immobilization or release.			
4.3.27	For phone requests, Contractor shall collect the amount due from the motorist through payments via bank cards. Proposers shall indicate other methods for accepting payments, such as, but not limited to, Apple Pay, Google Pay, PayPal, Venmo, or Zelle. Contractor shall deposit all funds received into the City's designated bank account on a daily basis. Proposers shall indicate whether their immobilization device management systems will support opening an Installment Payment Plan (IPP) over the phone, allowing the vehicle to be released.			
4.3.28	Contractor is responsible for operating facilities, either directly or through a subcontractor, to be used post-payment to accept devices returned by motorists whose vehicles have been immobilized by Contractor's device.			
4.3.28.1	There shall be at least one facility in each of the four regions illustrated in the attached Boot Return Map. The location of each return location shall be at least five miles from other return facilities. If additional facilities are provided, they are exempt from the five-mile-separation requirement.			
4.3.28.2	At a minimum, such facilities shall operate during regular business days and regular business hours of the City (defined as 9:00 AM to 5:00 PM), where motorists or City may return a device.			
4.3.28.3	Contractor shall ensure its own staff or the staff of its subcontractor operating the Return Facilities have access to the immobilization device management system.			
4.3.28.4	Upon return of a device the Facility Operator shall provide a receipt to the motorist returning the device, including confirmation of the device's return. Confirmation of the returned device shall be done via data entry into the immobilization device management system. Contractor shall indicate whether it can support 24 hours a day, 7 days a week returns through something like a drop box.			
4.3.28.5	Contractor shall be responsible for transferring devices from the Return Facilities to the area enforcement offices on a mutually agreed upon regular schedule, a minimum of twice per week. The minimum number of pickups may be modified or suspended by mutual agreement.			
4.3.28.6	The City, at its sole discretion, may also provide alternative locations throughout the Greater Los Angeles area for the return of devices. These alternative locations must be housed within the existing area enforcement offices as determined by City. Contractor is responsible for ensuring that City Staff at these designated locations have access to the immobilization device management system in order to record the return of devices to these facilities in a manner consistent with the Contractor's facilities.			

4.3.29	Contractor shall provide City with a daily detailed report that shall include, at a minimum, all of the following information: -Citation number (s); -Citation amount (s); -Vehicle license plate number; -Name of the vehicle's registered owner; -Date the citation(s) was issued; -Date the citation(s) was paid; and -Total daily amount of transaction fees collected from the motorists.			
4.3.30	The City shall be able to choose the medium for receiving the report, including viewing within the immobilization device management system or email.			
4.3.31	Contractor shall provide motorists with full instructions on releasing the device, including where to deliver it.			
4.3.32	Audit trails must be clearly identified and the appropriate exception reports must be produced at an approved frequency for all immobilization and tow activities.			
4.3.33	To support City management, Contractor must provide comprehensive reporting capability for the identification and seizure of habitual parking violators and for all towed vehicles. The TIMS shall detail, at a minimum, the following: -How long immobilization devices have been in place. -Authorization and confirmation of immobilizations and tows. -Immobilized vehicles that are on the street. -Vehicles on City lots. -Vehicles released. -On-line revisions. -List of "most wanted" vehicles. -List of vehicles eligible for seizure by area. -Employee ID placing the immobilization device. -Employee ID removing the immobilization device. -All towed vehicles.			
4.3.34	Within 30 days after notice to proceed, Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, data fields definitions, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City at no cost to the City. Contractor shall also provide additional reports as may be requested by the City at no additional cost to the City.			
4.3.35	Contractor will provide installation and initial training for all hardware and software used by City for the use of its immobilization devices and immobilization device management system respectively. Contractor will train City Traffic Officers on the installation and removal of the devices.			
4.3.36	Contractor shall provide remote access to all immobilization systems/components for City employees with proper credentials.			
4.3.37	Contractor shall provide refresher training for City staff at no charge, at request of the City, not to exceed once per calendar quarter.			
4.3.38	Contractor shall not charge City for all releases directed by the City; e.g., City directs release of a device that was applied in error or Traffic Officer removes device so the vehicle can be towed.			
4.3.39	Contractor shall not charge the City any fees for the temporary use of the device to immobilize a vehicle while waiting for an OPG tow.			
4.3.40	Contractor will design and supply vehicle seizure notices, including revisions to the notice, subject to approval by City, that will be affixed by City Traffic Officers to immobilized vehicles at the time of immobilization. These notices will provide information to motorists on how to obtain release of the device.			
4.3.41	Contractor will create a Standard Operating Procedure (SOP) manual, including but not limited to the procedures and responsibilities of the Contractor and the City, which will be reviewed and edited by the City before it is adopted.			
4.3.42	All data generated by immobilization activities shall be owned by the City. The Contractor may use it as needed to fulfill its obligations under the agreement, but may not share that information with other parties without the City's express written consent.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
5.1	**Permit Management System (PMS) - Key Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
5.1.1	Must be online, and cloud-based and not require any installation software.			
5.1.2	Must update in real time.			
5.1.3	Must be reliable and operate with no downtime.			
5.1.4	Must be able to be integrated with other necessary internal and external applications LADOT staff use frequently.			
5.1.5	Must be flexible in design, leveraging an architecture that allows for modular functions and updates .			
5.1.6	Must be auditable by internal and external applications and users to ensure transparency and accuracy.			
5.1.7	Accessible from any PC with web browser software and internet access, using current browser technology, not requiring separate plug-ins or other software to be installed on users' computers or devices.			
5.1.8	Permit renewal and cancellation notices sent automatically by mail and email.			
5.1.9	Permit renewal and cancellation notices sent by batch or individually.			
5.1.10	Residential notices shall be sent for new Preferential Parking Districts (PPD), Overnight Parking District (OPD), oversize vehicle, and Dodgers permits (D-Permit).			
5.1.11	Generation of unique permit numbers.			
5.1.12	Ability to add additional permit types, as necessary.			
5.1.13	Display all parking districts by location on an electronic map.			
5.1.14	Evolve with changes in LADOT's parking permit program. Proposer's permit management program should: -Allow for the removal and addition of various parking permit districts. -Allow residents in preferential parking permit districts to purchase guest permits online. -Allow for other parking permit iterations as may be requested and approved by LADOT.			
5.1.15	Integration with CA DMV for registered owner and address verification.			
5.1.16	Support for both physical and virtual permits.			
5.1.17	Permit stock to be supplied by the Contractor.			
5.1.18	Ability to create educational material and web-based informational videos for end users to view as part of the permit parking program process. Material and videos to include, but not be limited to: PPDs, OPDs, D-Permits, and the initial outreach to assist with facilitating transition from physical to a virtual parking permit program.			
5.1.19	Sandbox/test environment available prior to award and ongoing for pre-release testing.			
5.1.20	The PMS database and physical system security must be maintained in such a way as to provide complete confidentiality and protection from unwanted access.			
5.1.21	Support rolling expiration dates (e.g., daily, weekly, monthly, annually).			
5.1.22	Support varying exception permit processes and quantity limitations by a designated time period for all permit types.			
5.1.23	Restrict or allow multiple permit purchases for the same plate number based on LADOT rules.			
5.1.24	Retain deactivated permit and account information for seven (7) years.			
5.1.25	Seamlessly integrate with all LADOT/City software and any third-party related applications that are used for the parking permit program.			
5.1.26	Provide report creating tools with various criteria selections; must be able to export from queries to shapefiles, csv, xml, and xlsx formats.			
5.1.27	Provide capability for a variable rate fee structure based on parking permit type including prorations as approved by City Council. -Ability to institute a tiered rate structure for permits, whereby, e.g., the 1st permit is $XX, 2nd is $XX +$10, 3rd is $XX+$30, etc., with prorated pricing if purchased at different times of the year; and ability to institute a different tiered rate structure for different permits.			
5.1	**Permit Management System (PMS) - Software Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
5.1.28	Create new permit holder accounts.			
5.1.29	Correct, autofill, and standardize address entries.			
5.1.30	Validate permit program eligibility based upon supporting documentation.			
5.1.31	Approve or deny parking permit applications based on geographical location (address validation) of requested permit or other City-determined factors.			
5.1.32	Add customers to multiple waitlists and view waitlist positions.			
5.1.33	Accept payment for a waitlist position and later apply that payment to the permit.			
5.1.34	View permit applications and documents attached to permit applications.			
5.1.35	Enter new permits into the PMS (for instances where Customer Service must create and issue a permit)			
5.1.36	Approve permit requests , for permits where business rules require review of qualifications.			
5.1.37	Process payment for permits.			
5.1.38	Ability to refund a permit.			
5.1.39	Ability to cancel a permit.			
5.1.40	Process multiple permit purchases in one transaction.			
5.1.41	Query by permit holder name, account number, permit type, permit number, license plate number, and address. -Items returned in search shall be accessible by clicking on search results to open; user shall not be required to exit the search function and open items separately.			
5.1.42	Add notes to permit accounts with entry field having capability to operate without character limits.			
5.1.43	Editing of any permit field (based upon LADOT approved, user-assigned privileges).			
5.1.44	Print temporary permits (based upon LADOT approved, user-assigned privileges).			
5.1.45	Print, mail and/or email correspondence/letters to permit holders.			
5.1.46	Assign permissions to access certain features based on user ID.			
5.1.47	Review all user activity within the software.			
5.1.48	Run ad-hoc reports on all data fields.			
5.1.49	Support access to reports using web browser- based software.			
5.1.50	Provide all necessary hardware that will be needed by LADOT staff to operate software and run necessary reports.			
5.1	**Permit Management System (PMS) - Reporting Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
5.1.51	Comprehensive, detailed, accurate, and timely management, financial, and operational on-line, real-time, and other reports for City management.			
5.1.52	Capability for the City to revise and/or expand any or all reports to adjust to changes in reporting needs and also request additional reports at no additional cost to the City.			
5.1.53	All reports shall be: -Printable -Electronically Accessible -Exportable to other software packages -In a text and/or spreadsheet format -Displayed in their entirety with a summary page as the first page -Available to the City no later than 60 days after the signing of the contract			
5.1.54	On-line access to management reports through any PC with web browser software, security, and a connection to the internet.			
5.1.55	Upon request, provide training in the use and interpretation of the reports produced by the PMS.			
5.1.56	Documentation delineating details of available reports.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
6	**Enforcement Workforce Management System (EWMS)**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
6.1	Proposer shall provide an integrated solution that offers workforce management capabilities that include, but are not limited to: ●Scheduling oShift Preferences oEnforcement Beat Optimization oRotations oAssignments oVacation/Time Off Requests ●Asset Management			
6.2.1	The EWMS shall be accessible via multiple methods . At minimum, users shall be able to connect using a web browser running on any device (desktop computer, notebook/tablet computer, tablet device [such as an iPad], or smartphone). Ideally, the EWMS will also be accessible via a smartphone or tablet app (including Traffic Officers' enforcement handheld devices), telephone IVR, and SMS.			
6.3.1	The EWMS shall provide a centralized, web-based approach to coordinating all Traffic Officer shift assignments as well as analysis that would allow for enforcement beat optimization.			
6.3.2	The EWMS shall store individual profiles for each employee that include, but are not limited to the following fields: -Name -Identification (badge) number -User identification/password -Job title -Seniority (years of service), -Special skills (i.e., supervisor, lead, bike patrol, immobilization team, dispatch) -Job limitations / Injury-On-Duty -Accrual (paid time off/sick leave) -Unpaid leave -Shift preferences			
6.3.3	The scheduling process shall generate a schedule based upon established parameters including, but not limited to: -Seniority (years of service) -Shift preference -Shift type -Days/times of the week -Shift qualifications -Special events -Staffing level thresholds (minimum/maximum personnel) -Squad assignment -Enforcement beat -Time off requests			
6.3.4	The EWMS shall: -Allow Traffic Officer Supervisors to input/change schedule/shift format, times, and staffing values -Allow Individual employees to input shift preferences/requests only within their qualifications, established by their profile -Identify scheduling conflicts that require administrative input/override -Administrative changes must be validated by the EWMS. -Allow final initial review/verification			
6.3.5	The EWMS shall include notification capability that allows Traffic Enforcement Supervisors to communicate messages to personnel via email distribution. Email notifications shall be tracked by the EWMS and responses from notification recipients shall be recorded within the employee profile. The EWMS shall also allow employees to opt-in to SMS (text) delivery of shift assignments.			
6.4	The EWMS shall provide a time off request process that allows personnel to input and submit requests to enforcement management for review.			

6.4.1	The authorization workflow shall include City guidelines including, but not limited to: -Shift staffing level requirements -Employee accrual availability -Advance notification timeline requirements			
6.4.2	The workflow shall include an alert/escalation process that provides management with the ability to review time off requests.			
6.4.3	Authorization notification to employee of approval or denial with the allowance for reason codes and proposed alternative times. -The EWMS shall identify shift vacancy/back fill needs to enforcement administration (or management) and allow for scheduling shifts with automatic notification to impacted employees			
6.5	**Routes/Beats and Shift Assignments**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
6.5.1	In addition to the various shift times, the EWMS shall identify the enforcement beats, deployment strategies and detailed shift assignments for enforcement personnel.			
6.5.2	Traffic Officer Supervisors shall have the ability to assign shift personnel to specific beat and detailed shift assignments within the EWMS. Assignment timelines must be configurable and have the ability to assign shifts for a variety of timeframes, including daily, hourly, weekly or quarterly.			
6.5.3	The EWMS shall be integrated with the handheld devices based upon the scheduling and shift assignment so that when an employee logs in with their unique username and password, the employee will receive the following information displayed on their device: -A confirmation request for the exact shift assignment/beat they have received -A shift inspection checklist verifying shift details and infrastructure assigned -Any enforcement announcements, policy updates, shift or assignment information -Employee acknowledgements shall be recorded within the employee profile for future reference			
6.5.4	The EWMS shall generate a shift log for each employee. The shift log shall operate as follows:			
6.5.4.1	Allow for inputting of shift details, including time allocated to complete assignments and details associated with any tasks			
6.5.4.2	Incorporate rest break and meal period times			
6.5.4.3	Shift logs shall be stored, accessible for review, formatted for printing and available for ad-hoc report query			
6.5.4.4	Track Traffic Officer daily activities, and work output with associated hours per task or activity			
6.5.4.5	Record action taken with respect to identified vehicles, such as scofflaws, hotlisted, and other wanted vehicles, as applicable			
6.5.4.6	Record abandoned vehicle investigations and actions, as applicable			
6.5.4.7	Record, sign and parking payment device repair and graffiti removal requirements (see Maintenance Reporting)			
6.6.1	Because the Traffic Officers often are assigned to work during special events and special details, the EWMS shall manage the calendar and staffing for those activities. The EWMS shall:			
6.6.1.1	Maintain a calendar of all special events and special details, including staffing needs for each calendar entry			
6.6.1.2	Suggest the staffing for each special event and special detail, using a strategy similar to the scheduling for standard shifts			
6.6.1.3	Allow Traffic Officer Supervisors to make override schedules, including direct assignments of personnel to the special events and special details			
6.6.1.4	Provide notification to all staff assigned to special events and special details			
6.6.1.5	Generating and maintaining shift logs for all special events and special details			
6.7	**Maintenance Reporting**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
6.7.1	In addition to the shift log, the EWMS shall provide maintenance reporting capabilities that allow for Traffic Officers to report field maintenance conditions and include the following features:			
6.7.1.1	Maintenance issues must be tracked on the shift activity log			
6.7.1.2	Notifications must be automatically dispatched to the appropriate email contact or work order system.			
6.7.1.3	Maintenance issues must be accessible and linked to corresponding notices for adjudication review.			
6.7.1.4	The EWMS shall track maintenance issues and identify ongoing/chronic reporting locations.			
6.7.1.5	The EWMS should integrate with designated work order system to submit maintenance issues recorded by Traffic Officers, in a format mutually agreed by proposer and work order system supplier.			

6.8.1	The EWMS shall utilize a geo-location tool that allows enforcement to monitor and identity the exact location of personnel at all times.			
6.8.2	The EWMS shall incorporate City maps that:			
6.8.2.1	Identify current infrastructure by location, including corresponding street signs, road grades and other relevant location information.			
6.8.2.2	Provide up-to-date parking policy specific information by location, including regulatory rules and regulations such as meter operating hours, tow away hours, rates, etc.			
6.8.2.3	Shall identify Field location updates/issues and link the updates/issues to the corresponding Field Survey library.			
6.9.1	Enforcement is responsible for a significant amount of assets and infrastructure including, but not limited to, vehicles, radios, handhelds and uniforms. Therefore, the City seeks an integrated asset control solution that shall record the assignment and return of vehicles and equipment along with scheduling Traffic Officers.			
6.10.1	In addition to static reports, the EWMS shall provide an ad hoc reporting capability that includes filtering by flexible date ranges. The EWMS shall include a report builder tool that allows the user to define a variety of independent parameters including the ability to track performance by: -Beat -Route -Traffic Officer -Shift -Squad			
6.10.2	The EWMS shall, at a minimum, provide the following standard reports: Workload activity: -by PCO -by violation -by day -by hour -by zone -by route -by area -by street -by activity -by citation issued			

	SUBCONTRACTOR (if applicable):		
Requirement Description	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
Mobile LPR - System Requirements	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
The LPR system must be fully integrated, in real-time, with LADOT's selected CMS, including enforcement devices or handhelds, and other potential parking technology services including mobile payment services, single- and multi-space paid parking technology, various parking permit systems, immobilization/tow lists, California DOJ stolen/felony want lists, hot lists provided by local law enforcement, and California Law Enforcement Telecommunication System (CLETS). The LPR solution must also be capable of being fully integrated, in real-time, with a future PMS to receive relevant data about virtual permits including permit status, parking session details, pay-by-plate payment systems, time limit management (including tracking of reparking by zone and location), scofflaw identification, (based on data provided by the selected citation management vendor), and any other relevant information needed to monitor and enforce parking within the City. Proposers shall allow for any future data license and protection agreements as required by LADOT IT requirements.			
The LPR system shall be capable of sharing data with the designated enforcement device(s) or handheld(s). This includes the ability to transfer the LPR captured violation data including license plate information, violation images, time stamps and GPS locations to LADOT's enforcement device(s) for citation issuance.			
LPR system should monitor, in real-time, time limits, permit status, pay-by-plate valid parking sessions, and mobile payments, along with the various hot lists/databases as specified by the City. This includes the ability to seamlessly monitor multiple parking rights, or "permits," during any particular enforcement route or session.			
LPR components on/in vehicles shall be weatherproof and capable of continuous, dependable operation within range of weather conditions experienced within Los Angeles, CA.			
LPR cameras shall be capable of capturing license plates in various parking space on- and off-street (surface lots and garages) configurations that include, but are not limited to, parallel, perpendicular, and angled spaces.			
LPR cameras must be capable of producing high quality images of license plates regardless of weather or lighting conditions (i.e., dim or bright).			
The LPR cameras shall be capable of reading and interpreting non-reflective plates, California paper license plates ("temporary tags"), and specialty plates, including the CA "legacy" plate (very dark brown or black reflective background with reflective yellow letters/digits) and digital license plates made by Reviver.			
All reads by the cameras shall have a context photo, a photo of the plate, and full metadata, including the interpreted plate, GIS coordinates, date, time, ID of patroller/vehicle, ID of camera (left/right) capturing the image, Officer or User ID, and block face ID (if configured).			
LPR systems must be compatible to be installed on all LADOT vehicles, including, but not limited to: MAKE / MODEL TOYOTA / PRIUS CHEVROLET / BOLT HONDA / CIVIC HYBRID JEEP / WRANGLER RHD FORD / TRANSIT 350 FORD / E150 FORD / F250 GMC / SAVANA 2500 CHEVROLET / EXPRESS 3500 FORD / TRANSIT CONNECT			
If needed, LPR systems must be compatible with street sweeping vehicles used by the Bureau of Street Services.			
The operator's computer in the vehicles shall be removable for situations like parking the vehicle overnight in a non-secure area.			
LPR system shall have the capability to provide digital tire chalking for time limit monitoring; this includes the ability to monitor time limit violations by parking space, by defined zone, or defined distance (i.e., a car must relocate at least 150 feet from the original parking location).			
The vehicles' LPR units shall have the ability to connect with and share data between all other Contractor LPR units in the City, in real-time, to maintain continuous operation and support of the same enforcement duties using multiple LPRs; i.e., LPR Unit #1 captures plates for vehicles parked on Street X; LPR Unit #2 shall have the ability to enforce Street X time limits for vehicles that were captured by Unit #1.			
The LPR system should have the ability to integrate with a third-party application and/or web-based system broadcasting real-time parking availability to customers.			
The in-vehicle computer shall have a keyboard including programmable hot-keys capable of executing preprogrammed keystrokes.			
LPR system shall have the ability to create routing plans and geofencing capabilities for zone-based enforcement.			
LPR system shall include an integrated assisted GPS module.			
LPR system shall function alongside other applications and systems in the enforcement vehicles.			
LPR system shall have a cloud based back end server which shall be managed by the Contractor and must include the following features:			
Ability to define authorized users with varying levels of access (officer, supervisor, analyst, site administrator);			
Ability for authorized users to generate productivity reports;			
Ability for users to view dashboards of activity;			
Ability for users to generate hit location, date and time reports;			
Audit trails of user activity;			
Ability to collect, format and report daily occupancy by route(s) and location(s);			
Ability to identify license plate read accuracy;			
Ability to report trends in license plate number captures over time (e.g., what percent of plates are observed once per week versus five (5) times per week);			
Ability to integrate and create custom databases (e.g., vehicles of interest);			
Ability for LADOT to set a time for data retention, with overrides for specific reads if the data need to be retained for investigative or adjudication purposes;			
Adherence to the protocols dictated by The Department of Justice Cyber Security Program.			
The in-vehicle LPR units shall:			
Provide a live feed to the user of the license plates that were captured, including the plate photo and the interpretation of the plate after OCR			
Simultaneously monitor for all types of parking restrictions for the currently selected zone, including multiple types of license plate-based parking payments/permits (including detection of multiple vehicles sharing a permit), scofflaws, multiple hotlists, and other parking regulations (e.g., 72-hour rule).			
Raise an audible and visible indicator to the operator for any exception conditions, including:			
Vehicles not parked in compliance with the rule set currently chosen for enforcement (which may include a mixture of time zone restrictions, permits, and payments)			
Vehicles on hot lists designated by LADOT that may include, but are not limited to: local law enforcement, CA DOJ, and CLETS			
Vehicles on whitelists provided by various sources			
The visible alert shall provide clear information to the operator and remain displayed until acknowledged/dismissed by the operator; while the alert is displayed, the LPR system shall continue reading and processing plates			
Allow manual entry of plates that were not interpreted accurately or not visible to the cameras; the LPR system shall flag the manual entry for reporting purposes			
Allow the operator to deactivate and reactivate either camera on the vehicle so that reads are done on one side of the street only			
Implementation Requirements	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**

Purchase of 25 (initially, with the ability to acquire additional units in the future) complete in-vehicle LPR units that include the camera equipment, in-vehicle laptop, or tablet (including laptop/tablet-mounting equipment), communications equipment including GPS technology, and any software necessary to support the requested services, all associated mounting hardware, cables, installation and training.			
Deployment, configuration, and management of cloud-based hosting.			
Application wireless communication, GPS, and mapping capabilities.			
Purchase of or license for Central LPR Software System.			
Real-time integration with: -LADOT's CMS, including its scofflaw database -Parking technology solutions that may include mobile payment, single- and multi-space paid parking technology and a PMS.			
Desk Support Services, to include installation of any necessary software for all desktop users and routine updates to the software as required to keep the desktops operational			
Maintenance Services, to include all routine software and hardware maintenance for all mobile units			
Ongoing technical support to keep LPR system fully functional and accommodate necessary modifications, such as recognition of new plate designs			
Operational manuals and training for City staff in various roles (enforcement officer, enforcement supervisor, citation adjudication, analysts, etc.), including technical bulletins that identify product notifications, technology updates, lessons learned from other installations and overall LPR system and performance details including software and firmware upgrades with an explanation of features and improvements, with each software release, but at a minimum quarterly frequency.			
On-site testing of LPR demonstrating the LPR system's ability to read and store the license plate information with a minimum 98% read accuracy including plates issued by all jurisdictions in North America.			
On-site wireless communication signal strength tests in multiple locations throughout the City, demonstrating network capabilities.			
On-site testing of the LPR GPS capabilities and accuracy to demonstrate the LPR system's ability to accurately enforce no-reparking ordinances at multiple distances and time limits.			
Technical Requirements	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
The Contractor agrees that all data provided by users and staff is the property of the City, and shall prevent unauthorized parties from accessing, sharing, or using data without written consent from the City. The Contractor is not granted rights to have and use City's data for private or public use.			
If a new Contractor or LPR system is chosen, the Contractor will provide operational and data transfer support of records and data before the end of the agreement.			
The Contractor shall include a copy of each manufacturer's written warranty statement for any software and each piece of equipment furnished and installed before installation begins. Contractor shall also provide the details of all warranties that are applicable to the services provided to the City.			
Contractor shall be responsible for ensuring that mobile components are able to communicate effectively on cellular networks throughout the term of the contract and any extensions. Should advancements in cellular technology require upgrades to communication technology in components, they will be done at no charge to the City.			
LPR Client Support for LADOT	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
The Contractor shall be required to support all software, communication plans, and hardware for the term of the agreement, including providing a minimum of one onsite service technician to provide support for the five (5) LADOT parking field office locations , exclusively in support of LPR, including all Contractor-provided software, hardware and communications, repair, maintenance, and the associated training and the provision of service updates and equipment support. The technician(s) will rove among the offices to provide continuity of support . Should operational conditions require, additional technicians shall be provided to ensure sufficient coverage.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
8.1	**Special Collections**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
8.1.1	Contractor shall provide and manage an effective special collection program, including a collections software system, and make diligent, cost- effective efforts to collect the City-assigned delinquent accounts.			
8.1.2	Proposers must be able to demonstrate a successful track record with the collection of delinquent citations and comparable volumes.			
8.1.3	Contractor will meet the City's MANDATORY special collections requirements that are presented in Table 2 under the DELINQUENT COLLECTIONS section of the SOW			
8.1.4	Contractor shall maintain files documenting each delinquent account and the full history of all collection activities conducted for that account.			
8.1.5	Contractor shall employ sufficient professional collection agents and support personnel to carry out special collections activities and maximize the collection of referred citations.			
8.1.6	Contractor shall recommend written business rules for governing the special collection procedures, subject to City approval.			
8.1.7	Contractor shall design special payment demand letters and notices and obtain approval by the City. The printing and mailing of the letters and notices are to be paid for by the Contractor			
8.1.8	Upon request, Contractor shall meet with City personnel to discuss collection services and methods.			
8.1.9	Contractor must provide effective accommodations for non-English speaking payors.			
8.1.10	Each month (no later than ten (10) business days after the end of the prior month), Contractor shall provide a comprehensive collection activities report.			
8.1.11	Contractor shall prepare and maintain monthly reports on the citations assigned to Special Collections.			
8.1.11.1	The reports shall include data presented in an easily understood format detailing the citations assigned to Special Collections, the citations, and their amounts due and collected by the Contractor, the date collected, and the fee charged by Contractor.			
8.1.11.2	The reports shall also track Special Collections activities based upon the issuance date of the citations so that Special Collections activities can be consistently and accurately logged into the citations collection and closure rate computations.			
8.1.11.3	The City may request new reports at its discretion and at no additional charge by Contractor. Proposers may propose other reports and reporting procedures along with a detailed justification explaining the benefits to the City.			
8.1.12	Upon request, Contractor shall immediately make available to the City and all records pertaining to the collection of delinquent accounts at a City-designated site during normal working hours.			
8.1.13	LADOT may adjust referral dates to special collections at its sole discretion—Contractor shall accommodate such changes.			
8.1.14	Contractor, upon the City's request, shall suspend collection activity and return, at no charge, any accounts referred to Contractor in error.			
8.1.15	The Contractor shall not negotiate reductions in any delinquent account without the City's prior written approval.			
8.1.16	Contractor must adhere to nationally accepted professional standards for collection activities and ensure the professional quality, technical quality, timely completion, and effective coordination of all secondary collection services furnished by its officers, employees, agents and subcontractors.			
8.1.17	Contractor shall fully comply with the Fair Debt Collection Practices Act, Fair Credit Report Act and all other applicable federal statutes, regulations, rules, and standards, plus all applicable California fair debt collection practice and consumer protection laws and regulations, and applicable licensing and accreditation standards for collection agencies.			
8.1.18	Contractor will be required to perform a review of the special collections program once a year during the life of the contract. This review shall include detailed statistics on collection and recommendations for increasing collection rates.			
8.2	In all cases, the only fees that will be paid by the City to Contractor for Special Collections activities will be a subset of those amounts actually received, deposited, and paid to the City. -The Contractor shall be responsible for all and any expenses related to special collections. -If the expense is passed on to and paid by the violator, the Contractor shall be reimbursed with the expense.			
8.3	**Difficult to Collect Activities**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
There are a number of categories of citations that require additional handling and collection efforts because they have remained unresolved despite all other collection efforts. These collections are referred to as Difficult to Collect.				
8.3.1	Contractor shall take appropriate steps to collect for these situations, per processes identified in Table 2: Mandatory Requirements—Special Collections.			

8.3.2	Contractor shall report monthly on specific collection activities for each “Difficult to Collect” category.			
8.4	**Write-off Process**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
8.4.1	At the beginning of each quarter, Contractor shall provide LADOT with a write-off package consisting of an Excel report and document summary that includes citation count and amount for delinquent accounts over two years old.			
8.4.2	When scheduled, Contractor shall accompany an LADOT representative to present the write-off package to the City of Los Angeles Board of Review (BOR).			
8.4.3	Once the BOR approves the write-off, Contractor shall mark the citations as “written- off” in the CMS. The write-off shall not archive the citation nor reject any payment from being received for the citation. Instead, this process reduces the amount of total open receivables for the City, while still allowing the City to receive payments on citations that have been marked as a write-off.			
8.4.4	When a citation is approved for write off, applicable collection sanctions continue as well as acceptance of any payments received for that citation.			

SUBCONTRACTOR (if applicable):		
Requirement Compliance	**Requirement Compliance Description**	**Proposer Response Comments**
PROPOSER RESPONSE REQUIRED	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**

PROPOSER RESPONSE REQUIRED	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
10.1	**Financial Processing - Key Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.1.1	Full data shall be captured for every payment processed by the any component of the overall system, including but not limited to: -Payment amount -Source (lockbox, walk-in, pay-by-phone, pay-by-web, DMV, FTB, etc.) -Method of payment (cash, check, money order, credit card, etc.) -Payment processing date -Original fine amount -Late payment penalty (including exact date that late payment penalty was imposed) -Second late payment penalty -Total paid -Total reduced -Total due -Amount overpaid -Reason for overpayment including all data processing support required to meet the Department's legal obligation to refund overpayments -Refund check or credit issuance date -Refund check issuance mail date			
10.1.2	All payment data must be in an on-line, real-time environment, including on-line inquiry of payment documents.			
10.1.3	The proposed equipment for processing and recording citation payment information, including check payments, must operate in an on-line real time mode.			
10.1.4	All transactions must be updated to the current components of the system, as they occur, in an on-line real time mode.			
10.1.5	The payment equipment shall provide the capability to continue accepting citation payments during times when data communication lines are temporarily inoperative.			
10.1.5.1	Any payments processed during a period of communications downtime shall be transferred to the processing database once communications are restored, within the time limits set forth in the performance standards.			
10.1.6	The component of the system that is accepting a payment must print a payment receipt, in a form acceptable to the City, which will provide the payor with an easily recognizable record (including transaction number) to be used as proof of payment in disputes.			
10.1.6.1	The receipt must display all citations paid, the total amount paid, the amount tendered and any change given, the license plate, the name or ID of the staff processing the payment, and the time and date payment was made.			
10.1.7	The overall system must provide a clear auditable record of payments received. The audit trail must include citation number, payment date and time, payment amount, payment method, and the name or ID of the staff member that accepted payment and made the entry.			
10.1.8	Contractor must provide a check endorsement printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed.			
10.1.9	All transactions are subject to audit by LADOT and the City Controller at any time without advance notice.			
10.1.10	The online cashiering system and support personnel must be able to process payments in an on-line real-time environment:			
10.1.10.1	Citations that have not yet been entered into the CMS (i.e., citations that have just been issued and may still be in the process of being uploaded)			
10.1.10.2	Payments for a single citation			
10.1.10.3	Payments for multiple citations			
10.1.10.4	Payments for citations for one or more vehicle license plates			
10.1.10.5	Payments for permits for one or more license plates			
10.1.10.6	Payments for installments on the City's payment plan.			
10.1.11	The CMS must be able to take appropriate action when it is necessary to release DMV holds or change vehicle seizure eligibility based upon citations that have been paid.			
10.1.12	The CMS must be able to process City-imposed fees, including but not limited to, bounced check fees and immobilization fees.			
10.1.13	The CMS must allow on-line payment adjustments and error corrections with audit trails meeting City accounting standards			
10.1.14	The CMS must accommodate special handling required for payments related to release of an impounded vehicle.			
10.1.14.1	Contractor's staff must be able to review vehicle history records and locate any additional vehicles registered to the same owner, and accurately inform an individual of the amount of the fines that must be paid to release the impounded vehicle, including any amounts owed on other vehicles.			

10.1.14.2	Once full payment is received, a release form must be generated. This form is used to gain release of a vehicle at the Official Police Garages.			
10.1.14.3	Accurate instructions must be provided to the customer, including information on the documentation required before a vehicle can be released from impound.			
10.1.15	The overall system must incorporate security and financial control measures which must include, at a minimum, the following:			
10.1.15.1	Password security to gain access to the system (See Section 14.12.1)			
10.1.15.2	Segregated cash out by operator			
10.1.15.3	Separate totals for cash, check, money order, and credit card			
10.1.15.4	Operator name or ID, date, and time as a record for each transaction (payment or adjustment)			
10.1.16	The Contractor's reconciliation process should include:			
10.1.16.1	Balancing of monies received to a report that is automatically generated listing the totals			
10.1.16.2	Balancing twice each day to minimize the number of receipts kept on site at the customer service facilities			
10.1.16.3	A separate, secured reconciliation area that is automatically monitored			
10.1.16.4	Separate deposit preparation for each cashier, prior to pick up by an armored courier			
10.1.16.5	Adequate security measures once cash deposits are prepared for pickup, such as a drop safe which requires both Contractor's staff and the armored courier to open			
10.1.16.6	Staff to research and resolve all case overages and shortages within 24 hours of deposit			
10.1.17	All cashier deposits must be delivered to the City's designated financial institution by armored carrier within one day of receipt at the service centers.			
10.1.17.1	Armored carrier services shall be paid for by the Contractor			
10.2	**Credit/Debit Cards**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.2.1	Motorists shall be able to use credit/debit cards for any type of payment for the services under the contract resulting from this procurement.			
10.2.2	For certain activities that require recurring payments, including but not limited to permits and various payment plans, the appropriate components of the overall system shall provide "card on file" functionality.			
10.2.3	All components of the overall system must be able to process payments made by credit or debit card through the City's current vendor, Elavon.			
10.2.4	All net credit/debit card proceeds shall be deposited into the City's merchant account, currently held by Wells Fargo, and shall be available to the City the first business day following the date of the transaction.			
10.2.5	All components of the overall system shall allow the City to change its merchant bank and associated processor at any time.			
10.2.6	All components of the overall system shall accept and process all major credit and debit cards with branding from Visa, Mastercard, American Express, and Discover.			
10.2.6.1	The City will direct which card brands are to be accepted initially and reserves the right to remove or add brands at any time.			
10.3	**Electronic Funds Transfer (EFT) and Automated Clearing House (ACH)**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.3.1	All components of the overall system shall accept payments via EFT from various funds transfer services, such as Apple Pay, Google Pay, PayPal, Venmo, and Zelle.			
10.3.2	All components of the overall system shall allow payments through ACH withdrawals by allowing motorists to provide bank account information and electronically sign to authorize the payment(s).			
10.4	**Financial Adjustments**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.4.1	All components of the overall system must permit the input of financial adjustment transactions, such as, but not limited to, returned checks or refunds.			
10.4.2	Adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a citation, and reopening a citation.			

