APPENDIX A

SCOPE OF WORK (SOW)

Contents

DEFINITIONS

Term	Description
Accounting	Division of the SFMTA responsible for recording and summarizing business and financial transactions and analyzing, verifying, and reporting results.
Active Directory	A service authenticates and authorizes all Users and computers in Windows domain-type networks by assigning and enforcing security policies for all computers, and allows management and storage of information at administrative level and provides authentication and authorization mechanisms and a framework to deploy other related services.
Administrative Review	The first level of review for a contested Citation.
Administrative Hearing	The second level of review for a contested Citation.
Agreement (or Contract)	The legal document to be entered into by the SFMTA and the firm selected for Citation Processing, Management and Related Systems and Services.
Beat	Designated area assigned to a PCO for parking enforcement.
Boot	Device used to immobilize a vehicle for non-payment of Citations or elapsed registration.
Boot Hearing	A hearing mandated by CVC § 22651.7 in response to a Protest of a vehicle being immobilized for non-payment of Citations.
Business Day	Monday, Tuesday, Wednesday, Thursday and Friday, excluding holidays.
California Vehicle Code (CVC)	The compilation of laws enacted by the California state legislature pertaining to the use and operation of vehicles.

Term	Description
Citation	A notice of violation issued to a person or a vehicle by a PCO, TFI , SFPD Officer, or other authorized City employee for infractions or misdemeanor violations of the laws and regulations governing parking and/or stopping a vehicle or for Transit Fare Evasion or transit passenger misconduct, as codified in the California Vehicle Code, the California Public Utilities Code, the San Francisco Transportation Code or other applicable law or regulation. "Citation" shall not include a moving violation as defined in the California Vehicle Code.
Citation and Administrative Review Division	Division of the SFMTA responsible for management of Citation processing, Administrative Review and related Customer service support.
Citation Processing and Management System (CPMS)	The combined equipment, software and hardware by which the City processes and manages the data and tasks generated by Citation issuance and processing.
City	The City and County of San Francisco, acting by and through the San Francisco Municipal Transportation Agency ("SFMTA").
Contract Administrator	Designated SFMTA employee charged with oversight of the provisions of the Agreement.
Contractor	Proposing firm selected to perform services requested.
Correspondence	Communications to Customers generated through the CPMS system, with the exception of those defined as "Notices" in Section 8 of this Appendix.
Customer	A member of the public who interacts with Contractor's CPMS system in person, via internet, mail or telephone because of a Citation, a Protest, a complaint, a notice, or an administrative or judicial hearing request.
(SFMTA) Customer Service Center	Facility currently located at 11 South Van Ness Avenue, where Customers go to address citation-related and other issues.
Customer Service Hours	Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays.
(SFMTA) Data Warehouse	Database administered by the SFMTA to be integrated with the CPMS to ensure both systems have the same information.

Term	Description
De Novo	A hearing conducted by the Superior Court, mandated by the California Vehicle Code, after a timely appeal by a Protestor whose Protest has been denied by a Hearing Officer pursuant to the Vehicle Code or California Public Utilities Code. A De Novo hearing is the third level of review for Protests following Administrative Review and Administrative Hearing.
Department of Motor Vehicles (DMV)	The state agency that registers and regulates motor vehicles and issues driver's licenses and identification cards in the State of California.
Effective Date	The date on which the Controller has certified the availability of funds and the Contractor has been notified in writing to begin performing services under the Agreement.
Enforcement Management System (EMS)	Sub-system of the CPMS that enables Enforcement to administer various aspects of Enforcement operations.
Enforcement Division	The division of SFMTA responsible for the issuance of parking Citations.
Financial Services and Contracts	Division of the SFMTA responsible for administration of various on-street parking related agreements, non-revenue vehicle management, and other functions as assigned.
Fine	The penalty amount charged for violation of law.
Form	The pre-printed template portion of used to create Notices.
Geo-Fencing	A software program feature that uses the global positioning system (GPS) or radio frequency identification (RFID) to define virtual geographical boundaries.
Global Positioning Satellite (GPS)	A radio navigation system that allows land, sea, and airborne Users to determine their exact location, velocity, and time anywhere in the world 24 hours a day.
Handheld	Device used for issuing electronically-issued Citations.
Handheld Citation Issuance System (HCIS)	Sub-system of the CPMS that provides software for the operation of Handhelds.

Term	Description
Hearing Section	Section of SFMTA whose function it is to conduct Administrative Hearings for vehicle owners, drivers or their authorized agents for contested parking Citations and for towed or Booted vehicles as mandated by the California Vehicle Code, and for individuals protesting Transit Fare Evasion and other transit passenger conduct Citations as set forth in the Public Utilities Code.
Hearing Officer	An individual authorized to conduct Administrative Hearings pursuant to the California Vehicle Code and Public Utilities Code.
License Plate Recognition (LPR)	The equipment and services that enable Enforcement staff to remotely scan vehicle license information in order to identify vehicles with five or more outstanding delinquent Citations that may be subject to Booting and towing; and vehicles parked in Residential Permit Parking areas without a valid Permit.
Non-Peak Hours	The time period between 6:01 p.m. and 7:29 a.m. Monday through Thursday, as well as weekends and holidays, where SFMTA employees are not actively performing Customer service functions, resulting in a longer allowance for CPMS availability issues.
Notices	Scheduled communications sent to Customers as identified in in Section 8 of this appendix.
Parking Control Officer (PCO)	An individual authorized by the SFMTA to issue Citations for parking violations.
Parking Citation and Residential Permit Parking (RPP) Division	Division of SFMTA that collects payment for parking Citations and issues residential (and other) parking Permits.
Peak Hours	The time period between 7:30 a.m. and 6:00 p.m. Monday – Friday, excluding holidays, during which the SFMTA employees prep for, provide and close out Customer service functions requiring high CPMS availability.
Permit	A document issued by the SFMTA pursuant to San Francisco Transportation Code Articles 900 and 1100 that exempts a specific vehicle from certain parking restrictions including the obligation to pay at single-space parking meters or multi-space paystations, and time restrictions imposed at specific locations.

Term	Description
Permit Processing System (PPS)	The combined equipment, software and hardware that processes and manages the data and tasks for Permit issuance and processing.
Protest	A formal challenge to a Citation, notice of delinquent parking violation, or the towing or immobilization of a vehicle by any applicable procedure established by law, regulation, Contract or SFMTA policy.
Protestor	Person contesting a Citation.
Radio Frequency Identification (RFID)	Automatic identification technology which uses radio-frequency electromagnetic fields to identify objects (Permits) carrying tags when they come close to a reader.
Registered Owner (RO)	The person or business with legal ownership and responsibility for a vehicle as established by the official records of the California DMV or other state vehicle registry.
Residential Permit Parking (RPP) Program	The program established pursuant to the Vehicle Code that allows residents in certain areas to obtain Permits exempting the residents' vehicles from parking time restrictions.
San Francisco Municipal Transportation Agency (SFMTA or Agency)	The City and County of San Francisco agency responsible for transportation management and oversight as established by San Francisco Charter.
San Francisco Police Department (SFPD)	The City and County of San Francisco agency responsible for enforcement of law and prevention of crime.
San Francisco Transportation Code	The compilation of ordinances pertaining to parking rules and regulations which is part of the San Francisco Municipal Code.
Scofflaw	A vehicle towed for violation of the California Vehicle Code because it has five or more delinquent Citations or has expired registration of more than six months.
Tow Hearing	A hearing mandated by the California Vehicle Code in response to a Protest submitted after a vehicle is towed.
Transit Fare Inspector (TFI)	An individual authorized by the SFMTA to issue Citations for non-payment of transit fares or disorderly conduct on City transit vehicles.

Term	Description
Transit Violation	Violation resulting in a Citation issued to an individual for failing to show proof of payment while riding on the City's public transit system or for transit passenger misconduct in violation of the California Public Utilities Code or San Francisco Transportation Code.
Transit Only Lane Enforcement (TOLE)	Automated enforcement to ensure certain designated lanes are used for transit vehicles only.
User	Person accessing CPMS or its subsystems.
Vehicle Identification Number (VIN)	The distinguishing 17-digit number or other mark used for the purpose of uniquely identifying a vehicle or vehicle part as further defined in the California Vehicle Code.
Vehicle License Number (VLN)	The series of letters and/or numbers found on a vehicle's license plate(s) that is issued by the DMV or other state government agency that uniquely identifies a particular vehicle.

1. CPMS TECHNICAL REQUIREMENTS

a) All CPMS and related systems and modules shall be web-based and compatible with all widely used browsers, including Internet Explorer, Chrome and FireFox.

b) System compatibility shall be with the latest supported version and one previous version.

c) Contractor shall be responsible to establish, and maintain an alternate location from the primary data storage center. All data centers used in conjunction with the Agreement must be located within the continental United States.

d) Contractor shall also provide the following:

- Sufficient technical personnel so that in the event of hardware or software failure, diagnostic and corrective measures can support the system availability requirements in Section 1.1 below

- Backup and recovery procedures that can be used to restore or recover data and entire system

- Telephone and online support and training for end Users

- Process for application enhancements, testing and deployment, including client notification and acceptance for review and approval by SFMTA prior to implementation

- Appropriate and current web application security project protocols. Contractor shall not modify any web application security protocols without written notification to and written approval from the SFMTA

1.1. SYSTEM AVAILABILITY

a) The CPMS shall not be unavailable during Peak Hours for more than 30 minutes and/or for two or more incidents during Peak Hours totaling more than 60 minutes each Business Day; during Non-Peak Hours, the CPMS shall not be unavailable for more than four hours.

b) Exceptions can be made if requested prior to incident and approved in writing by the SFMTA.

c) The Contractor shall not be responsible for unavailability caused by third-party providers (e.g. wireless communication vendors.) or SFMTA network.

d) Contractor shall submit objective methods of measurement to enable SFMTA to monitor the availability level. It is Contractor's responsibility to measure and report system availability levels to SFMTA on a monthly basis.

e) Contractor shall ensure that CPMS performs the following functions:

- Monitor and evaluate performance based on the SFMTA's system availability requirements

- Track to resolution all reported incidents

- Monthly availability statistics

1.2. TECHNICAL SUPPORT

a) Contractor shall provide technical staff who are available to come to SFMTA sites where Contract services are provided to address issues during Customer Service Hours and as needed for emergencies upon request by the SFMTA.

b) Contractor shall log any User issue; if the issue cannot be resolved immediately or through on-site technical personnel, Contractor shall notify the SFMTA, then track issue until it is resolved and submit a written summary of the issue and solution for future reference.

c) Contractor shall track incidents by project, site and device, enabling technical personnel and SFMTA project management to diagnose outage or performance trends; in some cases there may need to be interaction directly with SFMTA IT.

1.3. SECURITY

Contractor shall provide for the following security measures for CPMS related hardware, software and support services:

a) Ability to restrict SFMTA staff access to the system by time of day

b) Ability to restrict SFMTA staff access based upon proper authorization and authentication

c) Unique User access identification that shall be reviewed and validated quarterly

d) Audit trail of any modification to Customer records or User access parameters

e) Transaction histories with date, time and identification of every transaction

f) Strict control and reconciliation procedures for every system update

g) Software virus detection and control

h) Appropriate back up and archiving techniques that are periodically tested and evidenced

i) The appropriate procedures to ensure that no sensitive printed or system information is accessible

j) Printed material is disposed for shredding by an outside security vendor

m) Appropriate security profile with audited evidence, i.e. yearly penetration testing reports and responses

1.4. CONTRACTOR FACILITY REQUIREMENT

Contractor shall maintain a local facility to support CPMS functioning, including: project/operations management, data requests, local systems support and tow noticing.

