



REQUEST FOR PROPOSAL ("RFP") #4849ME

Name of the RFP: Parking Management System & Hosting Services

Addendum 2

Answers to questions and Clarification

Due Date /Time: September 12, 2018 at 2:00 pm

Mandatory Pre-Bid Meeting 08/16/2018 at 1:00pm

Questions due: 08/24/2018 by 2:00pm

Issued Date: August 3, 2018

Mailing Address:

Cleveland State University
Purchasing Department
2121 Euclid Avenue
Cleveland, OH 44115

Hand Delivery or Courier Address:

Cleveland State University
Purchasing Department
2258 Euclid Avenue
Suite 118
Cleveland, OH 44115

Contact:

Mike Eames
Purchasing
216.687.3604 (phone)
216-687-9361 (fax)
m.eames@csuohio.edu

Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the supplier

RFP #4849ME Questions Submitted by Deadline (08/24/18 @2:00p)

- 1) How many users of the Back office (Back of House) processing system will need the ability to be logged into the program concurrently?
 - a. Assuming that the back office access is required for all operational duties, including enforcement efforts, then the University will require 25 concurrent sessions. The Parking Department has approximately 100 authorized users with the following concurrent needs:
 - i. Director
 - ii. Operations Manager
 - iii. Sr. Office Manager
 - iv. Operations Coordinator
 - v. Supervisor
 - vi. Operations Call Center
 - vii. CSU Service Vehicle #104
 - viii. CSU Service Vehicle #105
 - ix. Clerical Specialist (A)
 - x. Clerical Specialist (B)
 - xi. Teller Window (A)
 - xii. Teller Window (B)
 - xiii. Teller Window (C)
 - xiv. Office of Performance Management
 - xv. IS&T
 - xvi. Enforcement (A)
 - xvii. Enforcement (B)
 - xviii. Enforcement (C)
 - xix. Enforcement (D)
 - xx. Enforcement (E)
 - xxi. Misc. for peak demand days / other
 - xxii. Misc. for peak demand days / other
 - xxiii. Misc. for peak demand days / other
 - xxiv. Misc. for peak demand days / other
 - xxv. Misc. for peak demand days / other

- 2) Is CashNet used for both online payments via the web and card present payments in the parking office? If CashNet is used for card present payments in the office, is the card processing function currently integrated through the T2 software? Would you desire this integration?
 - a. CashNet is currently used for online web sales but not for credit card payments accepted in the Parking Office. The Parking Office uses 5th/3rd for credit cards and this process is not currently integrated with T2. We would be open to any recommendations moving forward.

- 3) **Can you explain how you envision the incorporation of the Exhibit A Statement of Work into the proposal requirements that were identified?**
 - a. As outlined by instruction #21, Attachment I is for illustrative purposes and does not need to be completed as part of the RFP response. The intent is to provide each third party with an understanding of the University's standard Agreement format.

- 4) **Can you describe the Rec Center Members Functionality?**
 - a. Community members (non-CSU affiliates) are eligible to purchase monthly parking passes to one garage and two surface lots on campus. These passes are sold via the CSU Parking & Transportation Services web portal after they have paid their membership dues within Recreation Services. The integration provides T2 with an active CSU Rec Center file, including membership paid through date, which is the maximum bound for the permit end date.

- 5) **Can you describe the process in Low Service indicator PRK Hold in PeopleSoft?**
 - a. CSU Parking & Transportation Services defined the criteria for a low service indicator to be any balance of \$99 or less. This criteria generates a routine process in T2 which searches for and applies the indicator for those who meet the criteria. An export file is created and sent the PeopleSoft via SFTP. PeopleSoft applies a hold on the correlating student accounts.

- 6) **Can you describe the process Add High Service indicator PK2 hold in PS?**
 - a. CSU Parking & Transportation Services defined the criteria for a high service indicator to be any balance of \$100 or more. This criteria generates a routine process in T2 which searches for and applies the indicator for those who meet the criteria. An export file is created and sent the PeopleSoft via SFTP. PeopleSoft applies a hold on the correlating student accounts.

- 7) **What is the process in determining bad customers?**
 - a. CSU Parking & Transportation Services defined the criteria for a scofflaw to be any balance of \$100 or more. This criteria generates a routine process in T2 which searches for and applies the indicator for those who meet the criteria. An export file is created and sent to Genetec, which alerts the enforcement team when the license plate is scanned.

- 8) **What is the process in removing indicator holds?**
 - a. Same process as Question #5 except when criteria is no longer met it reverses. In addition, a file is exported to PeopleSoft every 15 minutes that identifies Holds that have been removed based on Service Indicator rules.

- 9) Can you provide current file format/columns in the following T2 reports? Student Parking Fee, Payroll Deduction, Cash Drawer Student Account, WPS, Add Low Service indicator PRL Hold in PS, Add High Indicator PK2 Hold in PS

a. The following outlines the data contents for each integration/file:

REC CENTER

First Name
 Middle Name
 Last Name
 Type
 Subclassification
 Rec center ID
 Rec Center Expiration Date
 Prox ID

**VALID EMPLOYEES, RETIREES,
 AND STUDENTS**

First Name
 Middle Name
 Last name
 Type
 Subclassification
 Primary ID
 Phone Number (Campus Phone)
 Phone Number (Cell Phone)
 Phone Number (Home Phone)
 Primary Street Address
 Secondary Street Address
 Suite/Apartment Number
 Address City
 Address State
 Address Postal Code
 Address Country
 Address Start Date
 Address Type
 Email Address
 Email Address State Date
 Email Address Type
 Tertiary ID
 Department
 Location
 Dorm
 Term
 Paygroup
 Prox ID