10.4.3	All components of the overall system will generate appropriate notification letters which are automatically sent to the appropriate party advising of any actions.			
10.4.4	Contractor's staff must research overpayments and payments applied in error, perform the necessary financial adjustments, transfer paid amounts between two citations if required, and provide for refunds in accordance with State law or City policy.			
10.4.4.1	These transactions must undergo an accounting process separate from the daily reconciliation for walk-in facilities and mail-in payments.			
10.4.4.2	An audit trail must be created to record these transactions.			
10.4.4.3	A monthly report is required that shows completed and pending transactions.			
10.4.4.4	Financial adjustments that impact the report on revenue distribution must be revised and redistributed within the time mandated by LADOT.			
10.5	**Refunds**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.5.1	All components of the overall system shall initiate and/or process refunds as detailed in other sections of this RFP.			
10.5.2	Refunds for payments made via cash or check require a request to LADOT Accounting. Contractor shall implement an automated procedure to track the requests, obtain necessary approvals, and upload approved requests in a batch to Accounting.			
10.5.3	Contractor shall process refunds for payments made via credit or debit card, by crediting to the card used for the payment. Contractor shall implement an automated procedure to track the requests and obtain necessary approvals and shall only issue the refund once the approvals have been completed.			
10.5.4	Contractor's audit procedures and reporting shall account for every refund requested by any component of the system.			
10.6	**Returned checks/card chargebacks**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.6.1	Contractor's staff must process returned check transactions within five (5) days of receipt.			
10.6.2	Contractor shall send correspondence to the concerned party advising of the consequences and penalties applied because of the returned check transaction.			
10.6.3	Contractor shall update the citation information on the citation database and resume normal noticing and processing of the citation.			
10.6.4	This information shall be summarized and included in the monthly activity report.			
10.7	**Accounts Receivable Reporting**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.7.1	Prior to the effective date of the contract, Contractor must collaborate with the Office of Finance and LADOT Accounting to ensure the following: -That the interface is designed properly. -That the interface maps to the department data properly. -That the interface testing (integration, data load and CARR acceptance) is performed. -That data is verified as being correctly interfaced and transmitted to the Office of Finance.			
10.7.2	Contractor shall support these data requirements for the daily update to CARR for every parking citation:			
10.7.2.1	Invoice/citation level data			
10.7.2.1.1	Customer Name and Address			
10.7.2.1.2	Citation Issue Date and Due Date			
10.7.2.2	Line-level data			
10.7.2.2.1	Citation Amounts including the original fine, first late penalty, second late penalty, DMV hold fee, Special Collection fee.			
10.7.2.2.2	City Revenue Code			
10.7.2.2.3	Delinquency Notice Dates			
10.7.2.2.4	Difficult to Collect Reason			
10.7.2.2.5	Payment Deposit Date			
10.7.2.2.6	Payment Posting Date			
10.7.2.2.7	Payment Amounts separated by original fine, first late penalty, second late penalty, DMV hold fee, Special Collection fee.			

10.7.2.2.8	Primary Collector's Agency Name			
10.7.2.2.9	Date assigned by Primary Collector to Special Collections			
10.7.2.2.10	Date recalled by LADOT from Special Collections			
10.7.2.2.11	Secondary party collection fee (if applicable)			
10.7.2.2.12	Secondary Collection Agency Name and date sent to Secondary Collection			
10.7.2.2.13	Secondary Collection Agency Name and date returned from Secondary Collection			
10.7.2.2.14	Non-City Amounts (the portion of the citation that will not be retained by the City (e.g., Revenue distribution to County and State)			
10.7.2.2.15	Write Off Date			
10.7.2.2.16	Write Off Amount			
10.7.2.3	Reporting-level data			
10.7.2.3.1	Total number of citations recommended for write-off.			
10.7.3	Contractor has ongoing responsibility for host system-side maintenance of the interface.			
10.7.4	The host system shall maintain the system of record and must ensure data integrity. This includes sending new transactions to remedy past mistakes/errors and performing scrubs prior to launch (if necessary) to provide accurate and reliable data to the City's Financial Management System (FMS).			
10.7.5	Contractor shall be responsible for transfer of initial load of open receivables and/or development and implementation of cutover plan with the City.			
10.7.6	Contractor shall meet these testing requirements for the host system:			
10.7.6.1	Unit Test			
10.7.6.2	Integrated System Test			
10.7.6.3	User Acceptance Test			
10.7.7	When invoice/citation level information changes the most recent information for all fields must be updated to the line level data on a DAILY basis.			
10.8	**Data transfer**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
10.8.1	Data is to be formatted in fixed length text files and transmitted via FTP for LADOT's directory in the City's FMS FTP file server.			
10.8.1.1	A trailer record containing counts and hash totals is required for each file used by FMS to check that all records were received and processed.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
11.1	**Training - Key Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
11.1.1	Contractor must provide training to LADOT staff on how to use all components of the system, customer service performance standards, related policies and procedures, and California State Law and local ordinances affecting the entirety of the parking operations.			
11.1.1.1	Training may be presented in either a classroom or on-line format, as appropriate.			
11.1.1.2	Training must be easy to comprehend, navigate, and to use.			
11.1.1.3	Training must be prompt and delivered in a timely manner as business dictates.			
11.1.2	Contractor shall provide, when requested by LADOT staff, training in the operation and maintenance of all hardware and software related to all components of the system, and any procedures that are unique to a particular job function. At the discretion of LADOT staff, training may be requested for external agencies related to LADOT such as Automobile Club and the CA DMV .			
11.1.3	Contractor shall provide continuous training after any significant application upgrades and/or as requested by the City at no additional cost.			
11.1.4	Generated detailed training plans for selected City staff must be developed and implemented in accordance with all components, system modules, and processing functions.			
11.1.5	Detailed manuals and procedure manuals must be provided to City staff and include video instructional tutorials that can be distributed with in each LADOT parking related division.			
11.1.6	Contractor must provide up-to-date, detailed documentation and explanation relating to all operational aspects of all components of the system.			
11.1.7	Contractor must provide any input forms required to use components of the System			
11.1.7.1	Detailed user manuals explaining each component of the System.			
11.1.7.2	Manuals specific to each division within LADOT, explaining the overall system and its components, and how it relates to job functions of each respective division.			
11.1.7.3	Customer facing forms and relating documentation which must be completed by motorist/ constituents to conduct matters including, but not limited to, processing and adjudication of parking citations, and all related messaging that will be used in relation to the comprehensive parking program			
11.1.7.4	All forms must be available in English and Spanish.			
11.1.8	Contractor must be open and available to meet with City staff monthly, or on another City staff determined recurring basis, to review all activities related to any components of the system.			
11.1.8.1	Meetings will review any needed maintenance, difficulties encountered which could impact project schedules, or other matter related to the operation..			
11.1.8.2	Feedback from customer facing staff from motorist/ constituents			
11.1.8.3	Review of monthly reports provided by Contractor			

SUBCONTRACTOR (if applicable):		
Requirement Compliance	**Requirement Compliance Description**	**Proposer Response Comments**
PROPOSER RESPONSE REQUIRED	Do not use the below space.	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.
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SUBCONTRACTOR (if applicable):		
Requirement Compliance	**Requirement Compliance Description**	**Proposer Response Comments**
PROPOSER RESPONSE REQUIRED	Do not use the below space.	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.

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PROPOSER RESPONSE REQUIRED	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
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PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
14.1	**IT and Security Control Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.1.1	The City shall be the exclusive owner of all data and rights to the data generated from the System, regardless of whether the data is direct or derived, calculated, or modeled.			
14.1.2	Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.			
14.1.3	Desktop computers that access the System shall not require special software packages or "client" software to access the System. Any City computer (or customer's computer) shall be able to access the System through a standard web browser without plug-ins or other components.			
14.1.4	Contractor shall provide redundant connectivity to the host computer(s), such that a broadband outage through one provider will still allow access to Contractor's hosts through a backup provider.			
14.1.5	Contractor shall provide a fully redundant hosting environment with automatic fail-over to the redundant System in the event of failure, to ensure continuity of operations.			
14.1.6	Contractor shall archive all transaction data generated during the term of the Agreement and retain it for a minimum of five years after the termination of the Agreement.			
14.1.6.1	Contractor shall deliver copies of all System data upon request of City and upon the termination of the Agreement in a format mutually agreed upon by both parties.			
14.1.6.2	Contractor shall be responsible for providing transaction data in a format that is readable by City using commonly available commercial off-the-shelf software.			
14.1.6.3	During any 180-day period, Contractor shall deliver a minimum of 80% of City data requests for archived data within three (3) business days of the request and deliver all City data requests within ten (10) business days of the request.			
14.1.7	The System is mission critical 24/7 and shall have 99.999% availability.			
14.1.7.1	Planned downtime (for maintenance and upgrades) shall be coordinated with the City and scheduled at a time to have the least impact on operations.			
14.1.7.2	Contractor shall proactively communicate with the City during unplanned downtime; City staff shall be alerted to the functions/modules that are not operational, with an ETA for restoration of service.			
14.1.8	Contractor shall be prepared to generate and distribute reports as required to verify compliance with all requirements in this section.			
14.2	**System Performance and Accuracy**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.2.1	Contractor shall monitor and maintain network performance at the mutually agreed at level of sufficient speed and capacity to support all the required applications.			
14.2.1.1	The average transaction on the server shall occur on average in less than one (1) second. The response time for the response to reach a user shall not exceed five (5) seconds.			
14.2.1.2	The System shall complete 100 % of single-screen on-line inquiry transactions in under three (3) seconds during peak usage.			
14.2.1.3	The System shall complete an average of 99% of all on-line update transactions in under five (5) seconds during any 60-minute period during peak usage.			
14.2.1.4	The System shall track all transaction response times in order to demonstrate operation within acceptable levels.			
14.2.1.5	Satisfactory response times will be substantiated through the use of commercially available network monitoring tools to ensure and verify the level of performance and will provide for any and all necessary equipment or technology to meet the required level of performance. Contractor must measure and report response times to the City's contract administrator on a monthly basis.			
14.2.2	Production Control: Contractor's System and its key staff members' experience shall ensure full accountability for every transaction processed, including:			
14.2.2.1	Ensuring that processing is scheduled in the correct sequence			
14.2.2.2	Any batch processing is completed successfully and in the correct order			
14.2.2.3	Transactions and associated funds processed for the transactions are reconciled and accurately reflected on the Proposer's System			
14.2.2.4	All production management reports on System transactions are accurate			
14.2.2.5	All data are prepared according to City specifications			
14.3	**Data Storage and Archival (Electronic)**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.3.1	Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance. The current System requires 675 gigabytes to maintain the citation database and peripheral records. In addition, off-line storage currently requires an additional 250 gigabytes.			
14.3.2	Contractor's System must have the capability of electronically imaging all correspondence received and the provision of copies of notices sent and notices processed. The electronic images or copies of notices sent must be attached to the appropriate citation and must be readily available for viewing or printing. Electronic copies of correspondence or notices must be available to City staff in an on-line, real-time environment. Electronic copy of notices must be a copy of the original notice.			
14.3.3	The System shall provide online access to the current year plus four (4) previous years of all types of data retained in the System, and shall provide archive capabilities thereafter.			
14.3.4	The System shall provide a secondary process to archive data and/or deliver to the City for a minimum of five (5) years.			
14.3.5	Contractor shall seek City's approval on archive retention schedule for adjudication-related data of at least five (5) years.			

14.3.6	From the City's perspective, the System shall have unlimited storage. It shall not be necessary to "purge" or delete data needed for business operations. Contractor may move data to an archive system, if needed, but the data shall remain available for the retention period specified by the City (a minimum of five (5) years).			
14.3.7	The current State statute of limitations on parking citations is five (5) years. Electronic facsimiles of parking citations and related documents must be stored and secured by the Contractor for a period of at least five (5) years from the issue date. Contractor's archiving process must remove citations that are closed from the active database, but allow closed citations that have not reached the five year anniversary to be easily retrieved. The proposed System must meet the following conditions:			
14.3.7.1	Copies or electronic facsimile of citations must be produced and delivered to the public in accordance with the CVC.			
14.3.7.2	Copies must be available to City staff in an on-line, real-time environment.			
14.3.7.3	Electronic facsimiles must contain information identical to the original citation.			
14.3.7.4	Any citation that is more than five (5) years old, whether or not it is resolved, is to be removed from the current citation database and electronically stored for the term of the contract.			
14.3.7.5	Citations that are the subject of civil litigation that began before the five-year anniversary cannot be archived until LADOT notifies the Contractor that the litigation is resolved.			
14.3.7.6	All archived parking citation data must be maintained for the term of the contract so that it may be retrieved for use in management reporting and auditing.			
14.3.7.7	Archived reports are to be preserved for the term of the contract and transferred in a format approved by the City.			
14.3.7.8	Contractor must be capable of restoring archived records to the database within five (5) business days after receipt of the City's request.			
14.3.7.9	Contractor's System must indicate whether license plates on the current database have additional citations relating to the plate that have been archived. This indicator must be readily discernable to inform users that other citations associated with a vehicle license plate exist.			
14.3.8	All data inserted into the System, regardless of source, shall be maintained in their original resolution and shall not be modified in any way by the System. Examples of such data include:			
14.3.8.1	Photographs taken while issuing a citation			
14.3.8.2	Scanned documents added to customer records, permits, and citations			
14.3.8.3	Data imported from all violation detection devices and systems, including the LPR system			
14.3.8.4	Copies of correspondence (such as PDFs or Word documents) sent to or received from constituents			
14.3.8.5	The System shall not attempt to "optimize" these items for storage purposes—they shall remain an exact digital duplicate of the original file that was submitted. Photographs shall not be reduced in resolution and PDFs shall not have file-size-reduction processes applied. If the System needs to store additional information regarding images or scans, it shall maintain its metadata separately. The System may optimize such items during presentation; for example, a printout representing a citation history may include small versions of the original photographs. Similarly, a customer inquiring through the web or on a mobile device about a citation prior to payment or appeal may be shown lower-resolution citation photos to save communication bandwidth.			
14.4	**Physical Storage and Destruction of Hard Copy Documents**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.4.1	Contractor shall have responsibility for the storage and retention of documents relating to its operations for the City of Los Angeles for a minimum of five (5) years. There are approximately 1,900 boxes (2,300 cubic feet) of documents stored by the current Contractor at an off-site location. Documents can be stored on-site or off-site, but must be available to City staff within 48 hours of request, at no additional cost.			
14.4.2	These documents shall include any handwritten citations, or citations otherwise not originating on an electronic device.			
14.4.3	All documents in storage shall have digital copies in the System available for immediate access.			
14.4.4	Contractor shall be able to retrieve stored documents for supporting evidence for financial adjustments, citation corrections, complaint resolution, and as evidence during adjudication or litigation.			
14.4.5	Contractor shall be required to notify the City monthly of specific documents which have been maintained for five (5) years and are ready for destruction. The City shall provide authorization for Contractor to destroy eligible documents which have been specifically approved for destruction by the City Attorney and City Council.			
14.5	**System Maintenance and Control/Problem Resolution**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.5.1	Contractor shall identify and respond to requests for remedial maintenance, reports of System anomalies, and reports of user problems and System questions. At a minimum, the Contractor must: -Monitor its System for outages -Monitor and evaluate performance -Distribute daily problem status reports to the designated City Systems Analyst -Track all reported incidents to resolution -Track and report on System availability -Provide all necessary remediation and plans to minimize recurrences			
14.5.2	Contractor shall apply all required updates (patches) to all System components as released by various suppliers, including all application modules, operating systems, databases, application frameworks, and networking components.			
14.5.3	Contractor shall have strict control and reconciliation procedures for every System update.			
14.5.4	Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.			
14.5.5	Contractor shall coordinate with City ITA for compatibility for virus detection, prevention, control, and eradication.			
14.5.6	Problem resolution procedures should include a comprehensive review process.			
14.5.7	Management reports highlighting any special problem areas or trends should be available for the City. Contractor shall provide a list of the proposed reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City at no cost to the City.			
14.5.8	Contractor shall provide additional reports for problem resolution as may be requested by the City, at no additional costs to the City. At a minimum, the reports must include, but are not limited to: -Problem status by site -Response time statistics -Monthly availability statistics -Statistics on the time required to make repairs			

14.5.9	Contractor shall maintain a log of all hardware and System software failure or disruption and shall include at a minimum the location, time of failure or disruption, diagnostic and corrective measures taken, and completion of corrective measures.			
14.6	**Database Management System**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.6.1	The database management system must integrate with all handheld applications. It must also interface with external systems, such as Internet applications and other City or government agency applications.			
14.6.2	The database management system design shall include provisions for a central data repository that allows users to access and integrate data with other department systems.			
14.7	**Data Extracts/Exports**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.7.1	Contractor shall provide periodic data extracts for use by City staff. Frequency of data extract, format of data, and required media shall be specified by the City.			
14.8	**System Networking**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.8.1	Contractor must implement and maintain the entire data communications network which supports and connects the Contractor's servers, the handheld management system, all system terminals, personal computers, printers, and all devices located in City offices that require access to Contractor's database, to other databases, and download and upload data as required. The network should consist of dedicated high-speed digital circuits to each City location, with dedicated back-up capability in the event of a line failure and trouble-shooting help for City users.			
14.8.2	In addition, Contractor must fully support and maintain the Local Area Networks (LANs) and Wide Area Networks (WANs) that the City has installed in various locations. Contractor must provide for network administration and sufficient technicians to provide support for Contractor-provided file servers, PC workstations, printers, vendor-owned cabling, desktop and network applications, communications links, vendor-owned network wiring, routers, hubs, and switches to Contractor's office and between LADOT locations.			
14.8.3	Contractor must ensure that the network meets any standards established by the City including, but not limited to: username and password conventions, IP addressing schemes (including IPV6), domain and directory services structures, logon script processing, wide area network technology, and local area network topology.			
14.8.4	Contractor must maintain communications equipment to City's WAN to provide access to email, intranet, and Internet. Contractor will work with City ITA to optimize this connection while adhering to City security requirements. The City currently provides ISP service to Internet for the current Contractor's network, but Contractor may be asked to provide ISP service to Internet for this connection if needed to provide sufficient speed and capacity to Internet.			
14.8.5	At a minimum, Contractor's network must be of sufficient speed and capacity to support email, Internet, intranet, GIS applications, Client Server applications, file and printer sharing, FTP, server replication, and anti-virus. Routers and switches must support gigabit connections. All communications links shall have a minimum speed of 100 Mbps and have sufficient capacity to support response times of five (5) seconds or less.			
14.8.6	Contractor shall supply, manage, and support firewalls for all connections to other networks.			
14.8.7	All wireless technology shall comply with all security requirements established by the City.			
14.8.8	Contractor shall establish and maintain network operating system at a minimum of Windows Server 2022 and Contractor must comply with City requests to modify network to allow connection for/to external systems.			
14.8.9	Contractor shall provide all computing equipment, including portable devices necessary for complete operation of the System.			
14.8.10	The City is seeking a turnkey solution that includes replacement of all hardware, software, networking, and communications equipment used on or for the incumbent Contractor-provided networks as needed for Contractor's proposed complete System.			
14.8.11	Contractor shall provide new (not re-manufactured) equipment. All equipment must be the most current industry standards and readily available. Any substitution must be approved by the City in writing.			
14.8.12	Quality assurance and preventive maintenance on all hardware and software shall be performed continuously, with comprehensive inspections performed quarterly.			
14.8.13	If, after the implementation of hardware, networking, and communications equipment in accordance with contract awarded after this RFP, the City wishes to refresh any of the items, the Contractor will provide technical feasibility and pricing on a per item or per citation basis as desired by the City. Computer software must always be maintained at the most current versions available.			
14.8.14	In the event the City proposes a refresh, Contractor will ensure that all current applications will perform at same or higher level of the proposed technology.			
14.9	**Management Information System**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.9.1	Contractor shall ensure that electronic/handheld and handheld management system generated data is in a format available for ad hoc analysis at the PC level; i.e., that the data can be accessed and abstracted by any PC with a web browser, appropriate security, and access to the network.			
14.9.2	Contractor shall provide ongoing technical support and problem solving for all reporting and Management Information System functions as needed throughout the life of the contract			

14.9.3	Contractor shall provide management reports on individual officer, squad, beat, and enforcement area activity. The selected Proposer shall provide a list of the proposed reports it expects to make available to the City including the description, use, format, and frequency of each report. The City may revise and/or expand any or all reports to adjust to changes in reporting needs of the City. Contractor shall provide additional reports as may be requested by the City at no additional costs to the City.			
14.9.4	Contractor shall establish a centralized ad hoc reporting server and database.			
14.9.4.1	Issuance data from the five (5) area enforcement offices shall automatically update the ad hoc reporting server and database.			
14.9.4.2	The database shall be accessible from any PC workstation connected to the local and wide area network.			
14.9.4.3	Contractor shall implement a user friendly, easily readable ad hoc reporting tool that shall have the capability to export into Excel or other applications which allow users to perform ad hoc queries based on any available data fields for any date range.			
14.9.4.4	Contractor shall include a database dictionary which describes each data field in the ad hoc reporting database by listing field names and their corresponding textual descriptions.			
14.9.4.5	Contractor shall provide training for use of the reporting tool.			
14.9.5	Contractor shall maintain a log of all failures or disruption of the server and shall include at a minimum the location, date and time of failure or disruption, diagnostic and corrective measures taken, and date and time of completion of corrective measures.			
14.10	**Backups/Disaster Recovery/Continuity of Operations**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.10.1	Contractor shall be responsible for taking every precaution to ensure that all systems, files, data, equipment, communications, and facilities are reliable.			
14.10.2	The System shall provide full system backup and recovery capabilities for all online and batch transactions according to City-specified timeframes. Contractor shall be responsible for the maintenance of the database which will include back-up and recovery procedures. Contractor shall make sufficient backups to ensure that no data are lost in any circumstances.			
14.10.3	Contractor shall maintain back-up hardware and software capabilities to provide a level of redundancy sufficient to always ensure compliance with the following requirements:			
14.10.3.1	New citations generated though devices connected to the System shall be updated to the System database in real time (no more than five (5) minutes of printing on the device).			
14.10.3.2	New citations imported from external systems shall be updated to the System database within one (1) working day of receipt by the Contractor.			
14.10.3.3	Each transaction update shall create a backup record that can be used to restore the System.			
14.10.3.4	Failure of any System component will cause only minimal disruption of services to the end user.			
14.10.3.5	Recovery from any catastrophic failure shall be accomplished within three (3) days.			
14.10.4	Contractor shall provide a Business Continuity Plan for the System for various scenarios, including power loss, communication failure, hardware malfunction, software defects, acts of nature, system intrusions, and other points of failure. The plan shall be provided within 21 days of Notice to Proceed and mutually agreed upon with the City.			
14.10.5	In the event that a natural disaster does disrupt the System, Contractor must have a detailed, City approved recovery plan in place, tested, and ready to be implemented for all key facilities so that services are restored quickly and in accordance with City performance standards.			
14.10.6	Contractor shall perform an annual test of all back-up components. Test procedures shall be approved by the City. Test results must be documented, signed, and delivered to the City.			
14.10.7	Contractor shall perform an annual test of all disaster recovery procedures. Test procedures shall be approved by the City. Test results must be documented, signed, and delivered to the City.			
14.11	**Test System**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.11.1	Contractor shall provide a "test system" or sandbox that mirrors the functionality of the entire production system, which will allow City and Contractor to: -Assess new software releases (including new features) -Perform training on all features of the System -Reproduce issues without introducing invalid data into the production System.			
14.11.2	The test system shall have the same availability and functionality of the production system.			
14.11.3	The test system shall be independent of the production system and shall not interfere with the daily operation of the production system.			
14.11.4	All interactions with the test system shall make it clear to the user that they are using the test system, to avoid confusion where a user may believe they are working on the production system.			
14.12	**User Access Control**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
Controls on users of the System shall include the following:				
14.12.1.1	The System shall require a user sign-on for all modules (e.g.; Abandoned Vehicles, VIPU, CMS, PMS, LPR, Citation, Handhelds, Reporting, etc.) with security configured for each module (i.e., user to gain access to all functions associated with the module without re-entering the user ID and password).			
14.12.1.2	The System shall assign application access rights across the entire suite of application modules at a single point of entry.			
14.12.1.3	The sign-on shall be compatible with the user's operating system sign- on.			
14.12.1.4	The System shall have the ability to link the user logon ID to his/her employee number or unique Contractor ID, as well as to the location or group of locations to which the user is assigned.			
14.12.1.5	The System shall support a decentralized security administration function by component and business unit.			
14.12.1.6	The System shall support the use of directory services and authentication mechanisms; e.g., LDAP.			
14.12.1.7	The System shall allow an administrator to add and modify user security information using online screens with immediate profile update; e.g., giving someone access to additional functionality should take effect immediately, even if it requires the user to log out and back in.			
14.12.1.8	The System shall restrict user access by time of day.			

14.12.1.9	The System shall restrict user access to specific workstations or work locations.			
14.12.1.10	The System shall be configurable to set a minimum password length.			
14.12.1.11	The System shall be configurable to require password to contain numbers, alphanumeric characters, or both, as determined by the City.			
14.12.1.12	The System shall be configurable to prevent non-trivial passwords (e.g.; repeat characters, keyboard strings).			
14.12.1.13	The System shall be configurable to required non-dictionary-based passwords.			
14.12.1.14	The System shall use industry best practices for password management, such as storing all passwords in an encrypted format without means to be unencrypted.			
14.12.1.15	The System shall record the date and time each user last changed the password.			
14.12.1.16	The System shall allow an administrator to reset passwords for subsequent change by the user.			
14.12.1.17	The System shall require users to periodically change the password based on a table-driven time parameter.			
14.12.1.18	The System shall allow an administrator to suspend all user access across all modules and applications when a user is terminated.			
14.12.1.19	The System shall be capable of suspending user access after a City-defined inactivity period (e.g., 90 days).			
14.12.1.20	The System shall allow suspension of user access based on a table-driven parameter (e.g., employment status).			
14.12.1.21	The System shall record or capture information about each authorized and/or unauthorized access attempt such as User ID, workstation, date, time transaction (menu, screen, file) and attempted type of access (read, modify, etc.).			
14.12.1.22	The System shall be configurable to deny user access after a City-defined number of unsuccessful login attempts.			
14.12.1.23	The System shall allow an administrator to review and report on attempted violations by log file, batch, or online.			
14.12.1.24	The System shall allow an administrator to operate online inquiry and batch report to review access profiles and types given to the users defined to the System.			
14.12.1.25	The System shall record and maintain a history of security profiles for each user (e.g., recording changes to security access).			
14.12.1.26	Based on an individual's security profile, which may incorporate a clearance level, the Contractor's System must provide functional security by restricting certain functions such as permitting access to inquiry only, only allowing data update capability on an as-needed basis, as well as restricting which application modules the individual may access.			
14.12.2	At the City's request, Contractor shall provide City technical staff with appropriate authorization to perform local network administrative functions such as adding users, modifying user access, deleting users, and resetting passwords.			
14.13	**IT Security and Data Privacy**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.13.1	The Contractor's System shall have security features that are designed to maintain the security of all information contained in the System database and maintain the confidentiality of information. Contractor's security for the System and all connections thereto shall conform to current industry best practices.			
14.13.2	Security shall include prevention of System abuse.			
14.13.3	The Contractor shall fully cooperate with regular audits by City staff.			
14.13.4	The Contractor shall implement internal audits to review control policies and procedures, physical and non-physical security, and provide any sample testing that shall be provided to ensure security.			
14.13.5	The results of internal audits performed by the Contractor shall be reported quarterly to the City.			
14.13.6	All information security incidents shall be reported immediately to the City's Information Security Officer . Security incidents include theft, loss, damage or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.			
14.13.7	Data transfer shall use HTTPS with TLS 1.2 security protocol.			
14.13.8	Contractor shall install and maintain System security hardware and software such as, but not limited to, firewalls, filtering routing tables, public key infrastructure, and data encryption.			
14.13.9	All data shall be encrypted when in transit over networks not fully under Contractor's control.			
14.13.10	Any System data on portable devices (including citation handhelds) shall be encrypted to safeguard the data in case of loss or theft of the portable devices.			
14.13.11	Contractor shall establish, publish, and follow a corporate security policy.			
14.13.12	Contractor's System for accepting payments over the Internet ("Pay-by-Web" system) shall be compliant with any City standards established for e-commerce applications.			
14.13.13	Contractor shall safeguard all personal data.			
14.13.13.1	Contractor shall work with City to minimize the collection of personal information.			
14.13.13.2	Contractor shall safeguard and protect the confidentiality of all data, and in no event share data collected with any third party except as required by law.			
14.13.13.3	Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from Customers, including, but not limited to, transaction history, address, email address, phone number, and credit card information, Notwithstanding the preceding restrictions, Contractor shall be permitted to use such information to enable Customers with Service accounts for City-managed parking spaces to use their accounts to pay for services provided by Contractor to other entities, and vice versa.			
14.14	**PCI Compliance**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.14.1	To ensure the security of credit card data, the entire System, including equipment, software, installation, and configuration must be certified that it meets all PCI DSS (Payment Card Industry Data Security Standard) requirements (https://www.pcisecuritystandards.org/index.shtml), as well as all standards required by federal and state law.			
14.14.2	Credit card data storage and transmission shall meet the Level One (1) PCI DSS and comply with Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) programs.			
14.14.3	As the PCI Data Security Standard evolves, Contractor shall be responsible for maintaining compliance with that standard at Contractor's sole expense.			
14.14.4	Contractor shall be solely responsible and shall indemnify City against any claim arising from lost or stolen personal information including, but not limited to credit card information.			
14.14.5	Proposers must be published on the PCI Council web site and shall provide evidence of certification at time of proposal submission.			

14.14.5.1	Proposer shall be a PCI DSS Level 1 Service Provider, or shall delegate to a PCI DSS Level 1 Service Provider to store, process, or transmit cardholder data			
14.14.5.2	Contractor shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.			
14.14.5.3	The System shall comply with Payment Card Industry Data Security Standard (PCI DSS), version 3.2.1 or latest version at the time of Contract Award.			
14.14.5.4	The System shall comply with Payment Application Data Security Standard (PA DSS), version 3.2 or latest version at the time of Contract Award.			
14.14.5.5	In addition to adhering to the PCI DSS standards, validation is required for all service providers and for each one, Contractor shall provide a PCI DSS Compliance certificate or letter and Report of Compliance provided by a Qualified Security Assessor, subject to an annual assessment in order to remain PCI DSS compliant.			
14.14.5.6	Any upgrades, software changes, hardware changes, or hardware additions required to maintain 100% PCI compliance through the warranty period and any extensions, including optional maintenance contracts, shall be included in the cost proposal as described herein, or shall be provided at no additional cost to the City.			
14.15	**Audit /Logging**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.15.1	The System shall log certain activities: -Actions taken by any individual with root or administrative privileges -Changes to System configuration -Access to audit trails -Invalid access attempts (failed login) -Use of identification and authentication mechanisms (logins) -Notifications and alerts -Activation and de-activation of controls, such as anti-virus software or intrusion detection system -Changes to, or attempts to change, System security settings or controls -Changes to customer records -Changes to permits -Changes to citation records			
14.15.2	For each of the above events, the following must be recorded, as appropriate: -User identification -Type of event -Date and time -Success or failure indication -Data accessed -Program or utility used -Origination of event (e.g., network address) -Protocol -Identity or name of affected data, information system or network resource.			
14.15.3	The System shall meet all security requirements as established by the CA DMV and the California Law Enforcement Telecommunications System (CLETS).			
14.16	**ADA Compliance**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.16.1	Contractor's information technology systems, including the website, shall comply with all applicable ADA standards and requirements as well as any City of Los Angeles ordinances or mandates. Information on ADA requirements for websites can be found at http://www.ADA.gov. Contractor should pay careful attention to web design standards regarding compliance with the regulations pertaining to the use of "web frames" and "screen reader equipment."			
14.16.2	User interface components shall comply with all applicable accessibility guidelines including ADA Best Practices for Website Accessibility for state and local governments, standards laid out in Section 508 of the Rehabilitation Act of 1973, and the Web Content Accessibility Guidelines developed by the Web Accessibility Initiative, a subgroup of the World Wide Web Consortium (W3C).			
14.17	**Data Migration at Contract Inception**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
14.17.1	Contractor shall migrate the following data from the current citation processing system, making any necessary conversions: -All open citations, regardless of age, including any customer information and images, to be transferred to the "live" database -All citations closed within the last 60 months, including any customer information, to be transferred to the "live" database -Archive of all older citations to be transferred to the research or archive database			
14.17.2	Contractor shall migrate the following data from the current permit system, making any necessary conversions: -All existing permit data -All customer data -All permit configuration data			
14.18	**Successor Contract Responsibilities**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**

14.18.1	At termination of the contract resulting from this RFP, if the successor contract is awarded to another firm, Contractor must develop and implement a Data Conversion Plan between Contractor's and successor contractor's System.			
14.18.2	Successor contractor will be required to complete the transfer and conversion of all data from Contractor's System components. Following successful conversion, the current contractor shall no longer perform any of the functions of the systems to be integrated under the System as described in this RFP.			
14.18.3	Contractor and LADOT staff will work with the successor contractor to create a data-mapping document to describe the transfer of data elements from the current System to the new contractor's systems/subsystems. The document will be reviewed and approved by LADOT staff as the design document for the conversion phase pursuant to the implementation schedule.			
14.18.4	As part of the conversion process, Contractor and the successor contractor shall be required to test the System and all components using real data from the current contractor's files. The successor contractor will create test documents for the comprehensive testing of the conversion to ensure that all data are properly converted and available in the new System. After data records are moved from the existing system, LADOT personnel will operate the System by performing inquiries, making changes to data records, deleting records, generation date reports, etc.			

PRIME CONTRACTOR:		SUBCONTRACTOR (if applicable):		
RFP Section	**Requirement Description**	**Requirement Compliance**	**Requirement Compliance Description**	**Proposer Response Comments**
15.1	**Staffing Levels**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the**
15.1.1	Contractor shall be responsible for providing key staff to meet all service and performance standards across the entire program. Some roles may be delegated to Subcontractors; however, Contractor will be responsible to ensure response times and support levels are maintained throughout the term of the agreement. LADOT has determined specific roles that must be fulfilled for this project:			
15.1.1.1	A Regional Director who is responsible for the oversight of all contract services and deliverables, able to communicate with elected and high-level City officials for program evaluation and feedback. The Proposer must state the percentage of time this staff member's responsibility will be dedicated to this Scope of Work			
15.1.1.2	A Program/Project manager responsible for oversight of overall program functionality, including statistical analysis, report monitoring, and verification of compliance with performance standards. One-hundred percent (100%) of this staff member's responsibility must be dedicated to this Scope of Work			
15.1.2	Contractor shall include sufficient managers and supervisors so that all staff have access to appropriate resources and oversight.			
15.1.2.1	Any managers responsible for more than one component must be clearly identified in the proposal			
15.1.3	Contractor's staff shall include sufficient bilingual staff appropriate to the volume of Spanish-speaking walk-in and telephone clients			
15.1.4	Staffing roles and levels will be reviewed bi-annually to ensure they are effective and efficient			
15.1.5	Any modifications to the plan based on efficiencies the Contractor develops or because of decreases in program volumes and/or metrics will be subject to City approval			
15.1.6	Changes in personnel filling key staff positions should be reported to the LADOT's Bureau Head over Parking Management immediately			
15.1.7	Contractor shall provide an updated organization chart at least twice a year, including names, titles, reporting structure, and percentage of time assigned to the contract.			
15.1.8	If the Contractor's staffing level falls below the agreed upon staffing requirements, a penalty of $200 per day for each vacancy will be charged. This penalty will continue to be assessed until approved staffing is restored			
15.2	**Field Personnel Attire**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.2.1	If the Contractor's field personnel are not neat in appearance and courteous to the public, the City will issue a written warning. If a similar incident occurs again, the Contractor will be assessed liquidated damages of $25 per incident without further warning. Further violations of this Section will subject the Contractor to liquidated damages in the amount of $50 per incident without further warning.			
15.3	**Adhering to Implementation, Project, and Ongoing Support Schedule**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.3.1	If the Contractor fails to meet its scheduled obligations outlined within each component, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damages of $1,000 per day for each day past the scheduled delivery deadline until the deliverable is received and accepted. Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $2,000 per day for each day past the scheduled delivery deadline until the deliverable is received and accepted			
15.4	**Project/Product/Maintenance Support Services**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.4.1	If the Contractor fails to provide support services as required by each component specification, the City will issue a written warning. If such an incident occurs again, the Contractor will be assessed liquidated damages of $500. Should a violation of this occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $550 per incident			
15.5	**Lockbox Payment Processing**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.5.1	The existing lockbox operation currently receives approximately two (2) million payment transactions annually. The Contractor must maintain sufficient staff to process all lockbox payments within 24 hours of receipt but no later than the end of the next business day. Failure to adhere to agreed upon cadence for processing all lockbox payments will result in liquidated damage penalty of $100 per incident plus and reimbursement of shortages. Note: Lockbox contract is between USPS and current Contractor			
15.6	**Mail Pick-up**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.6.1	The Contractor must provide a bonded courier to pick-up mail at the post office twice each day in accordance with a schedule approved by the City. All mail pickups are subject to verification by City personnel. Exception reports must be provided by Contractor.			
15.6.2	Because missed pickups result in late posting of payments received, there will be a $500 penalty for each batch of mail not picked up at the designated time.			
15.7	**Data Entry**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.7.1	Payment Posting: All payments must be posted by the Contractor within 24 hours of receipt, or by the end of the following business day. This is subject to on-site verification by City personnel.			
15.7.1.1	There will be a $500 penalty for each batch of payment that is not entered into the appropriate system component as required above.			
15.7.2	New Citations: Handwritten citations must be entered into the CMS within two (2) business days of their collection from City-wide enforcement offices. Those citations that do not successfully update must be reviewed and resubmitted for update processing within one (1) additional business day.			
15.7.2.1	There will be a penalty of $500 per batch for each day of delay beyond the requirement above, not to exceed $5,000 (for 10 batches or more) for each occurrence.			
15.7.3	Electronic citations must be transmitted and uploaded into the CMS immediately after the citation is issued.			
15.7.3.1	There will be a penalty of $100 per electronic ticket writer for each day of delay.			
15.7.4	Accuracy: The level of accuracy must be maintained at 97% for each day's data entry for both new citations and payments. The Contractor must establish an acceptable procedure for the prompt identification and correction of data entry errors. Exception reports are to be provided by the Contractor.			
15.7.4.1	There will be a penalty of $500 for each whole and partial percent below the 97% level.			