1.5. DATA BACKUP AND RECOVERY

Contractor shall ensure that the following tasks are completed:

a) Backup of system is made weekly and daily, as directed by the SFMTA

b) Daily incremental backups are made (including but not limited to: operating software, source code, procedures, copy, and transaction libraries)

c) Manage and maintain an automated protection log control system that records all information pertaining to the CPMS database protection copy operations needed for an on-site or off-site recovery operation

1.6. MAINTENANCE, REPAIR AND RESTORE PROCESSES

a) Contractor is solely responsible for the maintenance and support of all hardware and software utilized in support of the Agreement; these must be maintained as appropriate to ensure ongoing support.

b) Contractor shall proactively monitor software including performing regular diagnostics, reporting any irregularities, notifying field support personnel, and scheduling preemptive maintenance in advance of the onset of a hardware failure.

c) CPMS must also be capable of scheduling system alerts to notify the SFMTA of issues impacting system functionality.

1.7. DISASTER RECOVERY

Contractor shall have a Disaster Recovery Plan available ***within seven days*** of the Effective Date of the Agreement. The plan shall include the following components:

a) An action plan

b) Notification procedures to execute the plan

c) Assigned and trained disaster recovery team

d) All necessary resources (backup site, vault, transportation, etc.)

e) Logistics needed to implement plan

f) Directions to the backup facility

g) Reporting and communication structure

h) Identification and retrieval of backup files and supplies

i) List of all team members and their assignments

1.8. PERIODIC TESTING OF EMERGENCY PROCEDURES

a) Contractor shall conduct an annual review of the Disaster Recovery Plan that ensures that the plan remains current and responsive to changes in technology, environment, personnel, and business considerations.

b) Contractor shall notify the SFMTA's Contract Administrator in writing of the results of the annual review, and note any modifications to the plan.

1.9. EXIT CLAUSE

a) Contractor agrees that SFMTA will own all data collected and maintained by the system during the length of the Contract including upon termination or expiration of the Contract.

b) Following notice of termination, or expiration, of the Contract, Contractor shall provide to SFMTA all data in a readable electronic form determined by the agreement of both parties.

1.10. ELECTRONIC ARCHIVING

Contractor's CPMS shall provide the following processing capabilities:

a) All data generated as part of the Agreement shall not be electronically archived unless Contractor receives notification from the SFMTA

b) All archived data shall be maintained so that it may be retrieved for management reporting and auditing purposes

c) The system shall indicate whether VLNs in the current database have additional Citations that have been archived. The information shall be readily available to inform Users that other Citations associated with a VLN exist

d) The system shall be capable of restoring archived records to the database ***within seven Business Days*** after receipt of a request from the SFMTA

1.11. RECORDS DESTRUCTION

Contractor shall not destroy any records associated with or data collected under the Agreement without written permission from the SFMTA.

2. DATA MIGRATION

a) Should the Contractor substantially upgrade the software and hardware platform during the course of the agreement, the Contractor shall conduct a requirements analysis as part of the system upgrade delivery process; analysis shall begin with a data analysis of the current system where the Contractor shall work with the SFMTA to obtain a full snapshot of the current data.

b) Snapshot shall be contained in a dedicated, separate environment that is isolated from any production environment for better in-depth analysis.

c) The data analysis shall provide the following:

- Data to be migrated

- Data elements needed for migration (and those that are not)

- Understanding of current data structure and data dictionary

- Identify gaps and transformations to meet new business rules and policies

- Identify data quality issues that may impact migration or functionality in the upgraded system

- Identify interface needs and potential impacts

3. CPMS ACCEPTANCE TESTING

3.1. INTEGRATION REQUIREMENTS

Contractor's CPMS and related systems shall have the ability to extract and load data in real time to and from the following systems, including but not limited to:

a) **SFMTA Data Warehouse**: Daily transmission of 1) all Citations issued the previous day with corresponding attributes, 2) all successfully paid Citations identified by Citation number, payment date, and payment amount

b) **San Francisco parking meter maintenance application**: Daily transmission of all meter faults noted by PCOs

c) **License Plate Recognition (LPR) system**: Allow for batch integration with license plate recognition with vendor of SFMTA's choosing for Scofflaw, RPP, time-limit, parking meter and

d) **Collections vendor:** Daily transmission of all accounts to be handled by the Collections vendor, and accept information from Collections vendor of all successfully completed collection accounts

3.2. PERIODIC PERFORMANCE TESTING

The Contractor shall support SFMTA's testing efforts and comply with any and all testing requirements; and shall document any performance failures and take corrective action to remedy the failures.

4. HANDHELD CITATION ISSUANCE SYSTEM (HCIS)

a) As a subsystem of the CPMS, the Contactor shall operate and maintain a Handheld Citation Issuance system (HCIS) for use by parking, transit or other agencies and/or personnel authorized by the SFMTA to issue Citations.

b) Contractor shall provide an interface between the CPMS and the HCIS that automatically communicates to the CPMS all data entered into the Handheld units on a real-time basis or in batches at a time specified by the SFMTA.

c) Any replacement software proposed by Contractor for this interface shall be subject to the prior approval of the SFMTA.

d) Contractor shall also ensure that data generated by the CPMS that is relevant to the HCIS is communicated to the HCIS in real-time or in batches.

e) Contractor's HCIS must be compatible with the SFMTA's current Handheld devices, Motorola MC9500, until such a time as the SFMTA determines new Handhelds will be purchased.

4.1. HARDWARE EQUIPMENT REQUIREMENTS

a) The Contractor shall provide hardware and equipment accessories and services for the operation of the HCIS for up to 500 SFMTA personnel during the base term and a refresh of 500 during the extension term of the Agreement.

b) SFMTA reserves the right to purchase additional equipment, extended battery packs and other accessories as necessary.

c) The SFMTA will reimburse Contractor for actual costs of equipment purchased plus a five percent procurement fee.

4.1.1. Handheld Device/Printer Requirements

a) Lightweight, durable and water resistant; scratch resistant screen easily viewed in bright or low light, with a minimum battery life of 12 hours and the option to add an extended battery pack

b) Wireless communications, minimum 4G LTE, for automatic upload of Citation records to CPMS in real time or in batches

c) Barcode and QR scanning capability

d) GPS location identification and reporting capability, including software with map integration for tracking, Geo-Fencing

e) Video and voice recording, color camera, minimum of eight megapixels, with built-in flash capable of taking high resolution pictures in low light, files to be uploaded and attached to Citation record at point of issuance or through post-processing

f) Automatic photo tagging capability when multiple photos are taken, each is assigned unique ID's associated with the correlating Citation

g) In-vehicle charging, USB port adaptability, removable storage

h) Portable printer with Bluetooth connectivity

i) Comprehensive reference materials for use by SFMTA personnel using the HCIS

j) Minimum battery life of 12 hours via internal battery

k) Option to extend battery life above 12-hour minimum through external battery packs

l) Option to add NFC capability, subject to availability on selected handheld hardware

4.1.1. Maintenance/Warranty

a) Contractor shall be responsible for maintenance and service of all relevant HCIS equipment for the duration of the Agreement and maintain a sufficient supply of spare equipment at all times.

b) Hardware shall be warrantied for the base term of the Agreement, with the option to extend warranties (at cost) should the Agreement be extended.

4.1.2. Handheld Pilot and Equipment Replacement Schedule

a) Contractor shall indicate all Handheld/smartphone devices that are compatible with the proposed HCIS, and indicate what operating system is used for each (i.e. iOS, Windows or Android).

b) Contractor shall provide a quote for costs of each Handheld, smartphone, printer and available accessories for SFMTA's review and selection for the pilot.

c) Contractor shall cooperate in conducting the pilot test of the proposed replacement Handheld units and related equipment, including training and support sufficient to enable Enforcement Division personnel to use and evaluate the proposed replacement Handhelds and related equipment.

d) Within 30 days of SFMTA selection of Handhelds and related equipment, Contractor shall place orders for the approved equipment. The SFMTA reserves the right to order Handheld devices through the City's designated Handheld device (smartphone) vendor.

e) Contractor shall provide project management for transition of existing Handhelds and printers to new Handhelds and printers, including software integration, maintenance plan and wireless printing capacity.

f) Contractor shall provide in-person new employee and quarterly refresher training of no less than 60 minutes and reference manuals for PCOs and SFMTA trainers at times and locations agreed upon by both parties on any replacement Handheld units or related equipment.

4.1.3. HCIS-CPMS Connectivity

a) Transfer of data between the two systems must use a communications link that will protect the security of the data.

b) The downloading process from the Handheld units to the CPMS must be fully automated and shall not require manual intervention.

c) Contractor must ensure a secured integration between the HCIS and the CPMS.

4.2. PROCESSING SYSTEM REQUIREMENTS

a) Contractor shall provide data processing capacity for the HCIS with the following features, functionality, supplies and services at each Enforcement Division location at no expense to SFMTA beyond Citation processing fees:

- Two-way electronic transfer of Citation data, images and PCO tasks between the HCIS and the CPMS

- Upload and download capabilities while in the field via remote communications

- Materials shall include instructions for maintenance, the use of hardware and software components of the HCIS, and ongoing HCIS support

- Uninterrupted access to HCIS by authorized Users designated by SFMTA to verify transaction status and generate reports and manage equipment status

- Document procedures for data transmission and reconciliation

b) Contractor must ensure the integrity of all data transmission, including but not limited to reconciliation of the number of Citations transmitted to the CPMS with the number received and processed from the Handheld unit, and an audit procedure to monitor accurate transmission of transaction records accepted by the CPMS back to the HCIS.

c) Data transfer between the CPMS and HCIS must include VLNs or VINs of vehicles eligible for Booting or towing and stolen vehicles. The HCIS must merge and post such VLNs and vehicle status as eligible for Booting, towing or identified as stolen into appropriate, designated tables programmed into the software of the Handheld units.

4.3. SOFTWARE REQUIREMENTS

HCIS shall have a User-friendly, configurable interface that has the ability to generate, review and print paper Citations and utilizes autofill for standardized

fields such as time, date, PCO name and badge number, unique Citation number Beat and issuing agency.