PROX ID ADDS/UPDATES

CSU ID
 Prox ID
 ISO Card Number
 First Name
 Middle Name
 Last Name

PERMIT ADDS/UPDATES

Garage
 Credential
 Access
 Access Group
 Modification Date
 Name
 End Date
 Start Date
 Card Function
 Number Flag

**TRANSFERS PAYROLL
 DEDUCTION DATA**

Employee ID Number
 Employee Name
 Subclassification
 Paygroup
 Parking Pass Deduction Code
 First Payment Amount
 Full Amount Due
 First Payment Due
 Last Payment Due
 Permit Number
 Permit Start Date
 Permit End Date
 Export Date
 Number of Payments
 Sold Date

PK2 SVC IND

CSU ID

PRK SVC IND
CSU ID

RELEASE HOLDS IN PS
CSU ID

FEE TRANSFER TO STUDENT

ACCOUNTS

Customer ID
Full Amount Due
Term
Current Date
Item Type
of Rec
Full Amount Due

**UPDATES GENETEC LPR WITH
VALID CUSTOMERS**

Permit Number
Permit Group
State
Plate
Color

Year Mfg.
Make
Model
Style

**UPDATES GENETEC LPR WITH
INVALID CUSTOMERS**

State
Plate
Color
Year Mfg.
Make
Model
Style

CASH DRAWER

Date Exported
Receipt Date Paid
Receipt Amount Paid
Receipt Reference
Plan Item Amount
Payment Plan UID
Cash Drawer
CSU ID

- 10) If the vendor does not include contract exceptions with its proposal, will that vendor still have the opportunity to negotiate terms later in the process?
- a. As outlined by instruction #21, Attachment I is for illustrative purposes and does not need to be completed as part of the RFP response. That being said, if there are exceptions with the document as it stands, those need to be noted on the document you return to us. The intent is to provide each third party with an understanding of the University's standard Agreement format.
- 11) What percentage of citations go uncollected each year?
- a. FY16 - 23.2% of citations remain uncollected
 - FY17 - 26.7% of citations remain uncollected
 - FY18 - 25.8% of citations remain uncollected

In early 2018, CSU Parking initiated a collection process with the Ohio Attorney General for collection of past-due citation balances. As a pilot program, the current processing relies on manual efforts which are tedious and time consuming. CSU Parking is very interested in an automated process that can select accounts for collection efforts based on pre-determined parameters as well as automatically post payment to account with successful collection efforts.

12) What is the escalation schedule for citations? At what days do the fees increase indicated in the RFP take effect?

- a. Escalation schedule and late fees are separate items. Escalation fees are based on receiving the same citation in the same fiscal year. (July 1st to June 30th), with the escalation schedule resetting each year on July 1st. A citation received of another type is not subject to the escalation schedule. The current escalation schedule is:

2nd violation of same type + \$5.00 above base fee

3rd violation of same type + \$15.00 above base fee

4th violation of same type +\$30.00 above base fee

5th or more violations of same type + \$55.00 above base fee

Current late fee is \$10.00 and is added after 21 days of non-payment. We are also currently using a late fee to encourage a prompt payment. The incentive is to provide a discount if the citation is paid within 72 hours, so citations are written at the base fee, less \$15.00. If the citation is unpaid after 72 hours, the \$15.00 is added as a late fee, bringing the citation back to the base amount. While this process is effective, it causes some confusion in how the base fee and the 72-hour discounted fee are presented on the citation. The preferred method would display the base fee plus any additional fees and less any discounts with the total citation amount due.

13) Does the current provider charge a convenience fee?

- a. No. The current configuration does not apply a percentage fee. The University currently passes credit card fees to the end user for other services, but CSU Parking has not taken action to do such. CSU Parking has investigated the idea and will be looking to integrate this as part of the software responsibility. The University is authorized to charge a 2.9% convenience fee for credit card purchases.

14) What types of handheld units and printers is the University currently using?

- a. The enforcement team is currently using iPads and handheld printers for enforcement. The iPads currently used are iPad Mini 4, iPad Pro, and iPad Air. The iPads use a T2 App by logging in with each enforcement officer having their own log in credentials. These log in credentials are created in the database, not through the App. All iPads are kept updated for both Apple Software and the T2 Enforcement App updates. The printers used is Datamax-O'Neil Apex 3i. This connects to the iPads through Bluetooth. To update settings on the printers, it requires a DO App to be downloaded.

- 15) Does the University have a preference of a single unit issuance device to smart phone and Bluetooth printer combination?
- a. To save costs, our current system of iPads and Apex 3i printers are sufficient. If there is a combination option that is less expensive than the printer and iPad currently in use, we may be interested in a phased conversion as iPads become outdated or damaged.
- 16) When does the University intend on launching the system?
- a. Based on the timing outlined in the RFP schedule, we would like to have access to a test site as soon as possible after an agreement is reached. The target date for go-live would be March 15th, which provides a few weeks of implementation before the summer permit sales date of April 1.

RFP #4849ME Clarifications

- 1) As part of the system requirements, the University will need to have a test environment provided 24/7 which will allow the University to test programming, configurations, integrations, and other operational changes. The test environment should have the capability for the CSU database so that all testing can be done in a lifelike environment.