15.8	**Reconciliation of Monies**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.8.1	The Contractor must be responsible for reconciling all monies collected and for any and all cash shortages at the end of each business day. Payments and funds must be reconciled daily before preparation and transport to the City's designated depository. Cash overages and shortages of any amount must be investigated, reported to the City and resolved within one (1) business day of the deposit date.			
15.8.2	The Contractor must reimburse the City each month for any accumulated shortages and incur a penalty of $100 per incident.			
15.9	**Vehicle Seizure**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.9.1	If a vehicle is seized under California Vehicle Code 22651(i) or 22651.7, and a finding of No Probable Cause is made due to Contractor's faulty data or untimeliness in reporting changes in vehicle ownership, Contractor shall reimburse the City for any tow-and storage-related fees refunded or waived by the City.			
15.10	**Accountability**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.10.1	The Contractor must be accountable for all citations that are misplaced, lost, or mishandled in any manner at any phase of processing by the Contractor. The Contractor and City understand that the five (5) business days start on the day the copy request is received or on the day the citation is received from the issuing agency, whichever is later. In the event the Contractor does not provide the citation or a copy of the citation to a citizen within five (5) business days of request, an initial review, administrative hearing or court appeal, the Contractor must be responsible to pay the amount of the original fine for the parking citation plus any late payment penalties.			
15.11	**Call Acceptance Rate**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.11.1	A 98% call acceptance rate must be maintained by the Contractor. Reports from the current telephone company, or its successor providers, must be produced to verify compliance. Call acceptance is defined as the number of attempted calls to the IVR that did not receive a busy signal. Rounding of numbers is permitted. Numbers may be rounded off to the nearest unit digit according to generally accepted rules. For example, a call acceptance rate of 97.5% may be rounded off to 98%. Each lost call in excess of the 2% maximum is subject to a $20 penalty per call, as the total number of calls attempted does not exceed 6,000 in any one (1) day			
15.12	**Call Completion Rate**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.12.1	A 96% call completion rate per day must be maintained by the customer service telephone system. Rounding of numbers is permitted. For example, a 95.5% call completion rate would be considered as 96%.			
15.12.2	An incomplete telephone call is defined as a call terminated by an individual after 30 seconds have elapsed from the time that the call is received in the Contractor's telephone system.			
15.12.3	Each uncompleted call-in excess of the 4% maximum for incomplete calls is subject to a penalty of $20 per call.			
15.13	**Call Wait Time**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.13.1	Callers referred to a customer service representative by the IVR must not be kept on hold more than two (2) minutes from the time the call leaves the IVR and is answered by a customer service representative. The daily average "caller wait time" must not exceed three (3) minutes.			
15.13.2	If the daily average wait time exceeds three (3) minutes, the liquidated damages shall be $750 for each additional minute, or portion thereof, of average wait time, not to exceed $1,500 for any 24-hour period.			
15.14	**Required Reports for Call Center**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.14.1	In order for the City to monitor the service level described below, the Contractor's telephone system must automatically provide the following reports to LADOT management or designee:			
15.14.1.1	Total number of incoming calls.			
15.14.1.2	Total number of calls processed.			
15.14.1.3	Total number of calls handled by the IVR.			
15.14.1.4	Total number of calls handled by customer service representative.			
15.14.1.5	Total number of calls disconnected that resulted from customer "hang up."			
15.14.1.6	Total number of busy calls.			
15.14.1.7	Traffic Utilization: Toll-Free Statistic Daily, which shows Incomplete and Busy Calls information.			
15.14.1.8	Percentage of incoming calls completed.			
15.14.1.9	Average wait-time per call.			
15.14.1.10	Average time per call, with high and low amounts.			
15.14.1.11	Daily average wait time.			
14.14.2	Contractor is responsible for providing all reports in a timely manner not to exceed one (1) day in response time. For each day a requested report is not provided to the City, a penalty in the amount of $50 per page, per report, up to the amount $500 per report, will be applied to the Contractor. No written warning will be provided for the above reports.			
15.15	**Bilingual Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.15.1	The Contractor must provide bilingual (Spanish/English) customer service representatives as necessary to serve Spanish-speaking clients. The cashiering offices must always have at least one bilingual representative in each office at all times.			
15.15.2	Telephone representatives who are fluent in other languages will be needed to ensure all personnel, contracts, programs, and services work to achieve equitable, dignified, and just outcomes.			
15.15.3	The penalty for failure to meet this performance standard is $200 for each incident.			

15.16	**Correspondence Requirements**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.16.1	The Contractor must provide sufficient staff with the required expertise (including bilingual ability) to promptly and efficiently process and respond to all correspondence. The correspondence section must be responsible for handling approximately 2,000 pieces of correspondence daily. The correspondence section must complete processing of 100% of all correspondence received within 72 hours of receipt, and no later than the end of the third (3rd) business day.			
15.16.2	If the contractor fails to process 100% of all correspondence by the end of the third (3rd) business day, a penalty of $500 will be charged for each whole and partial percentage point below the standard.			
15.16.3	For correspondence received the day after a holiday, if the contractor fails to process 100% of all correspondence by the end of the fourth (4th) business day, a penalty of $500 will be charged for each whole and partial percentage point below the standard.			
15.17	**Initial Processing**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.17.1	Initial process is defined as the completion of the following actions:			
15.17.1.1	Opening all correspondence;			
15.17.1.2	Determining what action is required;			
15.17.1.3	Entering the action into the Contractor's system (e.g., temporary suspension, letter to customer, etc.);			
15.17.1.4	Beginning appropriate investigative actions to ensure resolution of complaint and question;			
15.17.1.5	Routing information gathered regarding contention to the appropriate section (Initial Review or Impound) via written statements, phone or online;			
15.17.1.6	Implementing appropriate control and monitoring procedures to ensure that correspondence is processed to completion; and			
15.17.1.7	Implementing appropriate quality control reviews to ensure that correspondence issues are addressed accurately.			
15.17.2	Failure to adhere to agreed-upon initial processing standards will result in a penalty to the Contractor in the amount of $100 per incident and $50 for each day any identified incident is unresolved plus any loss in revenue or potential litigation fees that result from failure to meet agreed-upon standards.			
15.18	**Required Reports for Correspondence Processing**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.18.1	The Contractor must generate monthly management information reports documenting the following:			
15.18.1.1	Previous correspondence (beginning backlog);			
15.18.1.2	Total pieces of correspondence received;			
15.18.1.3	Total pieces of correspondence processed;			
15.18.1.4	Remaining correspondence (ending backlog); and			
15.18.1.5	Any unresolved correspondence.			
15.18.2	Contractor is responsible for providing all reports in a timely manner not to exceed one (1) day in response time. For each day a requested report is not provided to the City, a penalty in the amount of $50 per page, per report, up to the amount $500 per report, will be applied to the Contractor. No written warning will be provided for the above reports.			
15.19	**Customer Portal/Website**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.19.1	Failure to maintain the Customer Portal/Website will result in a credit to the City of $1,000 per calendar day in which the Customer Portal/Website is not fully functional, accessible to the public, or for each calendar day of delay in implementing any City requested changes to the Customer Portal/Website.			
15.20	**Walk-in Service**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.20.1	The Contractor shall be required to develop quality assurance standards and monitor the quality of service provided to customers at each walk-in service facility to ensure that the time waits for customer service in line do not exceed 15 minutes. Financial disincentives will be applied for exceeding maximum wait times. The Contractor must develop and identify means to routinely monitor the amount of time customers wait in line prior to service. The report formats must be approved by the City and submitted in the monthly activities report and must include average and maximum wait times.			
15.20.2	Failure to adhere to agreed-upon walk-in service quality assurance standards will result in a penalty to the Contractor in the amount of $100 per incident and $50 for each day any identified incident is unresolved plus any loss in revenue or potential litigation fees that result from failure to meet agreed-upon standards.			
15.21	**Same Day Transfer of Monies**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.21.1	If the Contractor fails to provide same day (or next banking day if received within two (2) hours of, or after bank closing time) transfer of physical monies (coins, bills, checks, money orders, etc.) to a City designated account (i.e. a Wells Fargo account) and/or fails to provide a reconciliation of daily revenues, that must be confirmed daily with any variances above a mutually agreed upon threshold explained, the City will issue a written warning. All credit card monies must be deposited into a City designated account (i.e., a Wells Fargo account) within five (5) banking days.			
15.21.2	If the Contractor fails to remedy the issue within seven (7) banking days from receiving the written warning, the Contractor will be assessed liquidated damages of $150 or the variance amounts (whichever is greater). Should a similar violation occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $175 or the variance amount (whichever is greater) per incident.			
15.21.3	The Contractor must be responsible for reconciling all monies collected and for any and all cash shortages at the end of each day. Payments and funds must be reconciled each day before preparation of deposits.			
15.21.4	Cash overages and shortages of any amount must be investigated and reported to the City within one (1) business day of the deposit date.			
15.21.5	The Contractor must fully reimburse the City for any accumulated shortages each month.			
15.21.6	In addition to the restitution of all monies, unreported revenues discovered during a City audit shall result in a penalty of $500 for every incident and one percent (1%) accrued interest per month. An additional one percent (1%) interest may apply until the requested unreported revenue(s) is (are) fully paid. The contract between the City and Contractor may also be terminated as a result of any discovered unreported revenue(s).			
15.22	**Facilities**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.22.1	Customer Service locations must comply with City standards regarding the posting of signs, furniture, decoration, and maintenance. The Contractor must comply with the Americans with Disabilities Act regarding disabled access. Adequate public parking must be available at or near all proposed office locations. If, after initial City approval of a cashiering location, the office is found to be in a substandard condition as determined by the City, the City must notify the Contractor in writing, giving ten (10) business days to correct the condition.			
15.22.2	If after ten (10) business days the condition is not corrected, a penalty of $100 per day will be charged until the cashiering location is in compliance.			

15.23	**Americans with Disabilities Act (ADA) Compliance**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.23.1	The Contractor must fully comply with the Americans with Disability Act (ADA) as well as any City of Los Angeles ordinances or mandates. Should the Contractor fail to comply with the ADA, Contractor shall be liable for all penalties and expenses associated with non-compliance. Contractor shall also be responsible for reimbursement to LADOT for any penalties and expenses incurred by LADOT due to non-compliance by the Contractor.			
15.23.2	Contractor's systems, including the website, shall comply with all applicable ADA standards and requirements as well as any City of Los Angeles ordinances or mandates.			
15.23.3	User interface components shall comply with all applicable accessibility guidelines.			
15.23.4	Failure to provide a user interface that meets the applicable guidelines, as set forth by ADA standards and requirements or City of Los Angeles ordinances, and failure to provide a timely response to any known issues will result in a penalty to the Contractor which is equal to the amount of any litigation claims, settlements, and/or anticipated cost for non-compliance.			
15.23.5	It is the sole responsibility of the Contractor to provide, ensure, and maintain compliance of all applicable ADA standards and requirements to all elements associated with the Contractor systems.			
15.24	**Courier Service**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.24.1	The Contractor's courier service must pick up and deliver handwritten citation, batched control logs, correspondence, and management reports at specified locations Citywide. Additional locations may be added at the discretion of the City. The City and Contractor must mutually agree to a regular schedule for pick-up of new citations from each City enforcement office.			
15.24.2	Non-compliance with this performance standard shall result in a penalty of $500 for each incident.			
15.25	**Management Reports**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.25.1	The Contractor's system must be able to supply management reports in a timely manner. These reports must be made available either on-line through area networks, in hard copy, or on an as needed basis.			
15.25.2	If the Contractor fails to submit any report required under each section, or as otherwise agreed to by the parties, the City will issue a written warning. If the Contractor fails to remedy the issue within two (2) days from receiving the written warning, the Contractor will be assessed liquidated damages of $50 per page, per report, or $250, for each day that the report is overdue from the date of the warning, not to exceed $500 per month per report.			
15.25.3	Should a violation of those sections above occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $50 per day for each day from the date of the occurrence, not to exceed $500 per month per report.			
15.26	**Handhelds - Performance Levels**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.26.1	The Contractor must always maintain 90% fully functioning handheld citation devices and printers to the City during the term of the contract. The Contractor may provide additional spare units for use by the City at no additional cost to the City to meet this standard. Failure to maintain 90% fully functional handheld units and printers must result in Contractor paying a penalty of $250 per unavailable unit per day until the 90% level is satisfied provided that notification of a disabled electronic handheld and/or printer is received at the Help Desk and a ticket for the incident has been initiated on the same day, and that the selected electronic handheld and printer vendor has the appropriate spare units in local inventory so an equipment swap can be made within the required timeframe.			
15.26.2	The City will make a best faith effort to notify the Contractor within 48 hours (business days) of any equipment being disabled. To ensure the ability of the Contractor to meet 90% fully functional handheld and printer requirements and to avoid stockpiling of disabled equipment that could trigger penalties, the Contractor will have a 72-hour grace period before penalties will begin to apply.			
15.26.3	The City will make a best faith effort to avoid situations where Contractor received a quantity of disabled equipment all at one time that triggers penalties.			
15.27	**System Availability**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.27.1	System availability is defined as the time during the principal hours of operation when the parking citation processing system, including all sub-systems, is available to the City for its intended use. System availability must be maintained at 99.99%. The Contractor must propose objective methods of measurement, subject to approval by the City, to enable the City to monitor the availability level. It is the Contractor's responsibility to measure and report the availability level to the City on a monthly basis.			
15.27.2	In the event that an availability level of 99.99% is not maintained for any calendar month, the City must reduce the Contractor's invoice for that month by subtracting the actual availability level percentage from the 99.99 % standard. The citation processing monthly invoice must be reduced by the resulting percentage. For example, if the availability level is 84%, the reduction would be 14% of that month's citation processing invoice.			
15.28	**System Related Penalties**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
	Selected system related services have severity levels assigned with expected turnaround times and associated penalties if the turnaround time is not met. Services which are deemed crucial to business operations have been assigned Severity Levels 1 or 2. Services which are deemed important but not crucial have Severity Levels 3 and 4. The City shall utilize data in the Help Desk and Support Tracking System to assess penalties if service does not comply with assigned Severity Level.			
Severity 1	Service/request must be restored or completed within 2 hours of receipt of request to avoid penalty. Penalty Severity 1 = $100 per hour			
Severity 2	Service/request must be restored or completed within 24 hours of receipt of request to avoid penalty. Penalty Severity 2 = $100 per hour			
Severity 3	Service/request must be restored or completed within 3 business days of receipt of request to avoid penalty. Penalty Severity 3 = $100 per hour			
Severity 4	Service/request must be restored or completed within 5 business days of receipt of request to avoid penalty. Penalty Severity 4 = $100 per hour			
15.29	**System Response Time**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.29.1	"System response time" is defined as external response time or that interval from the time the end-user depresses the "enter" key or clicks the mouse to the time a data screen reappears or acknowledgment of an entry is received.			
15.29.2	The Contractor must provide a terminal response time level of five (5) seconds maximum for 95% of all transactions processed, excluding inquiry transactions by name.			
15.29.3	The Contractor must measure and report terminal response time to the City on a monthly basis.			
15.29.4	The Contractor is solely responsible for the use of commercially available network monitoring tools to ensure and verify the level of performance and will provide any and all necessary equipment or technology to meet the required level of performance.			

15.29.5	If the Contractor fails to provide this level of service, the City must be entitled to a credit against the monthly charges billed by the Contractor equal to 1% of the citation processing charges for each whole second above the maximum.			
15.30	**Error Corrections**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.30.1	Error corrections are defined as those emergency actions taken to correct or fix hardware or software anomalies having a negative impact on the operation or use of the overall system.			
15.30.2	The Contractor must correct, at no cost to the City, all malfunctions and errors in any component. The Contractor must repair or correct any such malfunctions and errors which impact the collection of revenues by the City within two (2) business days of receipt of notice from the City.			
15.30.3	In the event that such repairs or corrections are not completed within said period, the Contractor shall be liable for any revenue lost, as reasonably determined by the City in consultation with the Contractor.			
15.31	**Recovery from Catastrophic Failure**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.31.1	Recovery from catastrophic failure is defined as those corrective efforts undertaken as the direct result of a disaster which has caused either disruption of services to the user for extended periods of time or loss of data.			
15.31.2	1.1.2 The Contractor must submit a written plan for recovery from catastrophic failure to the City for review and approval. The plan should include, but not limited to:			
15.31.2.1	Recovery from any catastrophic failure within three (3) days.			
15.31.2.2	Reentry of any data lost, at no cost to the City, as a result of failure within one (1) week after the occurrence of the failure.			
15.31.2.3	Availability of an alternate power supply and processing unit so that, in the event of failure of the primary processing unit, the overall system can be restarted within minutes and disruption to the system is minimized.			
15.31.2.4	Presence of sufficient maintenance personnel so that in the event of hardware failure, diagnostic and corrective measures can begin immediately.			
15.31.2.5	Presence of sufficient personnel at the data center(s) so that in the event of software failure, diagnostic and corrective measures can begin immediately.			
15.31.2.6	Provisions of the backup and recovery procedures that can be used to restore or recover data.			
15.31.2.7	Availability of backup units, so that the failure of any component will cause only minimal disruption of services to the end user.			
15.31.3	If the Contractor fails to provide said service level, the Contractor shall:			
15.31.3.1	Be subject to a penalty equal to the average interest received per day based on the previous three (3) months, as determined by the City Treasurer, beginning after the third (3rd) day for all catastrophic failures.			
15.31.3.2	Credit the City an amount equal to the cost incurred by the City for the City to reenter any data lost as a result of any failure should the Contractor fail to reenter said data within one (1) week after the occurrence of such failure.			
15.32	**IT Related Services**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.32.1	If the Contractor fails to provide data to the City or fails to meet the Data Security requirements, as developed, and mutually agreed to by the parties, including services scope and costs, during the term of this Contract, the City will issue a written warning. If the Contractor fails to remedy the issue within seven (7) days from receiving the written warning, the Contractor will be assessed liquidated damages of $150. Should a violation of the section occur again during the contract term, the Contractor will be assessed liquidated damages without benefit of warning in the amount of $175 per incident.			
15.33	**PCI Compliance**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.33.1	If the Contractor fails to maintain Payment Card Industry Data Security Standard Certification no warning will be issued prior to assessment of liquidated damages for this failure. The Contractor may be assessed liquidated damages of $30,000 the first (1st) month of non-compliance and $40,000 for each additional month until the failure is cured. For all future such failures, the Contractor will be assessed liquidated damages in the amount of $45,000 per month until the failure is cured.			
15.34	**System Hardware**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.34.1	The Contractor must agree to repair or replace within four (4) hours or the end of the business day of receipt of notification from the City, whichever occurs first, Contractor's system hardware, personal computers/workstations, and networks, as specified in this RFP.			
15.34.2	If the Contractor fails to provide this level of service, there will be a penalty of $100 per hour, per piece of hardware, for each hour that any hardware remains inoperable.			
15.34.3	The Contractor must further agree to establish a backup connection within 20 minutes of receipt of notification from the City that any data circuit is inoperable. However, if a backup circuit is not restored within 20 minutes of notification and it is determined that the reason was due to inoperability of the circuit (i.e., outside of the Contractors' control), then the penalty would not apply assuming the line worked when tested within the last calendar month.			
15.34.4	Failure to meet this standard must result in a penalty of $100 for each additional minute.			
15.35	**System Uptime**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.35.1	Outages longer than 20 minutes or failure to respond and resolve technical support issues within the same timeframe will incur $1,000 penalty per incident.			
15.35.2	Response and resolution to technical support issues is required within one (1) hour or less.			
15.35.3	Scheduled maintenance, for which the City has received sufficient advance notice, shall not be considered in calculating downtime. The Contractor shall cure each failure within seven (7) days after receipt of the warning. If any failure is not cured within the allotted time frame, the Contractor may be assessed liquidated damages of $100 per day per failure until the failure is cured.			
15.36	**Hardware/Software Maintenance**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.36.1	At no cost to the City, the Contractor must complete the repair and replacement of all hardware/ software devices provided by the Contractor, or for which Contractor has agreed in writing to provide support for specific City owned hardware or software, that fail to perform as specified. The proponent 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, but only when the fault is with Contractor owned hardware or software or when Contractor has agreed in writing to provide support for specific City owned hardware or software.			
15.36.2	In the event that the general performance standards and liquidated damages conflict with the component-based service level agreements, the component based service level and liquidated damages supersedes.			

15.37	**Data Entry Payment Posting**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.37.1	All payments must be posted by the Contractor within 24 hours of receipt, or by the end of the following business day. This is subject to on-site verification by City personnel.			
15.37.2	There will be liquidated damages in the amount of $500 per incident.			
15.38	**Contractor/Contractor Error**	**PROPOSER RESPONSE REQUIRED**	**Do not use the below space.**	**Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.**
15.38.1	If the mishandling of a contested citation ultimately results in its dismissal and/or late penalties being waived, the following penalty shall be applied for each citation:			
15.28.1.1	For each citation dismissed due to Contractor's error or mishandling, the penalty shall be the cost of the fine, plus any penalties accrued to the citation, plus any court costs paid or refunded to the citation recipient, plus the Contractor's processing cost, plus $100.			
15.28.1.2	For penalties that were waived as a result of a Contractor error, but did not result in the complete dismissal of the citation, the penalty shall be the cost of the penalties waived in error, plus $100.			
15.38.2	Contractor shall agree to the examination of the Contractor's books and records made in accordance with generally accepted auditing standards applicable in the circumstances and that as such, said examination shall not require a detailed audit of all transactions. Testing and sampling methods may be used in verifying reports submitted by the Contractor. Deficiencies ascertained by the use of such testing and sampling methods, and by applying the percentages of error obtained from such testing and sampling to the entire period under examination, will be binding on the Contractor and shall be admissible in court to prove any amounts due the City from Contractor. The foregoing will not prevent the Contractor from producing all actual records and figures to rebut the sampling method, and if the Contractor does so, then the City will conduct an audit of all the records for the audit period. In the event the deficiency ascertained is 5% or more of the amount reported to the City, the Contractor shall reimburse the City for the entire cost of the audit.			
15.39	Required Performance Levels & Penalties for Non-Compliance			

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Proposed Prime Contractor Name:	

General Instructions for this Workbook

This workbook shall be submitted with the proposal documents. Please name this document with this format:

RFP #202025 - Price Workbook - *Proposed Prime Contractor Name*

The proposed prime contractor is responsible for all content in this workbook. That company may delegate completion of specific components to proposed subcontractors, but the prime contractor is responsible for its accuracy.

This workbook contains tabs for each component as requested in the Scope of Work.

On each tab, enter the name of the entity performing the work as the proposed Subcontractor. If the Prime Contractor is performing the work, enter the Prime Contractor's name.

Proposers shall complete only cells with yellow highlight for each component for which they are bidding. For example, cell B1 in this sheet has yellow highlight, where the Proposed Prime Contractor shall enter its name. In the submitted workbook, any cells for prices with yellow highlight that are blank (e.g., not filled by the Proposer) will be assumed to mean the price is $0 unless an explanation is provided.

All prices shall be in U.S. dollars.

Proposers shall include sales tax at 9.5% or shall indicate if an item is taxable, where requested.

Quantities for various line items are specified for comparison purposes only and are not a commitment or guarantee of the City.

The City expect proposers to present a pricing model that provides a good estimate of the monthly operational costs and start-up costs for the entire program, inclusive of each of the various components. Further, the City expects that the proposed costs in this pricing workbook will be fundamentally the same as any contract resulting from this RFP unless the City and the Contractor agree to changes to the Scope of Work.

Each tab has a section for the Proposer to describe any optional services or enhanced services and features that are available to the City currently or in the near future. This section is not to be used to itemize any costs or fees for services required in the Scope of Work in the RFP. All Proposer costs and fees required to meet the Scope of Work MUST be provided in the associated categories. If a Proposer believes the format of the Pricing Workbook will lead to ambiguity or confusion with pricing, the Proposer shall clarify on the **Explanations** tab.

Proposers shall not make any entries or changes on the **Proposer Summary** tab under any circumstances.

Per the RFP, *Proposer shall outline 1) the total cost to the City, broken down in salaries, expenses, and equipment, in hours, and the total dollar amount by deliverable task; 2) salary, wage, or hourly rate, project-based rate, or combination Proposer will charge for services; 3) full list and amount of non-salary expenses required to perform the services described (e.g., mileage, office supplies, and operating expenses).* Certain tabs will have spaces for **Labor Expenses** (salaries/wages) and **Non-Labor Expenses** (equipment, supplies, mileage, and operating expenses). Proposers shall provide, on a separate sheet, details showing how these costs were calculated.

The signature block of the **Program Admin** tab shall be signed and dated before submittal. This is a Word object. Double-click to open a Word editor to complete the information and insert a signature.

Program Admin tab

The Program Admin tab is solely for the use of the Proposed Prime Contractor.

The Program Admin tab shall include any costs that the Proposed Prime Contractor expects beyond the costs listed in the tabs for the other components.

The signature block is a Microsoft Word object. You can double-click it to open it in Word to sign the pricing workbook.

CMS tab

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. All fees to meet the requirements as provided in the Scope of Work must be incorporated into the per monthly subscription fee. The Proposer may indicate volume tiers that will apply for costs, or may use the same rate for more than one tier.

Option 2 is a per-item fee structure. The City has listed the most common itemizations. There is space to list any other recurring costs.

Citation Devices tab

The City has provided its estimate of the number of devices that must be operational at all times, as well as an estimate of the number of citations to be issued each month.

Proposers shall list any recurring costs, including an estimate for citation paper stock for the handheld devices. *Note: citation paper stock may be purchased on a recurring basis requiring bids at the time of purchase, as described in the RFP.*

The pricing sheet asks for handheld pricing for an all-in-one model (printer attached to the handheld) AND a handheld with a separate printer. Because the City has not yet determined the final quantity of either type of unit, the pricing sheet calculates based on a full quantity for either type. The City will make the final selection of the types to be provided based on the devices proposed.

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. This assumes the cost will be for having the required number of devices working at all times (in other words, the Contractor will provide necessary additional units for substitutions for inoperable devices), including any necessary hardware refreshes through the life of the contract. This also assumes software licensing and communication fees are included within the monthly cost.

Option 2 is a one-time per-unit cost (e.g., purchase) plus recurring fee structure for the devices. The City has included a line for proposers to recommend additional units to have on hand for spares and any necessary hardware refreshes. In addition, proposers shall provide costs for software licensing and communications costs, provided as a monthly estimate.

Customer Svc Ctrs tab

Proposers shall list any costs that will be itemized on a monthly basis. If any items are not charged on a monthly basis, Proposers shall provide an estimate for the monthly cost and explain on the **Explanations** tab.

Impound Services tab

Proposers shall list any costs that will be itemized on a monthly basis. If any items are not charged on a monthly basis, Proposers shall provide an estimate for the monthly cost and explain on the **Explanations** tab.

***Immobilization Svcs* tab**

Immobilization Services includes the hardware solution (such as boots or windshield obscuring devices) provided by the selected Contractor, along with the service to receive self-release immobilization devices and return them to the City as needed.

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. This assumes the cost will provide sufficient devices for the City, and incorporate all other costs, such as immobilization and release fees, wireless communication fees, and any other costs.

Option 2 is a one-time per-unit cost (e.g., purchase) plus recurring fee structure for the devices. Proposers shall show unit costs for various quantities to identify any price breaks based on volume. In addition, proposers shall provide costs for transactions and recurring costs, provided as a monthly estimate.

***PMS* tab**

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees).

Option 1 is a monthly subscription fee, if available, and is preferred by the City. All fees to meet the requirements as provided in the Scope of Work must be incorporated into the per monthly subscription fee. The Proposer may indicate volume tiers that will apply for costs, or may use the same rate for more than one tier.

Option 2 is a per-item fee structure. The City has listed the most common itemizations. There is space to list any other recurring costs.

***Workforce Mgt* tab**

Proposers shall list any costs that will be itemized on a monthly basis. If any items are not charged on a monthly basis, Proposers shall provide an estimate for the monthly cost and explain on the **Explanations** tab.

***LPR System* tab**

Proposers shall provide pricing for Option 1 (monthly subscription fee) and/or Option 2 (per-item fees) for the LPR System.

Option 1 is a monthly subscription fee, if available, and is preferred by the City. Proposers shall show unit costs for various quantities to identify any price breaks based on volume. This assumes all other costs are included in the monthly fee.

Option 2 is a one-time per-unit cost (e.g., purchase) plus recurring fee structure and set-up costs for the devices. Proposers shall show unit costs for various quantities to identify any price breaks based on volume. In addition, proposers shall provide amounts for all monthly recurring costs and any set-up costs.

***Collections* tab**

Proposers shall identify the percentage of amounts collected that will be charged to the City for the collection efforts. Proposers may list any costs for integration or implementation of the Collections process.

***IT Support Services* tab**

Proposers shall provide pricing to acquire the equipment described in the RFP at the commencement of the contract.

Proposers shall also provide monthly pricing for the IT services identified in the RFP.

Proposers shall indicate their proposed mark-up to cover costs when acting as the City's purchasing agent under contract.

***Explanations* tab**

This tab may be used to provide more information regarding cost elements where the entry within the workbook may be ambiguous or the Proposer's cost model is different than the workbook's request for the data.

This tab is not intended to be used for providing details on Labor and Non-Labor cost calculations. Those are to be provided on a separate document, sheet, or workbook and submitted as part of the proposal documents.

***Proposer Summary* tab**

This tab is exclusively for the use of LADOT. It summarizes the cost elements provided by the Proposer.

Please do not make any entries or changes in this tab.

Proposed Prime Contractor Name:	

proposed systems/services/components meet the requirements. Reminder to all proposers: ***only the Prime Contractor shall invoice the City for services and goods delivered under the contract that results from this RFP.***

PROGRAM ADMINISTRATION COSTS (costs not allocated to other components)

PROGRAM PRICING APPROACH	
ITEM	**EXPLANATION**
Proposer to explain pricing approach for overall program administration pricing (e.g., fixed fee/month, based on volume of activity such as citations and permits, or other criteria).	

COST COMPONENTS for *Program Administration*

ITEM DESCRIPTIONS	MONTHLY COSTS	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Labor Expenses (details on separate sheet)		$ -	$ -
Non-Labor Expenses (details on separate sheet)		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -

Proposed Prime Contractor Name:			
		$ -	$ -
Totals	$ -	$ -	$ -

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Program Administration. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY

Proposed Prime Contractor Name:	

Were any sheets added to this workbook to give LADOT additional options/alternatives for pricing any components?	

Pricing Workbook Submitted

I/we submit this pricing workbook as a required part of the overall Proposal.

Proposed Prime Contractor Name: _____

Authorized Signature: _____

Printed Name: _____

Date: _____

Double-click anywhere within the box's border to open the signature block in Word for completion. Insert an electronic signature.

Proposed Prime Contractor Name:	
Proposed CMS Subcontractor Name:	

CITATION MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	

	ESTIMATED TOTAL
Total costs for integration and implementation	

CITATION MANAGEMENT SYSTEM - PRICING OPTION 1 (MONTHLY SUBSCRIPTION FEE)

ITEM
Monthly CMS subscription fee: Monthly subscription fee shall include all fees to meet the RFP requirements including all CMS software, services, payment processing, appeal/adjudication support, CA DMV and out-of-state inquiries, citation notice mailing, and support. Refer to the TCM for full scope of work required for CMS and do not include anything listed in the scope for other sections. Identify costs associated with integration and implemention in the "INTEGRATIONS AND IMPLEMENTATION" section.

Tier #	**Tier Minimum**	**Tier Maximum**	**MONTHLY FEE**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
1	100,000	149,999		$ -	$ -
2	150,000	199,999		$ -	$ -
3	200,000	249,999		$ -	$ -
4	250,000	299,999		$ -	$ -
5	300,000	349,999		$ -	$ -

Proposed Prime Contractor Name:	
Proposed CMS Subcontractor Name:	
Proposer comments regarding pricing for monthly subscription fee, including any charges beyond the monthly fee.	

CITATION MANAGEMENT SYSTEM PRICING - OPTION 2 (PER-ITEM FEES)

CITATION MANAGEMENT SYSTEM

ITEM	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	ESTIMATED MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Per citation	200,000		$ -	$ -	$ -
Per monthly software license (CMS software)	12		$ -	$ -	$ -
Per in-state (CA) DMV inquiry	176,000		$ -	$ -	$ -
Per out-of-state DMV inquiry	44,000		$ -	$ -	$ -
Per citation notice (include postage)	250,000		$ -	$ -	$ -
		Totals	$ -	$ -	$ -

OTHER RECURRING COSTS

LIST ITEMS HERE	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	ESTIMATED MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
		Totals	$ -	$ -	$ -

Proposed Prime Contractor Name:	
Proposed CMS Subcontractor Name:	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Citation Management System. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**

Proposed Prime Contractor Name:	
Proposed Device Subcontractor Name:	

CITATION ISSUANCE DEVICES - INTEGRATIONS AND IMPLEMENTATION

Expected count of operational devices	**600**

INTEGRATIONS AND IMPLEMENTATION

ITEM	EXPLANATION	TAXABLE?
Proposer to explain integration approach, pricing, and itemized cost associated with implementation, if applicable.		
		ESTIMATED TOTAL
Total costs for integration and implementation		

CITATION ISSUANCE DEVICES - RECURRING COSTS

RECURRING COSTS - Citation Issuance Devices (costs regardless of pricing model)

ITEM	DESCRIPTION	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	ESTIMATED MONTHLY TOTAL	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Citation stock (per handheld citation)		**200,000**		$ -	$ -	$ -
Other				$ -	$ -	$ -
Other				$ -	$ -	$ -
Total Recurring Costs				$ -	$ -	$ -

CITATION ISSUANCE DEVICES PRICING - OPTION 1 (Monthly subscription fee)

HANDHELD HARDWARE

Proposed Prime Contractor Name:						
Proposed Device Subcontractor Name:						
ITEM *(inclusive of batteries, charging equipment, carry cases/straps, and other required components, plus software licenses and wireless communications fees)*	**MANUFACTURER/MODEL**	**APPROXIMATE # OF UNITS**	**PER UNIT MONTHLY COST, including tax @ 9.5%**	**TOTAL MONTHLY AMOUNT**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Separate Handheld and Printer						
Handheld		600		$ -	$ -	$ -
Separate Printer		600		$ -	$ -	$ -
All-In-One Handheld + Printer						
Handheld + Printer (all-in-one unit)		600		$ -	$ -	$ -

CITATION ISSUANCE DEVICES PRICING - OPTION 2 (One-time per-unit costs)

HANDHELD HARDWARE						
ITEM *(inclusive of batteries, charging equipment, carry cases/straps, and other required components)*	**MANUFACTURER/MODEL**	**APPROXIMATE # OF UNITS**	**PER UNIT PURCHASE COST**	**TAX AMOUNT @ 9.5 %**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Separate Handheld and Printer						
Handheld		600		$ -	$ -	n/a
Separate Printer		600		$ -	$ -	n/a
Back-up handhelds[1]				$ -	$ -	$ -
Back-up printers[1]				$ -	$ -	$ -
All-In-One Handheld + Printer						
Handheld + Printer (all-in-one unit)		600		$ -	$ -	n/a
Back-up all-in-one units[1]				$ -	$ -	$ -

MONTHLY COSTS - Citation Issuance Devices					
ITEM	**APPROXIMATE # OF UNITS**	**PER UNIT COST**	**ESTIMATED MONTHLY TOTAL**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Per monthly software license (handheld device)	600		$ -	$ -	$ -

Proposed Prime Contractor Name:					
Proposed Device Subcontractor Name:					
Per monthly wireless communications fees	**600**		$ -	$ -	$ -
Other:			$ -	$ -	$ -
Other:			$ -	$ -	$ -
Total monthly costs			$ -	$ -	$ -

Proposed Prime Contractor Name:	
Proposed Device Subcontractor Name:	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Citation Issuance Devices. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**	**TAXABLE?**

[1] Additional units needed to ensure required number of devices are in-service at all times and/or to ensure technology refreshes are done.

Proposed Prime Contractor Name:	
Proposed Customer Service Subcontractor Name:	

CUSTOMER SERVICE CENTER PRICING

COST COMPONENTS

LIST ITEMS HERE ***provide details on how labor and expense amounts were determined on a separate sheet***	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Four (4) Customer Service center locations (PVBs) meeting requirements in RFP (approx. 20K walk-ins/month)		$ -	$ -
Customer Service Staffing to meet RFP requirements		$ -	$ -
Telephone services incl. IVR and live operators (approx. 80K calls/month, 34K calls to operators/month and 17K IVR pmts/month)		$ -	$ -
Cashiering system integrated with other systems (approx 13.5K citation pmts and 3,500 permit pmts /month)		$ -	$ -
Lockbox management		$ -	$ -
Mail-in/drop-off payment processing (approx. 32.5K pmts/month)		$ -	$ -
Payment plan processing/administration (approx. 1,650/month)		$ -	$ -
Correspondence processing (approx. 21K/month received/processed and 32K/month sent)		$ -	$ -
Manual citation data entry (approx. 4,500/month)		$ -	$ -
Appeal/Adjudication Support Services (approx. 10K initial reviews/month and 700 adjudications/month)		$ -	$ -
Customer Website/Webtools (including approx. 86K online citation pmts and 2,500 permit pmts/month)		$ -	$ -
Security Guards at Adjudication Offices		$ -	$ -
Self-service kiosks at PVB locations (include details in Project Approach)		$ -	$ -
Self-service kiosks at other locations (include details in Project Approach)		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ -	$ -	$ -

Proposed Prime Contractor Name:	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Customer Service Centers. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY

Proposed Prime Contractor Name:	
Proposed Impound Services Subcontractor Name:	

TOWING AND IMPOUND MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	

	ESTIMATED TOTAL
Total costs for integration and implementation	

IMPOUND SERVICES PRICING

COST COMPONENTS

LIST ITEMS HERE	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Tow and Immobilization System (TIMS)		$ -	$ -
Tow contractor interface		$ -	$ -
TIMS Support (approx. 625 impounds/month)		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ -	$ -	$ -

Proposed Prime Contractor Name:	
Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Impound Services. All pricing required to meet the RFP requirements must be identified above.	

OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**

Proposed Prime Contractor Name:	
Proposed Immobilization Services Subcontractor Name:	

IMMOBILIZATION SERVICES - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	
	TOTAL INTEGRATION COSTS
Total costs for integration and implementation	

IMMOBILIZATION SERVICES PRICING - OPTION 1 (Monthly subcription fee)

MONTHLY SERVICES			
ITEM	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Monthly service charge for sufficient devices and all services to support City's immobilization program as described in the RFP		$ -	$ -

IMMOBILIZATION SERVICES PRICING - OPTION 2 (Purchase of Units)

DEVICES	*Pricing is per unit based upon the total quantity listed to identify any price breaks by quantity purchased.*				
ITEM	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
Automated immobilization devices with capability for self-release					
Shipping					
Warranty for five years					
Sales tax at 9.5%					
Total Unit Cost	$ -	$ -	$ -	$ -	$ -
Total Cost for each tier for maximum # devices	$ -	$ -	$ -	$ -	

TRANSACTION FEES						
ITEM	**DESCRIPTION**	**ESTIMATED QTY PER MONTH**	**UNIT COST**	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Fee per immobilization		5,000		$ -	$ -	$ -
Fee per release		5,000		$ -	$ -	$ -
Wireless communications fees		5,000		$ -	$ -	$ -
Other				$ -	$ -	$ -
Other				$ -	$ -	$ -
Other				$ -	$ -	$ -
Other				$ -	$ -	$ -
Other				$ -	$ -	$ -
Total Transaction Fees				$ -	$ -	$ -

MONTHLY RECURRING COSTS						
ITEM	**DESCRIPTION**	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
Licensing fees						
Hosting fees						
Wireless communications fees						
Device return facility cost						
Other						
Other						
Other						
Other						
Total Amount per unit		$ -	$ -	$ -	$ -	$ -

SOFTWARE, SET-UP, DEVELOPMENT		
ITEM (Itemize all costs and fees required to meet the RFP requirements.)	**DESCRIPTION**	**TOTAL COST**
On-site training and testing		
Set-up/develop new interfaces, reports, etc.		
Other		
Other		
Other		
Other		
Other		
Other		
Total software, set-up, and development costs		$ -

Proposed Prime Contractor Name:	
Proposed Immobilization Services Subcontractor Name:	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Immobilization Devices and Return Facilities. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**	**TAXABLE?**

Proposed Prime Contractor Name:	
Proposed PMS Subcontractor Name:	

PERMIT MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION		
ITEM	**EXPLANATION**	
Proposer to explain integration approach, pricing, and itemized cost associated with implementation		
		ESTIMATED TOTAL
Total costs for integration and implementation		

PERMIT MANAGEMENT SYSTEM - PRICING OPTION 1 (Monthly subscription fee)

PERMIT MANAGEMENT SYSTEM						
ITEM						
Monthly PMS subscription fee: Monthly subscription fee shall include all fees to meet the RFP requirements including all PMS software, services, fulfillment, and support.						
	Tier #	**Tier Minimum**	**Tier Maximum**	**MONTHLY FEE**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
	1	3,000	3,999		$ -	$ -
	2	4,000	4,999		$ -	$ -
	3	5,000	5,999		$ -	$ -
	4	6,000	6,999		$ -	$ -
	5	7,000	7,999		$ -	$ -
Proposer comments regarding pricing for monthly subscription fee, including any charges beyond the monthly fee.						

Proposed Prime Contractor Name:	
Proposed PMS Subcontractor Name:	

PERMIT MANAGEMENT SYSTEM - PRICING OPTION 2 (PER ITEM FEE)

PERMIT MANAGEMENT SYSTEM

ITEM	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Per permit	5,200		$ -	$ -	$ -
Per monthly software license (PMS software)	1		$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
		Totals	$ -	$ -	$ -

PROCESSING

ITEM	APPROXIMATE # OF UNITS MONTHLY	PER UNIT COST	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Per physical permit fulfilled by Contractor	5,200		$ -	$ -	$ -
Per permit renewal notice (include postage)	7,600		$ -	$ -	$ -
			$ -	$ -	$ -
			$ -	$ -	$ -
		Totals	$ -	$ -	$ -

Proposed Prime Contractor Name:	
Proposed PMS Subcontractor Name:	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the Permit Management System. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES					
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE		QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY	TAXABLE?

Proposed Prime Contractor Name:	
Proposed Workforce Management Subcontractor Name:	

WORKFORCE MANAGEMENT SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	

	ESTIMATED TOTAL
Total costs for integration and implementation	

WORKFORCE MANAGEMENT SYSTEM PRICING

COST COMPONENTS			
LIST ITEMS HERE	**MONTHLY COST**	**ESTIMATED YEAR 1 TOTAL**	**ESTIMATED 5 YEAR TOTAL**
Enforcement Workforce Management System		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
		$ -	$ -
Totals	$ -	$ -	$ -

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Workforce Management. All pricing required to meet the RFP requirements must be identified above.

Proposed Prime Contractor Name:			
OPTIONAL OR ENHANCED SERVICE FEATURES			
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	**QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)**	**UNIT PRICE**	**CURRENTLY AVAILABLE OR DATE OF AVAILABILITY**

Proposed Prime Contractor Name:	
Proposed Immobilization Services Subcontractor Name:	

LICENSE PLATE RECOGNITION SYSTEM - INTEGRATIONS AND IMPLEMENTATION

INTEGRATIONS AND IMPLEMENTATION	
ITEM	**EXPLANATION**
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	

	TOTAL INTEGRATION COSTS
Total costs for integration and implementation	

LICENSE PLATE RECOGNITION SYSTEM PRICING - OPTION 1 (Monthly Fee)

MONTHLY SERVICES	*Pricing is per month based upon the total quantity listed to identify any price breaks by quantity.*				
ITEM	**MONTHLY PER UNIT COST [1-5 UNITS]**	**MONTHLY PER UNIT COST [6-10 UNITS]**	**MONTHLY PER UNIT COST [11-20 UNITS]**	**MONTHLY PER UNIT COST [21-50 UNITS]**	**MONTHLY PER UNIT COST [51 OR MORE UNITS]**
LPR System that includes the camera equipment, in-vehicle notebook computer (including computer-mounting equipment for various vehicles used by LADOT), communications equipment including GPS technology, communications services, cloud hosting, software licensing, reporting, and all other functionality as described in the Scope of Work.					

LICENSE PLATE RECOGNITION SYSTEM PRICING - OPTION 2 (Purchase of Units)

HARDWARE	*Pricing is per unit based upon the total quantity listed to identify any price breaks by quantity purchased.*				
ITEM	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
LPR System that includes the camera equipment, in-vehicle notebook computer (including computer-mounting equipment for various vehicles used by LADOT), communications equipment including GPS technology, and all associated mounting hardware and cables					
Shipping					
Installation					
Warranty (Year 1)					

Warranty (Total for Years 2-5)					
Sales tax @ 9.5%					
Total Amount per unit	$ -	$ -	$ -	$ -	$ -

MONTHLY RECURRING COSTS						
ITEM	**DESCRIPTION**	**PER UNIT COST [1-5 UNITS]**	**PER UNIT COST [6-10 UNITS]**	**PER UNIT COST [11-20 UNITS]**	**PER UNIT COST [21-50 UNITS]**	**PER UNIT COST [51 OR MORE UNITS]**
Licensing fees						
Hosting fees						
Wireless communications fees						
Other						
Other						
Other						
Other						
Total Amount per unit		$ -	$ -	$ -	$ -	$ -

SOFTWARE, SET-UP, DEVELOPMENT		
ITEM (Itemize all costs and fees required to meet the RFP requirements.)	**DESCRIPTION**	**TOTAL COST**
On-site training and testing		
Set-up/develop new interfaces, reports, etc.		
Other		
Other		
Other		
Other		
Other		
Other		
Total Software, set-up, development		$ -

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the License Plate Recognition System. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY	TAXABLE?

Proposed Prime Contractor Name:	
Proposed Workforce Management Subcontractor Name:	

DELINQUENT COLLECTIONS PRICING

SECONDARY COLLECTIONS

ITEM	APPROXIMATE TOTAL ANNUALLY	PERCENTAGE	ESTIMATED MONTHLY	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
Secondary collections	$160,000,000		$ -	$ -	$ -

INTEGRATIONS AND IMPLEMENTATION

ITEM	EXPLANATION
Proposer to explain integration approach, pricing, and itemized cost associated with implementation.	

	ESTIMATED TOTAL
Total costs for integration and implementation	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for Delinquent Collections. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES

DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY

Proposed Prime Contractor Name:			

Proposed Prime Contractor Name:	
Proposed IT Eqpt and Support Services Subcontractor Name:	

IT EQUIPMENT AND SUPPORT SERVICES PRICING

EQUIPMENT

ITEM	QUANTITY	UNIT PRICE	TAX AMOUNT	TOTAL COST EACH	GRAND TOTAL
Computers for Enforcement Supervisors/Special Teams, per RFP specification	50		$ -	$ -	$ -
Computers for Enforcement Office Staff, per RFP specification	100		$ -	$ -	$ -
Computers for Internal Review/Adjudication Office Staff, per RFP specification	60		$ -	$ -	$ -
Shipping	210			$ -	$ -
Warranty (Year 1)	210			$ -	$ -
Warranty (Total for Years 2-5)	210			$ -	$ -
Total amount for equipment					$ -

SYSTEM SUPPORT/IT STAFFING

ITEM *Itemize all costs and fees required to meet the RFP requirements. Details for labor and expenses shall be provided on a separate sheet.*	DESCRIPTION	MONTHLY COST	ESTIMATED YEAR 1 TOTAL	ESTIMATED 5 YEAR TOTAL
IT Support Staff, per RFP, without LPR Support			$ -	$ -
IT Support Staff, per RFP, for additional LPR Support			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Other			$ -	$ -
Total amount for support/staffing		$ -	$ -	$ -

PURCHASING SERVICES

ITEM	EXPLANATION
Comments about contractor mark-up for IT Purchasing Services, as described in the RFP.	

	Contractor Markup %
Contractor mark-up for IT Purchasing Services	

Please use the below section to highlight any optional, enhanced, or value-add services available to the City for the IT Equipment and Support Services. All pricing required to meet the RFP requirements must be identified above.

OPTIONAL OR ENHANCED SERVICE FEATURES				
DESCRIPTION OF OPTIONAL OR ENHANCED SERVICE	QUANTITY/UNIT OF MEASURE (ex. monthly, annual, per user, per transaction… etc.)	UNIT PRICE	CURRENTLY AVAILABLE OR DATE OF AVAILABILITY	TAXABLE?

Proposed Prime Contractor Name:	

Tab name	Proposed Subcontractor, if applicable	Pricing section requiring clarification	Explanation

Proposed Prime Contractor Name:	

Tab name	Proposed Subcontractor, if applicable	Pricing section requiring clarification	Explanation

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted:

Cost Element	Name	Start Up/One-Time Costs Notes	Cost	Monthly Service Costs w/ Annual/5-year Estimates Notes	Monthly	Annually	Over 5 years	Transactional Costs w/ Mo/Ann/5yr Estimates Notes	Monthly	Annually	Over 5 years
Program Admin											
Monthly Costs					$ -	$ -	$ -				
CMS											
Provider											
Integration/Implementation			$ -								
Option 1											
Monthly-Tier 1					$ -	$ -	$ -				
Monthly-Tier 2					$ -	$ -	$ -				
Monthly-Tier 3					$ -	$ -	$ -				
Monthly-Tier 4					$ -	$ -	$ -				
Monthly-Tier 5					$ -	$ -	$ -				
				***Average** cost*	$ -	$ -	$ -				
Option 2											
Transactions-CMS									$ -	$ -	$ -
Transactions-Other									$ -	$ -	$ -
								Total cost	$ -	$ -	$ -

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted:

Cost Element	Name	Start Up/One-Time Costs Notes	Start Up/One-Time Costs Cost	Monthly Service Costs w/ Annual/5-year Estimates Notes	Monthly Service Costs Monthly	Monthly Service Costs Annually	Monthly Service Costs Over 5 years	Transactional Costs w/ Mo/Ann/5yr Estimates Notes	Transactional Costs Monthly	Transactional Costs Annually	Transactional Costs Over 5 years
Citation Issuance Devices											
Provider											
Integration/Implementation			$ -								
Recurring Costs									$ -	$ -	$ -
Option 1											
Separate Devices (total)					$ -	$ -	$ -				
All-in-One					$ -	$ -	$ -				
Option 2											
Separate Devices (total)			$ -								
Backup Devices (total)									$ -	$ -	$ -
All-in-One			$ -								
Backup All-in-One									$ -	$ -	$ -
Monthly Costs					$ -	$ -	$ -				
Customer Service Centers											
Provider											
Monthly Cost					$ -	$ -	$ -				
Impound Services											
Provider											
Integration/Implementation			$ -								
Monthly Service					$ -	$ -	$ -				

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted:

		Start Up/One-Time Costs		Monthly Service Costs w/ Annual/5-year Estimates				Transactional Costs w/ Mo/Ann/5yr Estimates			
Cost Element	**Name**	**Notes**	**Cost**	**Notes**	**Monthly**	**Annually**	**Over 5 years**	**Notes**	**Monthly**	**Annually**	**Over 5 years**
Immobilization Services											
Provider											
Integration/Implementation			$ -								
Option 1											
Monthly Subscription Fee					$ -	$ -	$ -				
Option 2											
Purchase of Units											
1-5 units (each)			$ -								
6-10 units (each)			$ -								
11-20 units (each)			$ -								
21-50 units (each)			$ -								
50+ units (each)			$ -								
		***Average** cost*	$ -								
Transaction Fees (est)									$ -	$ -	$ -
Monthly Recurring Costs											
Per-unit, 1-5					$ -	$ -	$ -				
Per-unit, 6-10					$ -	$ -	$ -				
Per-unit, 11-20					$ -	$ -	$ -				
Per-unit, 21-50					$ -	$ -	$ -				
Per-unit, 50+					$ -	$ -	$ -				
Software, Set-up, Dev			$ -								

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted:

		Start Up/One-Time Costs		Monthly Service Costs w/ Annual/5-year Estimates				Transactional Costs w/ Mo/Ann/5yr Estimates			
Cost Element	**Name**	**Notes**	**Cost**	**Notes**	**Monthly**	**Annually**	**Over 5 years**	**Notes**	**Monthly**	**Annually**	**Over 5 years**
PMS											
Provider											
Integration/Implementation			$ -								
Option 1											
Monthly-Tier 1					$ -	$ -	$ -				
Monthly-Tier 2					$ -	$ -	$ -				
Monthly-Tier 3					$ -	$ -	$ -				
Monthly-Tier 4					$ -	$ -	$ -				
Monthly-Tier 5					$ -	$ -	$ -				
				***Average** cost*	$ -	$ -	$ -				
Option 2											
Transactions-PMS									$ -	$ -	$ -
Processing									$ -	$ -	$ -
								Total cost	$ -	$ -	$ -
Workforce Management											
Provider											
Integration/Implementation			$ -								
Monthly Service					$ -	$ -	$ -				

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted:

		Start Up/One-Time Costs		Monthly Service Costs w/ Annual/5-year Estimates				Transactional Costs w/ Mo/Ann/5yr Estimates			
Cost Element	**Name**	**Notes**	**Cost**	**Notes**	**Monthly**	**Annually**	**Over 5 years**	**Notes**	**Monthly**	**Annually**	**Over 5 years**
License Plate Recognition											
Provider											
Integration/Implementation			$ -								
Option 1											
Monthly Fee-1-5 Units (each)					$ -	$ -	$ -				
Monthly Fee-6-10 Units (each)					$ -	$ -	$ -				
Monthly Fee-11-20 Units (each)					$ -	$ -	$ -				
Monthly Fee-21-50 Units (each)					$ -	$ -	$ -				
Monthly Fee-51+ Units (each)					$ -	$ -	$ -				
				***Average** cost*	$ -	$ -	$ -				
Option 2											
Purchase of Units											
1-5 units (each)			$ -								
6-10 units (each)			$ -								
11-20 units (each)			$ -								
21-50 units (each)			$ -								
50+ units (each)			$ -								
Monthly Recurring Costs											
Per-unit, 1-5					$ -	$ -	$ -				
Per-unit, 6-10					$ -	$ -	$ -				
Per-unit, 11-20					$ -	$ -	$ -				
Per-unit, 21-50					$ -	$ -	$ -				
Per-unit, 50+					$ -	$ -	$ -				
				***Average** cost*	$ -	$ -	$ -				
Software, Set-up, Dev			$ -								

For LADOT use only. Do not enter information in this sheet.

Additional sheets inserted:

Cost Element	Name	Start Up/One-Time Costs Notes	Cost	Monthly Service Costs w/ Annual/5-year Estimates Notes	Monthly	Annually	Over 5 years	Transactional Costs w/ Mo/Ann/5yr Estimates Notes	Monthly	Annually	Over 5 years
Delinquent Collections											
Provider											
Fee Percentage			0.00%		$ -	$ -	$ -				
Integration/Implementation			$ -								
IT Support											
Provider											
Equipment Purchase			$ -								
System Support/IT Staffing					$ -	$ -	$ -				
Purchasing Services Markup %			0.00%								

LADOT Parking Citation and Permit Processing Services
Request for Proposal (RFP)
Experience & Reference Form

Proposer Authorized Signature:

Proposer Contact Name:

Title:

Previous Project Experience Details:

Project Name and Type:

Project Address or Location:

Project Start Date: Project Completion Date:

Project Summary:

Reference for Listed Project:

Name of Agency or Firm:

Contact Phone Number:

Name of Contact:

Please print/ include additional Experience & Reference Forms as necessary.

Attachment 6

Current City of Los Angeles Reports
(Printed and Electronic)

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
MANAGEMENT		
Issuance & Citation Status Statistics (FY)	Report shows citation information by month for current fiscal year and prior four (4) fiscal years. Displays total issued, fully paid citations with no penalty, fully paid citations with penalties (excluding those in special collections), fully paid citations under special collections, citations closed for payment of fix-it fee or administrative fee, cancelled citations, dismissed citations, citations on OMV hold, open unnoticed, total citations closed. Totals and percentages to total citations issued are provided for each fiscal year. Voids are excluded from report. Report is produced for California, out-of-state, and combined total citations.	Monthly
Issuance & Citation Status Statistics (CY)	Report shows citation information by month for current fiscal year and prior four (4) calendar years. Displays total issued, fully paid citations with no penalty, fully paid citations with penalties (excluding those in special collections), fully paid citations under special collections, citations closed for payment of fix-it fee or administrative fee, cancelled citations, dismissed citations, citations on OMV hold, open unnoticed, total citations closed. Totals and percentages to total citations issued are provided for each fiscal year. Voids are excluded from report. Report is produced for California, out-of-state, and combined total citations.	Monthly
Collection Statistics by Last Payment Notice—All Issuance	Report shows payment information for all issuance by month for the last sixty (60) months. Displays total issued for each month, corresponding fine amount, penalties and special collection billed, cumulative number of citations dismissed and corresponding amount, cumulative number of paid fix-it citations with reduced payment, cumulative number of handicap citations paid with administrative fee, cumulative total number of fully paid citations as of the end of the reporting month and the corresponding total base fine amount paid, total first penalty amount paid, total second penalty amount paid, total DMV fees paid, total special collection fees. Also displays the above information by last notice sent. The categories include No Notice, Notice of Delinquent Violation (Notice 1), Payment Overdue Notice (Notice 2), each of the required Special Collection Notices, Other City Regular Notices, Other Special Collection Notices and other categories as may be determined by the City. Amount paid for each category is broken down into fine amount, first late payment penalty amount, second late payment penalty amount, special collection fee.	Monthly
Difficult to Collect Citations & Receivables (FY)	Report shows number of unpaid tickets and amount due. Provides data on open tickets for the last 60 months by difficult to collect category and grouped by fiscal year of issue, and will include the number of tickets and amount due. Totals will be provided with the amount due and broken down into City share from fine amount, penalty amount, State/County share and special collection fees. Report also includes receivables, or open tickets not belonging to any of the difficult-to-collect categories. Total due will be broken down into City share from fine amount, penalty amount, State/County share, and special collection fees. Number of tickets excludes voids. Report will provide data separately for In-state issuance, Out-state issuance, and All issuance.	Monthly
Difficult to Collect Citations & Receivables (CY)	Report shows number of unpaid tickets and amount due. Provides data on open tickets for the last 60 months by difficult-to-collect category and grouped by calendar year of issue, and will include the number of tickets and amount due. Totals will be provided with the amount due and broken down into City share from fine amount, penalty amount, State/County share, and special collection fees. Report also includes receivables, or open tickets not belonging to any of the difficult-to-collect categories. Total due will be broken down into City share from fine amount, penalty amount, State/County share, and special collection fees. Number of tickets excludes voids. Report will provide data separately for In-state issuance, Out-state issuance, and All issuance.	Monthly
Quarterly Report on Account Receivables	The report consists of two parts: Quarterly report on Account Receivables by Age of Ticket and Account Receivables Referred to Collections. The reports will include all citations issued during the last 60 months or 20 quarters and will be grouped by quarter and by age of ticket based on number of days from issue date determined by the City. Entries will include a number of unpaid citations, equivalent City share from fines, City share from penalties, State/County share, and special collection fees.	Quarterly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Summary Report of Payments, Dismissals, and Archived Citations	Report consists of three parts - Prior 60 Months Issuance, Fiscal Year Issuance, and Total. The three parts will show citations grouped according to the following: Outstanding at Beginning of FY, Paid Citations, Dismissed Citations, Archived, and Outstanding at End of FY. (The table on Fiscal Year Issuance will show Total Billed instead of Outstanding at Beginning of FY). Each group is divided into Difficult-to-Collect, Others and Total. Entries include number of citations, fine amount (city share), fine amount (state/county share), penalties, special collections fees, and the total of these amounts. The report will be produced monthly and will exclude voids.	Monthly
Payments by Fiscal Year of Issue	Report shows the number of tickets fully paid and partially paid during the month and amount paid grouped according to fiscal year of issue. Amount paid is broken down into fine amounts, first late payment penalty, second late payment penalty, special collection fees, and DMV fees. Includes each of the current fiscal year and five prior fiscal years, all other fiscal years combined, and no issue date. Grand totals are provided at the beginning of the report.	Monthly
Report on Dismissals	Report shows issuance by month and the number of dismissed citations by reason for dismissal as of the end of the reporting month. The reasons for dismissal will be determined by the City. Total dismissed and corresponding dismissal rate is for each month are provided at the end of the report. The report includes data for twenty-four (24) months.	Monthly
Violation Distribution with Base Fine Amount	Report shows the month and year-to-date violation distribution and corresponding number and total base fine amount for each violation. Types of violation will also be grouped into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. Grand totals will be provided at the end of the report. The report also includes year-to-date citation and base fine totals for each violation.	Monthly
Open Citations by Last Notice Sent	The report shows outstanding citations by last notice sent grouped as determined by the City. The report includes corresponding fine, penalty amount and special collections fees due. Totals are provided for City Notices and for Special Collection notices. Grand Totals are provided at the end of the report. Totals are also provided for each fiscal year. The report is produced monthly and includes data for two (2) fiscal years. Report is produced for California, out of state, and combined total.	Monthly
Tickets with No Notice by Month of Issue	Report shows total tickets issued by month, total unpaid citations, total number of unpaid tickets with no notice sent and total unpaid amount, unpaid tickets with no notice sent categorized according to reason for not noticing (less than 22 days, registry no match, special plates, make mismatch and other as may be determined by the City), and corresponding fine & penalty amount. Displays the data for the current fiscal year and the prior fiscal year. Totals are provided for each fiscal year. Voids are excluded. Report is produced for California, out of state, and combined total.	Monthly
Ticket Cancellation Report	Report shows agency, officer's badge number, ticket number, issue date, state plate, violation code, violation description, suspend code and suspend date. Subtotals for each agency and grand totals are provided at the end of the report. Data are grouped by agency and arranged by badge number.	Monthly
Issues Report	Report shows agency, officer's badge number, ticket number, issue date, state plate, violation code, violation description, suspend code and suspend date. Subtotals for each agency and grand totals are provided at the end of the report. Data are grouped by agency and arranged by badge number.	Monthly
Report on Waived Penalties	Report shows ticket number, date issued, violation code and description, suspend date, suspend code and description, waived amount by type of penalty or fee, and total waived amount. Totals are provided at the end of the report.	Monthly
Boot Release Summary Report	Report shows summary of boot releases by full payment of tickets, payment installment plan, or release per administrative hearing. Data include state plate, scofflaw date, number of tickets & outstanding amount when booted, release date, number of tickets, boot fee paid, fine/penalty amount paid & total amount paid. Subtotals for boot releases with full payment, payment installment plan and release per administrative hearing are provided at the end of the report. Grand total will also be provided.	Monthly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Scofflaw Tow Release Summary Report	Report shows summary of scofflaw plates tow releases by full payment of tickets, release per administrative hearing or payment installment plan. Data include state plate, scofflaw date, number of ticket & outstanding amount at the time of impound, release date, number of tickets & amount paid. Subtotals for tow releases with full payment, payment installment plan and release per administrative hearing are provided at the end of the report. Grand total will also be provided.	Monthly
FINANCIAL		
Daily Revenue Distribution Summary Report	Report shows summary of paid amounts and adjustments by payment source (Boot fees, bounced checks, cashiering, DMV, etc.) and share distribution (collection fee, justice fee, court fees, etc.). Includes number of citations, transactions, and adjustments for each payment source. Displays grand totals at end of report and a distribution of County/State share (parking surcharge, State courthouse construction fund, State Trial Court Trust Fund, handicap linkage fee, etc.).	Daily
Monthly Revenue Distribution Summary Report	Report shows summary of paid amounts and adjustments by payment source (Boot fees, bounced checks, cashiering, DMV, etc.) and share distribution (collection fee, justice fee, court fees, etc.). Includes number of citations, transactions, and adjustments for each payment source. Displays grand totals at end of report and a distribution of County/State share (parking surcharge, State courthouse construction fund, State Trial Court Trust Fund, handicap linkage fee, etc.).	Monthly
Monthly Revenue Distribution Report by Type of Violation	The report will consist of two parts: Citations with full payments and Citations with partial payments. Summary of citations paid and net of amount paid and adjustments, by type of violation and by share distribution (collection fee, parking surcharge, State courthouse construction fund, State Trial Court Trust Fund, handicap linkage fee, etc.). Displays total citations paid, total amount paid and total for each distribution. A citation with multiple payments/adjustments will be counted as one citation.	Monthly
Payment Tracking Report by Type of Violation	Provides number of paid citations for each type of violation and payments broken down into base fine, fix-it/administrative fee, first penalty, second penalty, DMV fee, collection fee, and unapplied amount. Displays grand totals at end of report.	Monthly
County Share Tracking Report by Type of Violation - Full Payments	Provides number of fully paid citations for each type of violation and corresponding County/State broken down into fee for County courthouse construction fee and parking surcharge, Criminal Justice Construction Fund and parking surcharge, Immediate and Critical Needs Facilities Construction Fund (SB 1407), State Court Facilities Construction Fund (SB 425), State Trial Court Fund (SB 857), Handicap State Linkage fee, equipment violations, and special fees from bail increases. Displays totals at end of report.	
County Share Tracking Report by Type of Violation - Partial Payments	Provides number of citations with partial payments for each type of violation and corresponding County/State broken down into fees for County courthouse construction fee and parking surcharge, Criminal Justice Construction Fund and parking surcharge, Immediate and Critical Needs Facilities Construction Fund (SB 1407), State Court Facilities Construction Fund (SB 425), State Trial Court Trust Fund (SB 857), Handicap State Linkage fee, equipment violations, and special fees from bail increases. Displays totals at end of the report. A citation with more than one payment will be counted only once.	
Monthly Meter Revenue Distribution Report by Meter Zone	Summary of paid meter citations by meter zone and by share distribution (City share, County/State share, collection fees.). Displays totals at end of the report.	Monthly
Boot Release Payment Report	Boot Release Payment Report - Provide plates, dates released, number of citations paid, fine and penalty amounts paid, DMV fees paid, collection fees, and boot fees paid. Displays grand total for each item at end of report.	Monthly
Tow Release Payment Report	Provides plates, dates released, number of citations paid, fine and penalty amounts paid, DMV fees paid, collection fees, and tow release fees paid. Displays grand total for each item at end of report.	Monthly
Bounced Check Report	Bounced Check Report - Lists all bounced checks processed daily by user ID. Includes citation number, plate number, check amount, and name/address information	Daily
Unpaid Refunds Report	Provide ticket number, issue date, state plate, payment date, number of days from payment date to report date, payment amount, amount applied, amount to be refunded, name & address information. Citations will be grouped according to the reason for non-processing of refund. Displays total number of refunds, average days from payment date to report date, and total amount at the end of each group.	Monthly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
ISSUANCE REPORTS		
Violation Distribution Report by Process Date - Daily	Report will show the number of citations processed daily by type of violation and by agency. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. The agencies will include various units of the Department of Transportation, Los Angeles Airports, LAPD, and Other Agencies which will consists of other City departments and other agencies authorizes to issue parking tickets in Los Angeles. Totals will be provided at the end of the report. The report will list voids separately and will be included in the totals.	Daily
Violation Distribution Report by Process Date - Monthly	Reports the number of citations processed during the month by type of violation and by agency. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. The agencies will include various units of the Department of Transportation, Los Angeles Airports, LAPD, and Other Agencies which will consist of other City departments and other agencies authorized to issue parking tickets in Los Angeles. Totals will be provided at the end of the report. The report will list voids separately and will be included in the totals.	Monthly
Violation Distribution Report by Issue Date Daily	Report will show the number of citations issued and processed during the day by type of violation and by agency. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. The agencies will include various units of the Department of Transportation, Los Angeles Airports, LAPD, and Other Agencies which will consist of other City departments and other agencies authorized to issue parking tickets in Los Angeles. Totals will be provided at the end of the report. The report will list voids separately and will be included in the totals.	Daily
Violation Distribution Report by Issue Date Monthly	Report will show the number of citations issued during the month by type of violation and by agency. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. The agencies will include various units of the Department of Transportation, Los Angeles Airports, LAPD, and Other Agencies which will consists of other City departments and other agencies authorized to issue parking tickets in Los Angeles. Totals will be provided at the end of the report. The report will list voids separately and will be included in the totals.	Monthly
Year-to-date Violation Distribution Report by Issue Date	Reports the number of citations issued from the beginning of the fiscal year to the end of the reporting month by type of violation and by agency. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. The agencies will include various units of the Department of Transportation, Los Angeles Airports, LAPD, and Other Agencies which will consists of other City departments and other agencies authorized to issue parking tickets in Los Angeles. The report will list voids separately and will be included in the totals. The report will include issuance for at least two (2) fiscal years.	Monthly
Handwritten Citation Detail Report by Process Date – Daily	Report shows handwritten citations updated into the system and includes agency, badge number, ticket number, state plate, issue date, issue time, violation code, violation description, make, location, batch date/number. Totals for each agency and grand total are provided at the end of the report.	Daily
Violation Distribution for Handwritten Citations by Process Date - Monthly	The report will show violation distribution of handwritten citations updated into the system during the month by type of violation and by agency. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. The agencies will include various units of the Department of Transportation, Los Angeles Airports, LAPD, and Other Agencies which will consists of other City departments and other agencies authorized to issue parking tickets in Los Angeles. Totals will be provided at the end of the report. The report will list voids separately and will be included in the totals	Monthly
Issuance & Error Report by Badge/Agency - All Issuance	Report shows agency number, badge number, the number of citations processed for each badge, number of voids and percentage to number processed, number of tickets processed minus voids, number of tickets with errors and percentage to tickets processed minus voids, number of errors by type of error as determined by the City, and total errors. The badge numbers grouped by agency and arranged numerically by badge. The number of badges and subtotal for citations and errors for each type will be provided for each agency and grand totals will be provided at the end of the report.	Monthly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Issuance & Error Report by Badge/Agency - Handheld Issued Citations	Report shows agency number, badge number, the number of citations processed for each badge, number of voids and percentage to number processed, number of tickets processed minus voids, number of tickets with errors and percentage to tickets processed minus voids, number of errors by type of error as determined by the City, and total errors. The badge numbers are grouped by agency and arranged numerically by badge. The number of badges and subtotal for citations and errors for each type will be provided for each agency and grand totals will be provided at the end of the report.	Monthly
Issuance & Error Report by Badge/Agency - Handwritten Citations	Report shows agency number, badge number, the number of citations processed for each badge, number of voids and percentage to number processed, number of tickets processed minus voids, number of tickets with errors and percentage to tickets processed minus voids, number of errors by type of error as determined by the City, and total errors. The badge numbers grouped by agency and arranged numerically by badge. The number of badges and subtotal for citations and errors for each type will be provided for each agency and grand totals will be provided at the end of the report.	Monthly
Issuance & Error Summary Report Squad/Agency	Report shows squad number, the number of citations processed for each squad, number of voids and percentage to number processed, number of tickets processed minus voids, number of tickets with errors and percentage to tickets processed minus voids, number of errors by type of error as determined by the City, and total errors. The squads are grouped by agency and arranged numerically. Totals for citations and errors for each type will be provided for each agency.	Monthly
Issuance & Error Report by Agency	Report shows agency number, the number of citations processed for each agency, number of voids and percentage to number processed, number of tickets processed minus voids, number of tickets with errors and percentage to tickets processed minus voids, number of errors by type of error as determined by the City, and total errors. Totals for citations and errors for each type will be provided at the end of the report	Monthly
Issuance by Violation Code and Issue Time	Report shows number of citations issued by violation code and by issue time during the time period 12 Midnight to 6:00 AM and in two-hour increments from 6:00 AM to 12:00 Midnight. Report also includes citations with no issue time. Types of violation will also be categorized into Meter Violations, Street Cleaning, Peak Hour, and others as determined by the City. Totals will be provided at the end of the report. The report will list voids separately and will not be included in the totals.	Monthly
Daily Activity Report by Traffic Officer and by Squad	Report will show the names and badge numbers of traffic officers in each enforcement squad, scheduled number of hours on duty, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals will be provided for each squad with corresponding percentages for each activity and hours off work. The squad reports will be grouped by enforcement area or agency and arranged numerically by squad number. Heading for each squad report will include the activity date reported, agency number, agency name, squad number, name of squad supervisor, and work shift.	Daily
Weekly Activity Report by Traffic Officer and by Squad	Report will show the names and badge numbers of traffic officers in each enforcement squad, scheduled number of hours on duty, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals will be provided for each squad with corresponding percentages for each activity and hours off work. The squad reports will be grouped by enforcement area or agency and arranged numerically by squad number. Heading for each squad report will include the activity date reported, agency number, agency name, squad number, name of squad supervisor, and work shift.	Weekly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Monthly Activity Report by Traffic Officer and by Squad	Report will show the names and badge numbers of traffic officers in each enforcement squad, scheduled number of hours on duty, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals will be provided for each squad with corresponding percentages for each activity and hours off work. The squad reports will be grouped by enforcement area or agency and arranged numerically by squad number. Heading for each squad report will include the activity date reported, agency number, agency name, squad number, name of squad supervisor, and work shift.	Monthly
Daily Summary Activity Report by Squad and by Area/Agency	Report will show the squad numbers and names of squad supervisors for each enforcement area/DOT agency, total scheduled hours on duty, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals will be provided for each area/agency with corresponding percentages for each activity and hours off work. Heading will include the activity date reported, agency number and agency name.	Daily
Weekly Summary Activity Report by Squad and by Area/Agency	Report will show the squad numbers and names of squad supervisors for each enforcement area/DOT agency, total scheduled hours on duty, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals will be provided for each area/agency with corresponding percentages for each activity and hours off work. Heading will include the activity date reported, agency number and agency name.	Weekly
Monthly Summary Activity Report by Squad and by Area/Agency	Report will show the squad numbers and names of squad supervisors for each enforcement area/DOT agency, total scheduled hours on duty, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals will be provided for each area/agency with corresponding percentages for each activity and hours off work. Heading will include the activity date reported, agency number and agency name.	Monthly
Daily Summary Activity Report by Area/Agency	Report will show agency numbers and names, total scheduled hours on duty for each area/agency, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals and percentages will be provided at the end of the report.	Daily
Weekly Summary Activity Report by Area/Agency	Report will show agency numbers and names, total scheduled hours on duty for each area/agency, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals and percentages will be provided at the end of the report.	Weekly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Monthly Summary Activity Report by Area/Agency	Report will show agency numbers and names, total scheduled hours on duty for each area/agency, number of hours by field activity and non-field activity as determined by the City, hours off work due to regular vacation, paid leaves and absences as defined by the City. Subtotals for field hours, non-field hours, hours off work, total hours reported, total hours not reported and corresponding percentages to scheduled hours will be provided. The report will also include the number of citations issued, average per eight-hour patrol, average per eight-hour field duty, number of voids, radio calls, abandoned vehicles and impounds. Totals and percentages will be provided at the end of the report.	Monthly
Daily Issuance Report by Traffic Officers, by Squad and by Time of Issue	Report will show the names and badge numbers of traffic officers in each enforcement squad, number of citations issued by each traffic officer by time of day as determined by the City, and total citations issued during the reporting period. Totals will be provided at the end of each squad. The squad reports will be grouped by enforcement area or agency and arranged numerically by squad number. Headings for each squad report will include the issuance period reported, agency number, agency name, squad number, name of squad supervisor, and work shift.	Daily
Weekly Issuance Report by Traffic Officers, by Squad and by Time of Issue	Report will show the names and badge numbers of traffic officers in each enforcement squad, number of citations issued by each traffic officer by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each squad. The squad reports will be grouped by enforcement area or agency and arranged numerically by squad number. Headings for each squad report will include the issuance period reported, agency number, agency name, squad number, name of squad supervisor, and work shift.	Weekly
Monthly Issuance Report by Traffic Officers, by Squad and by Time of Issue	Report will show the names and badge numbers of traffic officers in each enforcement squad, number of citations issued by each traffic officer by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each squad. The squad reports will be grouped by enforcement area or agency and arranged numerically by squad number. Headings for each squad report will include the issuance period reported, agency number, agency name, squad number, name of squad supervisor, and work shift.	Monthly
Daily Issuance Summary Report by Squad, by Area/Agency and by Time of Issue	Report will show the squad numbers and supervisors' names for each area/agency, number of citations issued by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each area/agency report.	Daily
Weekly Issuance Summary Report by Squad, by Area/Agency and by Time of Issue	Report will show the squad numbers and supervisors' names for each area/agency, number of citations issued by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each area/agency report.	Weekly
Monthly Issuance Summary Report by Squad, by Area/Agency and by Time of Issue	Report will show the squad numbers and supervisors' names for each area/agency, number of citations issued by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each area/agency report.	Monthly
Daily Issuance Summary Report by Area/Agency and by Time of Issue	Report will show the agency number and name for each area/agency, number of citations issued by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each area/agency report.	Daily
Weekly Issuance Summary Report by Area/Agency and by Time of Issue	Report will show the agency number and name for each area/agency, number of citations issued by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each area/agency report.	Weekly
Monthly Issuance Summary Report by Area/Agency and by Time of Issue	Report will show the agency number and name for each area/agency, number of citations issued by time of day as determined by the City and corresponding percentages to total citations. Totals and percentages will be provided at the end of each area/agency report.	Monthly
SPECIAL COLLECTIONS		