4.4. DEFAULT FUNCTIONALITY

a) Allow PCO to assign an enforcement Beat number to a Citation

b) Retain Beat number assigned and apply to Citation when it is issued

c) Autofill street address location based on Handheld GPS location or based on set values list

d) Option to autofill street address based on set values list using "smart list" technology

e) Utilize Geo Fencing for sectors, Beats, RPP and other areas as defined by the SFMTA for alerts and reporting

f) Automatically capture GPS coordinates of any issued Citation

g) Use a pre-loaded list of parking meters and pay-stations that prevents "free meter number entry" for any of the parking violations

h) Support all field entries of existing Citation template

i) Prompt camera image capture and the ability for images to be required for specified violation codes (e.g. prompt for three images for disabled placard violation)

j) Timestamp transactions by the software's internal clock

k) Fine amount calculation

l) Citation numbering requirements

m) Ability to check in real time for payments

n) Validate Scofflaw and parking Permit status in real-time and download to Handheld

o) Prohibit Users from changing the Handheld time

p) Upon receipt of SFMTA's beat translation table, autofill Beat information based on Handheld GPS coordinates

4.5. PCO PROMPT FUNCTIONALITY

a) Provide a drive-away option when a Citation is in progress and/or completed; Citation will be marked with a drive-away indicator in the system and automatically dispatched to a printing queue for processing by Contractor pursuant to CVC § 40202(d).

b) Allow the PCO to view reports and modify data only to the extent authorized by their assigned security level.

c) Allow PCO the option of entering street address location

d) Allow the PCO to display all Citation data entered and to edit or modify any field without disruption to the Citation entry process

e) Support the reprinting of an issued Citation; this reprinted Citation must contain the same time as the original Citation (reprint must be captured on the audit trail record)

f) Support monitoring of vehicles in a fixed time zone

g) Ability to use the Handheld for tire stem marking

h) Allow the PCO to cancel a Citation in progress with a valid reason code and comments

i) Alert Enforcement Supervisors to any Citation canceled in real-time and applicable reports.

j) Prevent PCOs from voiding Citations after issuance

k) Ability for User to review Citations issued on Handheld during an active login session

l) Develop ability to log field maintenance requests. SFMTA will confer with Contractor on specifications for this requirement

m) Allow PCOs to receive calls for service and escalate requests for support or a supervisor on-site

4.6. ADMINISTRATIVE FUNCTIONALITY

a) Download, edit, and update data fields such as parking meter ID numbers, streets and blocks, Citation violation code with corresponding description, stolen vehicle and active Permit lists, comments and other data as specified by the SFMTA

b) Set up profiles established by the SFMTA by User type/role (trainee, PCO, supervisor, and administrator) and access shall be set automatically when a security level is assigned

c) At the request of the SFMTA, ability for appropriate SFMTA staff to immediately revoke User access via SFMTA's Active Directory

d) Support the issuance and tracking of violation warning Notices

e) Allow the SFMTA to query voids and/or cancellations by PCO, date, time and other ad-hoc fields that allow performance monitoring of staff

f) Allow designated SFMTA staff to adjust Handheld time and other settings

g) Allow for integration with parking meter vendors (single and multi-space) and pay-by-phone service provider and SFMTA Data Warehouse. For each integration, SFMTA should be able to check parking space payment status by block or by the individual space

h) Allow for dispatching and alert notification of field calls

j) Ability to report meter, parking sign and curb painting issues from the field. request maintenance and attach a camera image of the issue in real time

k) Allow PCOs to check, in real-time, for payments made via pay-by-(smart) phone and at multi-space meters, as well as query the RPP data file for valid Permits

l) Automatic "double check" feature that queries meter vendor or RPP database to warn the PCO that the ticketed space has a valid payment or Permit

m) Enable supervisors and dispatchers to send informational messages to a distribution list, or to individual PCOs that do not require follow-up, or that direct a PCO to perform a specific task

n) Allow PCOs to acknowledge and respond to supervisor or dispatched with the messaging tool

o) Allow managers to load files, or manually enter the boundaries of beats

p) When Citations are plotted on maps, allow Users to determine visually if Citations fall within the boundaries of a given beat, as well as the beat where it was written

q) Allow real time alerts can be sent to supervisors if Citations are issued outside of a geo-fence zone or if a PCO is spending excessive time outside of a geo-fence zone

r) Track and identify last location of a lost device

s) Option to send real-time alerts to supervisors if a device has not communicated to software within a predefined window of time

5. ENFORCEMENT MANAGEMENT SYSTEM (EMS)

a) Contractor shall provide an integrated solution that offers workforce management capabilities that include, but are not limited to: GPS capability, dispatch notifications, and enforcement Beat optimization.

b) EMS shall identify enforcement sectors, Beats, RPP Areas, deployment strategies and detailed shift assignments for personnel.

c) Enforcement supervisors shall have the ability to assign shift personnel to specific Beat and detailed shift assignments within the EMS.

d) Assignment timelines must be configurable and have the ability to assign shifts for a variety of timeframes, including daily, hourly, weekly or quarterly.

e) The EMS shall be integrated with the HCIS and Handhelds.

5.1. ENFORCEMENT BEAT OPTIMIZATION, ROTATIONS, ASSIGNMENTS

The system shall provide the following to assist in effective deployment and performance monitoring:

a) Ability to Geo-Fence areas and automatically define and collect Citation data and routes

b) Develop Beat optimization routines based on PCO's Citation history, meter times, RPP numbers and times, driveway complaint integration

c) Develop tools to monitor and report efficiencies of various routes for street cleaning, based on route boundaries (mileage) times and Citation issuance

d) Develop auto texting for emergencies, signal problems, Muni re-routing or schedule changes, accidents, etc. as directed by the SFMTA, including real-time dispatch for driveway complaints

e) Predict Citations based upon location and time

f) Provide seasonal predictions for Citations

g) Upon approval by the SFMTA, create new beats and assign enforcement routes for patrolling officers,

h) Determine the comparative performance of officers

5.2. LICENSE PLATE RECOGNITION (LPR)

a) The Contractor shall integrate existing LPR's into the HCIS system and provide a cost proposal for additional units and real-time integration at the request of the SFMTA.

b) SFMTA reserves the option to request quotations from the Contractor from multiple vendors to purchase additional equipment, to pay for any additional warranties and backend support and conduct pilots to test camera functionality as needed.

c) LPR shall provide the following system functions:

- Equipment scans vehicle license plates and identifies the vehicle's location and time via GPS software for electronic chalking of vehicles for overtime parking Automated detection of an illegally parked vehicle

- Automated camera initiation

- Software also cross references license plate information with Scofflaw, paid or permitted status, stolen vehicle and other identifying tables loaded into the HCIS.

5.3. TOW NOTICING

a) CPMS and HCIS shall interface with the SFMTA tow vendor's software to obtain towed vehicle information on a daily basis.

b) Once a vehicle is towed, CPMS shall acquire the registered owner name and address from the DMV.

c) CPMS shall mail a notice of storage to the registered and legal ***owners within 48 hours, excluding weekends and holidays***.

d) All activity associated with the towed vehicles shall be recorded and fully integrated into the license plate record in the CPMS and available for query by SFMTA staff.

e) Contractor shall, through tow noticing, provide the following:

- An automatically generated sequential control number that is applied to each towed vehicle

- The enforcement area that is associated with the location where the vehicle is towed

- The geographical area, as defined by the SFMTA

- The street address of the towed vehicle

- The VLN, VIN, color, make of towed vehicle and type of vehicle

- The date and time that the towed vehicle information is entered in the CPMS database with the log-on ID of the person entering the data

- The status of the towed vehicle after initial investigation, investigating officer, time of the investigation, mileage showing on the vehicles, and any other comments

- The impound status of the vehicle, the impounding officer, and the date and time

- The Registered Owner's name and address

- The mail date of the required notification to the Registered Owner, legal owner of the vehicle, and lien holder of the vehicle

5.4. SCOFFLAW

a) Vehicles with five or more delinquent Citations are subject to Booting or towing; vehicles may not be released until all delinquent Citations and fees are paid.

b) HCIS shall be updated with files on a daily basis to be recognized by Handhelds. Upon entering a license plate number, the HCIS shall provide an automated, real-time Scofflaw status check.

c) The HCIS shall display the number of delinquent Citations and corresponding information.

d) The HCIS shall provide an option for Enforcement personnel to send an automatically generated notification to request Booting of the vehicle.

5.5. ABANDONED VEHICLE SYSTEM (AVS)

a) The law prohibits vehicles from parking in the same location for more than 72 hours. The Contractor's HCIS shall support enforcement of this law as follows:

- Establish a unique, sequential number for each incident for tracking of vehicle complaints and to establish an audit trail

- Allow the PCO to enter into the Handheld device vehicle information including the following: Location, vehicles make, plate number, photo images; and drop down or PCO-generated comments as needed. Information entered into the HCIS is known collectively as "first mark"

- Enable PCO to note zone designations, including zip code, neighborhood and/or supervisor district for performance reporting or statistics

- Generate a DMV request for registered and title owner information and assigns a transaction date, time and User ID

b) Once a vehicle has been reported in violation, the AVS shall:

- Display data collected in the "initial vehicle status" area of the abandoned vehicle detail/update screen that shows the following in addition to the first mark information:

- Vehicle status (e.g. gone on arrival, duplicate or error)

- Identification of investigating officer

- Date of investigation

- Current mileage on odometer (if visible)

- Tire-stem location

- Send alert to the HCIS to notify designated personnel to confirm vehicle status 72 hours from time marked and automatically insert first mark information at the time of follow-up.

- Allow the PCO to confirm that the vehicle has been moved or request and process a tow

c) If the PCO requests a tow, the system shall

- Auto-populate the previously entered vehicle information.

- Update the CPMS with the SFMTA tow vendor's vehicle management software so that tow information can be transferred at the time of an approved tow directly to the tow vendor's software

- Automatically ping the CPMS to generate notification by mail to the registered owner of tow within 48 hours, along with a return envelope

5.6. CITATION PAPER STOCK AND ENVELOPES

a) Contractor shall provide the following:

- Pre-printed Citation on polytherm stock, the weight and size of which shall be determined by the SFMTA

- White, plain, 3-5/8" X 8-5/8", 17 Lbs./M envelopes, printed on both sides, with colored boxes with payment information

b) The number of Citations and envelopes paid for by Contractor will be limited to 115% of the number of Citations issued at the end of each Fiscal year. Tickets and envelopes ordered in excess of 115% of the number of Citations processed by the CPMS will be reimbursed by the SFMTA to Contractor at cost established in Appendix B, Calculation of Charges.

5.7. FIELD MAINTENANCE REPORTING

The HCIS shall provide maintenance reporting capabilities that allow for PCOs to report field maintenance conditions and includes the following features:

a) Capability to collect meter outage, curb (paint) and sign outages in real time (i.e. out in the field)

b) Allows a User to input a maintenance issue (trouble ticket) that can be routed and tracked wirelessly to a designated User group

c) Allows a User to attach a photo image of the outage

d) Ensures that shift activity logs include any maintenance issues

e) Automatically dispatches maintenance notifications to the appropriate email/text contact in real-time, or as a nightly cycle report, depending on SFMTA's preference

f) Ability to generate manager and summary reports for all the previous day maintenance tickets in CSV and XML formats via Contractor's provided reporting tool, and route them to the appropriate distribution list(s)

5.8. INCIDENT REPORTS

a) Contractor shall implement an integrated incident report module for the HCIS that allows a User to input detailed incident records (follow up reports) to be tracked and attached to the corresponding Citation notice.

b) Incident reports shall include the same information as the Citation and also allow the User to document a more detailed accounting of an incident, along with supporting images.

c) The HCIS shall identify the Citation number as the case number associated with the incident record.

d) Users shall have the ability to access the report module and input from a Handheld or Enforcement computer.

e) Users shall have the ability to print reports from the Enforcement computer.

f) All associated records for each Citation, including from the report module, shall be retained with the case file and have the ability to be queried and reviewed by a designated User.

5.9. UPGRADE REQUIREMENTS

SFMTA shall require the following requirements for EMS after system upgrade to HCIS is complete

a) Allow authorized Users to select from a list of officers to assign them specific beats for current and future dates

b) Allow authorized Users to enter information such as vacation, sick leave, special traffic control duties and classroom training

c) Option to add third party inventory management software that can perform the following tasks:

- Add new assets in or remove aged assets out of the system

- Assign due-date and due-time when checking in/out assets

- Track assets by route, sub-route, function or authority and by item & serial number

- Move items by route, function , authority, or custom filter

- Attach any type of file to an asset – pictures, inspection report, manufacture specification

- Creation of lasting asset tags, with barcode labels

- Purchase order and date, warranty details, and/or cost

- Implement a maintenance and audit schedule for assets by User selected parameters.

6. CITATION PROCESSING

The CPMS provided by Contractor shall offer complete parking Citation management services that is fully integrated with all systems identified in this document, including all data processing hardware, software, equipment and support services. User interface shall be flexible and customizable with intuitive navigation and query capability utilizing drop down menus and auto-fill capabilities for common tasks. Contractor shall provide the hardware, software, equipment and services with the following general features, functionality and services at no expense to the SFMTA beyond the monthly management fee identified in the cost proposal unless otherwise noted.

6.1. NEW CITATION PROCESSING

The CPMS shall support all phases of Citation processing, from initial issuance of a Citation to final resolution by payment, dismissal, or other disposition. The CPMS shall perform the following functions for processing Citations:

a) Ensure that each electronically generated Citation has a unique number of algorithm check digits to avoid duplication

b) Maintain for viewing and reproduction by end User of electronic facsimiles of all Handheld unit issued Citations attached to Citation record

c) Maintain records of all voided computer generated Citations that can be identified by query

d) Allow for corrections to electronic and handwritten Citations.

e) Process electronic Citations issued to motorists who leave the scene of a violation prior to the Citation being placed on the vehicle ("drive-away") that will allow a facsimile Citation to be mailed to the Registered Owner *within fifteen days* of the issuance of a Citation in compliance with CVC § 40202(d)

f) Provide an audit trail that lists the status of all Citations by number, regardless of whether a Citation was paid, damaged, destroyed, or otherwise disposed

6.2. HANDWRITTEN CITATION PROCESSING

Contractor is responsible for data entry or scanning of these Citations to create the Citation record. Procedures for handwritten Citation processing shall include the following:

a) Daily collection of handwritten Citations from locations designated by the SFMTA.

b) Data entry of handwritten Citations into the CPMS *within three Business Days* of receipt

c) Maintain documentation and daily reconciliation of handwritten Citations received and processed

d) Reconcile handwritten Citation entry report and resubmit handwritten Citations that do not successfully update to the system ***within two Business Days*** of original entry

e) Data verification and quality control process to validate the data transcribed from handwritten Citations, including checking for valid combinations of alpha or numeric data for particular fields, a check-digit algorithm to control errors in the Citation number field, and crosscheck edit of batch numbers and batch counts

f) Imaging of the front of all handwritten Citations and update to Citation record

g) Maintain for viewing and reproduction by end User of the front image of the handwritten Citations

h) Mark handwritten "drive-away" Citations in the system for processing auto-generated letter and automatically dismiss any citation where DMV does not return an address within ten days.

6.3. DMV DATA INTEGRATION

a) Contractor must provide real-time integration with the California DMV to obtain registered owner (RO) information based on vehicle license number (VLN) or vehicle identification number (VIN) from original Citation and update Citation records for Citation processing.

b) The CPMS shall also use available communication mechanisms to obtain the same information from all other state motor vehicle registries where states allow such access.

c) Citation processing shall include daily placement and release of vehicle registration holds with the California DMV, and other states' registries whenever possible.

d) In addition to the name and address of the Registered Owner of a cited vehicle, Contractor shall collect and display VIN in a format that allows a direct comparison with the last four digits of the VIN entered from the original Citation.

e) The system shall record data for future use in authorized activities.

f) Contractor must ensure that the system will protect confidentiality for all data obtained from DMV and comply with all data confidentiality and security standards required by DMV or other state registries, and applicable state laws.

g) The system shall be able to perform all necessary actions to release DMV holds or change vehicle Booting and impound eligibility based on Citations that have been paid.

h) The system shall be able to produce, in a format printable from a standard office printer, a DMV abstract that will satisfy DMV that the Citation has been cleared or suspended. In addition, the system shall be able to process other fees such as special collections, Boot removal, payment plan and community service.

6.4. NAME AND ADDRESS PROCESSING

The CPMS shall perform the following name and address processing functions for violations involving vehicles displaying a California license plate or registered in the State of California.

a) Obtain Registered Owner information on a daily basis from vehicles towed by SFMTA

b) Process all DMV name and address transactions required to support SFMTA parking operations

c) Interface directly online and in real-time with the vehicle registration database maintained by the California DMV

d) Process error messages resulting from returned DMV information and accurately update the information

e) Request California Registered Owner information ***within three Business Days*** of a new Citation record being updated or entered into the database

f) Make at least five attempts to obtain VLN information where the initial request is returned because name and address information was not available ("no hits") at 30-day intervals

g) Query DMV for Registered Owner information using either VLN or VIN

h) Document when mail sent to a Registered Owner is returned as undeliverable, to maintain and display such undelivered Notices in the Citation history and to retain and display the incorrect address information until updated information is received

i) For Nixied Citations

- Schedule the processing of additional inquiries to DMV to obtain Registered Owner information when SFMTA determines that the Registered Owner on file is no longer the vehicle owner and should not be held responsible for the Citation, or when mail is returned from an incorrect address

- Continuously evaluate this schedule based upon the number of positive responses received in repeat cycles

j) SFMTA will pay directly for costs related to placing holds on vehicle registration renewals with CA DMV

6.5. REGISTRATION HOLD INTERFACE

DMV allows local jurisdictions to request a registration hold for unpaid parking violations. Contractor shall, through the CPMS, perform the following registration hold functions and document each step of the process in the CPMS:

a) Evaluate Citation records to determine if vehicles are eligible for placement of registration holds with DMV database.

b) Provide an online, real-time interface with DMV to place timely registration holds, automatically forward release information to DMV within one calendar *day* of Citation payment or dismissal, and document acknowledgment of receipt of required information by DMV.

c) Forward eligible Citations to DMV and track the status of each Citation online from the initial hold request until the final hold clears including DMV confirmation or error codes. Suspend DMV processing when payment or suspend transactions are applied to the Citation record.

d) Update the Citation history for each Citation associated with a registration hold to indicate the most recent processing step in the hold cycle. Maintain a detailed history of each Citation associated with a registration hold that document each step in the registration hold processing cycle.

e) Release the DMV registration hold in the CPMS within one calendar day of Citation payment or to suspend DMV processing when payment has been received or other actions releasing Citation from collections are applied to the Citation record.

f) Monitor and produce reports of registration hold and release transactions with DMV, and correct any registration hold processing errors.

g) In the event that other state DMVs begin to reciprocate registration hold processing with California, expand the use of registration hold processing as directed by the SFMTA.

h) Provide the SFMTA access to detailed DMV registered owner information to monitor and produce reports of registration hold and release transactions with DMV, and correct any errors.

i) Provide monthly report to the SFMTA of Citation holds rejected by the DMV, including reason.

6.6. DMV PAYMENT TRANSFER UPDATE

Contractor shall update the CPMS database with all Citation payment transaction details upon receipt of the information from DMV. Information received from DMV about payments made to DMV shall be reconciled with CPMS.

6.7. REGISTERED OWNER RECONCILIATION

Contractor shall, through the CPMS, provide the following Registered Owner reconciliation functions:

a) Automatically compare the issue date of each Citation with the vehicle registration information on file with DMV to ensure that the correct vehicle owner is identified.

b) Assign responsibility for each Citation posted to the database to the Registered Owner at the time a Citation was issued. Citations issued before a

change of vehicle ownership is registered with DMV shall be assigned to the previous owner.

c) Accommodate the online manual entry of Registered Owner name and address information. The updated information shall be posted overnight to the system. Contractor will develop a process to restart the Noticing process for all citations reassigned to a new RO after the first notice has been sent.

d) Provide online, real-time displays of multiple Citation records for a single VLN or VIN by date of vehicle ownership.

e) The system shall use registration date information to assign legal responsibility for each Citation to a Registered Owner based on the effective date that the VLN was assigned to a particular individual by a motor vehicle registry.

f) Reliably and automatically compare the issue date of each Citation with the vehicle registration date information on file at DMV.

6.8. TEMPORARY CITATION RECORD

a) Contractor shall create temporary Citation records to serve as a marker for immediate processing of payments and other transactions (e.g., ad hoc upload of images, PDF documents, creation of remarks, etc.) prior to an official Citation record being created.

b) Once Citation record is uploaded, Contract shall ensure that data is merged and all processing information, including but not limited to dates and times, codes, images, notes, etc., is permanently updated to the new Citation history.

c) CPMS shall have the ability to generate reports containing all unresolved temporary Citation records that were added to CPMS (redundant).

6.9. DATA CORRECTION

a) When a Citation record is corrected, the CPMS shall update the Citation record with the new data and retain a history record of the prior data.

b) The history of the transaction or "audit trail record" shall record the date, time and log-on ID of the person making the correction.

c) The system shall have different security levels for different categories of record changes, as specified by SFMTA.

d) When crucial data fields such as violation code or VLN are corrected, the system shall automatically perform any necessary processing actions, including sending a new name and address request to DMV or reinstating a Citation into the noticing cycle.

6.10. CITATION INQUIRY

a) Contractor shall, through the CPMS, provide online, real-time access to all Citation record detail, including Citation data, registered owner information, status of payment, review, etc. CPMS shall provide the data by detail categories and summary format as directed by the SFMTA. CPMS shall also provide graphical User interface capabilities for all system functions including, but not limited to, screens, menus, data retrieval and reports.

b) The CPMS shall display cross-referenced information for the VLN, including registered owner name and address, name and address of any subsequent owners that have received Citations, detailed information on each Citation, total amount due, effective date of ownership, payment history data, and status indicators showing certain conditions, such as a bad check, credit card chargebacks, or unpaid administrative fees; the information to be displayed shall be determined by SFMTA for each Citation.

c) CPMS shall have the ability to alert the User if other related data is available that is not displayed on the data screen.

d) The CPMS shall have the ability to identify records on a split plate reports where data entry or slight differences in DMV information may result in a split plate record and allow Users to combine records.