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Special Collections Payments and Other Transactions - Daily	Lists all payment and adjustments under special collections and includes payment source, ticket number, transaction type & special collection fee type, ticket number, issue date, payment amount, assigned agency, assignment date, collection fee amount and, the reason for the exemption if exempted from fee. Subtotals for each payment source and grand total are provided at the end of report. A ticket with multiple payments/adjustments is counted only once.	Daily
Special Collections Payments and Other Transactions - Monthly	Lists all payment and adjustments under special collections and includes payment source, ticket number, transaction type & special collection fee type, ticket number, issue date, payment amount, assigned agency, assignment date, collection fee amount and, if exempted from fee, the reason for the exemption. Subtotals for each payment source and grand total are provided at the end of report. A ticket with multiple payments/adjustments is counted only once.	Monthly
Special Collections Statistics	Provide data on citations assigned to special collections for each of the last thirty-six (36) months and will also include combined data of the prior twenty-four (24) months. Report will show number of citations by month of assignment, assigned fine and penalty amount, special collections fees, and DMV fees, total number of citations fully paid as of the end of the report month, fine and penalty amount collected, special collection fees collected, and DMV fee collected and total number of citations uncollected as of the end of the report month and corresponding uncollected fine and penalty amount, special collection fees and DMV fees. Collection rate will be provided for each month of the 36 months.	Monthly
Holds & Collections Statistics	Provide data on citations assigned to DMV for registration hold for each of the last thirty-six (36) months. Report will show number of citations by month of assignment, assigned fine and penalty amount, special collections fees, and DMV fees, total number of citations fully paid as of the end of the report month, fine and penalty amount collected, special collection fees collected, and DMV fee collected and total number of citations uncollected as of the end of the report month and corresponding uncollected fine and penalty amount, special collection fees and DMV fees. Collection rate will be provided for each month of the 36 months.	Monthly
Special Collections Statistics (Other agency)	Provide data on citations referred to another special collections agency for each of the last twenty-four (24) months and will also include combined data of all months prior to the last twenty-four (24) months. Report will show number of citations by month of assignment, assigned fine and penalty amount, assessed special collections fees and DMV fees, total number of citations fully paid as of the end of the report month, fine and penalty amount collected, special collection fees collected, and DMV fee collected and total number of citations uncollected as of the end of the report month and corresponding uncollected fine amount, penalty amount, special collection fees and DMV fees. Collection rate will be provided for each month of the 24 months.	Monthly
Special Collections - Required Collection Notices and Payment Statistics	Report shows the number of citations noticed by month of mailing and by type of required special collections notice, number of notices mailed, corresponding fine/penalty amount, special collection fees and total amount due. It also includes number of fully paid citations, fine/penalty amount, special collection fees and total amount after the notice. Totals are for all noticed citations and paid citations, including corresponding amount due and paid, are provided at the beginning of the report. The report will include twenty-four (24) months.	Monthly
Special Collections - Sweep Collection Notices and Payment Statistics	Report shows the number of citations noticed by month of mailing and by type of sweep special collections notice, number of notices mailed, corresponding fine/penalty amount, special collection fees and total amount due. It also includes number of fully paid citations, fine/penalty amount, special collection fees and total amount after the notice. Totals are for all noticed citations and paid citations, including corresponding amount due and paid, are provided at the beginning of the report. The report will include twenty-four (24) months.	Monthly

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
ADJUDICATION		
Hearing Disposition by Case-Type	Report shows total citation information by hearing disposition by hearing disposition by total hearing type summary for a specified range of dates. It usually displays in-person and mail-in hearings. In-person includes, contest end 1 notice, contest end 2 notice, liable, liable fine due IPP, liable fine reduction, liable/waive penalty, not liable breakdown, not liable disabled, not liable duplicate citation, not liable general dismissal, not liable medical, not liable meter malfunction, not liable mitigating circumstances, not liable official business, not liable owner change, not liable prima facie, not liable RPP, not liable sign, and not liable wrong violation. The mail-in displays liable, not liable fine due IPP, liable/waive penalty, not liable breakdown, not liable disabled, not liable duplicate citation, not liable general dismissal, not liable location, not liable meter malfunction, not liable mitigating circumstances, not liable ownership change, not liable prima facie, not liable RPP, not liable sign, not liable wrong violation. The report also shows running tabulation for each case-type and disposition type, and a cumulative total of all disposed cases for the specified dates.	Daily/Monthly
Hearing Disposition by Examiner	Report shows total citation information by hearing examiner identification for a specified range of dates. Each examiner's list is divided by in-person and mail-in adjudication hearings. In addition, the in-person hearings are divided by contest end 1 notice, contest end 2 notice, liable, liable fine due IPP, liable fine reduction, not liable breakdown, not liable disabled, not liable duplicate citation, not liable general dismissal, not liable meter malfunction, not liable mitigating circumstances, not liable owner change, not liable prima facie, not liable sign, and not liable wrong violation. The mail-in are divided by liable, liable fine due IPP, not liable breakdown, not liable disabled, not liable general dismissal, not liable location, not liable meter malfunction, not liable meter malfunction, not liable mitigating circumstances, not liable owner change, not liable RPP, not liable sign, and not liable wrong violation. In-person and mail-in show a total hearing conducted by hearing type and a grand total by examiner.	Daily/Monthly
Hearing Disposition by Violation Type	Report shows total citation information by violation type for a specified range of dates. It usually displays reasons as not liable breakdown, not liable disabled, not liable duplicate citation, not liable location, not liable medical, not liable meter malfunction, not liable mitigating circumstances, not liable official business, not liable owner change, not liable prima facie, not liable RPP, not liable sign, and not liable wrong violation. Each type of violation includes a hearing date, violation code, citation time, process date, and a total. A grand total is also included.	Daily/Monthly
Total Hearing Disposition Summary	Report shows total citation information by disposition for a specified range of dates. It displays liable, not liable, contested end first and second notice. Liable citations are divided by liable, liable fine reduction and liable/waive penalties. Not liable are divided by not liable, not liable breakdown, not liable disabled, not liable drive away, not liable duplicate citation, not liable general dismissal, not liable location, not liable medical, not liable meter malfunction, not liable mismatch, not liable mitigating circumstances, not liable no match, not liable owner change, not liable paint, not liable prima facie, not liable RPP, and not liable wrong violation. A grand total is also included.	Daily/Monthly
Ad Hoc: Average Length of Time from Hearing Request to Hearing Date	This report queries the ticket management system and shows the actual length of time from Hearing Request to Hearing Date for in-person or mail-in hearings. Report shows the average length of time, and also identifies any citations scheduled over 90 days.	Daily/Monthly
Post-Impound Hearing Summary by Disposition	Report shows post-impound hearing summary on a daily basis. It would display hearings by no probable cause, no probable cause permanent sign issue, no probable cause technical error, no probable cause temporary sign issue, post-impound contesting ended, post-impound pending schedule, and probable cause. Grand total shows total daily number of post-impound hearings by disposition. The report shows a grand total number of dispositions.	Daily
Boot/Tow Hearing Disposition	Report shows boot/tow hearing disposition on a daily basis. It shows the office where the hearing was held, the hearing examiner's name, the name of the person appearing, the vehicle license number, the original scheduled date, number of citations, continued date and time, the disposition and if there was a payment plan or not. The report shows a grand total of dispositions.	Daily

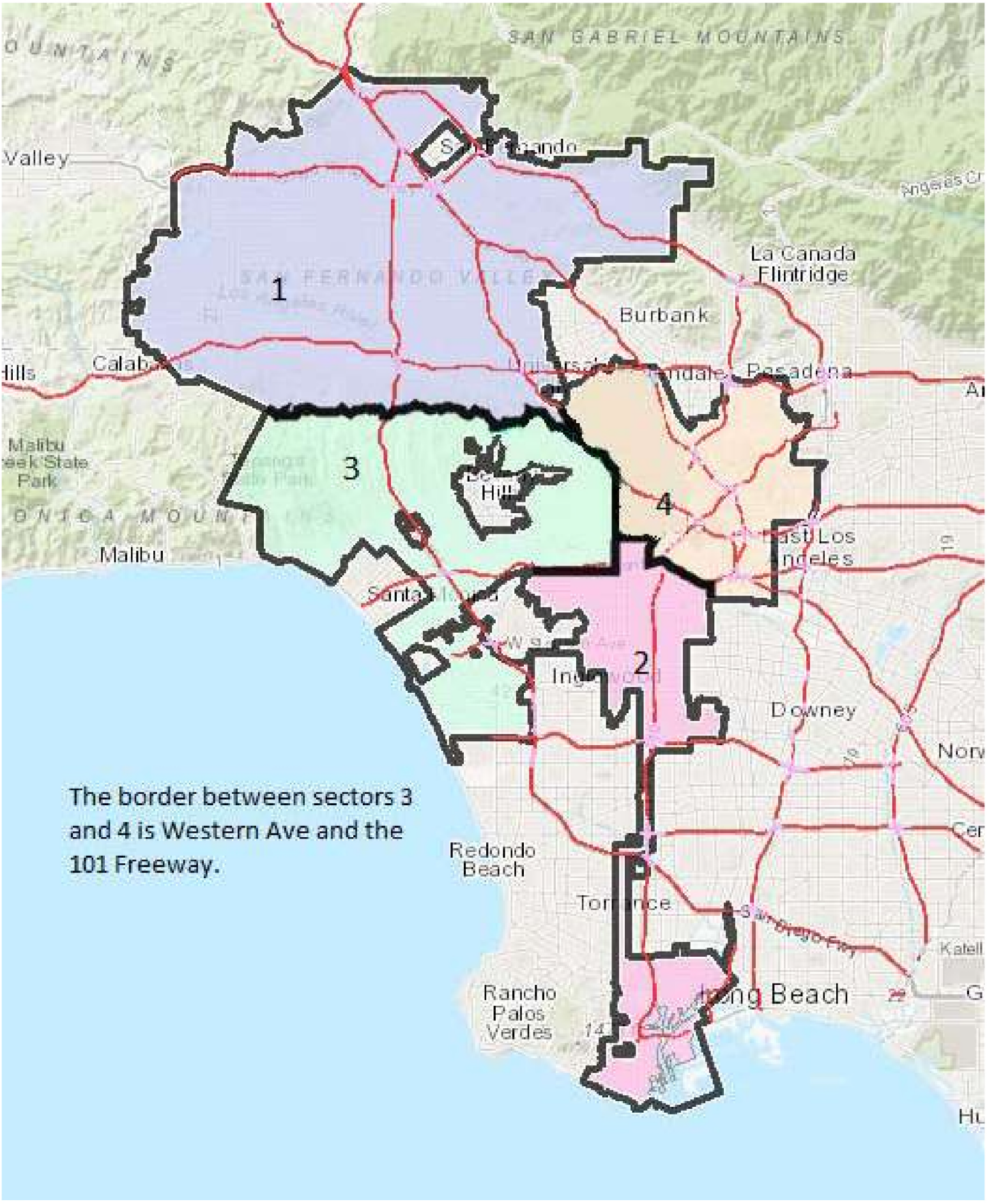
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
City Examiner & As-Needed Examiner Summary	Report shows the total number of in-person and mail-in citation decisions made by all as-needed hearing examiners based on date specifications. The report is generated for each of the three hearing offices. The report is divided by disposition codes selected for each citation adjudicated. A total is provided for the number of In-Person citations and Mail-In citations adjudicated in each Adjudication Office by the fulltime and as-needed hearing examiners.	Daily
Hearings: Not Liable by Reason	Report shows Not Liable citation decisions identified and separated by the disposition code. Report provides the date of the hearing, the citation violation, citation issuance time, and the date the decision was processed. Report also provides a number total for each Not Liable disposition and a grand total of all Not Liable records. Report is generated based on date specifications, i.e., specific date, weekly, monthly. Search parameters can be adjusted to conduct the inquiry by the Adjudication Hearing Office or by all offices combined.	Daily
Hearings: Not Liable sorted by Traffic Officer	Report shows Not Liable citation decisions separated by the Traffic Officer that issued the citation. Report provides the Traffic Officer number for the Officer that issued the citation, citation number, hearing date, violation, and Not Liable disposition code. Search parameters can be adjusted to conduct the inquiry by the Adjudication Hearing Office or by all offices combined.	Daily
Hearings: Reschedule Summary	Report shows a listing of citation hearings where reschedules have been requested and/or granted. If the hearing has already been rescheduled, then the new date should be indicated. The report should contain the Respondent's name and address, citation number, violation, and issuing Traffic Officer's number and name. Search parameters can be adjusted to conduct the inquiry by the Adjudication Hearing Office or by all offices combined.	Daily
Examiner Hours	Report reflects the number of hours worked for each permanent and as-needed hearing examiner. Report notes each date worked with the specified timeframe requested. Search parameters can be adjusted to conduct the inquiry by the Adjudication Hearing Office or by all offices combined.	Daily
Hearing Satisfaction Survey Summary	Report provides an average rating for customer service surveys that have been distributed to individuals attending In-Person Hearings for citations, post-impounds, and boot/tows. The report reflects the number of surveys distributed and the number of surveys that have been returned. The survey average is based on a scale of one through four (1 = Excellent, 2 = Satisfactory, 3 = Unsatisfactory, 4 = Poor). The surveys are divided into two categories: Ratings regarding Parking Violations Bureau and Ratings regarding Adjudication Hearing Offices. The two categories contain subsections and the report provides an average for each subsection based on the returned surveys. Search parameters can be adjusted to conduct the inquiry by the Adjudication Hearing Office or by all offices combined.	Daily
Scheduled Hearing Docket: In-Person (by Hearing Office)	This report shows all cases that have been scheduled for an In-person hearing for each of the hearing locations (presently West Los Angeles, Civic Center, and Van Nuys), respectively. The report breaks down the hearings by date and time (time slots are presently set at ½ hour increments) and the number of cases allocated for hearings during each time slot (presently up to 5 cases per ½ hour per office). The report contains pertinent citation information such as: citation number, license plate number, issuance date, registered owner/respondent's name and address, code number violated and violation description, fine amount paid, date of last payment, and name and badge number of issuing officer. The report also contains a blank disposition/ "assigned to" field.	Daily
Scheduled Hearing Docket: Mail-In (by Hearing Office)	This report shows all cases that have been scheduled for a Mail-in hearing for each of the hearing locations (presently West Los Angeles, Civic Center, and Van Nuys), respectively. The report breaks down the hearings by date and time (all mail-in cases are presently set at 8:30 am) and by the number of cases allocated for hearings during each time-slot (presently up to 10 cases per office). The report contains pertinent citation information such as: citation number, license plate number, issuance date, registered owner/respondent's name and address, code number violated and violation description, fine amount paid, date of last payment, and name and badge number of issuing officer. The report also contains a blank disposition/"assigned to" field.	Daily

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION
Reports

Report Name	Report Description	Frequency
Scheduled Hearing Docket: Boot/Tow (by	This report shows all cases that have been scheduled for a Boot/Tow hearing for each of the hearing locations (presently West Los Angeles, Civic Center and Van Nuys), respectively. The report breaks down the hearings by: which customer service location scheduled the hearing, report date, date and time of hearing (all Boot/Tow cases are presently scheduled for 8:30 am the following business day), name of person appearing, license plate number, and number of unpaid citations being contested.	Daily
Hearing Transmittal Log	This report reflects all citation cases (In-person and Mail-in) that have a hearing disposition for a specified date for each of the hearing locations (presently West Los Angeles, Civic Center and Van Nuys), respectively and collectively. The report breaks down the hearings by: location where the case was disposed, disposition (e.g., Liable, not liable, Contesting Ended, Boot Eligible, Probable Cause, Affirmed, etc.), citation number, hearing date and time, respondent's name, dispositioning hearing officer's identification number/name, continuance date (if any) and hearing type. The report also shows running tabulation for each disposition type and a cumulative total of all disposed cases for the specified date.	Daily
Daily Hearings Report – Citations (by Hearing Office & by Examiner)	This report reflects all In-person and Mail-in citation cases that have a hearing disposition at any of the hearing locations (presently West Los Angeles, Civic Center, and Van Nuys), respectively and collectively. This report reflects a specified disposition date and breaks down processed cases by hearing examiner's (or Adjudication employee's) identification number/name. The report further breaks down the hearings by: citation number, hearing date and time, hearing type (In-person or Mail-in), respondent's name, continuance date (if any), and disposition (e.g., Liable, Not liable, Liable - Fine Due, Installment Payment Plan Approved, Contesting Ended, etc.).	Daily
Post Impound Hearing Report (by Hearing Office & by Examiner)	This report reflects all Post-Impound cases that have a disposition. The report breaks the cases down by: hearing location (presently West Los Angeles, Civic Center, and Van Nuys), hearing disposition (e.g., Probable Cause, No Probable Cause, Contesting Ended, Pending Scheduling, etc.), license plate number, hearing date and time, citation number, impound date, respondent's name and other pertinent information such as dispositioning hearing officer's identification number/name, amount waived, amount refunded, and the date the case was processed. The report also shows running tabulation for each disposition type and a cumulative total of all disposed post-impound cases for the specified date.	Daily
Hearing Exception Report	This report reflects all cases that have been scheduled for a hearing (In-person, Mail-in, Boot/Tow, Post- Impound, appealed to Court) but have not been processed with a disposition (e.g., Liable, Contesting Ended, Boot Eligible, Probable Cause, Affirmed, etc.). The report shows an office/court location summary by case-type and also breaks the cases down further by: hearing location, hearing type, license plate number, citation number, issuance date, hearing date and time and other pertinent citation information such as violation description, fine amount, penalty amount, and amount due.	Daily
Boot/Tow Hearing Report	This report reflects all Boot/Tow cases that have a disposition within a specified range of dates. The report breaks the cases down by: hearing location (presently West Los Angeles, Civic Center, and Van Nuys), hearing disposition (e.g., Boot Eligible, Not Boot Eligible, Contesting Ended, Paid DMV, etc.), respondent's name, license plate number, hearing location, dispositioning hearing officer's identification number/name, case number, hearing date, reason for impound, disposition code/reason and other pertinent information such as amount waived or amount refunded. The report also shows running tabulation for each disposition type and a cumulative total of all disposed post-impound cases and citations for the specified date	Monthly
CITY ATTORNEY'S OFFICE		
Up-to-Date Revenue Reporting	Total revenue YTD, each Fiscal Year compared with prior years, with subcategories by violation; Collection rates for citations by violation and by timeframe from citation issuance; the largest citation scofflaws; and citation totals and collection rates from corporate vehicle owners, including rental car agencies.	Monthly and on-demand

ATTACHMENT "C" – BOOT RETURN MAP



LADOT

STYLE GUIDE | JUNE 2019



Los Angeles Department of Transportation

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INTRODUCTION

01

BENEFITS OF A CONSISTENT BRAND IMAGE & MESSAGE

These brand guidelines have been created to establish consistency and effectively support all communications thereby increasing awareness and eliminating confusion. Proper usage of the logo and consistent messaging will strengthen credibility and establish uniformity for the Los Angeles Department of Transportation (LADOT).

On these pages, you will find guidelines for the approved usage of all core messaging and graphic elements as well as templates for key print and online materials. These guidelines and materials are meant to be used when marketing, communicating or describing any LADOT service, program, initiative, or division.

This is a living document. If a term is out of date, it will be removed. Please contact the Communications Office for the most up to date document.

MESSAGING

In order to maintain the clarity and strength of all messaging surrounding LADOT, key terms and descriptions must be used in a consistent manner. The messaging in this section can be used in any marketing, press, or promotional pieces as needed to clearly communicate LADOT's role within the City of Los Angeles, its core values, vision, and mission.

02

VISION & MISSION

VISION

In Los Angeles, all people have access to safe and affordable transportation choices that treat everyone with dignity and support vibrant, inclusive communities.

MISSION

LADOT's mission is to lead transportation planning, project delivery. and operations in the City of Los Angeles. We work together and collaborate to deliver a safe, livable, and well-run transportation system in the city and region.

VALUES

As LADOT prioritizes our work to meet the needs of the people of Los Angeles, we remain committed to our core values. These values define how allocate resources, progress toward our vision, and achieve the greatest impact.

CREATIVITY

A commitment to curiosity, innovation, and critical thinking

- We evolve our methods
- We solve problems
- We embrace new technology
- We let data guide decisions

INTEGRITY

A commitment to transparency, ethics, and building trust.

- We serve the public
- We say what we mean
- We do what we say
- We treat others with respect

FULFILLMENT

A commitment to adaptability, growth, and fun.

- We seek self-awareness
- We are always learning
- We embrace change
- We create fellowship

ACCOUNTABILITY

A commitment to responsiveness, follow through, and follow-up.

- We do quality and timely work
- We celebrate our successes
- We discuss and resolve underperformance
- We are reliable

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APPROVED MESSAGING & TERMS

LOS ANGELES DEPARTMENT OF TRANSPORTATION

In order to maintain the clarity and strength of all messaging surrounding the Los Angeles Department of Transportation, key terms must be used in a consistent way.

In all cases, "Los Angeles Department of Transportation" should use initial capitalization. On first reference, the complete name should be used, followed by the acronym in parentheses (LADOT). The acronym can be used in subsequent references in the same document.

In official documents

Use: "Department of Transportation, City of Los Angeles."
LADOT

Do not use: "LA / DOT" or "LA DOT."

REFERENCES TO OTHER CITY DEPARTMENTS

Other City departments should be identified with their full name on the first reference. You may use well-known acronyms on the second reference. Do not use simply "Department" to describe other City departments.

APPROVED MESSAGING & TERMS

TITLES

Use proper position titles for any person mentioned in your document. In complete sentences, titles are capitalized when they precede a person's name; they are lowercase when they come after the name. In phrases, all City titles are capitalized. The preference is for the title to precede name.

Examples

- LADOT General Manager First Last Name spoke in front of the City Council.
- First Last Name, assistant general manager, said the hand-held devices would be released.
- Chief of Parking Enforcement First Last Name
- First Last Name, personnel director, said the forms would be ready.

APPROVED MESSAGING & TERMS

STYLE FOR CITY NOUNS

The City has developed a particular style when it references its positions and agencies. Please follow the style of the nouns that appear below.

Examples of City Nouns

- Assistant General Manager
- ATSAC (Automated Traffic Surveillance and Control)
- Bureau Head
- City (in reference to the City of Los Angeles only; otherwise, lowercase)
- City Council
- City Council District Office
- Commuter Express services
- Councilmember (refrain from using Councilwoman or Councilman)
- DASH services
- Department (in reference to LADOT as a department only; otherwise, lowercase)
- Dockless
- General Manager
- LADOT District Office
- Mayor
- Mobility Data Specification (MDS)
- Vision Zero

APPROVED MESSAGING & TERMS

LADOT PREFERRED TERMS

Good Infrastructure
Smart Infrastructure
Organized Streets
Safe Streets
Comfortable Streets
Livable Streets
Mobility
Bikeshare
Carshare
Dockless On-Demand Personal Mobility
Mobility Data Specification (MDS)
Automated Driving Systems (ADS)
Autonomous Vehicles
Mobility Providers
Mobility Ecosystem
Connected/ Autonomous/ Shared Vehicles
Urban Aviation
Transportation Technology
Transportation Happiness

ALTERNATIVE WORDS

Use these words	*Instead of these words*
Collision/Crash	Accident
Congestion	Traffic
Active Transportation	Pedestrian Program, Bike Program, Transit
Giving people choices	Multimodal
Shared Mobility	Carsharing, taxis, TNC, shared vans
Neighborhood	Community
Improving visibility of pedestrians	Shortening crossing distance (specifically for temporary bulb outs/ curb extensions)
Bicycle Corral	Bike Corral, Cyclestall
Pedestrian and bicycle safety enhancements/improvements/ treatments or road reconfiguration/ streetscape project/reclaiming space/ better organized streets	Road diet
Older Adults	Seniors
Older Adult Community	Senior Community
Community Engagement	Community Outreach
Citation	Ticket

WHENEVER POSSIBLE – PERSONALIZE IT!

People who walk
People who ride
People who roll
People who drive

APPROVED MESSAGING & TERMS

ADA

All public-facing documents, for example community engagement meeting notifications, should include the following language:

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

Examples of People First Language

Use these words	*Instead of these words*
People with disabilities	The handicapped, the disabled, the impaired
An individual or person with a disability	Disabled person
Access and functional need	Special needs, vulnerable
Deaf, hard of hearing, hearing loss, sensory disability	Deaf and dumb, the deaf, mute
Accessible communication, effective communication	Special communication
She has a mobility disability	She's mobility impaired, wheelchair bound, physically challenged, crippled, an invalid, lame, differently-abled, bedridden, house-bound, a shut-in

PR BOILERPLATE

A standardized template should be used on printed publications that clearly identifies our organization, and mission. This template, or "boiler plate," should be placed on the last page of publications when you need to communicate what the department does in a consistent way.

LADOT:
LADOT leads transportation planning, project delivery, and operations in the City of Los Angeles. We work together and collaborate to deliver a safe, livable, and well-run transportation system in the city and region. Our vision is for all people in Los Angeles to have access to safe and affordable transportation choices that treat everyone with dignity and support vibrant, inclusive communities.

VISION ZERO:
Vision Zero Los Angeles is our city's commitment to eliminate traffic deaths by 2025.

The Los Angeles Department of Transportation (LADOT) is making critical safety improvements on LA's streets to prioritize human life. Our streets should be safe, no matter how you get around.

Every year, more than 200 people are killed while trying to move throughout our city. Nearly half the people killed on our streets are those who were walking or bicycling, and an alarming number of them are children and older adults. In fact, traffic collisions are a leading cause of death for children in Los Angeles.

As directed by Mayor Eric Garcetti, this citywide effort brings together transportation engineers, police officers, advocates, and policymakers to work together towards creating safer streets. Our focus will be protecting our most vulnerable road users, including children, older adults, and people walking and bicycling.

PR BOILERPLATE

LADOT TRANSIT SERVICES:

LADOT Transit is the operating Bureau of the City of Los Angeles Department of Transportation responsible for providing commuter bus, neighborhood circulator bus, on-demand first-mile/last-mile service and accessible transportation for seniors and the disabled. LADOT Transit services provided over 20 million trips to those who live, work and visit Los Angeles in 2018.

- **Commuter Express Services:** LADOT Transit's Commuter Express program offers point-to-point workday bus service, from the San Fernando Valley, Thousand Oaks, Calabasas, the Beach Cities, El Segundo, and the Westside to Downtown Los Angeles; from Downtown to El Segundo as well as between Pasadena, Glendale and Burbank, San Pedro and Long Beach, and from the San Fernando Valley to the Westside and South Bay.
- **DASH Circulator Services:** DASH neighborhood circulator bus services operate in Downtown Los Angeles and 27 other neighborhoods in the City of Los Angeles.
- **Cityride:** Cityride is the largest voluntary paratransit program of its kind in the nation, offering essential transportation services to seniors and the mobility challenged with dial-a-ride van, taxi and free fares on LADOT DASH services.
- **LA*now*:** *LAnow* is an on-demand, shared-ride first and last mile pilot service operated by LADOT Transit in the communities of Del Rey, Mar Vista, Venice Beach and Palms.

NEW MOBILITY:

LADOT is leading the way for 21st century mobility - from electric car sharing to state-of-the-art data standards, LADOT pilots and tests technology projects to make sure everyone benefits from innovation. Learn more at **ladot.io**.

LOGO GUIDELINES

03

LADOT LOGOS

SOLID LOGO
The LADOT logo family is made up of five different logo treatments: solid logo with and without the tagline.

The blue solid logo should be used whenever possible. In cases where the blue solid logo cannot be used, use the black logo. For instance, when printing in black and white only, or the knockout (white) version, on a dark background as shown below.

The solid logo should be used for online or print material, such as brochures and fact sheets.

The logo with tagline should not be used when using other program logos. The tagline can be used in materials not associated with key LADOT programs to allow clear messaging of that featured program. The tagline lends itselft as a graphic element and provides a strong statement about LADOT.



▲ Logo



▲ Logo with tagline



▲ Logo color options



▲ Logo with tagline color options

LADOT LOGOS

CLEAR SPACE
When using the LADOT logo, legibility and impact are key to its use. In order to separate the logo from other elements a minimum clear space should be kept on all sides of the logo. The clear space must be at a minimum of half of the LADOT type's height. Clear space is shown as half of X.



▲ Logo with clear space



▲ Logo with tagline clear space

LADOT LOGO DO'S & DONT'S

The success of LADOT's branding relies on the clarity and consistency with which it is implemented. Distorting or changing established elements diminishes the logo's impact. The following are some examples of potential misuses that must be avoided in print or in video animation.



▲ Logo with color change



▲ Stripped logo



▲ Logo skewed



▲ Logo with tagline shift



▲ Logo altered



▲ Logo with tagline spaced out



▲ Logo with drop shadow



▲ Logo with tagline font change



▲ Logo made into an outline

LADOT PROGRAM, INITIATIVE & DIVISION LOGOS

This page is a reference of all the approved program logos that are a part of the LADOT brand.

Contact the Communications Office for LADOT and program logos prior to sharing with external partners.

LADOT

Transit Services ▶

LADOT TRANSIT

DASH

COMMUTER EXPRESS

cityRIDE

LAnow

Initiatives and Projects ▶

VISION ZERO LOS ANGELES | 2015-2025

SRTS LOS ANGELES CALIFORNIA

LADOT BIKE PROGRAM

People St

PLAY STREETS

LADOT BUREAU OF PARKING MANAGEMENT

Parking Services ▶

LA Express Park™ save time, park smarter.™

CITY OF LOS ANGELES TAXICAB DEPT OF TRANSPORTATION

City of Los Angeles CHARTER BUS PROGRAM

MyLADOT SERVICE REQUEST

Vision Zero and Active Transportation brands currently being updated.

SYSTEM TYPEFACE

Our official typeface is Calibri.
Use of a consistent typeface reinforces the LADOT identity and is the foundation for all communications. It is available in a variety of weights to express both contemporary and classical qualities.

04

BRAND TYPEFACE

LADOT uses all versions of Calibri. It is widely available in Word, PPT and Excel versions 2010 and later.

Calibri 60pt

Calibri 48pt

Calibri 36pt

Calibri 30pt

Calibri 24pt

Calibri 18pt

Calibri 14pt

Calibri 12pt

Calibri 11pt

Calibri 10pt

Calibri 9pt

Calibri 8pt

Calibri 7pt

Calibri 6pt

Calibri Regular
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

Calibri Regular Italic
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

Calibri Bold
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

Calibri Bold Italic
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

SYSTEM TYPEFACE

For digital applications when Calibri is not available, LADOT's default font is Arial.

Arial 60pt

Arial 48pt

Arial 36pt

Arial 30pt

Arial 24pt

Arial 18pt

Arial 14pt

Arial 12pt

Arial 11pt

Arial 10pt

Arial 9pt

Arial 8pt

Arial 7pt

Arial 6pt

Arial Regular
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

Arial Regular Italic
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

Arial Bold
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

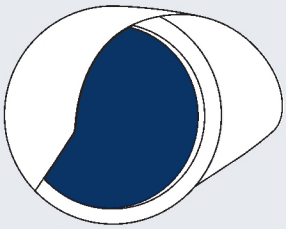
Arial Bold Italic
abcdefghijklmnopqrstuvwxyz
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890$€&@?!/+(.,:;)

BRAND COLORS

05

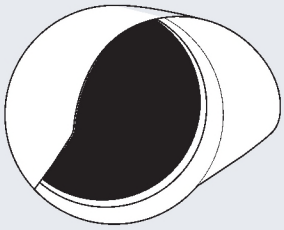
BRAND COLORS

Consistent use of color is one of the most effective ways to establish brand recognition. The swatches below are the accurate color values of the colors used in the LADOT logo.



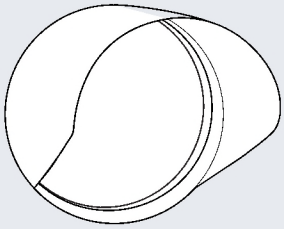
LADOT BLUE

CMYK	**C100 M86 Y29 K22**
RGB	**R 0 G46 B109**
WEB	**002E6D**



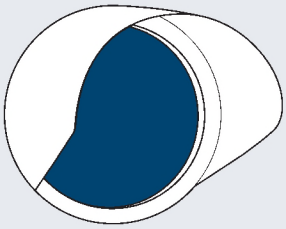
BLACK

CMYK	**C0 M0 Y0 K100**
RGB	**R0 G0 B0**
WEB	**231F20**



WHITE

CMYK	**C0 M0 Y0 K 0**
RGB	**R255 G255 B255**
WEB	**FFFFFF**



LADOT MEDIUM BLUE

CMYK	**C100 M57 Y0 K40**
RGB	**R 0 G68 B124**
WEB	**00447C**

▲ Medium blue can be used as an alternative to the LADOT blue when necessary.

TRANSIT COLORS

LADOT TRANSIT & LA CIRCLE

CMYK:	100	57	0	40
RGB:	0	68	124	
WEB:	00447C			
PANTONE:	2154C			

CMYK:	40	5	100	0
RGB:	167	197	57	
WEB:	A7C539			
PANTONE:	2300C			

DASH

CMYK:	100	57	0	40
RGB:	0	68	124	
WEB:	00447C			
PANTONE:	2154C			

CMYK:	0	100	30	61
RGB:	120	0	50	
WEB:	780032			
PANTONE:	2300C			

CMYK:	0	0	0	30
RGB:	188	190	192	
WEB:	BCBEC0			

COMMUTER EXPRESS

CMYK:	100	57	0	40
RGB:	0	68	124	
WEB:	00447C			
PANTONE:	2154C			

CMYK:	30	4	0	31
RGB:	128	161	182	
WEB:	80A1B6			
PANTONE:	5425C			

CMYK:	15	2	0	15
RGB:	184	203	217	
WEB:	B8CBD9			
PANTONE:	5445C			

CITYRIDE

CMYK:	100	57	0	40
RGB:	0	68	124	
WEB:	00447C			
PANTONE:	2154C			

CMYK:	40	5	100	0
RGB:	167	197	57	
WEB:	A7C539			
PANTONE:	2300C			

CMYK:	0	0	0	0
RGB:	255	255	255	
WEB:	FFFFFF			

LA*now*

CMYK:	100	57	0	40
RGB:	0	68	124	
WEB:	00447C			
PANTONE:	2154C			

CMYK:	40	5	100	0
RGB:	167	197	57	
WEB:	A7C539			
PANTONE:	2300C			

CMYK:	0	0	0	0
RGB:	255	255	255	
WEB:	FFFFFF			

▼ LA*now* supporting brand colors. May be used for print and web applications. The LA*now* logo cannot be in these colors.