6.11. CITATION DISPLAY

Contractor shall, through the CPMS, provide online, real-time display of Citations that share a common characteristic. Entering a VLN shall generate the following information:

a) All Citations assigned to the VLN, and if the VLN is associated with more than one RO, the system shall display the date of the change in RO

b) The option of displaying only those Citations that are not paid or dismissed, with an unpaid balance owed

c) Display of Citations that meet SFMTA's eligibility criteria for vehicle Booting or towing

d) Display of all Citations currently identified by DMV for a hold on registration renewal

6.12. CITATION DETAIL

The CPMS shall also provide the following information for all Citation records:

a) Summary Citation Data: Citation number, VLN and state of issuance, VIN, parking meter number or street address, violation code and description, issue date and time, location, amount due, and current processing status

b) Enforcement Data: Badge or ID number of the person issuing the Citation and issuing agency code

c) Vehicle Data: VIN, vehicle make, vehicle color, vehicle type, Registered Owner information and effective date of vehicle ownership

d) Financial Data: The original Fine amount plus the dates and amounts of any penalties or fees that have accrued

e) Mail Data: The mail date and description of all Notices or Correspondence letters mailed, including any return or forwarding mail information

f) Processing Data: The processing batch date and number, date on which the Citation was updated, the date Registered Owner information was requested and received from DMV, and the date that a registration hold was placed, confirmed and released by DMV

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

h) Adjudication Data: The date and time of any Administrative Review or Hearing and subsequent decision

i) De Novo Data: Date and disposition of De Novo hearing

j) Suspend Data: The date and time a temporary suspension is applied to a Citation that stops normal Citation processing, the identification of the person implementing the suspension, type of suspension, and the date that suspension is to be removed

k) Correspondence and Notice Data: The date, time, code, and description of all Correspondence and Notices mailed relating to a Citation. End User ability from the Correspondence and Notice data screens to download using a standard browser, and print to a standard office printer

l) Payment Data: Payment date, payment source (lockbox, walk-in, DMV, mail), payment amount, method of payment (cash, check, etc.), payment batch number and payment processing electronic tracking number

m) Any and all photos taken at the time of Citations issuance

6.13. ADDITIONAL CITATION REMARKS

a) The CPMS shall be capable of inputting and capturing additional remarks and related information regarding a Citation.

b) Access to the remarks screen shall be available for every Citation record and record the date, time and User identification of the person entering the remark.

c) Data entry on the screen shall be controlled by security access authorization as directed by the SFMTA.

d) Once a remark is added and saved to a Citation record, that remark and related information may not be edited, deleted, or otherwise altered.

e) The remarks screen shall be a free-form screen that allows both alphabetic and numeric characters.

f) There shall be no limit on the number of remarks screens that can be associated with a particular Citation record.

g) Multiple screens shall be displayed in reverse chronological order with the screen containing the most current data displayed first.

6.14. CITATION HISTORY

a) The CPMS shall create a permanent audit record of all actions taken in association with every Citation record.

b) All transactions shall be listed in reverse chronological order (newest to oldest), with the transaction type (payment, hearing, etc.), transaction date, User ID of the person who processed the transaction, and all other codes and information applicable to the transaction.

c) The history shall also detail all collection activity, collection and Correspondence by type, date and mail date, cashiering activity, and complete historical data, such as name and/or address changes or other manual or automated corrections and revisions.

d) The CPMS shall be able to generate reports based on Citations spatial data.

6.15. VLN/VIN DETAIL

Detailed CPMS information related to a particular VLN or VIN shall be immediately accessible in an online, real-time environment. VLN/VIN detail shall include information related to a single VLN/VIN for each known RO, separated into various categories, including:

a) General Information: The VLN, VIN, effective date of vehicle registration

b) Registry Information: The date on which DMV data were requested, date that information was returned from DMV and either confirmed or errors noted, the date that data was processed by Contractor by updating the database with the Registered Owner full name, address, and VIN

c) DMV Hold Data: The number of Citations charged to the VLN that is currently confirmed and on hold at DMV, and data on the holds that have been released

d) Immobilization/Impound Data: The number of Citations that are eligible toward immobilizing (Booting) or impounding a vehicle (towing), in compliance with California law, and the total amount of outstanding Fines

e) Returned Mail Data: The date that any notice was returned by the Post Office as undeliverable

f) Correspondence Mail Data: Reverse chronological listing of Correspondence mailed to the responsible party for a Citation, including the date and time mailed and the type of Correspondence

g) Summary of fees: All Citations penalties charged to the responsible party for a VLN with any payments or penalty waivers recorded and displayed

h) Financial Summary Data: The total amount of Fines and fees due from a responsible party for a VLN and any unpaid balance

i) Comments Field: A field for SFMTA staff to make comments about a particular VLN that is separate from the remarks field associated with a particular Citation. The comments entered shall be retrievable and viewable by Citation number, VLN, or Registered Owner name

6.16. MAKE-MISMATCH

a) The CPMS shall have the ability to temporarily suspend Citations where DMV has returned vehicle make information that is not consistent with the information entered on either the Handheld or handwritten Citation. On a bi-monthly basis, Contractor will compare the VIN returned by DMV to that entered on original Citation

b) If both the VIN and vehicle make do not match and no payment has been posted, Contractor will automatically dismiss the Citation, updating the record to reflect the dismissal reason, otherwise, the Citation shall be released for standard processing and noticing

c) Contractor will provide a monthly report of the disposition of these violations

6.17. ELECTRONIC IMAGING

a) The CPMS will enable internal and, to a limited extent, external Users to upload electronic or hard copy documents, files, e-mails, etc. to the Citation or other permanent account record.

Contractor shall provide a means for Users accessing imaged documents to pick the specific image they need to review without having to scroll through all available images

6.18. UNDERPAID ACCOUNTS

Contractor shall generate automated Notices whenever a partial payment is received for a Citation.

6.19. OUT-OF-STATE CITATION PROCESSING

a) For Citations issued to vehicles registered outside of the State of California, Contractor shall request Registered Owner information from the appropriate state DMV, update CPMS with the Registered Owner information and send out all required Notices.

i) Maintain current and complete interface specifications requirements, plate types, registration renewal update schedules, and other critical processing information for out-of-state DMVs

ii) Acquire out-of-state DMV files, including updates, for states that makes such files available for purchase

iii) Recognize and accurately separate out-of-state registration records based on changes in ownership

iv) Obtain the Registered Owner's name and address from the appropriate state vehicle registry

v) Ensure that all data fields required by an out-of-state DMV are completely and accurately submitted

vi) Issue Notices of Delinquent Parking Violation to Registered Owners and follow-up Notices as recommended by Contractor and approved by SFMTA

vii) Check record counts, edit rejects, match rates, and match failures with each request and return cycle for each state

viii) If an out-of-state DMV return provides a valid match, ensure complete processing, tracking, and collection efforts for the Citation

ix) Update CPMS with Registered Owner information

x) Monitor changes to legal restrictions on the use of DMV data, such as the federal Driver's Privacy Protection Act, and advise SFMTA of the need to update business practices to meet compliance with any such requirements, as well as report on changes at the CA state level with regards to implementing federal requirements.

xi) Issue reports to SFMTA to assist with documenting, monitoring, and processing oversight of Citations issued to out-of-state vehicles

b) Noticing and payment procedures for out-of-state vehicles shall be consistent with those for in-state vehicles. SFMTA staff will handle all direct Customer service inquiries for out-of-state violations..

6.20. RENTAL VEHICLE CITATION PROCESSING

a) Contractor shall establish a process for rental companies to provide contact information for the liable party and update the Citation record with this information. Rental companies shall provide information to the Contractor regarding the individual who rented or was driving a vehicle registered to the rental company at the time of issuance of a Citation before the notice of delinquent parking violation will be re-issued to the identified driver in compliance with California Vehicle Code requirements.

b) Contractor shall obtain an affidavit of non-liability fully executed by the company identifying the individual assigned or driving the vehicle on the date and time of the violation and legally sufficient supporting documents.

c) Contractor shall update all information provided by rental companies to comply with the California Vehicle Code requirements including the issuance or reissuance of a Citation, submission of affidavits of non-liability and supporting documents, payment deadlines, Protest deadlines, compliance Citation (i.e., fix-it tickets) requirements, and liability for stolen vehicles.

d) Contractor shall complete the update **within two Business Days** of receipt of information. Contractor shall use skip-tracing to obtain correct address information for returned mail sent to individuals identified by rental car companies.

e) Contractor shall ensure that noticing and payment procedures for leased and rental vehicles shall be consistent with those for in-state vehicles once the record has been updated to reflect the responsible party. SFMTA staff will handle all direct Customer service inquiries for rental vehicle violations.

f) Contractor shall mark rental vehicles with special indicators, depending on the type of assignment (e.g. rental fleet, short-term leases.

6.21. FLEET AND GOVERNMENT VEHICLE SYSTEM (FGVS)

The SFMTA offer the option for large businesses, the SFMTA, and City and County of San Francisco departments to streamline the billing process. Once enrolled, these companies and departments receive a single monthly bill for all Citations issued to an enrolled VLN. No late penalties or additional fees accrue for enrolled plates.

The CPMS shall provide the following functions for FGVS:

a) Enrollment and maintenance of existing FGVS accounts, including enrollment date, contact information, date of termination, enrolled vehicles, etc.

b) Electronic invoicing and payment tracking

c) On-demand report function with export option to standard Excel format

d) Create account based system for participants to look-up and pay invoices online

e) Option to create a fleet web portal for fleets of commercial vehicles that allows companies to maintain their accounts without SFMTA staff intervention. Functionality to include the following:

    i)   Update contact information

    ii)   Add or terminate plates from their fleet

    iii)   View new ticket reports or overdue reports online, on a designated day of every month

    iv) Download a monthly invoice showing all fleet Citations issued during a specified period

    v) Pay invoices online (through a link to Pay-By-Web)

    vi) View ticket images and associated data for any vehicle enrolled in the fleet program

6.22. PAY-BY-WEB (PBW) AND PAY-BY-PHONE (PBP) SERVICES

Contractor shall provide services that accept payments for Citations, Permits and Boot Removal fees via the internet using a debit or credit card or through telephone calls to the SFMTA Customer Service Center. Contractor shall balance all transactions and transferred amounts, and resolve any discrepancies. Contractor shall have the capacity to identify through the CPMS the distribution of funds through formulas required by the SFMTA and state law.

Services shall include the following:

a) Full compliance with Level 1 Payment Card Industry Data Security Standards including mandated updates. The Contractor shall act as Merchant of Record, until the SFMTA exercises its right to assume this function.

b) Full integration with CPMS and PPS, with the ability for the SFMTA to audit all transactions made via the internet

c) All payments shall be recorded and updated in the CPMS and PPS

d) Detailed information regarding each transaction, including last four digits of the credit card number, registration, date and time of transaction, authorization status, and amount of payment shall be captured and retained

e) The service shall provide operational and management reports and appropriate audit trails to monitor the performance of the system

f) The PBW system will provide a web-based interface for online purchases of fare media, parking cards and other items identified by the SFMTA and subject to requirements stated for Citation payments. Contractor shall submit a summary of the previous day's transactions to the SFMTA of all Citation and Permit payments received, items purchased and Customer receipts for fulfillment of orders. CPMS shall be integrated with cashiering to allow for SFMTA staff to process transactions and accept payment

g) Ability to perform research and payment investigations based on storage of muted credit card number.

6.23. CASHIERING SUPPORT

a) Contractor shall provide a fully integrated cashiering system for in-person Customer transactions including but not limited to Citation payments, Permit issuance, Boot removal, temporary tow-away signage and other SFMTA fees for

programs or services, as well as payment for purchase of various items such as transit maps and fare media.

b) Contractor shall provide access to system at all locations where payments are accepted including the SFMTA Customer Service Center, the City's towing facility's Customer services center, the SFMTA's Sign Shop, and other locations as specified by the SFMTA.

c) Contractor shall ensure that the cashiering system shall operate in a real-time mode, and shall provide the capability of accepting payments during periods when data communication lines are temporarily inactive. The system shall be capable of transferring transactions to the processing database *within 15 minutes* after data communication lines are restored.

d) Contractor shall ensure that the cashiering system performs the following functions:

   i) Retrieval of information from the CPMS database such as Citation status, vehicle history, RPP status, and DMV inquiries

   ii) Print a detailed payment receipt

   iii) Creating a clear, auditable record of payments received including options for imaging of check or money order rendered at SFMTA Customer Service Center

   iv) Processing payments for Citations that have not yet been entered into the database including single Citations, multiple Citations, and Citations on one or more VLNs or VINs in an online, real-time environment

   v) Perform all necessary actions to release DMV holds or change vehicle Booting and impound eligibility based on Citations that have been paid

   vi) Produce a DMV abstract that satisfies DMV that the Citation has been cleared or suspended

   vii) Accept and process payments for Permits

   viii) Accept and process payments for boot fees

   ix) Process transactions for City-imposed fees, purchase of fare media items or other payment transactions as established by the SFMTA

   x) Process citation payments even in the event of a network outage

   xi) Enable a supervisor, or analyst (subject to written approval) in another office to see cashiering activity during the day on their screen and if needed set up functionality where only they can enter adjustments if the cashiers make a mistake

e) Incorporation of security and financial control measures including, at a minimum:

   i) Password security to gain access to the system
   ii) Segregated cash out by operator

iii) Automatic check endorsement

iv) Separate totals for cash, check, money order and credit/debit card transactions

v) Operator name or User ID, date and time as a record for each payment or adjustment transaction.

f) Reconcile payment transactions, including:

i) Balancing of monies received in a Summary of Revenue Distributions report that automatically generates a listing of the totals by method of payment and revenue category (Citation, fare media, tow, etc.)

ii) The ability to balance out each cashier or workstation register with the receipts generated at the register as needed. Separate deposit preparation for each cashier prior to pick up

iii) The ability to provide ad-hoc, query-able reporting to build and customize reports by field for accounting and reconciliation needs

6.24. COMMUNITY SERVICE AND PAYMENT PLAN PROCESSING

The CPMS shall provide a tracking system, fully integrated into the CPMS for work credit and payment plans. The system shall:

a) Create work credit or payment plans by license plate for parking violations and identification number/name for transit violations

b) Identify plans by work credit or payment plan and generate a unique plan number

c) Issue a document to the Customer that details the terms of the work credit or payment plan including Citation numbers, dollar amount, and deadline for completion

d) Generate reminder and default Notices to Customers

e) Generate reports detailing active, completed, cancelled agreement plans by different ranges, Customer names, and plan activity as directed by the SFMTA

f) Allow for selection at the Contract level and indicate partial payment, full payment, full work completed, combination of work and payment completed or failure to complete work

g) Accommodate more than one vehicle within a single contract

h) Accommodate more than one VLN and or VIN number within a single installment payment contract to keep track of multiple records and apply payments successfully to CPMS

i) Upon request from SFMTA, generate reminder and default Notices to Customers

6.25. WEB PORTAL

Contractor shall maintain a web portal to allow Customers to view status of Citations, including payments received, Citation Protest review status, and late penalties applied to the satisfaction of the SFMTA.

7. PERMIT PROCESSING SYSTEM (PPS)

All technical requirements for the CPMS listed in Section 1 of Appendix A shall apply to the PPS. In addition, the SFMTA reserves the right to remove PPS requirements from the Agreement through amendment to Appendix A and discontinue any costs related to PPS services. The Contractor shall negotiate in good faith with the SFMTA any transition adjustments required to discontinue Permit services.

7.1. MASTER ELIGIBILITY LIST

Residential Parking Permit eligibility shall be based on a block limit table that is fully integrated into the system. SFMTA staff will have the ability to add or delete addresses individually or by ranges and may be limited by sides of street and/or excluded addresses. PPS shall perform a cross-check against this table prior to the issuance of any Permit, whether in-person, by mail or online, to ensure eligibility.

7.2. ACCOUNT FUNCTIONALITY

The PPS shall:

a) Track Customer name, address, phone number, email address, individual RPP account number, parking Permit history, vehicle type and vehicle registrations

b) Provide the SFMTA with the ability to edit Customer accounts/records (i.e. Customer name, address, vehicle information, notes, etc.), and maintain an audit history for all edits and changes

c) Allow for notes to be added by Agency staff at the account level and individual Permit level during and after the Permit registration process

d) Allow for cancellation of RPP Permits, including Permit holder profile and application history, residential Permit parking area street name and address inventory, and Permit history

e) Provide a complete RPP history file for each Permit applicant.

f) Institute controls that can be overridden by an SFMTA supervisor that designates the number of Permits that can be issued per address.

g) Update the CPMS plate level fields with Permit information.

h) Maintain pre-fixed editable letters to be attached to account record.

i) Provide the ability to identify individual addresses with a marker visible to the end User to identify addresses that have, or have had, multiple accounts (e.g., large residential buildings, private postal mailbox services, etc.)

j) Contractor shall not destroy any records associated with or data collected under the Agreement without written approval by the SFMTA.

k) Prevent the issuance of Permits on vehicles with delinquent Citations (per Transportation Code, Division II, Section 902(c)).

7.3. INTEGRATION REQUIREMENTS

The PPS is currently part of the CPMS. Contractor's PPS shall also be integrated with the following systems outside the CPMS:

a) LPR System

b) SFMTA Data Warehouse

c) California DMV

d) City's lockbox provider (if implemented)

7.4. PERMIT PRINTING AND FULFILLMENT SERVICES

a) The SFMTA will provide the inventory estimates used to determine the print quantities for each label color.

b) Permits shall have a minimum useful life of 12-months.

c) Contractor shall provide RPP fulfillment services that integrate the Permit system's online, by mail and in-person components with an automated RPP printing system to transmit renewal orders for residential permits on a twice weekly basis for on demand printing & fulfillment of Permits.

d) On demand printing shall allow for personalized information, such as the license plate, to be electronically printed directly onto the Permit.

e) Contractor shall print adhesive backed Permits for four-wheeled vehicles using several different colors either on an on-demand basis for first-time Permit holders or as a batch report function for annual mailing of renewal Notices.

f) Contractor shall forward daily exception report to SFMTA for Permits required to be processed manually

g) The SFMTA reserves the right to add additional permits to the fulfillment process. Contractor shall indicate at the time of requests any costs for this modification

7.5. PRODUCTION PROCESS

a) Contractor shall fulfill permit production within 21 days of payment posting.

b) Contractor shall ship pre-printed ticket stock within 30 days of receipt of SFMTA's written request.

c) The first production and printing process shall include pre-printing the Permit designs on a reflective material, with various colors for each district and the ability to write a license plate number in permanent marker on the Permit.

d) The Permit material is a bumper sticker designed for exterior application with a minimum of 12-month adhesive and color durability.

e) Permit adhesive is designed to break Permit material into pieces if removed off of the bumper.

f) The Permit will be integrated as part of a mailing form.

g) The RPP instructions and regulations that are included with the Permit will be pre-printed on the back of the mailing form.

h) The second production and printing process will imprint the personalized Customer information onto the Permit (Permit Number, District Letter, Expiration Date and License Plate) and the order confirmation on the mailing form (mailing address and order confirmation)

7.6. AUTOMATED RENEWALS

The system shall generate batch Notices for Permit renewals. Vehicle registration will be compared with DMV prior to notice issuance and any vehicle not currently registered in San Francisco will be withheld from renewal. Notices shall include a list of all delinquent Citations issued against the permitted plate. The system shall prevent the issuance of Permits on vehicles with delinquent Citations (Transportation Code, Div. II, Section 902(c). Online renewals shall be pin-based to prevent renewals for accounts where notice was not received at RPP address.

The SFMTA shall pay actual costs for renewal Notices, including postage.

7.7. PERMIT REPORTING REQUIREMENTS

PPS shall have the ability to generate comprehensive, flexible reports that include the following:

a) Daily Area Code Activity Report that provides an analysis of RPP Permits issue by RPP area and RPP Permit type;

b) Daily Citation Log detailing all RPP related transactions and associated Citation payments for a specific date by Customer name, VLN, payment method, transaction number, Citation number, Citation amount, payment type, and payment amount;

c) Daily Clerk Log detailing all RPP related transactions and associated Citation payments for a specific date by Employee name.

d) Monthly Area Report that documents active Permits and accounts by street, RPP area;

e) Daily Cash Report detailing all money received during the previous day, sorted and subtotaled by User ID and transaction or product type;

f) Citation Issuance and Collection Report detailing all active Permit holders who have outstanding Citations and the amount due;

g) Monthly Activity Report that summarizes all activity occurring the prior month by RPP area;

h) Permits by Block Report that details active accounts and Permits for each RPP area by block number;

i) Permit Issuance Report that details all Permits issued the previous day sorted and subtotaled by User ID;

j) Permit Cancellation Report that details all Permits canceled or placed on hold status the previous day, sorted and subtotaled by User ID;

k) Permit Adjustment Report that details all Permit adjustments processed the previous day, sorted and subtotaled by User ID;

l) Temporary Permit Issuance Report that details the number of temporary RPP Permits issued and the number of households receiving RPP Permits by RPP area on a monthly basis;

m) Permit Denial Report that details Customer's outstanding Citations;

n) Renewal Notice Register produced prior to mailing renewal Notices to enable the SFMTA to inspect Permit renewal Notices before mailed.

The SFMTA reserves the right to request up to 10 additional reports from Contractor at Contractor's expense as needed. Upon SFMTA request, Contractor shall provide the SFMTA a proposed report format and shall make the report available to the SFMTA **within 15 Business Days** after SFMTA approval of the report format unless the parties agree to a different time schedule.

7.8. ADDITIONAL PERMITTING SERVICES

a) Upon SFMTA's request Contractor shall supply a portal that allows Customers to apply for new Permits online with the following functionality, Contractor shall notify the SFMTA at time of request if there are development charges

   i. Customers will have the option to go online to confirm eligibility and upload the required documentation

   ii. The Contractor's PPS shall upload Customer applications and documentation for staff review and approval

   iii. Upon SFMTA approval, the PPS shall send an email to the Customer advising them that their application was approved and instructing them to pay online; if the application is denied, the PPS shall send notification to the Customer via email.

b) Online Temporary Permits – Upon SFMTA's request, Contractor shall implement a way for existing RPP account holders to purchase and print on-demand one-day or temporary parking Permits. Permits shall include a barcode, QR code or other validation options to be integrated with HCIS.

c) Taxi Permits – Should the SFMTA exercise the option to add taxi Permits to the PPS, Contractor shall collect requirements to develop a plan and pricing proposal for taxi permitting that will: track all Permit types, new and renewal; provide noticing as required; provide financial data; track payments collected and due; and generate reports as determined by the SFMTA.