CMYK:	96	0	30	45
RGB:	0	118	128	
WEB:	007680			
PANTONE:	7714C			

CMYK:	86	0	32	0
RGB:	0	176	185	
WEB:	00B0B9			
PANTONE:	7466C			

CMYK:	77	25	6	0
RGB:	41	143	194	
WEB:	298FC2			
PANTONE:	7689C			

LOGO IN USE

06

TEMPLATES – LETTERHEAD

The official letterhead of the Department of Transportation for the City of Los Angeles should be used for all official communications. Please note the LADOT logo is absent from the letterhead allowing the Los Angeles City Seal prominence. Though LADOT has a prominent and well-known logo, it is not appropriate to add the LADOT logo to this document.

CITY OF LOS ANGELES
CALIFORNIA

Seleta J. Reynolds
GENERAL MANAGER

DEPARTMENT OF TRANSPORTATION
100 South Main Street, 10th Floor
Los Angeles, California 90012
(213) 972-8470
FAX (213) 972-8410

ERIC GARCETTI
MAYOR

Date [data at top of page] [1 space follows]

Name [Honorable - all elected officials]
Title
Attention: [name], [title] [if required]
Company or City Office/Department
Address
[spell out city and state; no abbreviations] [1 space follows]

Subject:**[Bold]** [tabbed in 1"] [1 space follows]

Dear [salutation] [last name]:

[whole document format: 11 pt Calibri, 1" left/right/top margin and .5" bottom, left justified; 2 spaces after period punctuation] [1 space follows end of body]

Sincerely, [3 spaces follow]

Seleta J. Reynolds
General Manager [2 spaces follow]

Attachment [if required] [1 space follows]

c:

AN EQUAL EMPLOYMENT OPPORTUNITY – AFFIRMATIVE ACTION EMPLOYER

TEMPLATES – MEMORANDUM

The official memorandum template for the City of Los Angeles should be used for all official inter-departmental communications. Please note the LADOT logo is absent from the letterhead as this is a citywide document. Though LADOT has a prominent and well-known logo, it is not appropriate to add the LADOT logo to this document.

CITY OF LOS ANGELES
INTER-DEPARTMENTAL MEMORANDUM

Date: [data at top of page] [1 space follows]

To: Name, Title [Honorable - all elected officials]
City Office/Department
Attention: [name], [title] [if required] [1 space follows]

From: Seleta J. Reynolds, General Manager
Department of Transportation [1 space follows]

Subject:**[ALL CAPS/BOLD]** [tabbed in 1"] [2 spaces follows]

[whole document format: 11 pt Calibri, 1" left/right/top margin and .5" bottom, left justified; 2 spaces after period punctuation] [3 spaces follows end of body]

[header: 2nd page; include Name on left, page no. centered, date on right]

SJR: [initials] [1 space follows]

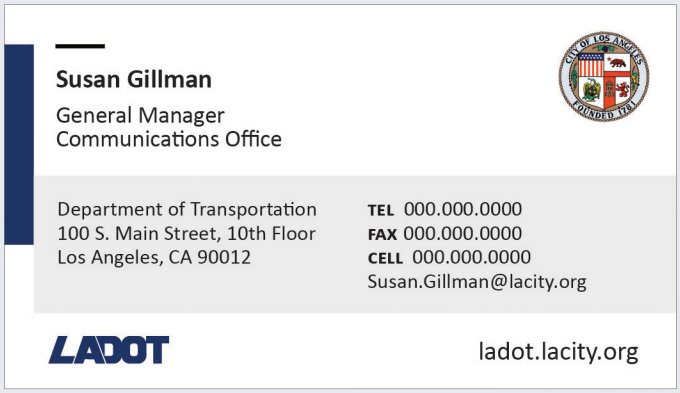
Attachment [if required] [1 space follows]

c:

TEMPLATES – BUSINESS CARD

There are two business card designs available for LADOT employee use. An employee who is not assigned to a specific program or initiative should use the master business card design.

An employee who is assigned to a specific program or initiative may use the alternative business card design so their specific program or initiative logo can be placed where the Transit logo is shown as an example.



◄ Name: Calibri Bold 9 pt
◄ Title: Calibri 9 pt with 9 pt leading
◄ Contact: Calibri 8 pt with 9 pt leading

▲ Business Card Front, Master



◄ Fax optional
Cell optional

Program Logos will be placed to fit the space where the Transit logo currently is placed.

▲ Business Card Front with Program Logos

Approved Program Logos

- Vision Zero
- People St
- LADOT Transit
- Taxicab
- Safe Routes to School
- LA Express Park
- Parking Management



◄ Union Logo

▲ Business Card Back

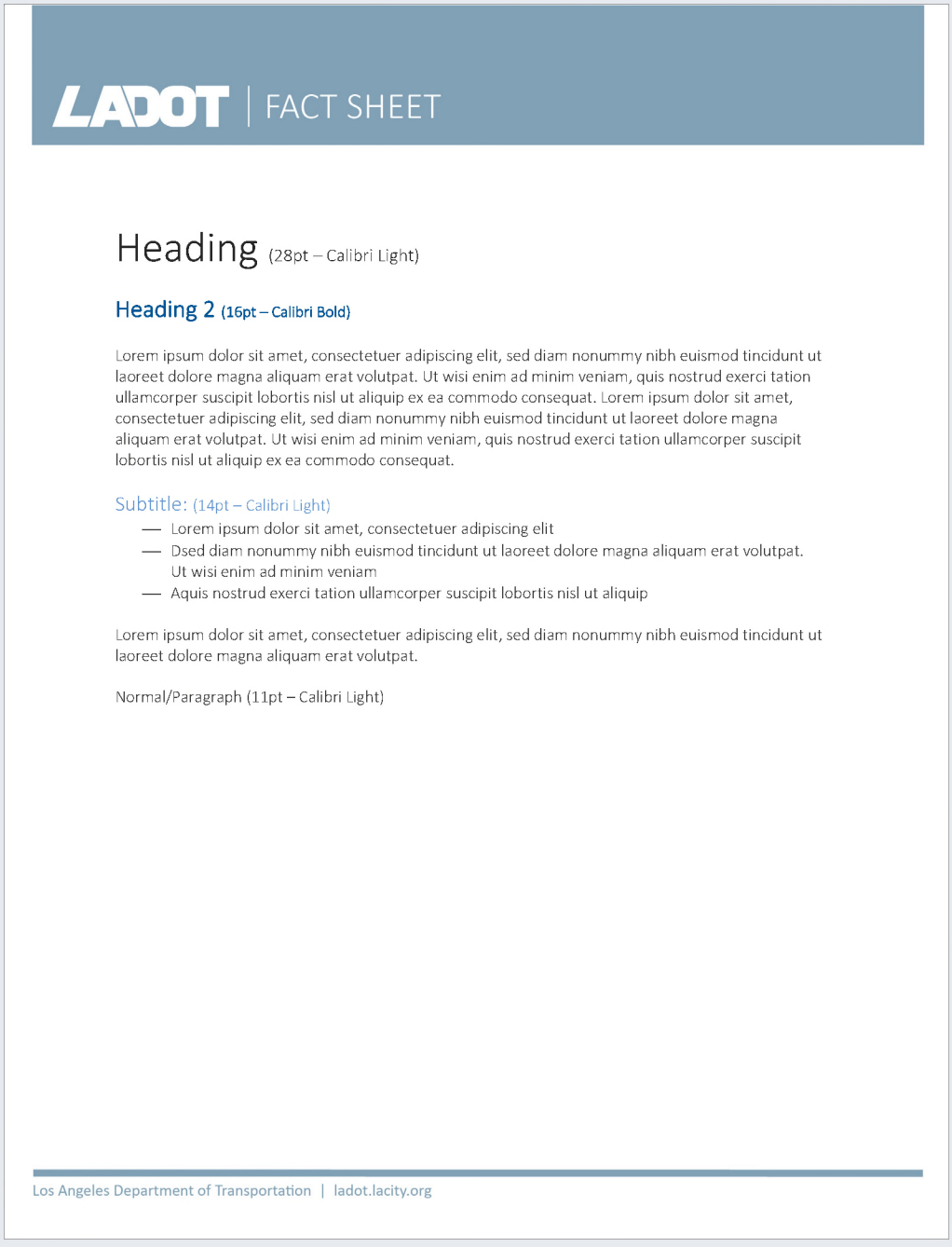
TEMPLATES – FACT SHEET

There are two styles of the Fact Sheet available for LADOT employee use. This page covers the standard use of the master template. Page 29 covers program, initiative, or division-specific Fact Sheets.

Design suggestions:

- For the Main Headline use Calibri Light (font) at 28pt
- For the Heading 2 use Calibri Bold (font) at 16pt
- For smaller Subtitles use Calibri Light (font) at 14pt
- For the Body Copy use Calibri Light (font) at 11pt
- For the Caption use Calibri Regular (font) at 8pt
- Graphic elements, visuals, rendition of before and after are encouraged. Please reference the Image Guidelines on section 8 for helpful tips.

▼#80A1B6 Header Color
(Note: This color only to be used for Fact Sheet headers)



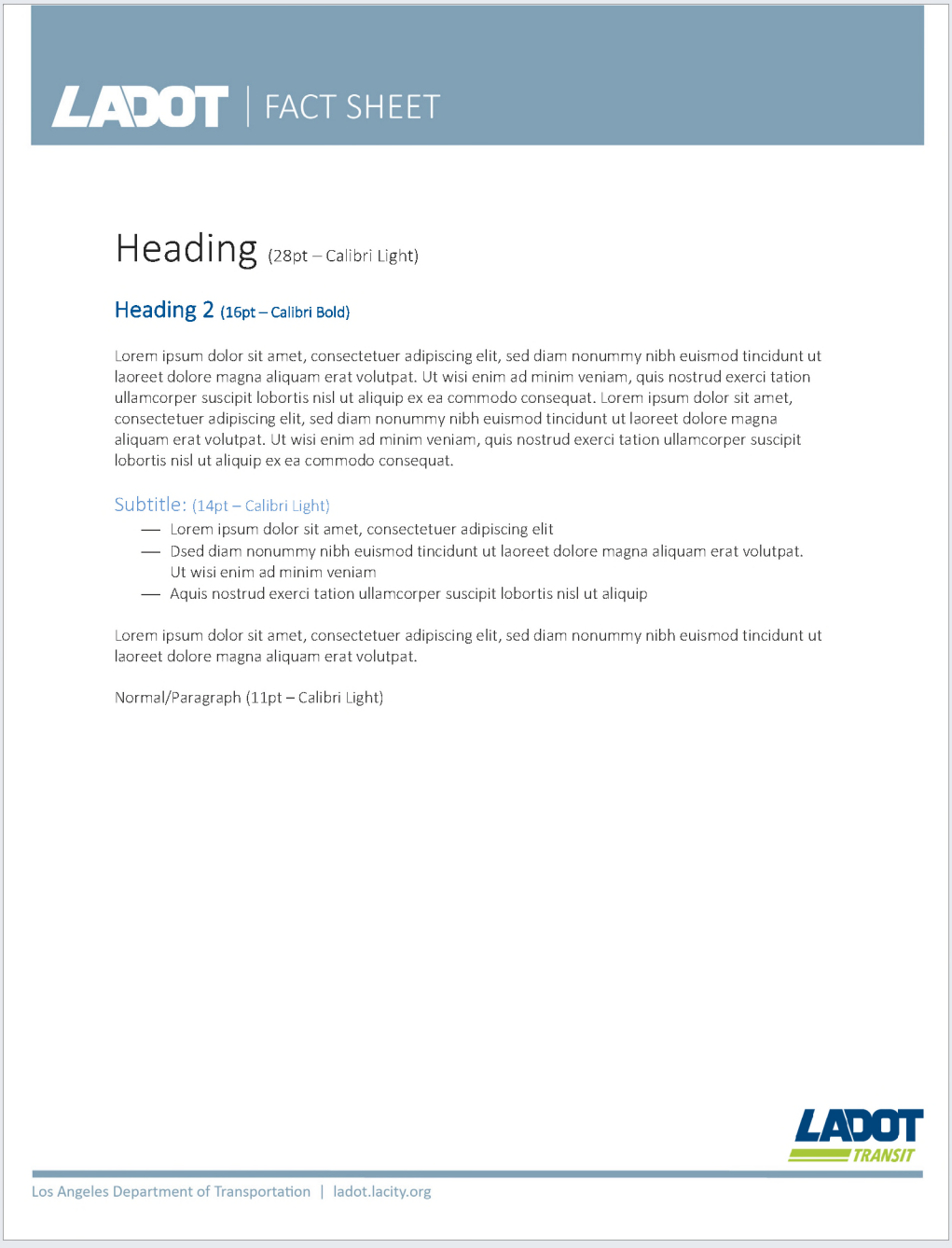
▲ Master Fact Sheet template

TEMPLATES – FACT SHEET

For Fact Sheets specific to a program or initiative the logo associated with the progam or initiative can be placed in the location of the Transit logo on this page.

To change the program logo:

- Delete the Transit logo.
- Insert the desired logo and resize it to fit the space.
- Then right click on the logo and select Format Picture.
- Then select the Layout tab.
- Under Wrapping Style, select Behind Text.
- You may now move the logo to the proper position above the blue bar.



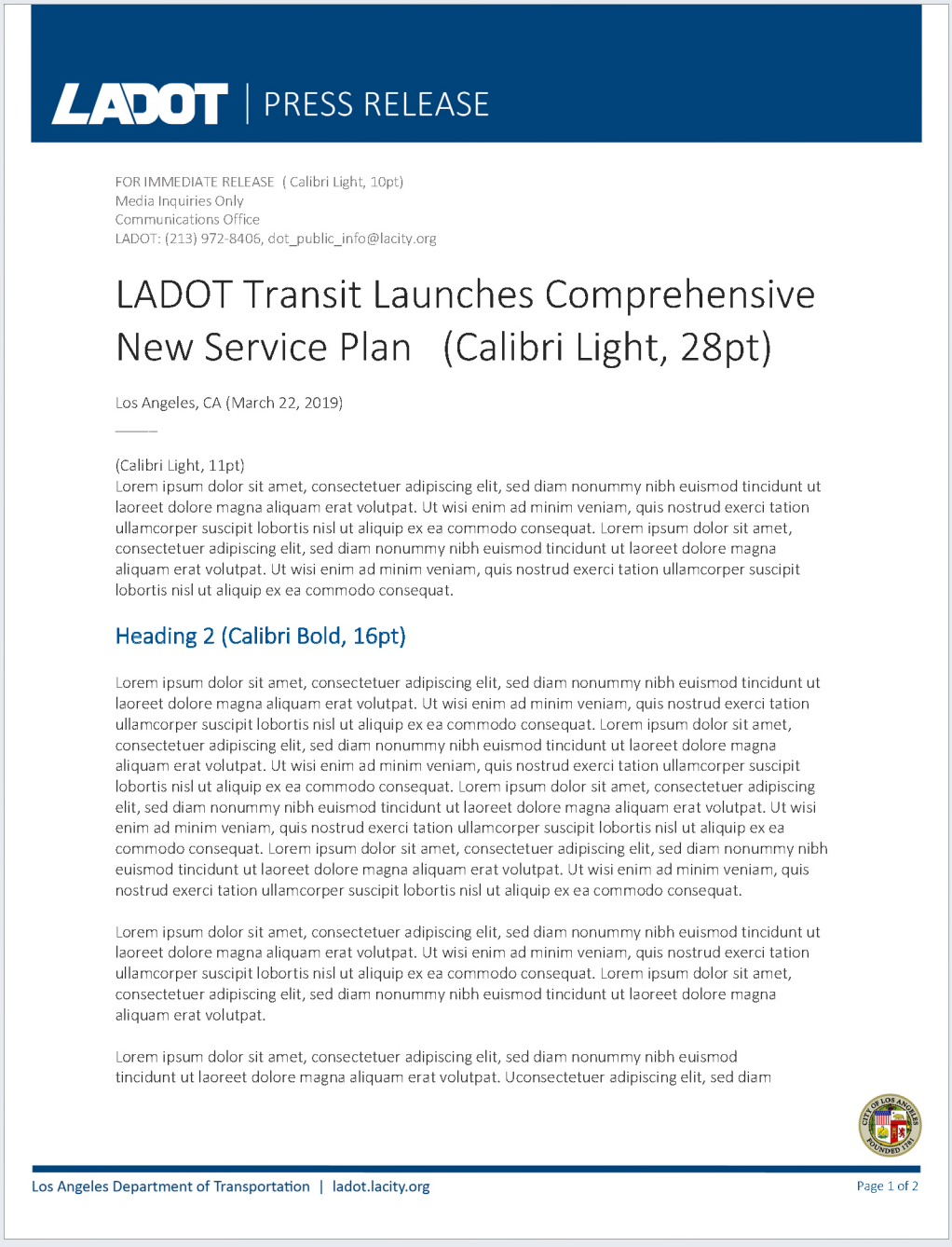
▲ Master Fact Sheet template

TEMPLATES – PRESS RELEASE

There are two styles of the Press Release Template available for LADOT employee use. This page covers the standard use of the master template. Page 33 covers program or initiative specific Press Rlease

Design suggestions:

- For the Contact Information below the LADOT logo use Calibri Light (font) at 10pt
- For the Main Headline use Calibri Light (font) at 28pt
- For Headline 2 use Calibri Bold (font) at 16pt
- The rule breaks use 0.5 pt rule
- For the Body Copy use Calibri Light (font) at 11pt



LADOT | PRESS RELEASE

FOR IMMEDIATE RELEASE (Calibri Light, 10pt)
Media Inquiries Only
Communications Office
LADOT: (213) 972-8406, dot_public_info@lacity.org

LADOT Transit Launches Comprehensive New Service Plan (Calibri Light, 28pt)

Los Angeles, CA (March 22, 2019)

(Calibri Light, 11pt)
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Heading 2 (Calibri Bold, 16pt)

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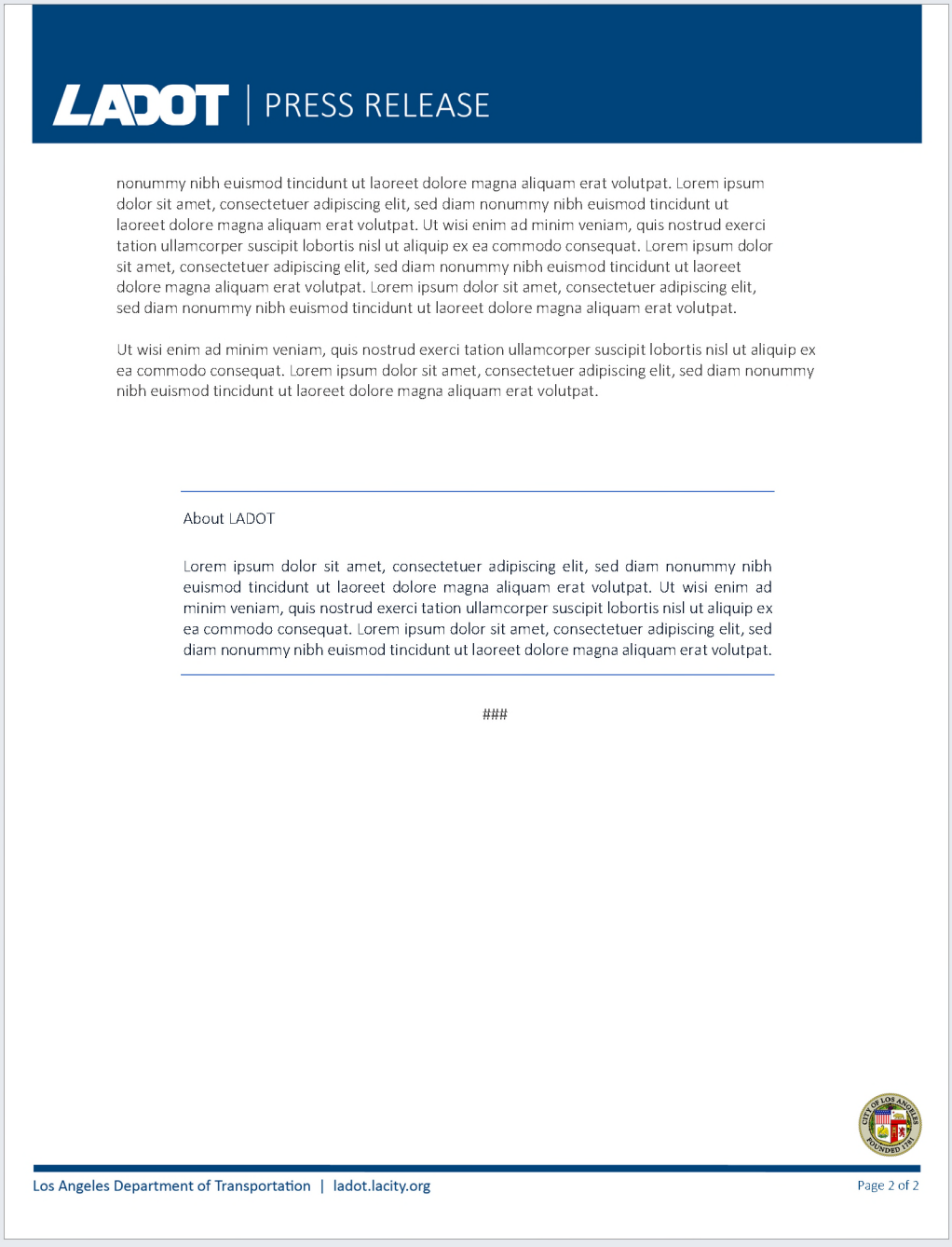
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Los Angeles Department of Transportation | ladot.lacity.org

Page 1 of 2

TEMPLATES – PRESS RELEASE



LADOT | PRESS RELEASE

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About LADOT

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Page 2 of 2

TEMPLATES – PRESS RELEASE

For Press Releases specific to a program or initiative the logo associated with the progam or initiative can be placed in the location of the Transit logo on this page.

To change the program logo:

- Delete the Transit logo.
- Insert the desired logo and resize it to fit the space.
- Then right click on the logo and select Format Picture.
- Then select the Layout tab.
- Under Wrapping Style, select Behind Text.
- You may now move the logo to the proper position above the blue bar.



LADOT | PRESS RELEASE

FOR IMMEDIATE RELEASE (Calibri Light, 10pt)
Media Inquiries Only
Communications Office
LADOT: (213) 972-8406, dot_public_info@lacity.org

LADOT Transit Launches Comprehensive New Service Plan (Calibri Light, 28pt)

Los Angeles, CA (March 22, 2019)

(Calibri Light, 11pt)
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Heading 2 (Calibri Bold, 16pt)

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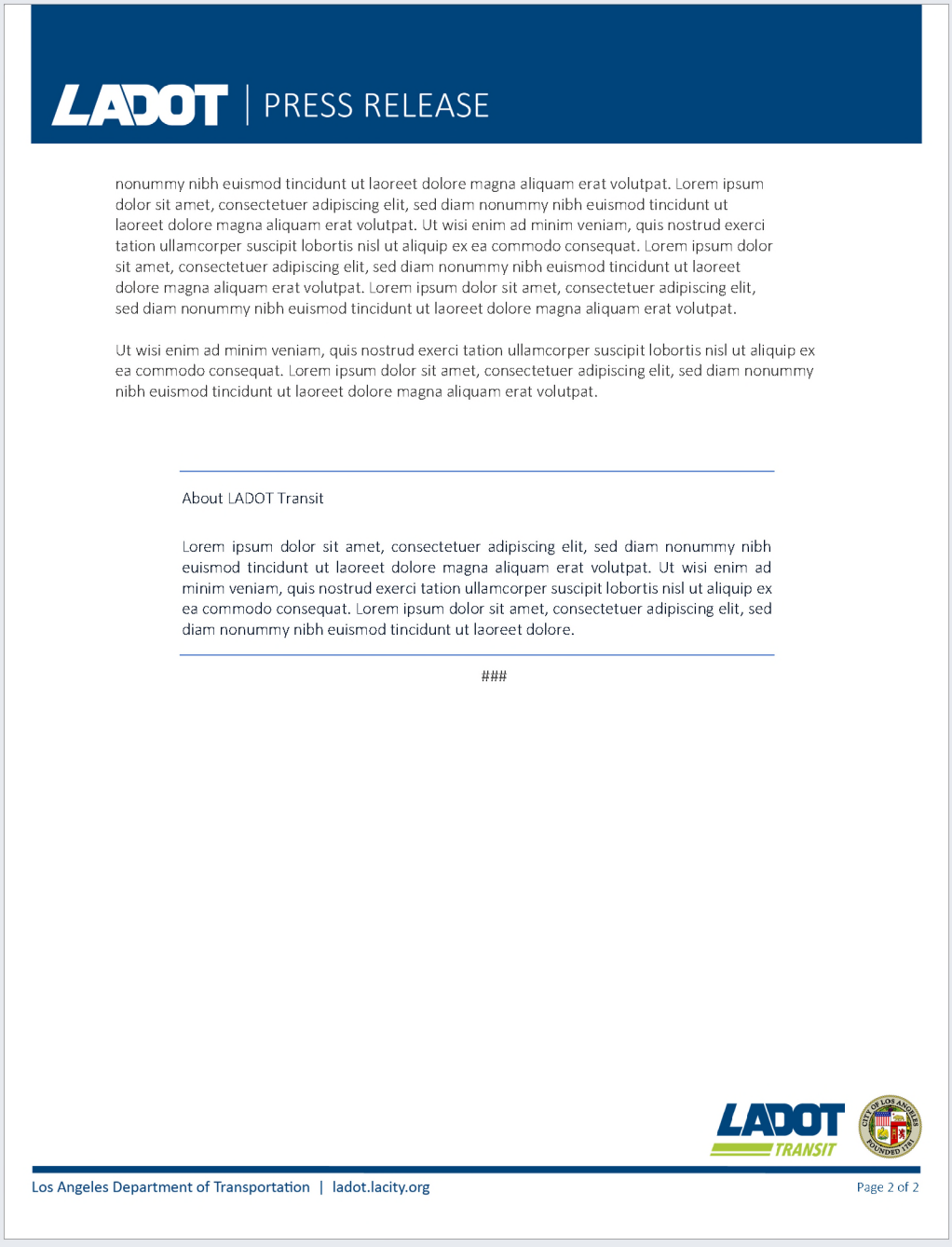
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LADOT TRANSIT

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Page 1 of 2

TEMPLATES – PRESS RELEASE



LADOT | PRESS RELEASE

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About LADOT Transit

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LADOT TRANSIT

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Page 2 of 2

TEMPLATES – POWERPOINT

Please use the PowerPoint template provided for presentations made to the community and/or other Departments.

Things to remember:

- The template provides optional content examples. Please use your best judgement and modify the template as needed for the best display of your content. For example, if the white headline text is too light on the cover page, you may change the color to black. If you have more or less content, please feel free adjust text size.
- For presentations specific to a program or initiative the logo associated with the progam or initiative can be placed to the left of the city seal, see sample on the next page.
- Use bullet points, which are short and to the point, to convey information on the PowerPoint.
- Use easy-to-understand language.
- Use pictures and graphs that illustrate and/or clarify your point.
- When presenting, do not "read" what is on the slide but elaborate on the information with presentation notes.



▲ **Cover Page A**
Headline: Calibri Bold 32 pt*
Subheadline: Calibri Regular 20 pt*

The photos used in the PPT template are shown as an example only and not meant for use on all presentations. Each presentation should use relevant photography that is specific to the subject of the content. The department maintains Flickr accounts as a resource if needed, please see page 51.

▲ Iniative / Program Logo

Optional Initiative or Program logo may be added to the right of the footer by adding to the master slides

To add a program or initiative logo to the right of the footer area, go to View in the main menu and select Slide Master. The new logo should be next to the city seal and be sized so the height of the logo is the same as the LADOT logo on each layout template page. Then close the Slide Master to begin creating your presentation.

**Suggested type style and size*

TEMPLATES – POWERPOINT

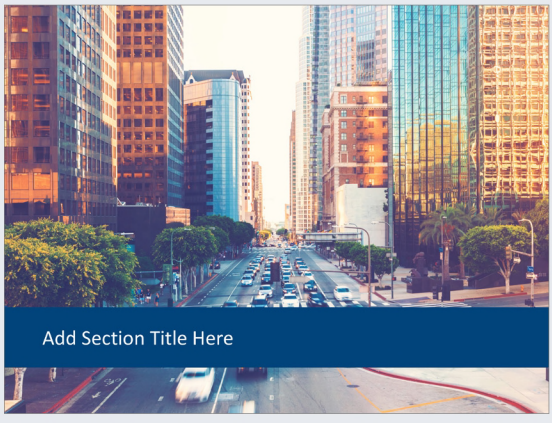


◀ **Cover Page B**
Headline: Calibri Bold 30 pt*
Subheadline: Calibri Regular 18 pt*

◀ **Add Initiative Logo on the right corner next to the city seal**



◀ **Cover Page B**
Headline: Calibri Bold 30 pt*
Subheadline: Calibri Regular 18 pt*



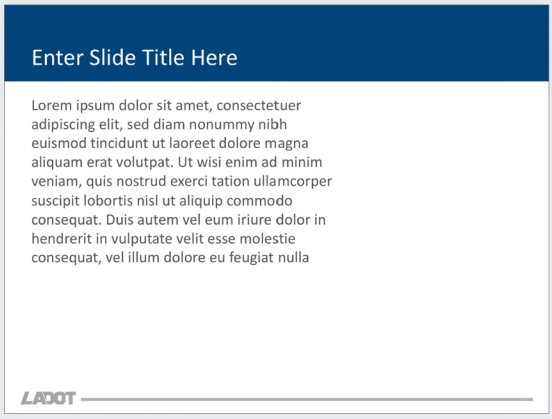
◀ **Section Breaks**
Headline: Calibri Bold 20 pt*

**Suggested type style and size*

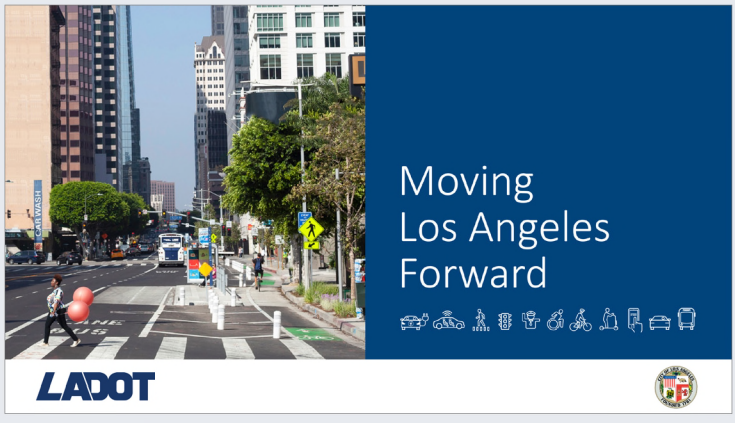
TEMPLATES – POWERPOINT



◀ **Our Vision and Mission**



◀ **Content Page Sample**
Headline: Calibri Regular 32*
Body: Calibri Regular 21*



◀ **The presentation is also available in Wide Screen Format**

**Suggested type style and size*

TEMPLATES – EMAIL SIGNATURES

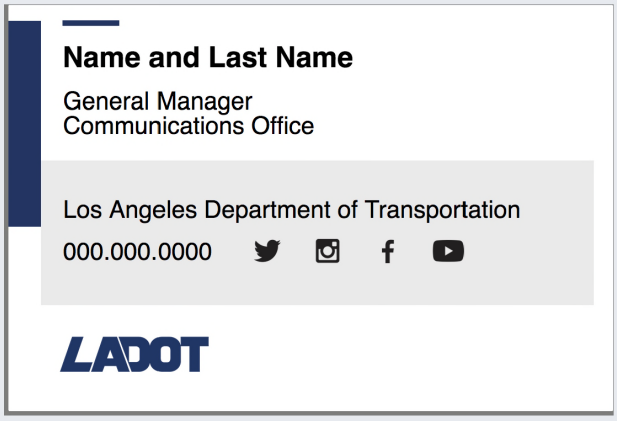
There are two email signatures available for LADOT employee use. An employee who is not assigned to a specific program or initiative should use the master email signature. An employee who is assigned to a specific program or initiative should use the alternative email signature so their specific program or initiative logo can be placed where the Cityride logo is shown as an example.

When programming the email signature, the logo should link to ladot.lacity.org. The social media icons should link to the department's social media accounts.

Here we use Arial as the font as it is universally available on all computers.

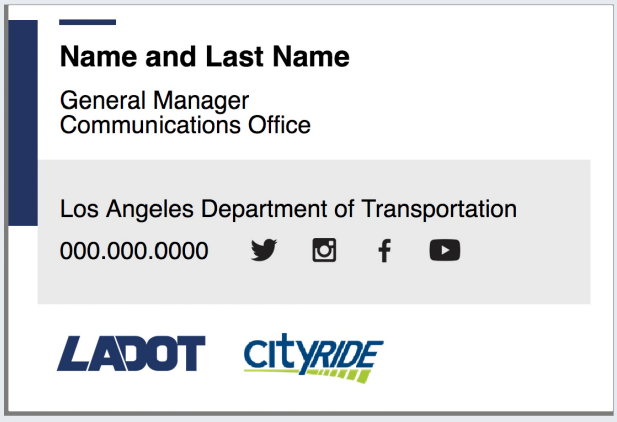
Approved Program Logos

- Vision Zero
- People St
- LADOT Transit
- Taxicab
- Safe Routes to School
- LA Express Park
- Bike Program
- Parking Management



◀ Name: Arial Bold 13 pt
◀ Title: Arial Regular 11 pt
◀ Phone Number: Arial Regular 11 pt
Social Media Icons
◀ LADOT Logo

▲ Master Email signature without program



◀ Name: Arial Bold 13 pt
◀ Title: Arial Regular 11 pt
◀ Phone Number: Arial Regular 11 pt
Social Media Icons
◀ LADOT Logo
Iniative / Program Logo

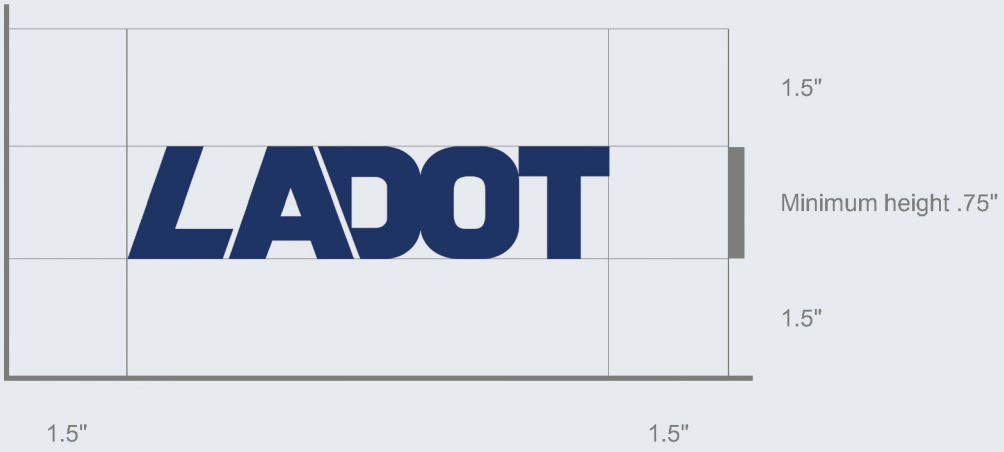
▲ Email signature with program

BRAND PRESENCE ON SIGNS

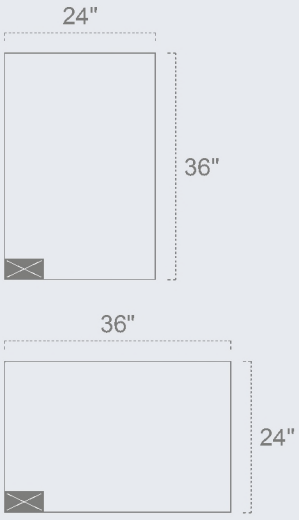
To maintain visual consistency on all LADOT branded materials, the size and clear space of the logo, should be consistent.

When creating signs for display or presentations have the logo align bottom/left as specified on this page.

Please note that these recommendations are minimum sizes for the LADOT brand. When appropriate, the brand may take a more prominent position.



▲ Bottom left corner



▲ Thumbnails of full layout

BRAND PRESENCE ON LARGE BANNERS

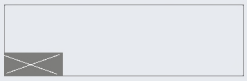
To maintain visual consistency on all LADOT branded materials, the size and clear space of the logo, should be consistent.

When creating signs for display or presentations have the logo align bottom/left as specified on this page.