8. NOTICES AND CORRESPONDENCE

a) Contractor shall develop and manage the controls exercised by CPMS to provide a notice and Correspondence program that is accurate and timely to the satisfaction of the SFMTA.

b) SFMTA must approve in writing all letters, forms, Notices, other documents, and procedures used by Contractor. Contractor may recommend generating additional Notices or Correspondence to Customers.

c) Prior to adopting any changes, Contractor shall explain in writing the benefits and costs of such changes and obtain prior written approval from the SFMTA before implementation.

d) The program shall provide the following Citation notice and Correspondence functions:

i. Print and mail all Notices and Correspondence required to support CPMS. Provide an image management system that tracks and processes incoming Correspondence and Permit viewing of scanned Correspondence to support SFMTA and Customer service operations to the satisfaction of the SFMTA

ii. Provide an automated Correspondence function that allows SFMTA staff to automatically generate form letters to the satisfaction of the SFMTA

iii. Implement system controls to provide accurate and timely Notices and Correspondence that incorporate industry-specific design and mailing techniques to the satisfaction of the SFMTA

iv. Provide a complete audit trail for all Notices and Correspondence to the satisfaction of the SFMTA

v. At SFMTA's request, Contractor shall print and mail letters to Customers, as well as image outgoing Correspondence.

8.1. NOTICE SELECTION

a) Contractor shall ensure that the CPMS provides the flexibility to accommodate time-based as well as criteria-based selection variables to generate specific types of Notices such as Notices based on VLN and Citation number

b) CPMS shall have the capability to allow the SFMTA to make variable text modifications in real time

c) Contractor shall maintain a supply of pre-printed Forms, based on previous 12 month averages

d) Prior to re-order, Contractor shall notify SFMTA of the pending re-order, and inquire as to whether or not the agency has any modification requests to the relevant form

e) Contractor shall complete any SFMTA-requested modifications to pre-printed Forms *within 120 days* after final written approval of the modification by the SFMTA

f) Contractor shall provide the Notices and Correspondence listed below and accommodate further modifications to the list that are required by state law or enhance revenue collections efforts as directed by the SFMTA

g) Notices to be generated by Contractor:

Citation Processing Related Notices

Notice Name	*Frequency*
First In-state	Daily
Second In-state	Daily
Third In-state	Daily
First Rental	Weekly
Second Rental	Weekly
Third Rental	Weekly
First Transit Violation	Daily
Second Transit Violation	Weekly
Third Transit Violation	Weekly
First Out of State	Weekly
Second Out of State	Weekly
Third Out of State	Weekly
Boot and Tow Warning	Monthly

8.2. **NOTICE PRINTING AND MAILING**

a) CPMS shall automatically generate all Notices mailed for Citations and Fare Evasion Processing

b) Content of the Notices shall be approved by the SFMTA prior to implementation of noticing

c) At a minimum, Contractor shall check for alignment, print quality, correct form, and correct run date and ensure that all required information is included.

d) Contractor shall comply with all U.S. Postal Service requirements applicable to pre-sorting, bar coding, and first class mail including the U.S. Postal Service's "Domestic Mail Manual"

e) Daily batch processing and printing of decision letters and complete electronic image updated to file, including all Customer specific information; Correspondence will be held for 24 hours after decision for internal quality control

8.3. POSTAGE COSTS

a) Contractor shall be reimbursed based on monthly itemized submission for all postage costs, including mailing of the first three Notices of delinquency, RPP renewal notices & fulfillment mailing, and other Notices and Correspondence as determined by the SFMTA in section 8.1.g.

b) Contractor shall endeavor to utilize the U.S. Postal Service's bulk mail rates whenever possible.

c) Contractor shall utilize the USPS's mailing forwarding service (with receipt) for all Citation related Notices and Correspondence. Updated addresses shall be recorded in eTIMS.

d) For RPP related Correspondence, Contractor shall utilize the USPS' do not forward service and return mail to the SFMTA for address updating.

8.4. NOTICE RESEARCH AND REPORTING

a) Contractor shall ensure that the CPMS is able to research specific notice runs, individual notice record information, and response rate or payment return rate to the satisfaction of the SFMTA

b) In addition, Contractor shall ensure that the CPMS has the ability to support an online, real-time review of all notice activity by type of notice

c) Contractor shall provide daily and weekly management reports that track all Notices and responses to the satisfaction of the SFMTA

d) Contractor shall provide summary data for each notice run and detailed information for each notice for the preceding twelve months **within one Business Day** of SFMTA's request

8.5. CORRESPONDENCE

a) Contractor shall forward to SFMTA all Correspondence stored electronically that requires SFMTA response **within two Business Days of receipt**; Correspondence may be uploaded electronically in separate files

b) Contractor shall also scan incoming disabled placard reports into the CPMS

c) Contractor shall pick up incoming Correspondence via a bonded courier from the SFMTA

d) Contractor shall sort, scan, and index incoming Correspondence to an SFMTA workflow batch within two (2) business days of receipt, and code index the Correspondence to the appropriate Citation record

e) Correspondence shall be viewable by entering a ticket number to the CPMS and clicking on the image icon next to the ticket record.

f) CPMS shall generate a report for all scanned documents

g) CPMS shall allow SFMTA staff to generate outgoing Correspondence, including in response to telephone inquiries

h) Contractor shall send decision letters via electronic file to SFMTA printers for printing and mailing by SFMTA the next business day after they are generated.

8.6. CITATIONS REQUIRING SPECIAL HANDLING

Special handling consists of tasks performed by the Contractor in addition to regular Citation processing and prior to a submittal to SFMTA's Collection Agency.

8.6.1. Category 1 - Out-Of-State Citations

For Citations issued to vehicles registered outside of the State of California, Contractor shall request Registered Owner information from the appropriate state DMV, update CPMS with the Registered Owner information and send out all required Notices.

a) Maintain current and complete interface specifications requirements, plate types, registration renewal update schedules, and other critical processing information for out-of-state DMVs

b) Acquire out-of-state DMV files, including updates, for states that makes such files available for purchase

c) Recognize and accurately separate out-of-state registration records based on changes in ownership

d) Obtain the Registered Owner's name and address from the appropriate state vehicle registry

e) Ensure that all data fields required by an out-of-state DMV are completely and accurately submitted

f) Issue Notices of Delinquent Parking Violation to Registered Owners and follow-up Notices as recommended by Contractor and approved by SFMTA

g) Check record counts, edit rejects, match rates, and match failures with each request and return cycle for each state

h) If an out-of-state DMV return provides a valid match, ensure complete processing and tracking for the Citation

i) Update CPMS with Registered Owner information

j) Monitor changes to legal restrictions on the use of DMV data, such as the federal Driver's Privacy Protection Act, ensure compliance with any such

requirements, and track how individual states implement federal requirements

k) Issue reports to SFMTA to assist with documenting, monitoring, and processing oversight of Citations issued to out-of-state vehicles

8.6.2. Category 2 – Rental Vehicle Citations

a) Contractor shall establish a process for rental companies to provide contact information for the liable party and update the Citation record with this information

b) Rental companies shall provide information to the Contractor regarding the individual who rented or was driving a vehicle registered to the rental company at the time of issuance of a Citation before the notice of delinquent parking violation will be re-issued to the identified driver in compliance with California Vehicle Code requirements; this requirement includes the submission of an affidavit of non-liability fully executed by the company identifying the individual assigned or driving the vehicle on the date and time of the violation and legally sufficient supporting documents

c) Contractor shall update all information provided by rental and fleet vehicle companies to comply with the California Vehicle Code requirements including the issuance or reissuance of a Citation, submission of affidavits of non-liability and supporting documents, payment deadlines, Protest deadlines, compliance Citation (i.e., fix-it tickets) requirements, and liability for stolen vehicles. Contractor shall complete the update within one Business Day of receipt of information

d) Contractor shall use skip-tracing to obtain correct address information for returned mail sent to individuals identified by rental car companies

e) Noticing and payment procedures for leased and rental vehicles shall be consistent with those for in-state vehicles once the record has been updated to reflect the responsible party

f) For Citations not updated to liable parties, Contractor shall maintain a fleet registry program whereby companies may provide a list of plates assigned to their company and Contractor will provide single monthly invoices and ensure timely payments

g) All Citations issued to vehicle in the rental fleet registry shall be subject to standard timelines for late penalties

8.6.3. Category 3 – Change of address

Upon receipt of official change of address form from the United States Postal Service associated with initial parking Citation Notices, Contractor shall update the CPMS plate level address with new contact information.

8.6.4. Category 4 – Returned Mail

a) Any Notices returned as undeliverable (bad address or no forwarding information available) shall be marked in the Citation record by Contractor

b) Contractor shall use skip-tracing services to identify and update Citation record accordingly.

8.6.5. Category 5 – Franchise Tax Board Intercept (FTB) Submission

a) Contractor shall send FTB warning Notices to Customers with delinquent penalties once a year

b) Written requests for due process hearings shall be updated to the Citation record, assigned to the workflow queue and suspended for review by SFMTA staff

c) Contractor shall create special Correspondence letters for mailing decisions related to FTB appeals

d) Contractor shall prepare and submit annual files and subsequent revised files pursuant to the Franchise Tax Board Intercept program requirements on behalf of the SFMTA

e) Contractor shall process payments from FTB and update CPMS with payment information

f) The SFMTA reserves the right to transfer this function to the collections vendor; at this time a transition schedule will be established by the parties

8.7. SPECIAL COLLECTIONS ASSIGNMENT/TRANSITION

8.7.1. Assignment

a) The SFMTA will contract with a separate third-party vendor for the special collections. Contractor will code any uncollected Citation records based on the dates established by the SFMTA.

b) Contractor shall mark Citations with a suspend code indicating the transfer to special collections and apply the special collections fee to eligible Citations.

c) The Contractor shall work collaboratively with the SFMTA's Special Collections Vendor to develop a file transfer protocol for the following:

- Initial file transfer with all Citations meeting the criteria listed below on effective date of Contract.

- Daily overnight file transfer with changes and updates to active collection accounts (paid, removed, dismissed, added, etc.).

8.7.2.   **Collection Categories**

Citation Category	Description	Estimated Assignment Quantity
In-State	In-State Citations, DMV returned valid RO information.	65,000
Nixie	Any unpaid Citation for which a notice has been returned by the post office as undeliverable.	6,000
No DMV Hit	No RO information provided by DMV.	40,000
Rental	Citations issued to Rental vehicles updated with renter information.	8,000
Out of State	Citations issued to out-of-state vehicles - no RO information provided.	4,000
Transit	Citation issued to an individual for failing to show proof of payment while riding on the City's public transit system.	16,000
	Estimated Annual Citations Assigned	**139,000**

9. ADJUDICATION

The CPMS shall provide a fully integrated adjudication module to allow for the effective and timely processing of requests for review.

9.1. PROTEST SUBMISSION

Contractor shall provide the ability for Customers to submit Protests for Administrative Review and Hearings online and by-mail. Customizable business rules including review submission timeline requirements and payment deposits, if applicable, must be applied to all submissions and automated responses and/or Notices shall be mailed to Protestor if their submission request does not meet the business rule requirements for review.

The SFMTA will separate incoming administrative review and hearing Protests received by mail. Contractor shall provide courier services to pick-up documents each Business Day for scanning and uploading documents to the Citation record *within two Business Days* of receipt. Citations shall be pended for the appropriate review period per the business rules.

Contractor shall establish a review queue system and assign Protests received by categories established by the SFMTA.