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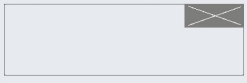
▲ Bottom left corner



▲ Thumbnails of full layout



▲ Top right corner



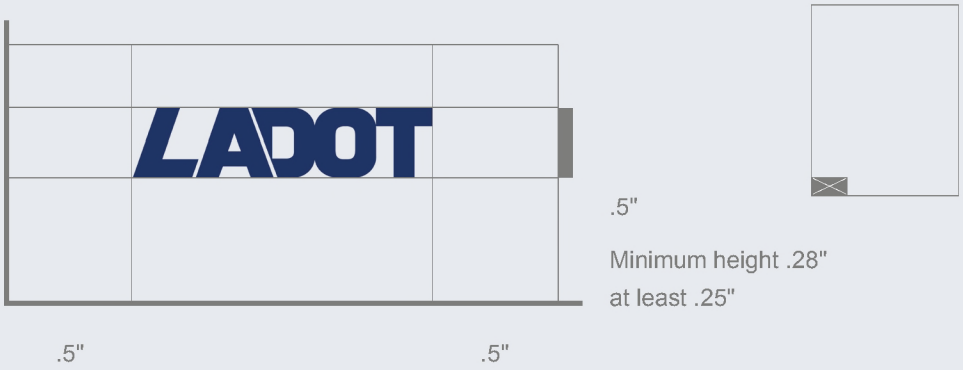
▲ Thumbnails of full layout

BRAND PRESENCE ON BROCHURES & FLYERS

To maintain visual consistency on all LADOT branded materials, the size and clear space of the logo, should be consistent.

When creating signs for display or presentations have the logo align bottom/left as specified on this page.

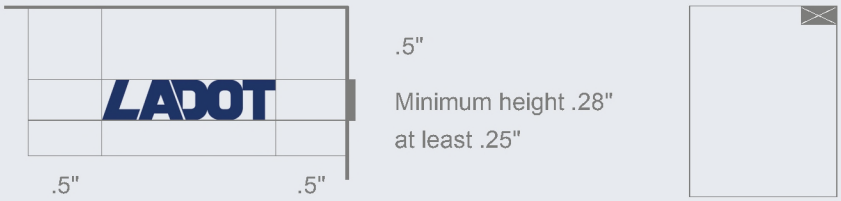
Please note that these recommendations are minimum sizes for the LADOT brand. When appropriate, the brand may take a more prominent position.



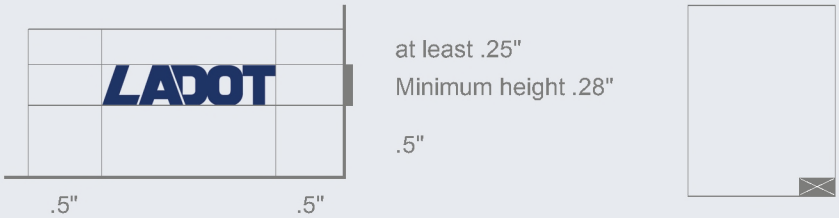
▲ Bottom left corner



▲ Top left corner



▲ Top right corner



▲ Bottom right corner

▲ Thumbnails of full layout

SOCIAL MEDIA GUIDELINES

07

SOCIAL MEDIA GUIDELINES

INTRODUCTION

- This policy governs the publication of and commentary on Social Media by employees of the Los Angeles Department of Transportation and its authorized contractors. For the purposes of this policy, Social Media means any facility for online publication and commentary, including without limitation blogs, Wiki, social networking sites such as Facebook, LinkedIn, Twitter, Flickr, YouTube, Instagram, and Pinterest, including future Social Media platforms.
- Before engaging in Social Media communications, employees must obtain the permission of the Communication's Office. No employee is authorized to post information on social networking sites as a representative of the City without the approval of the Communications Office or designee.
- All uses of Social Media must be in compliance with the City's Ethics Standards.

PURPOSE

The purpose of this policy is to ensure that acceptable standards are adhered to for information decimated through Social Media Platforms. Designated representatives will be accountable for determining those individuals responsible for what information shall and shall not be placed on their respective Social Media Platforms.

OBJECTIVES

1. Establish practical, reasonable and enforceable guidelines by which our employees can conduct responsible, constructive Social Media engagement in both official and unofficial capacities.
2. Protect our Department and employees from violating rules, regulations or laws through the use of Social Media platforms.

GUIDING PRINCIPLES

These Guiding Principles are set to help LADOT employees and affiliates know what is appropriate to post onto Social Media when utilizing Social Media platforms that represent the Department.

PUBLIC INFORMATION
If you are authorized to be part of LADOT's Public Information or Social Media team you may talk about the Department's Vision and Mission, your Division, event or program and have a dialog with the community. It is never acceptable to publish confidential information.

PROTECT YOUR OWN PRIVACY
Privacy settings on Social Media platforms should be set to allow anyone to see profile information similar to what would be on the LADOT website. Other privacy settings that might allow others to post information or see information that is personal should be set to limit access. Be mindful of posting information that you would not want the public or media to see. Before going live, please review your privacy settings with Technology Services to verify appropriate settings.

BE INFORMATIVE
Social Media is all about being visual and the ability to constantly connect. People enjoy photos, short anecdotal stories, and informative content. Posts must center on your work for the City, promote our work, and inform the public, about LADOT services.

BE RESPECTFUL
It is critical that you avoid using registered trademarks, patents, or copyrights, including LADOT's own copyrights and brands. The Communications Office can assist you with this.

GUIDING PRINCIPLES

BE PROACTIVE
If you see false, misrepresenting, or inaccurate content about LADOT in the media, please bring this matter to the Communications Office immediately. Do not respond without the approval of the Communications Office. Don't try to settle scores or goad competitors or others into inflammatory debates.

BE ACCOUNTABLE
If you make an error, be up front and honest about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), please let the communications director know so it can be addressed quickly.

The best way to be interesting, stay out of trouble, and have fun is to write about what you know.

BE PROFESSIONAL
Quality matters. Use a spell-checker. The speed of being able to publish your thoughts is both a great feature and a great downfall of Social Media. The time to edit or reflect must be self-imposed. If in doubt over a post or if something does not feel right, either let it sit and look at it again before publishing it, or ask the Communications staff to look at it first.

BE HONEST & TRANSPARENT
Do not post anonymously, using pseudonyms or false screen names on any Social Media platforms. LADOT believes in transparency and honesty. Do not say anything that is dishonest, untrue, or misleading.

BE A PROUD LADOT EMPLOYEE
We encourage you to help promote LADOT by sharing our official communication through your personal accounts.

However, you may not engage in any official capacity on your personal or non-identifiable Social Media accounts in matters related to the department.

CONTENT GUIDELINES

PUBLICATION OF OFFICIAL INFORMATION
All information distributed through Social Media platforms must be related to LADOT and must positively represent the Department, its employees, and affiliates.

As a practice, LADOT only tags elected officials, vetted organizations, and verified social media accounts.

PUBLICATION OF ACCURATE INFORMATION
LADOT Social Media platforms shall contain content that is accurate and relevant. To ensure this, effective content review processes shall be established by designated representatives for all content dissemination.

PROHIBITION OF CONFIDENTIAL INFORMATION
Private, confidential, or sensitive information shall not be posted on any LADOT Social Media platform. Guidelines for the protection of private confidential information can be found in the City of LA Privacy Policy (http://disclaimer.lacity.org/privacy.htm).

PROHIBITION OF CAMPAIGN INFORMATION
No LADOT Social Media platforms may be used for campaign related purposes. Campaign related purposes include but are not limited to, the following:

1. Statements in support or opposition to any candidate or ballot measures;
2. Requests for campaign funds or references to any solicitations of campaign funds; influence (ex. retweets, likes, etc.);
3. References to the campaign schedule or activities of any candidate or individual program that would isolate other partners or individuals;
4. Requested support from outside LADOT brands must be vetted by the Communications Office.

PROHIBITION OF COMMERCE SOLICITATION
This includes but is not limited to advertising of any business or product for sale.

LANGUAGE, PHOTOS & VIDEO

LANGUAGE (applies to written, verbal, and visual content)
Language used should always be respectful and professional.

— Be neutral, do not state personal views

LANGUAGE USED TO POST ON SOCIAL MEDIA PLATFORMS

— Cannot be sarcastic, threatening, or intimidating
— Cannot have punctuation or any symbols of any sort that create a face (e.g. ☺ or :) or emoji, etc.) or representations of other human body parts (e.g. thumbs up/thumbs down symbols)
— Cannot have capital letters that signify anger or emotional distress (i.e. HEY, WHY, etc.)
— No language that can be interpreted as offensive (i.e. political views, religious views, obscene or sexual content, etc.)
— No language that denigrates the military, law enforcement, fire rescue and support, government services, or public officials
— No language that can be interpreted as discriminative (i.e. denigrate specific group based on ethnicity, national origin, age, gender, sexual orientation, etc.)
— No defamatory attacks of any kind

PHOTOS

1. Photographic material should comport with the guidelines on language presented in the above section
2. Photos may only be used to show content related to LADOT, transportation, government services, city employees, or that which is educationally informative in nature
3. Inappropriate content is not allowed and will not be tolerated (i.e. nudity, violence, discriminatory, irrelevant images, etc.)
4. Photos should be of high quality (above 1200 x 1200 pixels)

VIDEO

1. Videos may only be used to show content related to LADOT, transportation, government services, or city employee.content
2. Videos must represent the Values and Principles of LADOT
3. Videos should be of high quality (above 1,000 x 1,000 pixels)
4. Audio quality must be clear and understandable without excessive background noise or disruptive sounds
5. LADOT videos must have the LADOT logo in the upper left corner and clearly identify LADOT spokesperson
6. Program logos must be placed in the upper right corner
7. Must obtain permission or purchase rights to use music within videos

SHARING

When sharing others' content on Social Media, confirm that it is in compliance with our Social Media guidelines.

When referencing LADOT on **Twitter**, **Facebook,** or **Instagram**, please use the following mention and hashtags:

@LADOTofficial
#LADOTofficial

You can also follow LADOT on

Twitter: @LADOTofficial
Facebook: @LADOTofficial
Instagram: @LADOTofficial

ACCOUNTS:
Official LADOT accounts are managed by the LADOT Communications team and represent LADOT through use of program logos, photos, or written content. LADOT maintains its rights and exclusive use of registered and copyright brands.

Authorized official account users are to share login and password information with the LADOT Communications Director and update the team of any account changes. This includes current and future account administration. LADOT Communication official accounts should be created as a general, shareable PIO login.

ENGAGEMENT
Social media administrators will make good faith effort to respond to public and private messages and comments where appropriate. In disaster and emergency situations, LADOT defers to the Mayor's Office, Emergency Management Department, Los Angeles Fire Department, Los Angeles Police Department, and/ or other relevant leading departments.

ENFORCEMENT
Policy violations will be subject to disciplinary action, up to and including termination for cause.

**Once the City of Los Angeles adopts a Social Media Policy, LADOT will reference it in its own policy.*

YOUTUBE

YOUTUBE VIDEO END CARD WITH TIME ON SCREEN & APPROVAL PROCESS

The LADOT logo should be placed, as a watermark, on the top left corner during the duration of the video except on the title screen or the end sequence where LADOT is already prominently placed.

The static card (right) should be used at the end of any video posted on YouTube. To allow viewers the time to read the card, allow a minimum of 6 seconds of time on this card before ending the video.



▲ End card

IMAGE GUIDELINES

08

IMAGE BEST PRACTICES

LADOT APPROVED PHOTOGRAPHY RESOURCES

LADOT
https://www.flickr.com/photos/ladotofficial/

PEOPLE ST
https://www.flickr.com/photos/ladotpeoplest

VISION ZERO PROGRAM
https://www.flickr.com/photos/visionzerola

PHOTOGRAPHIC CONTENT

Any photographs included in printed or electronic materials must be of professional quality. Pictures that represent LADOT should not be grainy; they should be clear, sharp images that are realistically colored. Please do not use excessively "artistic" photographs that exaggerate colors in graphics programs such as Adobe PhotoShop. Photographs representing LADOT should depict Department activities and its employees only.

The only exception to this standard occurs when a presentations elements specifically outline a duty performed by another department. In this case, it is permissible to use photographs depicting the department in question, but credit must be properly given to the City department that supplies the photographs.

LADOT has compiled approved photography on Flickr. Please use this resource for printed or online content.

PHOTOGRAPH CREDIT

Any photograph used for LADOT must carry a photo credit. The photo credit should be placed directly below the photograph, flushed to its right side.

Photographs from other City departments or outside agencies need to carry a photo courtesy credit as well.

> If the photograph comes from LADOT, the photo credit read, Courtesy of LADOT. Photo credits must appear in the italicized, size 10pt. Arial font

IMAGE BEST PRACTICES

LADOT employees are expected to receive permission before photographs that originate from outside the Department of Transportation are used in publications.

Photographs should not be used from Internet sites without permission or obtaining the proper rights clearance, as this violates copyright laws.

Examples of Photographer Credits

- Courtesy of LADOT
- Courtesy of LAPD
- Courtesy of the Los Angeles Department of Aging
- Courtesy of the City of Santa Monica

GRAPHIC DEPICTION OF INFORMATION BEST PRACTICES

GRAPHICS

Graphics – inclusive of infographics – are encouraged in LADOT publications as they quickly convey ideas by converting complicated information into easily understood material.

If statistical data was required to produce a graphic, it is necessary to supply attribution to the source of the data. Unlike photo credits, data attribution should include the full name of the agency that supplied the information; no acronyms should be used.

Attribution should be located within the graphic document, flushed to its right. The attribution font is in italics, size 10 pt. Calibri font.

Purchased stock photography may not be used for promotional merchandise such as hats, tote bags, T-shirts, etc.

Examples

- Data source: Los Angeles Department of Transportation
- Data source: Los Angeles Department of Water & Power

ADA COMPLIANCE

09

ADA COMPLIANCE

RESOURCES FOR WEBSITE ADMINISTRATORS

ADA SITE SCANNING
Please send requests for ADA site scanning to
Ita.webservices@lacity.org

GLOBAL HEADER
For instructions on how to include the global nav bar on websites please visit
http://globalnav.lacity.org

STYLE GUIDE
The City is in the middle of updating the style guide now but you can review our current guide here
http://contact.lacity.org/style/

Accessibility of written or spoken communication for all Angelenos is a priority for LADOT.

All public-facing documents, for example community outreach meeting notifications, should include the following language:

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

Additionally, there are ADA best practices when creating web or printed material to make them more accessible, for instance an ADA-compliant PDF that is optimized for screen-readers. Please reference the City's ADA Guidance Policies and Procedures located in the Communications folder and feel free to contact the LADOT ADA office for more information.

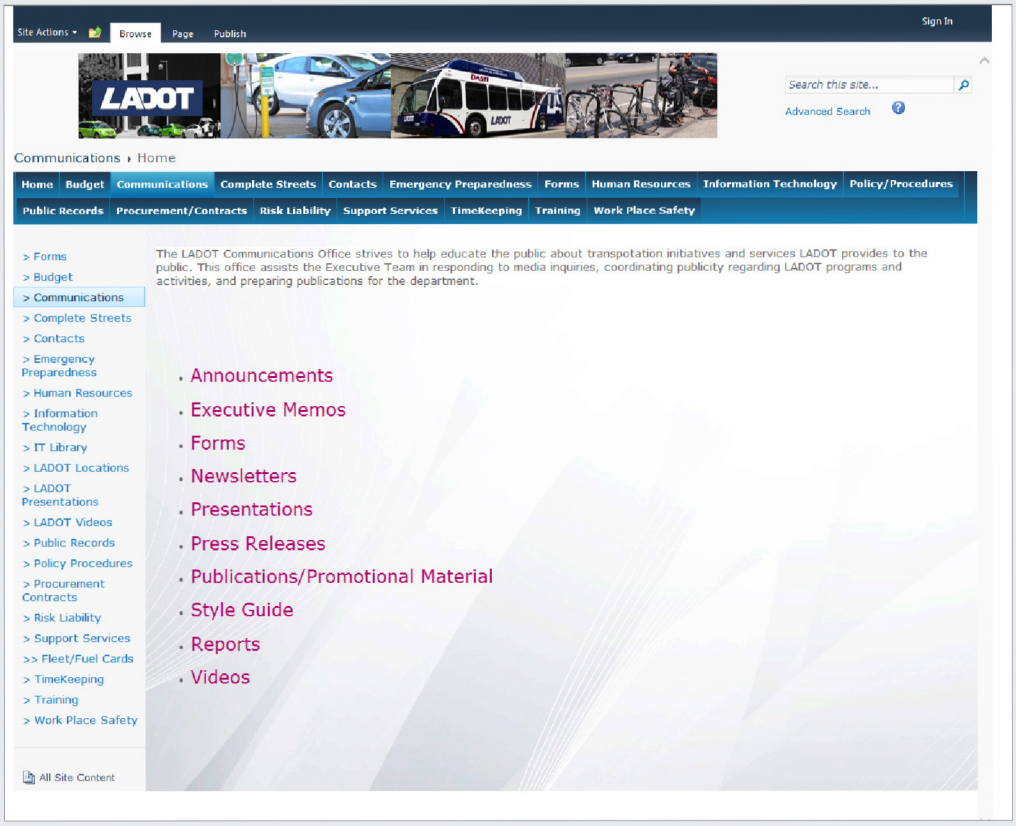
WHERE TO FIND FILES

10

WHERE TO FIND FILES

You have access to all logos and templates within this document on LADOT's Intranet. Just go to the link below and from the Communications Folder, which is a tab, select the Publications Standards & Guides folder.

http://intranet. dot.cw.ci.la.ca. us/ Communications/ SitePages/Home.aspx



HOW TO SUBMIT A NEW PROGRAM OR INITIATIVE LOGO FOR APPROVAL

11

HOW TO SUBMIT A NEW PROGRAM OR INITIATIVE LOGO FOR APPROVAL

The Communications Office must be consulted during the development process of any new LADOT family logo (or redesign) and be the conduit to obtain final approval.

Contact the Communications Office for LADOT and program logos prior to sharing with external partners.

Guidance or questions on the style guide, may be referred to the Communications Office.

Contact: LADOT PIO

ADDENDUM #1 QUESTIONS/RESPONSES

1. Is there a link to more information (pamphlet, PDF, video, etc.) about the Business Inclusion Outreach requirement on your website?

Information on the BIP can be found in the Appendix A attachment for the RFP. It includes general information, instructions and contact information.

2. If they join an RFP response as a subcontractor to a different prime, do they have any responsibilities to do outreach to other subs (e.g., if they are responsible for doing a specific segment of the scope of work, are they required to look for others to do sections of that 30% of the contract) or does this all fall to the prime contractor?

If your client is listed as a subcontractor on another prime's response, there is not an additional outreach requirement for subcontractors. However, if your client is responding as a prime, then they are required to fulfill all of the Business Inclusion Program (BIP) requirements, including outreach, as required of all primes.

3. If they enter into a joint venture effort with another company during time the RFP is on the street, are they required to do the outreach spelled out in the administrative sections of a City RFP?

I am not quite certain how a joint venture would work if it is formed after the bid date. But it would seem that the joint venture must already be formed in order to receive credit as the joint venture for any BIP, outreach, or LBPP credit.

4. If the company starts to respond to the City RFP as a prime, especially if they have begun reaching out to and discussing aspects of the work with potential subcontractors, what are their requirements if they end up as a subcontractor to a (new) prime contractor themselves?

As a prime, a firm needs to meet all requirements as stated in the bid proposal package (ex. BIP Outreach); subs do not. It is possible for a prime to also be listed as a sub on other primes' proposals, unless the project requirement documents say otherwise.

5. Does each individual planning to attend the Mandatory Pre-Bid need to register or can one person register and share the invite link?

Each individual is to register to attend the mandatory Pre-Bid meeting.

6. Who are the companies that provide these services for LADOT today and what is the scope for each of them?

Conduent State and Local Solutions, Inc. (C-124676) provides the following services:

- Complete parking management information system
- Full product line for parking citation processing and collections using the Electronic Ticket Information Management System (eTMIS)
- Provide and support Parking Enforcement with 600 handhelds and 600 printers equipped with CitySight Enforcement software system
- Manage the network infrastructure for LADOT staff
- Operate four Public Service Centers and provide lockbox payment processing, point-of-sale (POS) cashiering, web services, interactive voice response (IVR) system, and pay-by-web/ phone services through its MBE partner PRWT.
- Operates and staffs the Parking Violations Bureau (PVB) on behalf of the City of Los Angeles, answering incoming calls, processing correspondence, and providing in-person customer service at our four cashiering locations located throughout the City.

CITY OF LOS ANGELES

CALIFORNIA

Seleta J. Reynolds
GENERAL MANAGER

ERIC GARCETTI
MAYOR

DEPARTMENT OF TRANSPORTATION
100 South Main Street, 10th Floor
Los Angeles, California 90012
(213) 972-8470
FAX (213) 972-8410

May 10, 2022

To: Potential Proposers

Subject: **ADDENDUM 2 – RFP PARKING CITATION AND PERMIT PROCESSING SERVICES**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 2 for all potential proposers for the above referenced RFP.

Modification to RFP Attachment 2:

Modifications have been made to Attachment 2 – TCM Project Components, sections 1.5.4 and 3.1.23.

Questions/Responses:

1. A. For "Comply", does this mean that the selected Bidder needs to have the required functionality available on Day 1 after contract award? Or is there a time period accounted for implementation for the City of LA?

   Yes, "Comply" indicates available Day 1. If the Bidder plans on having the required functionality they should select "Future Release".

   B. If the Bidder has developed the requested functionality elsewhere and is able to implement the feature for LA pending an implementation timeline, should the Bidder select "Comply" or "With Configuration"?

   The Bidder should select "With Configuration" and use the "Proposer Response Comments" section to expand on their response

2. A. Both sections require the verification of low income to qualify for payment plans. Attachment 1 Scope of Work refers to features required for that verification. Attachment 2 requires specific review and verification from Promise Pay application. Please clarify the interface that is necessary to the Promise Pay application.

   LADOT does not require an interface regarding "Promise Pay". LADOT does require specific abilities to configure, manage, and review of customizable payment plans (e.g., low-income verification), as detailed in Attachment 1 Scope of Work under sections 1.5.4 and 3.1.23.

   Change to Attachment 2 – TCM Project Components sections 1.5.4 and 3.1.23

   B. Per Section 1.5.4, the City is requiring documentation of income verification. Does this income verification need to be submitted, verified and approved by the Contractor prior to enrollment in a payment plan?

   Yes.

3. This requires the verification of low income to qualify for payment plans and refers to features required for that verification. Please clarify the interface that is necessary to the Promise Pay application.

   LADOT does not require an interface regarding "Promise Pay". LADOT does require specific abilities to configure, manage, and review of customizable payment plans (e.g., low-income verification), as detailed in Attachment 1 Scope of Work under sections 1.5.4 and 3.1.23.

   Change to Attachment 2 – TCM Project Components sections 1.5.4 and 3.1.23

4. For Attachment 2_LADOT - TCM - Project Components_04152022, the instructions require Proposers to select response from the drop down: Comply, With Configuration, With Custom Programming, Future Release, and Cannot Meet.

   Yes, a drop down response is required. Additional comments can be added in the "Proposer Response Comments".

5. Section 3.1 Customer Service Centers - The Contractor will be required to provide review and approval/denial of mobile applications (e.g., low-income verification) and customizable payment plans.

   Yes.

CITY OF LOS ANGELES

CALIFORNIA

Seleta J. Reynolds
GENERAL MANAGER

ERIC GARCETTI
MAYOR

DEPARTMENT OF TRANSPORTATION
100 South Main Street, 10th Floor
Los Angeles, California 90012
(213) 972-8470
FAX (213) 972-8410

May 13, 2022

To: Potential Proposers

Subject: **ADDENDUM 3 – RFP PARKING CITATION AND PERMIT PROCESSING SERVICES**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 3 for all potential proposers for the above referenced RFP.

Questions/Responses:

1. 4.1 Where should Additional Information be included?

   General additional information can be included at the end of the proposal. Specific additional information should be included with the specific sections.

2. 4.1.2 Can the Work Plan/Implementation Plan be excluded from the page count in Part 1?

   No. It will be a part of the one hundred (100) page maximum.

3. 4.1.4 Can a template be provided for the required separate sheet?

   No. It will be the responsibility of the Proposer to create a template based on the requirements.

4. 4.1.8 How many credit references are required?

   No defined amount, Contractor must provide financial background for past three (3) years. Credit references should reflect the financial condition of the Proposer.

5. 4.2 Can the Table of Contents be excluded from the page count in Part 1?

   Yes. The table of contents can be excluded from the page count.

6. 4.2 Attachment 2 is an Excel Workbook. Should Attachment 2 be submitted as an Excel file and in PDF? Attachment 3 is an Excel Workbook. Should Attachment 3 be submitted as an Excel file and in PDF?

   Attachment 2 must be submitted as an Excel workbook. Attachment 3 must be submitted as an Excel workbook.

7. 4.3.5 Where should the acknowledgement of addenda be included? If in Part 1, can this be excluded from the page count?

   Acknowledgement is not necessary, the submission of a proposal is acknowledgement that any addenda created by the City will become part of the RFP and included in any awarded contract(s).

8. The Proposal Questions section of Attachment 1 lists 13 of the 15 SOW components and asks Proposers to answer specific questions related to those topics. However, we noticed that there are no specific questions listed for SOW topic IT SUPPORT SERVICES and SOW topic TRAINING (although these topics are included in the front part of Attachment 1). a) Please confirm that these two SOW components do not have specific questions that Proposers must address. b) If so, may proposers refer the reader to Attachment 2 – Technical Compliance Matrix where these SOW requirements are included.

   IT questions are detailed on pages 170 to 173. Training questions are not included; however, it is expected that the Proposer will detail the training plan as part of their proposal response. The proposer may not refer the reader to Attachment 2, Attachment 2 is designed to streamline the comparison of proposals, it is in the interest of the Proposer to best demonstrate their capability to answer the questions detailed in the “Proposal Questions” section.

CITY OF LOS ANGELES

CALIFORNIA

Seleta J. Reynolds
GENERAL MANAGER

ERIC GARCETTI
MAYOR

DEPARTMENT OF TRANSPORTATION
100 South Main Street, 10th Floor
Los Angeles, California 90012
(213) 972-8470
FAX (213) 972-8410

May 24, 2022

To: Potential Proposers

Subject: **ADDENDUM 4 – Parking Citation And Permit Processing Services RFP**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 4 for all potential proposers for the above referenced RFP.

REVISIONS, MODIFICATIONS, ADDITIONS, AND CLARIFICATIONS TO THE RFP

1. **Section 4.3.2, Mandatory Pre-Proposal Conference**: Attachments.
   - Parking Citation And Permit Processing Services RFP Pre-Proposal Meeting Presentation
   - RFP Proposal Conference - Compliance BIP Presentation
   - Pre-Bid Mandatory Meeting Registration

2. **Section 3.1 Qualifications:**
   A. Does this require references for each of the components from the Prime?
   Yes.
   B. Can the same references be used for multiple pre-qualifications requirements?
   Yes.
   C. If a subcontractor is assisting with any of the 5 components, does the subcontractor also have to provide references for the assigned components?
   No. Only the Prime has to provide.

3. **Section 4.3.2, Mandatory Pre-Proposal Conference**
   A. Please advise if the City will post an Attendee List on RAMP.
   Yes.

4. Is there an existing ESB or API gateway for access to internal and external services for integration or are you looking to modernize that component as well?

There are existing API's that our current Contractor's citation management system uses. However, should a new contractor come on board, that system will not be available. The new contractor will need to work with internal and external organizations to integrate with their systems.

5. After initial outreach, if a recipient has not responded after several days, is the outreach to that recipient considered complete?
   Yes, please make a note in the summary sheet of when the initial response went out and that they did not receive anything in return.

6. If a minority subcontractor is in the process of obtaining City-approved certification, may that subcontractor be included in the BIP process?
   According to Appendix A, Section A, subsection I, " Certification must be current on the date the Awarding Authority awards a contract for the project if credit is to be allowed towards the anticipated levels of MBE, WBE, SBE, EBE, and/or DVBE participation on this contract."

7. Some certifications contain a statement that they are valid unless revoked. How does one find out if the certification is still valid?
   For some certifications approved by the City, it is the responsibility of the firm to notify the City if their status has changed. We cannot answer for the other certifying agencies.

Sincerely,

Gable Ohashi
Project Manager
Department of Transportation
City of Los Angeles

CITY OF LOS ANGELES

CALIFORNIA

Seleta J. Reynolds
GENERAL MANAGER

ERIC GARCETTI
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June 8, 2022

To: Potential Proposers

Subject: **ADDENDUM 5 – Parking Citation And Permit Processing Services RFP**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 5 for all potential proposers for the above referenced RFP.

REVISIONS, MODIFICATIONS, ADDITIONS, AND CLARIFICATIONS TO THE RFP

1. Will there be a chance to submit follow up questions based on the City's responses to Q&A? If yes, what would be the due date for this second round of questions?
No.

2. Would LADOT require a pre-employment drug test and random drug testing throughout the course of the contract?
This would be the responsibility of the contractor to establish hiring requirements along with the course of employment.

3. Is real time access to non-California DMVs provided today by the current vendor? If so, which states does LADOT currently have access to?
There is currently no access to out of state DMV.

4. Does the current vendor provide a web site for fleet and rental vendors to pay account-based invoices online today?
Yes.

5. Regarding 1.1.16 on page 18, please describe in additional detail what LADOT meant by the requirement to digitally track records.
To be able to monitor, track, search, etc. records easily with field or parameters searches.

6. Regarding 1.7 on page 24, will the City make the determination on the initial review if the contesting party is liable or not liable?
Yes.

7. Does the Contractor support automatic inbound fax entry? Alternatively, would LADOT allow inbound fax adjudication requests to be entered by customer service representatives upon receipt? (1..8.1.3., page 26)
The Contractor should support automatic inbound fax entry.

Alternatively, LADOT would allow inbound fax adjudication requests to be entered by customer service representatives upon receipt?

8. Is Google Workspace used by the adjudication department today? Which functional components of a collaboration suite is the vendor required to provide for this procurement? Does the Adjudication staff currently use an LADOT provided email solution? If yes, what is the current vendor? (1.8.31., 1.8.38., pages 30-31)
Google Workspace is currently being used by the adjudication department.

The functional components of a collaboration suite the vendor required to provide for this procurement should consist of data, hardware, software, people, and procedures.

The Adjudication staff is currently using an LADOT provided email solution, which is Gmail under Google Workspace.

The current email service provider (ESP) vendor is Gmail.

9. Can the city provide the number of kiosks needed and the locations of the existing kiosks?
At least two (2) kiosks per location. No existing kiosks.

10. Is the current contractor accessing CLETS on behalf of the City or is the City providing the SVS files to the contractor? (2.1.35.3., page 42)
No.

11. Can site visits be scheduled with the City to tour each of the customer service centers? Are the four customer service centers leased by the current prime contractor?
No site visits will be scheduled. Yes, they are currently being leased.

12. Is the "City's meter maintenance system" referenced in section 3.10.3.1.2. (page 63), the City's MERGE meter management system that is referenced in section, 3.10.3.1.5?
Yes.

13. Since section 3.10.1.5.5 (page 64) refers to the tracking of IVR flow functionality for a person using the IVR, could the LADOT please explain how conference calls would be applicable to this requirement?
3.10.1.5.5 is in reference to transaction tracking which includes all calls including conference calls.

14. Does the LADOT wish to share information with LAPD or other law enforcement department within the City (7.1., page 86)?
Yes.

15. Does the current contractor update FTB transactions from the Franchise Tax Board in real-time (8.1.3. Table 2 FTB Certification and Payments, page 94)?
No. Batching process.

16. Regarding section 9.4.4 on page 102, can an alternative to Adobe Acrobat Pro be proposed?
No.

17. Regarding section 12.2.2.1 on page 114, does the City own Merge?
No.

18. Section 12.2.4.2 on page 115 states that the Contractor's system shall report to the Merge system, meter revenue information. From where would the Contractor obtain this information? Doesn't the meter vendors interface with the Merge system directly today?
Merge does receive meter revenue information directly from meter vendors.

19. Section 12.2.5 on page 115 states that the Contractor would have to "develop the necessary interface to effect the required exchange of data (maintenance and revenue) from the City's MERGE meter management system." Don't the meter vendors interface with the Merge system directly today?
Yes.

20. Will the City require IPS group, Flowbird, and ParkMobile to interface with other CMS systems (12.4.5., page 117)?
Yes.

21. Regarding section 14.17 on page 129, is it correct that only citation and permit associated data will be converted and that no permit historical data will be converted?
Not correct. All "existing permit data" will include historical data.

22. Regarding Appendix A, paragraph C, we interpret the sentence that reads "Failure to meet the anticipated participation levels will not be the basis for disqualification..." to mean the Bidder can submit alternative targets (e.g., MBE 15%). Is this an accurate interpretation?
Appendix A, paragraph C, labeled "BIP Outreach Documentation" means that all potential proposers must comply with the BIP outreach and meet the minimum outreach threshold as noted in the RAMPLA. After completing all BIP outreach, potential proposers must upload all documentation of BIDs/quotes, communication, and complete the BIP outreach summary detailing all information received during BIP outreach period. All of this documentation must be uploaded by the BIP due date in order to be compliant. Failure to complete your BIP outreach and BIP outreach summary will deem the proposer non compliant. Please ensure you meet the minimum outreach per category as described in RAMPLA. Here is the link to view the user manual for BIP outreach:
https://www.rampla.org/resource/1645234648000/RAMP_BIP_walkthrough?isdtp=p1

23. What is the actual date of when the BIP Outreach must be performed? There are sections within the RFP and Appendix A (Appendix A, PDF page 4, and RFP page 2)?
Per RAMPLA, the BIP Outreach due date is July 1, 2022 12:00am (submit by 11:59pm on June 30, 2022)

24. Regarding Appendix A, PDF pages 6, 7, 8, 9, how long is the certification process for the City of Los Angeles, California Department of Transportation, Office of Business and Economic Opportunity, Southern California?
City of LA Certifications ACDBE/DBE/MBE/WBE there is a backlog currently. Once an application is received it would need to be verified for accuracy and completion. If it is accepted by our agency, we currently have a 2-3 month backlog.

The LBE certification application is processed through RAMP. The process is usually pretty quick but it's hard to give an exact timeline as each situation is different.

The City of LA can't speak to the certification processes for outside agencies, those inquiries should be directed to those respective agencies.

25. Regarding Appendix A, PDF page 7, the following sites are not valid for the City of Los Angeles, California Department of Transportation:
https://bca.lacity.org/certifications-printable-forms
www.dot.ca.gov/hq/bep/
https://bca.lacity.org/
https://dot.ca.gov/

26. Would LADOT give the Proposer credit towards the participation requirements (e.g., MBE 18%, etc.) if the proposer covers the cost for a subconsultant to become compliant with Proposers' security requirements, bond, lines of credit, and insurance assistance? (Appendix A, Section C, subsection 6, PDF page 13 and Appendix A, Section C, subsection 7, PDF page 14).
LADOT does not control certification of potential bidder teams.

According to page #7, "Certification must be current on the date the Awarding Authority awards a contract for the project if credit is to be allowed towards the anticipated levels of MBE, WBE, SBE, EBE, and/or DVBE participation on this contract." So if the subcontractor is not certified as a Small Business Enterprise at the time of bid, then it cannot be counted towards the Small Business Enterprise goal.

As stated all teams must be certified at the time the proposal is submitted in order to receive credit for any certification.

27. Would LADOT consider a 30-day due date extension for both the current Business Inclusion Plan outreach deadline and proposal submission deadline in order for Bidders to include Q&A responses into their proposals?
No.

28. If a qualified subcontractor has all the documents filed with the city, will the city accept pending certifications as counting towards the small business goals?
According to page #7, "Certification must be current on the date the Awarding Authority awards a contract for the project if credit is to be allowed towards the anticipated levels of MBE, WBE, SBE, EBE, and/or DVBE participation on this contract." So if the subcontractor is not certified as a Small Business Enterprise at the time of bid, then it cannot be counted towards the Small Business Enterprise goal.

29. If a company listed in RAMP has changed its name, are submissions from that company considered under the old name in RAMP, or should they be added manually under the new name?
The company can apply under their new name but need to provide documentation of the name change. We also encourage update the company's RAMPLA profile

30. Please clarify whether Towing support is a required or optional service.
Required.

31. Is the 5,000 a monthly or annual count, Please validate.
Unsure what this is related to.

32. Please validate the secondary collections number.
Unsure what this is related to.

33. Will the City accept pass through fees to the violator, or does the City need to absorb all costs?
No pass through fees to the violator with the exception of administrative fees (if applicable).

34. If pass-through fees are an option, are there any compliance measures the Vendor must follow?
Administrative fees are guided by CVCs.

35. Who is the City's current credit card processor?
Elavon. It will soon change to JP Morgan Chase.

36. Does the City serve as the Merchant of Record or would they like the Vendor to serve as the Merchant of Record?
The vendor.

37. What is the escalation schedule for citations?
Escalations receive anywhere from 500 - 1,000 requests a year.

38. Can you please provide the price of each citation and the penalty fine for each escalation period?
See attachment.

39. Would LADOT consider offering a second deadline for written questions to ensure that emerging subcontracting parties have an opportunity to submit?
No.

40. 1.8.13: Current hearings held are for: all citations being ruled valid within 21 calendar days, untimely hearings requests per the City decision, vehicle impounds (scofflaw and non-scofflaw) and appeals at the superior court house. Does the City wish to have different hearing schedule availability (i.e. multiple calendars) based on the type of violations? Or does the city expect the CMS solution to be used by groups outside of LADOT parking operations and adjudication? If so, what groups will they be and will they need their own hearing calendars?
Yes, the City wishes to have different hearing schedule availability (i.e. multiple calendars) based on the type of violations.

At this time, the City does not expect the CMS solution to be used by groups outside of LADOT parking operations and adjudication so that there is a need for their own hearing calendars.

41. 1.8.36.1 & 1.8.36.2: Apart from appellant self-check-in, what other components of the Adjudication Hearing process would the City like the customer service kiosk to accomplish?
Customer Service Kiosks should be able to allow the Appellant to submit evidence, i.e. paper documents, photos, and video.

Customer Service Kiosks should be able to allow the Appellant to electronically fill-in and, sign, and submit Adjudication documents.

42. 3.8.1.1: Currently, the SLA is a correspondence processing rate of 96% within 24 hours, 100% within 3 business days or 4 days for holiday weekends. Current penalty is $500 for each % below required percentage. Which processing time is the correct SLA under the new contract: one business day or end of third business day?
Per 3.8.1.1 within one business day of receipt.

43. 6.1 Please clarify how the City intends to use the Workforce Management System to provide Asset Management.
Reference 6.9.1

44. 9.1.6 & 9.1.7 Are these full time local employees available 8:00 am-5:00 pm (Pacific Time Zone) work days with the exception of LA City Holidays? Please specify what type of work will be performed by the two (2) additional Data Analysts.
Yes. Exclusively dedicated to the five (5) Enforcement Offices to provide support for all information technology (IT) services and equipment provided under the contract including, but not limited to, office networks (cables, switches, routers, servers, etc.), desktop workstations, portable computers, citation handheld devices, other mobile devices, printers, scanners, fax machines, software applications on all IT equipment, operating systems (including updates and upgrades), preventative maintenance, user training, equipment repairs and replacements, and testing.

45. 12.2.1.1: Will City provide this data for past meter installations?
Yes.

46. 12.2.6: Please clarify, that by “resolved” the City is referring to “adjudicated” and that the meter policy rate be available to the City to quickly determine a liable/not liable decision on a citation. Is this correct?
Yes, by “resolved” is referring to “adjudicated”.

Meter policy rate is to be made available to the City to quickly determine a liable/not liable decision on a citation.

47. 12.2.7: Please clarify, that by "resolved" the City is referring to "adjudicated" and that the meter outage and maintenance records be available to the City to quickly determine a liable/not liable decision on a citation. Is this correct?
Yes, by "resolved" is referring to "adjudicated".

Meter outage and maintenance records are to be made available to the City to quickly determine a liable/not liable decision on a citation.

48. 13.4.4.4: Please clarify what this requirement means.
Sub-meter accuracy is less than a meter in size. A sub-meter solution is somewhere between a one or two foot range or about 60 centimeters.

49. 14.1.5: Can the City provide more details as to what they envision from the Contractor to fulfill this requirement?
The contractor shall provide a redundant back-up system which provides an automatic fail-over to the redundant system preventing stoppage and continuity of operations.

50. Will the City please consider allowing additional questions to be submitted up to 3-days after the City responds to the questions which are due on May 24th.
No.

51. We have asked these questions twice before and have not received an answer.
3.1 & 4.1.6: In RFP section 3.1 under Qualifications, the requirement is to provide a minimum number of references for each of these components: (1) Parking Citation Management, (2) Permit Processing, (3) Parking Customer Service, (4) Tow and Immobilization Management, and (5) LADOT Parking Technology Hardware/Software.
Responses stated in Addendum #4.
a) Does this require references for each of the components from the Prime?
Yes.
b). Can the same references be used for multiple pre-qualifications requirements?
Yes.
c). If a subcontractor is assisting with any of the 5 components, does the subcontractor also have to provide references for the assigned components?
No. Only the prime has to provide.

52. Will LADOT consider specialized LPR middleware that completely automates boot/impound record creation?
Yes.

53. What are the experience requirements for Self-Release immobilization proposals? Can a proposer with little or no experience providing Section 4.3 services (self-release booting) be considered?
Must meet the minimum tow and immobilization management pre-qualifications requirements stated in 3.1.4 of the Qualifications section within the RFP.

54. What is the process for evaluating responses to this RFP?
Refer to Section 5 Evaluation and Selection Process within the RFP.

55. 4. 4.3.1- Please define specification requirements for the immobilization device. For example, since this device can be removed by motorists, what is the maximum weight of the device?
The weight should be within industry standards. However, a lighter weight device would be preferable.

56. 4.3.3. – Must unlock codes be required to change on a regular basis or should codes remain the same?
The codes should be changed on a regular basis.

57. 4.3.24 – Shall 24/7/365 telephone support be staffed or automated
Telephone support should be staffed during regular business hours and have an automated service during non office hours including weekends and holidays.

58. 4.3.24 – Will the City require a public portal option for motorists whose vehicles are immobilized to pay and receive release code without having to call the call center?
The City would like to see different options.

59. 4.3.29 – Please explain all the phrases that include the word "citation" in the context of this section
A notice of violation issued to a person or vehicle by a City employee when the person or vehicle is not in compliance with applicable codes and regulations.

60. 4.3.36 – Please explain the word "components" in the sentence "Contractor shall provide remote access to all immobilization systems/components for City employees with proper credentials."
All the different software or systems that are attached or interfaced with this particular system.

61. Section 12.4.2 - How are you currently interfacing with CA and outside state DMV agencies to make these inquiries and manage registration holds? Are you looking to improve/modernize that process? Are you looking to make this a real-time process?
The eTIMS system currently interfaces with CA DMV, but not with outside state agencies. Yes, we are looking to improve and modernize. Real-time process is preferable.

62. Will LADOT please share the current contract for the services outlined in this RFP?
Conduent:
https://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=ccon.viewrecord&contractnum=C-124676

Paylock:
https://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=ccon.viewrecord&contractnum=C-138824

63. During the bidders conference it was mentioned that the City's standard terms and conditions are required to flow down from the City's contract with the prime to any and all of their subs. If the prime is willing to take on the city's T&Cs, is it possible for the prime to have different terms with subcontractors?
No, as it would put the City in a position to negotiate the terms and conditions for each of the prime's contracts with its subs.

64. In section 11 11.1.2 Training - At the discretion of LADOT staff training may be requested from external agencies related to LADOT such Automobile Club and CA DMV. Would these entities contract with the prime for payment of these services or would they pay LADOT directly who would then pay the Contractor?
In this scenario outside vendors would contract with the prime for payment for these services.

65. Per Section 4.3.3 “Proposers shall not communicate in any manner with City personnel regarding the RFP or the proposals during this period of time…” Does this preclude contact with City elected offices?
Communication about the RFP is permitted with City elected officials.

Sincerely,

Gable Ohashi
Project Manager
Department of Transportation
City of Los Angeles

City of Los Angeles Parking Fine and Penalty Schedule
As of 10/21/2020

Violation Code	Long Description	Description	Fine	Penalty 1	Penalty 2
21113A+	CVC 21113A	PUBLIC GROUNDS	$ 63.00	$ 63.00	$ 25.00
21210	CVC 21210	BICYCLE PARKING	$ 53.00	$ 53.00	$ 25.00
21211B	CVC 21211B	BLK BIKE PATH OR LANE	$ 93.00	$ 93.00	$ 25.00
22500.1+	CVC 22500.1	PARKED IN FIRE LANE	$ 63.00	$ 63.00	$ 25.00
22500A	CVC 22500A	WITHIN INTERSECTION	$ 68.00	$ 68.00	$ 25.00
22500B	CVC 22500B	PARKED IN CROSSWALK	$ 68.00	$ 68.00	$ 25.00
22500C	CVC 22500C	SAFETY ZONE/CURB	$ 68.00	$ 68.00	$ 25.00
22500D	CVC 22500D	PK-15FT FIRE ST	$ 68.00	$ 68.00	$ 25.00
22500E	CVC 22500E	BLOCKING DRIVEWAY	$ 68.00	$ 68.00	$ 25.00
22500F	CVC 22500F	PARKED ON SIDEWALK	$ 68.00	$ 68.00	$ 25.00
22500H	CVC 22500H	DOUBLE PARKING	$ 68.00	$ 68.00	$ 25.00
22500I-	CVC 22500I	PARKED IN BUS ZONE	$ 293.00	$ 88.00	$ 25.00
22500J	CVC 22500J	PARKNG IN TUNNEL	$ 68.00	$ 68.00	$ 25.00
22500K	CVC 22500K	PARKED ON BRIDGE	$ 68.00	$ 68.00	$ 25.00
22500L-	CVC 22500L	DP-BLKNG ACCESS RAMP	$ 363.00	$ 43.00	$ 25.00
22502A	CVC 22502A	18 IN. CURB/2 WAY	$ 63.00	$ 63.00	$ 25.00
22502E	CVC 22502E	18 IN. CURB/1 WAY	$ 63.00	$ 63.00	$ 25.00
22507.8A-	CVC 22507.8A	DISABLED PARKING/NO DP ID	$ 363.00	$ 43.00	$ 25.00
22507.8B-	CVC 22507.8B	DISABLED PARKING/OBSTRUCT ACCESS	$ 363.00	$ 43.00	$ 25.00
22507.8C1	CVC 22507.8C1	DISABLED PARKING/BOUNDARIES	$ 363.00	$ 43.00	$ 25.00
22507.8C2	CVC 22507.8C2	DISABLED PARKING/CROSS HATCH	$ 363.00	$ 43.00	$ 25.00
22507A	CVC 22507A	OVERSIZED VEHICLE PARKING TOPHAM ST	$ 63.00	$ 63.00	$ 25.00
22510	CVC 22510	PARKING-SNOW AREA	$ 63.00	$ 63.00	$ 25.00
22511.1B	CVC 22511.1B	PRK IN ELEC VEH SPACE	$ 63.00	$ 63.00	$ 25.00
22511.56B	CVC 22511.56B	DP-REFUSE ID	$ 363.00	$ 43.00	$ 25.00
22511.57A	CVC 22511.57A	DP-SUBPLATE	$ 1,100.00	$ 25.00	$ 25.00
22511.57B	CVC 22511.57B	DP- RO NOT PRESENT	$ 1,100.00	$ 25.00	$ 25.00
22511.57C	CVC 22511.57C	DP-ALTERED	$ 1,100.00	$ 25.00	$ 25.00
22514	CVC 22514	FIRE HYDRANT	$ 68.00	$ 68.00	$ 25.00
22515	CVC 22515	UNATT/MOTOR ON	$ 63.00	$ 63.00	$ 25.00
22521	CVC 22521	ON RR TRACK/7.5 FT	$ 63.00	$ 63.00	$ 25.00
22522-	CVC 22522	3 FT. SIDEWALK RAMP	$ 363.00	$ 43.00	$ 25.00
5200	CVC 5200	DISPLAY OF PLATES	$ 25.00	$ 41.00	$ 10.00
5204A-	CVC 5204A	DISPLAY OF TABS	$ 25.00	$ 41.00	$ 10.00
80.49+	LAMC 80.49	18 IN/CURB/COMM VEH	$ 63.00	$ 63.00	$ 25.00
80.53	LAMC 80.53	PARKED IN PARKWAY	$ 63.00	$ 63.00	$ 25.00
80.54H1	LAMC 80.54H1	OVNIGHT PRK W/OUT PE	$ 68.00	$ 68.00	$ 25.00
80.56E1	LAMC 80.56E1	WHITE ZONE	$ 58.00	$ 58.00	$ 25.00
80.56E2	LAMC 80.56E2	YELLOW ZONE	$ 58.00	$ 58.00	$ 25.00
80.56E3	LAMC 80.56E3	GREEN ZONE	$ 58.00	$ 58.00	$ 25.00
80.56E4+	LAMC 80.56E4	RED ZONE	$ 93.00	$ 93.00	$ 25.00
80.58.1	LAMC 80.58.1	CARSHARE PARKING	$ 163.00	$ 163.00	$ 25.00
80.58L	LAMC 80.58L	PREFERENTIAL PARKING	$ 68.00	$ 68.00	$ 25.00
80.61	LAMC 80.61	STANDNG IN ALLEY	$ 68.00	$ 68.00	$ 25.00
80.66.1D	LAMC 80.66.1D	RESTRICTED TAXI ZONE	$ 68.00	$ 68.00	$ 25.00
80.69.1A	LAMC 80.69.1A	COMM TRAILER/22 FT.	$ 250.00	$ 25.00	$ 25.00
80.69.1C	LAMC 80.69.1C	PK TRAILER 1st	$ 250.00	$ 25.00	$ 25.00
80.69.1C	LAMC 80.69.1C	PK TRAILER 2nd	$ 500.00	$ 25.00	$ 25.00
80.69.1C	LAMC 80.69.1C	PK TRAILER 3rd	$ 1,000.00	$ 25.00	$ 25.00
80.69.2	LAMC 80.69.2	COMM VEH OVER TIME LIMIT 1st	$ 250.00	$ 25.00	$ 25.00
80.69.2	LAMC 80.69.2	COMM VEH OVER TIME LIMIT 2nd	$ 500.00	$ 25.00	$ 25.00
80.69.2	LAMC 80.69.2	COMM VEH OVER TIME LIMIT 3rd	$ 1,000.00	$ 25.00	$ 25.00
80.69.4	LAMC 80.69.4	PK OVERSIZ 1st	$ 73.00	$ 73.00	$ 25.00
80.69.4	LAMC 80.69.4	PK OVERSIZ 2nd	$ 98.00	$ 98.00	$ 25.00
80.69.4	LAMC 80.69.4	PK OVERSIZ 3rd	$ 128.00	$ 128.00	$ 25.00

City of Los Angeles Parking Fine and Penalty Schedule
As of 10/21/2020

Violation Code	Long Description	Description	Fine	Penalty 1	Penalty 2
80.69A+	LAMC 80.69A	STOP/STAND PROHIBIT	$ 93.00	$ 93.00	$ 25.00
80.69AA+	LAMC- 80.69A	NO STOP/STAND	$ 93.00	$ 93.00	$ 25.00
80.69AP+	LAMC 80.69A	NO STOP/STANDING	$ 93.00	$ 93.00	$ 25.00
80.69B	LAMC 80.69B	NO PARKING	$ 73.00	$ 73.00	$ 25.00
80.69BS	LAMC- 80.69B	NO PARK/STREET CLEAN	$ 73.00	$ 73.00	$ 25.00
80.69C	LAMC 80.69C	PARKED OVER TIME LIMIT	$ 58.00	$ 58.00	$ 25.00
80.69D	LAMC 80.69D	VEH/LOAD OVR 6' HIGH	$ 58.00	$ 58.00	$ 25.00
80.70	LAMC 80.70	NO STOPPING/ANTI-GRIDLOCK ZONE	$ 163.00	$ 163.00	$ 25.00
80.71.3	LAMC 80.71.3	PARKING/FRONT YARD 1st	$ 68.00	$ 68.00	$ 25.00
80.71.3	LAMC 80.71.3	PARKING/FRONT YARD 2nd	$ 93.00	$ 93.00	$ 25.00
80.71.3	LAMC 80.71.3	PARKING/FRONT YARD 3rd	$ 143.00	$ 143.00	$ 25.00
80.71.4	LAMC 80.71.4	PRIVATE PROPERTY	$ 68.00	$ 68.00	$ 25.00
80.72	LAMC 80.72	RED FLAG DAY	$ 68.00	$ 68.00	$ 25.00
80.73.1+	LAMC 80.73.1	STORING VEH/ON STR	$ 93.00	$ 93.00	$ 25.00
80.73.2	LAMC 80.73.2	EXCEED 72HRS-ST	$ 68.00	$ 68.00	$ 25.00
80.73B2.F	LAMC 80.73B2.F	CATERING VIOLATION 1st	$ 73.00	$ 73.00	$ 25.00
80.73B2.F	LAMC 80.73B2.F	CATERING VIOLATION 2nd	$ 123.00	$ 123.00	$ 25.00
80.73B2.F	LAMC 80.73B2.F	CATERING VIOLATION 3rd	$ 173.00	$ 173.00	$ 25.00
80.75.1	LAMC 80.75.1	AUDIBLE ALARM	$ 58.00	$ 58.00	$ 25.00
80.55.1	LAMC 80.55.1	WITHIN 15 FT of EMERGENCY DRWY	$ 68.00	$ 68.00	$ 25.00
86.03	LAMC 86.03	CITY PARK/PROHIB	$ 68.00	$ 68.00	$ 25.00
86.06	LAMC 86.06	CITY PARK/PROHIB	$ 58.00	$ 58.00	$ 25.00
87.53	LAMC 87.53	MOB BILBD ADV DISP	$ 255.00	$ 255.00	$ 25.00
87.55	LAMC 87.55	FOR SALE SIGN 1st	$ 105.00	$ 105.00	$ 25.00
87.55	LAMC 87.55	FOR SALE SIGN 2nd	$ 255.00	$ 255.00	$ 25.00
87.55	LAMC 87.55	FOR SALE SIGN 3rd	$ 505.00	$ 505.00	$ 25.00
88.03A	LAMC 88.03A	OUTSIDE LINES/METER	$ 58.00	$ 58.00	$ 25.00
88.13B+	LAMC 88.13B	METER EXP.	$ 63.00	$ 63.00	$ 25.00
88.53	LAMC 88.53	OFF STR MTR/OUT LINE	$ 58.00	$ 58.00	$ 25.00
88.63B+	LAMC 88.63B	OFF STR/OVERTIME/MTR	$ 58.00	$ 58.00	$ 25.00
88.64A	LAMC 88.64A	TIME LIMIT/CITY LOT	$ 63.00	$ 63.00	$ 25.00
88.66	LAMC 88.66	ELECTRIC CHARGING STATION SPACES	$ 58.00	$ 58.00	$ 25.00

CITY OF LOS ANGELES

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June 17, 2022

To: Potential Proposers

Subject: **ADDENDUM 6 – Parking Citation And Permit Processing Services RFP**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 6 for all potential proposers for the above referenced RFP.

REVISIONS, MODIFICATIONS, ADDITIONS, AND CLARIFICATIONS TO THE RFP

Amendment To Section 2: Schedule For RFP Process: **The deadline for submitting proposals has been extended from July 15, 2022 to August 5, 2022, at 2:00 P.M. PST. Key dates are revised as follows:**

***BIP Outreach Completion July 22, 2022 at 12:00 AM**
***Proposals Due August 5, 2022 at 2:00 PM**
*Optional Proposer Interview(s) (Virtual or In-Person) Week of September 19, 2022 (Tentative)
*Recommendation of Contract Award October 19, 2022 (Tentative)
*Operating Agreement Begins December 15, 2022 (Tentative)

Responses:

1. Regarding section 10.7 on page 108, can the City provide the current format used by CARR?
Please disregard this section and all sections regarding the CARR Project.

2. Is Contractor required to provide pricing for handwritten citation stock? If yes, what volumes?
No. Please reference 2.1.45

3. 15.1 In the current contract there are 19 required named positions. Please clarify all required named positions that the City wants to support the new contract. Please identify which positions are required to be locally based out of the vendors Los Angeles office.
Per 15.1.1.1 and 15.1.1.2, a Regional Director and Program/Project Manager must be fulfilled for this project. 15.1.2 sufficient managers and supervisors for staff. The Program Manager must be locally based out of the vendor's Los Angeles Office along with other key personnel.

4. Proposal Question: 1.2.2.1 #2 and #3 - Listing all of the available reports is voluminous, per Attachment 6. Is it possible to provide this as a separate attachment that is not part of the required page volume?
Yes, it can be included as a separate attachment and not be a part of the 100 page maximum.

5. Proposal Question: 1.2.2.1 #13 - Please explain the type of citation record corrections needed.
Adjudication would like to have the ability to make the following corrections to a citation record: The ability to add, correct, and delete information. Also, the ability to back-out of a decision disposition for reprocessing (changing a citation decision disposition).

6. 1.8.31 & 1.8.32: How does the City envision the CMS to integrate with Google workspace and the other productivity and collaboration tools?
The City envisions the CMS to integrate with Google Workspace by being able to upload CMS reports directly to the Google platform using the various applications, ie. sheets, docs, drive, etc.

7. 12.2.1: For sections from 12.2.1.1 to 12.2.1.6, does the City require this information to be natively stored within the CMS?
Yes.

8. 12.2.3: For sections from 12.2.3.1 to 12.2.3.12.4, does the City require this information to be natively stored within the CMS?
Yes.

9. 12.2.3.4: Is this different than the unique meter identification number discussed under Section 12.2.3.1?
12.2.3.1 refers to Space/Plot ID number, 12.2.3.4 refers to Pole ID (meter number).

10. 12.2.5: Please clarify the CMS vendor's role in facilitating communication (i.e. effect the required exchange of data) between parking meter software and the MERGE Meter management system. What part of the information flow, or what specific information, is the CMS vendor to provide?
The CMS vendor must develop the necessary interface with the department's existing paid parking/meter-related software vendors for the exchange of data.

11. 15.19.1: Given that motorists may also have technical issues in accessing the website or issues with their internet providers, how will the City measure “full functionality”?
Full functionality in this section refers to the Contractor ensuring that the website is operational with all functions (links, payment capability, etc.) working correctly for the general public using up to date browsers. We don't intend to penalize based on motorist technical issues not related to the website.

12. 15.21.1: Typically armed courier services would not be able to comply to this as they need a four-hour window to deposit and also require random times of pick-up for safety precautions. Please clarify what does the City envision in terms of cash deposit.
The armed courier service must pick up daily deposits by the end of the business day and transfer to the designated bank for deposit and credit to the City’s account the next business day.

13. Section 12.4.4 - Does FTB currently provide access to this data? Is this one way or bi-directional exchange of data between LAT DOT and FTB? If a current system is in place, what interfaces or protocols are used to exchange this data?
No, FTB does not provide access to this data. This is a one-way exchange of data. The current eTms system supports this exchange.

14. Section 14.1.7 - Are you open to mutually agreeable requirements accepting industry standards that may range from 99.5 to 99.9 for these types of solution SLA?
The City is seeking a 99.999% availability per section. Bidders should state the percentage or range that they can provide.

15. We understand there is a requirement to agree to the City's standard terms and conditions which includes unlimited liability for damages. This particular term & condition will limit the number of large tier 1 firms that can participate in this procurement. Industry standard is to include some type of cap or limit on damages. Would LADOT consider negotiating this specific item?
The City does not allow for deviations from the liability language within the Standard Provisions for City Contracts (with the exception of very rare, unique instances.) For this RFP, no deviations are allowed.

16. In section 11.1.3 Is the City willing to accept a training approach that includes knowledge transfer and training delivery up to 90-days post go live for each application? Knowledge transfer activities will be part of our training scope and will help LADOT with achieving organizational sustainability beyond the Contractor's tenure.
The City is willing to consider all training approaches that best fit the needs of the organization.

17. Would LADOT consider a 6 week extension for the final proposal submission date? Considering the overall complexity and scale of the solution, and the required teaming with other firms, we feel additional time is needed to provide a quality proposal.
The City is extending the final submission deadline by three (3) weeks.

18. Will LADOT please share the current contract for the services outlined in this RFP?
Link:
https://cityclerk.lacity.org/lacityclerkconnect/index.cfm?fa=ccon.viewrecord&contractnum=C-124676

19. Does the City serve as the Merchant of Record or would they like the Vendor to serve as the Merchant of Record?
Correction from Addendum #5. The City will serve as the Merchant of Record.

More questions/responses to follow.

Sincerely,

Gable Ohashi
Project Manager
Department of Transportation
City of Los Angeles

CITY OF LOS ANGELES

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June 24, 2022

To: Potential Proposers

Subject: **ADDENDUM 7 – Parking Citation And Permit Processing Services RFP**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 7 for all potential proposers for the above referenced RFP.

REVISIONS, MODIFICATIONS, ADDITIONS, AND CLARIFICATIONS TO THE RFP

Revision - Pricing Matrix: Immobilization Svcs Tab; Cells D35, D36 and D37.
The amount should be 416 not 5,000.

Addendum #5 Correction - Is the 5,000 a monthly or annual count, Please validate.
5,000 is an annual count and the cells should reflect an estimate per month. The amount should reflect 416 count. Please see above.

Addendum #5 Correction - What is the actual date of when the BIP Outreach must be performed? There are sections within the RFP and Appendix A (Appendix A, PDF page 4, and RFP page 2)?
Due to the extension , Per RAMPLA, the BIP Outreach due date is now 12:00am on July 22, 2022 (submit by 11:59pm on July 21, 2022) See Addendum #6.

Addendum #6 Clarification - Is Contractor required to provide pricing for handwritten citation stock? If yes, what volumes?
No. The Pricing Matrix requests pricing on handheld citation stock not handwritten citation stock. Please reference 2.1.45.

Questions/Response.

1. Does LADOT have authorized real time access to CLETs for its parking program or street enforcement programs?
Yes.

2. Regarding 1.1.8 on page 16, when the citation is amended by the issuing officer what information/or form is provided to amend the citation?
Officer's do not make corrections. Either void, reissue, or cancel.

3. Do the current handheld units access CMS?
No.

4. Please describe the interface methods (web services, SFTP, etc.) as well as the types of business integration points that would be required for the OPGLA.COM interface (4., page 66).
All interface methods should be presented that create a two-way integration between TIMS and OPGLA.com, in which selected vehicle details can be tracked by OPGLA.com once vehicles have been released to the tow truck drivers.

5. Can the City provide the name of the software currently in use for EWMS (6.1., page 81)?
Microsoft Access/Excel

6. Can the City provide the name of the software currently in use for asset management (6.9., page 85)?
There is no current software for asset management.

7. Can the City provide the current specifications to the Teams database (12.3.8., page 116)?
TEAMS uses a traditional RDBMS hosted on the Microsoft Azure SQL engine. The department fully supports the Azure cloud environment with a small AWS presence. System integration should take place through API connection.

8. Does the City have a preference of a single unit issuance device to smart phone and Bluetooth printer combination?
The City would prefer to utilize both options.

9. 4. Impound & Mobilization: 1.Does OPG plan on using their current Impound Management system or should the bidder include this software in their bid for parking related tows?
2. If staying on current system, can the Impound Management system interface with other systems for purposes of updating disposition status of vehicles, storage charges, etc.?
No, they utilize their own system. The City would like an option to interface with other systems.

10. 4.1.6: How does the City intend its Traffic Officers to use the Boot and Tow application of a 3rd party vendor using the handheld? Please include the specifications for this interface.
Officers should be able to query the existing scofflaw database.

11. 6: Please explain what current Workforce Management system is used by the Parking Enforcement and Traffic Control (PETC) Division and how that system should be enhanced or completely modified for this procurement. Are there other requirements and/or system specifications for this Workforce Management System aside from tab 6 in the Project Component Matrix?
Currently there is no system being utilized.

12. 9.2.5 & 9.2.6: a) "Due to size limitations in a patrol vehicle will the City accept a thermal printer option?"
b) In lieu of a mobile printer installed in a vehicle, can vendors offer a tablet solution for capturing any required signatures and sending the resulting PDF to the TIMS tow management system and the OPG system?
a) The City is open to the idea.
b) A hard copy may still be required to be provided to OPG.

13. How does LADOT plan on leveraging the TIMS with OPGs?
TIMS would have a two-way integration connection with OPG, which would be able to provide live updates and where vehicles would be able to be tracked through OPGLA.com.

14. What is the anticipated monthly volume of immobilizations?
An estimated 416 a month.

15. What is the anticipated monthly volume of scofflaw vehicles impounded?
An estimated 625 a month.

16. What integration is required with the OPG system/database?
The City would like to see the Citations Management System (CMS) and the Towing and Immobilization Management System (TIMS) and other applications integrated with the OPG system.

17. Will all OPGs be required to use the TIMS system?
Yes.

18. Will LADOT have access to real time GPS locations of all OPG tow trucks?
No.

19. Will LADOT have access to OPG payment and release data in real time?
Yes.

20. When will LADOT lift the suspension of the booting program?
Unknown, pending approval from the City Attorney.

21. Will LADOT allow for real time integration between TIMS and Traffic Officer handheld scofflaw hit database to help improve boot program productivity?
Yes.

22. Will LADOT expand the booting program so that Traffic Officers can immobilize vehicles found during regular parking enforcement patrols?
LADOT intends to after we are able to resume the booting program.

23. 4.3.21 – Please explain the term "third party self-release immobilization vendors."
The vendor is the third party that shall provide a self-release immobilization device/system.

24. What is the current hardware solution that the City of LA uses for parking enforcement?
Motorola.

25. How many parking attendants/officers does the city currently have?
532.

26. It is my understanding that the City of LA has a city-wide agreement with T-Mobile for cellular service. Does the city plan to leverage this agreement for data for the 600 devices for parking?
No.

27. If the City does plan to use the T-Mobile agreement are you going to work with T-Mobile to get discounted phones to use as part of the hardware solution?
No.

28. Are there parking officers who have a lot of barcodes to scan, like parking permits and vehicle registrations? Could these officers' benefit from dedicated high-speed scanners integrated into the devices?
Currently the officers do not scan a lot of barcodes. Yes, the City would like to see options related to dedicated high-speed scanners integrated into the devices.

29. If there are barcodes on the vehicle where are they located? Windshield, back of rearview mirror etc?
Rear bumper or front windshield.

30. Would the City of LA like to see a solution that can be either a 1 piece device or a 2 piece device? This would allow the officers to choose the configuration and allow the city to have 1 technology in 2 different formats.
The City would prefer both options.

31. How are these systems currently accessed? Is there an existing API, ESB, ETL, or API gateway that provides access to CMS, MERGE, GIS services, parking meter services, business objects (BOBJ), NavigateLA, Teams database, cashiering system components? If there is a current ESB or API gateway, is the modernization of these components in the scope of this project?

CMS is to be provided by the selected Contractor, so that entity should have the details for integration with it.

- MERGE is a product provided by Conduent to the LADOT.
- City ITA uses ESRI GIS.
- Parking Meter data is contained within MERGE. Additionally, Requirement 12.2.5 integration with LADOT's existing paid parking/meter-related software vendors.
- Business Objects is a product of SAP.
- NavigateLA is based on ESRI maps. In addition, requirement 12.3.7 provides an example of a hyperlink for researching an address.
- Teams is a database maintained by the City IT team, and an API is available.
- Proposers are to include a cashiering system within their proposals (requirements 3.1.9 through 3.1.14, 10.1.10, and 12.1.1.
- Proposers should thoroughly review section 12 for more details about integration requirements.

Sincerely,

Gable Ohashi
Project Manager
Department of Transportation
City of Los Angeles

CITY OF LOS ANGELES

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July 6, 2022

To: Potential Proposers

Subject: **ADDENDUM 8 – Parking Citation And Permit Processing Services RFP**

The City of Los Angeles Department of Transportation (LADOT) hereby issues this Addendum 8 for all potential proposers for the above referenced RFP.

REVISIONS, MODIFICATIONS, ADDITIONS, AND CLARIFICATIONS TO THE RFP

Note: The questions were not responded to in the order they were received.

Revision - Pricing Matrix: Collections Tab; Cell C8
The amount should be $46,000,000 not $160,000,000.

Questions/Responses:

1. How many registered owner inquiries are performed for both in-state and out-of-state and at what intervals by the current vendor?
Volume of Registered Owner inquiries vary daily. Average for January to May 2022 is about 200,000 inquiries per month, including re-requests. The re-requests are done weekly.

2. Regarding 1.1.33 and 12.3.4 (pages 17 and 116), does the current vendor or LADOT own the GIS system in use today? Can you please describe the GIS system in use today including release level? Can you please describe the size and scope of data that will need to be converted?
The current vendor owns the GIS system. System is Dataviewer version 3.9.4. GIS Data Viewer runs basic citation issuance reports or pulls relevant data for abandoned vehicles, impounds, booted vehicles with citations, and RPP. The data to be converted will be 5GB or less.

3. Can the City provide a list of all equipment provided at each location? (3.2.3., page 50)
See Equipment List attachment.

4. Can the City provide additional information on the number of work hours and staff provided by the current contractor for the past 12 months?
The Parking Violations Bureau (PVB) call center is open from 8:00am to 5:00pm, Monday to Friday, except holidays. PVB Public Service Center locations are open from 9:00am to 5:00pm Monday to Friday, except holidays. Conduent staff support the City during business hours and the program management team responds to urgent inquiries after-hours. Total staff count for all functions above is about 90 employees.

5. Does LADOT or the current vendor own the current customer service phone numbers?
Owned by the current vendor - Conduent.

6. Does LADOT or the current vendor own the 1-800-Abandon phone number as described in 3.10.2.1 (page 62)?
Owned by the current vendor - Conduent.

7. Does the current contractor report to credit bureau and if so, which ones (8.1.3. Table 2 Focused Collection Activities, page 93)?
No, because Federal Courts have ruled that credit bureau assignment is not allowed for parking citations.

NOTE: Disregard Table 2 "Mandatory Requirements - Special Collections" Function: Focused Collection Activities Items: a) Credit Bureau Reporting

8. Does the current contractor file court judgements on behalf of the City, if so, what are the City's qualifications for filing (8.1.3. Table 2 Focused Collection Activities, page 93)?
No.

9. Does the current contractor obtain driver's license numbers from the CA DMV (8.1.3. Table 2 FTB Certification and Payments, page 94)?
No, because CA DMV restricts this Personally Identifiable Information (PII) for the purpose of parking citations collections.

NOTE: Disregard *Table 2 " Mandatory Requirements - Special Collections" Function: FTB certification and payments items: 2) Obtain driver's license numbers of delinquent violators from CA DMV or any other third party to certify with FTB and 3) Obtain social security number of delinquent violators from a third party to certify with FTB.*

10. Are checks processed by lockbox staff's remittance processing equipment posted in real-time currently to CMS or by batch (10.1.3., page 104)?
Checks processed by lockbox staff are posted in batch overnight with transaction date based on received date.

11. Can the City provide the number of hours of training that have been provided by the current contractor for the past 12 months to Automobile Club and CA DMV (11.1.2., page 111)?
CA DMV-led in-person training is held annually over the course of three business days (8 hours a day) for a total of about 24 hours of training.

12. Does the current vendor access the California Department of Justice (12.4.3., page 117)?
The City has an existing FTP with CA DOJ, but the Contractor is not permitted to access CA DOJ.

13. Regarding section 14.8.10 on page 131, please provide a complete inventory of the current equipment supplied by the current Vendor including equipment type, model numbers, and location.
See Equipment List attachment.

14. A) Regarding section 14.17 on page 129, is it correct that no current or historical data for payment plans, adjudication services (work queues and current court calendar), correspondence processing (work queues), tow and immobilization, unidentified payments, complaints and investigations, workforce management, historical meter information, fleet and rental, abandoned vehicles, special collections, voice recordings, video recordings, GIS/spacial data, and all other information that LADOT may consider vital to their on-going operations? B) If it is not correct, then please provide a list of all the data that will have to be converted by a new vendor with estimated storage sizes for each data component type.
A) Not correct. "Successor contractor will be required to complete the transfer and conversion of all data from Contractor's System components". B) The estimated storage size will be as follows: 100GB for database, 75GB batch processing and report files, 500GB data warehousing, 250GB for archive data (excluding videos and images).

15. Does the current vendor use the services of the National Law Enforcement Telecommunications System (Nlets) to acquire registered owner information (ROI) and does said service include ROI from Canada?
Conduent uses the NLETS to obtain R/O information. Due to legal restrictions, they do not obtain R/O information from Canada under the City of LA's non-police Originating Agency Identifier.

16. 3.1.3 Please clarify that the processing services offices include the lock box processing operations, the customer service representatives, call center operations and program management staff identified as key personnel.
Section 3.1.3 references "The Contractor shall also provide a customer courtesy phone and video conference capabilities that directly links Parking Adjudication Division's Hearing Offices."
The processing service offices should include the aforementioned. It will be separate from the customer service centers.

17. What percentage of citations go uncollected each year?
Approximately 17% of citations go uncollected each year.

18. What percentage of citations are handwritten?
About 2% of citations are handwritten.

19. How many letters/notices will the City want to send to collect delinquent payments?
Currently, a first courtesy notice is sent and up to an additional five subsequent notices.

20. Section 12.4.6 - Are any local or long-distance telephone exchange carriers currently being integrated? If so which ones and by what methods
The current vendor uses multiple telephone carriers in the current parking operations. For City locations, the vendor only uses them for point-to-point contacts for applications, not for long-distance telephone service. The carriers include AT&T, Verizon, Sprint, and Granite. The vendor does not manage the PBX (telephone system) for the City locations. For the Call Center, the Parking Violations Bureau uses AT&T as the long-distance provider.

This concludes the questions/responses addendums.

Sincerely,

Gable Ohashi
Project Manager
Department of Transportation
City of Los Angeles

Equipment List

Equipment Type & Model Number	Location
1. HP Z230 Tower Workstation and OptiPlex 7050 (135 units)	Parking Enforcement & Traffic Control
2. HP Z230 Tower Workstation and OptiPlex 7050 (30 units)	LADOT Adjudication
3. Dell Latitude 7490 Laptops (20 units)	Parking Enforcement & Traffic Control
4. Dell Latitude 7400 Laptops (20 units)	Figueroa Plaza
5. Dell Precision 3551 Laptops (5 units)	West LA Adjudication
6. Dell Latitude 7430 Laptops (10 units)	Parking Operations and Adjudication
7. Handhelds (600 units) – Zebra TC75X	Various locations
8. Printers (600 units) – Zebra ZQ320	Various locations
9. ALPR's (15 units) – AutoVu Sharp X Scofflaw Dual Camera	Hollywood Enforcement
10. ALPR's (3 units) – Pre-wires Scofflaw Vehicles	Hollywood Enforcement
11. Panasonic CF 19 Toughbooks (15 units)	Hollywood Enforcement
Equipment includes warranty, software, etc.	