9.2. REVIEW PROCESSING

The system shall provide the following capabilities related to the processing of administrative hearing and reviews:

a) Allow reviewers to process reviews either by accessing the pending review queue or by license plate or by Citation number

b) Allow batch processing of reviews by plate record or by Citation numbers shall be available for large transaction and provide pre-populated decision codes with access limited by User ID's and access levels and associated with decision letters

c) Full access to all functions of the CPMS shall be available while utilizing the adjudication module, allowing Users to simultaneously access Citation and plate history, view Correspondence and ticket notes, and all other records associated with the individual or vehicle

d) Ability to review other Citations issued at the same location (through a business intelligence tool) or to the same vehicle as the protested Citation

e) Automatically place a "hold" or "suspend" on the Citation payment deadlines pending Administrative Review

f) Ability to capture information describing the disposition following Administrative Review or Administrative Hearing, including denial or approval of the Protest,

date and time of the Administrative Review, the person conducting the Administrative Review, and the reason for denial or approval of the Protest

g) Provide a "comments" field for each VLN that will allow both the first level reviewers and the Hearing Division to enter notes about a particular VLN, and a separate "comments" field for each Citation

h) Ability to enter a decision upholding or denying a Protest or a pending status

i) Ability for Users to input notes and attach reference records to each case file, with no limit to comment length.

j) Ability for Users to enter notes at both the ticket level and the plate level

k) Allow for an option of a deposit payment or a hearing deposit waiver form for a hearing to be applied to a Citation

l) Automatically offset any refunds and apply the offset to any delinquent Citations on the record for the Protestor

m) Online real-time updating of disposition at the time of a Hearing Officer's decision, the hearing type (in person, by mail or by telephone), the hearing date and any Fines or fees due. The system shall also provide a complete audit trail of all information relating to each Protest and resulting disposition

n) Upgrades to the UI/UX system shall provide full functionality access to the CPMS without leaving adjudication module, which in turn provides the ability to send decision letters via email, work on multiple decisions at the same time, or save decisions in progress

9.3. DE NOVO HEARINGS

Contractor shall, through the CPMS, automatically issue refunds to Protestors who prevail in De Novo hearings upon Citation record update by SFMTA staff.

9.4. TOW HEARINGS

Contractor shall, through the CPMS, support the following functions:

a) Entry of tow records (including the VIN, VLN, date, time, tow location, Hearing Officer, date and time of hearing and disposition of the hearing). The system shall provide querying capacity including VIN, VLN and state of registration, tow location, and date/time range

b) Scheduling of Tow Hearings

c) VLN queries within the CPMS and DMV systems

d) Tracking tows by authorizing agency (e.g. SFDPH, DPT, and SFPD)

e) Tracking tows by type of violation

f) Tracking tow decisions by violation code, reason for any refund/waiver and Hearing Officer

g) Generate a notice of decision to be mailed to the Protestor and attached to the permanent tow record

h) Enter and edit hearing information, transfer such information to the appropriate database, and generate management reports

i) Fully integrated with the SFMTA's towing vendor system

j) Tracking and transmitting tow waivers electronically to the tow vendor

k) Provide an online, real-time scheduling function that integrates state law requirements with an availability calendar for Administrative Hearings. In addition, the system shall provide entry and noticing options for Hearing Officers

9.5.　BOOT HEARINGS

a) The system shall provide for the entry of variable information regarding a Boot Hearing, such as the requestor's name and address, the disposition and written justification

b) The CPMS shall have the capability to allow the Hearing Officer to generate a notice of decision

c) The CPMS shall attach a copy of the notice of decision to the permanent record of the Boot

d) The system shall provide the capability to enter and edit hearing information, transfer such information to the appropriate database, and generate management information reports requested by the SFMTA

9.6.　ADMINISTRATIVE REVIEW AND HEARING DECISION LETTERS

a) The Contractor shall provide a flexible system to generate administrative review and hearing decision letters, as well as other related Correspondence, matching the action or decision associated with the Citation record activity

b) The Correspondence system shall be pre-populated with template letters that allow for easy customization and modification by authorized SFMTA staff

c) The system shall include spell-check and pre-populate with Citation record detail

d) All letters shall be automatically attached the Citation record upon processing and the Citation record updated with corresponding decision, date and User

e) The User shall have the ability to edit documentation, paste and edit text with basic word processing features, including spell check and document formatting with the option to generate a letter and/or email Correspondence

f) All Correspondence shall be tracked, retained and accessible for the associated case file

g) The system shall be capable of backing up decision letters in the event the system times out or loses connectivity so that the letter can be retrieved by the Hearing Officer; additionally, the Hearing Officer shall be able to work on two

records simultaneously - for example if a Hearing Officer is working on a decision letter and a new Customer appears for a hearing, the Hearing Officer will be able to pause the decision (and save any work on the letter) and conduct the new hearing

h) At the conclusion of the Administrative Review, the system shall promptly generate and mail a notice explaining the disposition in sufficient detail so that the Protestor is able to understand why the Protest was denied or upheld; the notice shall also explain the appeal procedures if the Protestor wishes to request an Administrative Hearing

i) The form and content of the notice shall be subject to the approval of the SFMTA

j) The system shall have the ability to paste text of state law provisions, including but not limited to the California Vehicle Code and California Public Utilities Code, into disposition documents at the discretion of the Hearing Officer.

k) The system shall include a User-friendly data entry system that automatically transfers CPMS data into disposition letters in a real-time online environment. The system shall have spell-check capabilities and all other basic word processing functions. The system shall provide a "pending and deny" status message to enable the Hearing Officer to send a prefixed editable letter within a designated timeframe. The system shall attach an electronic final version of the letter and store it with the associated electronic case file,

l) Contractor system shall have the ability to create ad-hoc customized letters that will pre-populate with Citation record detail, attach to the Citation record and be submitted for printing the same as other Correspondence

m) The system shall allow Hearing Officer to specify the number of printed decision letters or to opt out of the printing option

n) Allow for transmission of letters by e-mail if Customer agrees via online system. Email notifications shall be tracked by the system within each electronic case file and responses from notification recipients shall be recorded and retained within the associated electronic case file

o) The system shall have the ability to send, receive and track Correspondence and associate these records with the electronic case file

p) The system shall be capable of generating reports listing the Citation numbers at various stages or times in the Protest process so that the SFMTA can ensure reviews are conducted in a timely manner in conformance with the law; for example, under state law, hearings are required to be conducted within 90 days of a request for a hearing, the system needs to be capable of identifying cases not yet adjudicated that are nearing statutory deadlines

9.7. **ADMINISTRATIVE HEARING SCHEDULING**

a) The CPMS shall provide a centralized, web-based scheduling feature to coordinate all hearings and case assignments by Hearing Officer/reviewers that is in compliance with hearing and review deadlines mandated by state law

b) Members of the public shall have the ability to schedule hearings online

c) Contractor's CPMS shall provide hearing scheduling calendar that shall have the capability of being modified in an on-line real-time environment to accommodate workload fluctuations, administrative changes, holidays, vacations, changes in SFMTA policies and procedures and state laws

d) At the direction of the SFMTA, the system shall be able to modify available hearing dates and times and adjust the number of available hearing slots

e) The system shall store individual Hearing Officer/reviewer profiles for each employee

f) The system shall queue and assign hearings based on Hearing Officer/reviewer availability

g) The system shall provide live monitoring of the hearing schedule queue and the ability for the supervisor to manually assign a case(s), or batches of cases, to a Hearing Officer/reviewer and designate a priority for a specific hearing type

h) The system shall provide an online scheduling service to individuals submitting requests for hearings via the internet in real-time, indicating availability of hearing dates and times by specific SFMTA location

i) The system shall allow the individual to submit documentation online, in advance of appearing in-person. An email receipt indicating the date, time and location of the hearing with any appropriate instructions for each review requested

j) The hearing queue shall indicate the time of a designated hearing, the name of the individual requesting the hearing, case/Citation number, license plate number (if applicable) and the violation code

k) The schedule shall be updated or revised in real-time to reflect any hearings that have been added or rescheduled

l) The scheduling feature shall allow for the scheduling, automatic creation and extraction of a Hearing Officer case file; the file shall consist of printed copies of all associated records, attachments and Correspondence associated with the case file

m) Option to conduct video hearings via Skype, upon notice from the SFMTA to proceed with set-up.

9.8. **HEARING OFFICER SCHEDULING ENHANCEMENTS**

Contractor shall provide hearing scheduling services, including the following:

a) Individual Hearing Officer profiles with historical schedules that can be copied forward

b) Calendar creation up to two years in advance

c) Functionality to set hearing slot duration

d) Adjustment of available hearing slots at any time; for new scheduling only

e) Indication of time of hearing, name of requestor, Citation number, plate number, and violation code on the daily hearing queue report

10. FINANCIAL PROCESSING

The CPMS shall be required to provide an integrated, comprehensive and fully auditable financial processing system for all financial transactions.

10.1. INSPECTION OF RECORDS

The Agency shall have the right to inspect Contractor's records, which include, but are not limited to: accounting records (hardcopy as well as computer data), written policies and procedures, organization charts, internal audit reports, all Correspondence, subcontractor files, reports, and any other documents relating to the performance of this Contract shall be open to inspection and subject to audit and/or reproduction by the Agency, Agency auditors, Agency attorney, or designees of the SFMTA as necessary to adequately Permit evaluation and verification of Contractor's compliance with contractual provisions.

10.2. FINANCIAL RECONCILIATION

a) All monies and receipts deposited to SFMTA's bank accounts shall be balanced to revenue distribution reports based upon the Citations paid and fees collected as reflected on Contractor's CPMS. Contractor shall immediately research and resolve any discrepancies between processing logs/worksheets, batches, and databases. A written record of any such problems should be noted on the reconciliation worksheet. Contractor shall provide SFMTA the reconciliation and balancing reports that are approved by SFMTA staff.

b) Should errors in reconciliation cause incorrect payment applications or transfers between Citations, ***Contractor shall have 48 hours from notification or discovery of errors to make corrections***.

c) Contractor shall provide a daily on revenue distribution report that is balanced to the cashiering system totals from all transactions that display the detailed breakdown by terminal and cashier ID and identifies types (Citations, parking Permit, fare media sales, etc.) and categories of payments processed including SFMTA Customer Service Center, hearing deposits, credit/debit card, web payments and ACH payments.

d) Contractor shall reconcile DMV and FTB payments by matching the payment file provided to the check received by SFMTA and reporting any discrepancies..

e) Contractor shall be required to perform and monitor all financial corrections and adjustment transactions that are applied to the CPMS and based upon the individual needs of the Customer. These include application of funds from one Citation to another and/or adjustments. Full documentation shall be created and filed to provide complete financial control over all exception processing.

f) Contractor's SAE16 audit report is produced in October and covers the year from the prior October to the September immediately preceding the report date. (e.g. the report for October 2017 covers October 2016 to September 2017).

To accommodate SFMTA internal audit requirements, the Contractor shall, in June of each contract year, provide the most recent report, and a bridge letter that provides report information from the date of the report to the end of the calendar year (i.e. In June 2018 the Contractor will provide the SAE 16 report completed in October 2017, and a bridge letter that covers the time from date of letter to December 31, 2017). The SFMTA understands that the period from January to June of the year following the report will not be reported until the next report is issued in October of the following year.

10.3. TRANSACTION ACCOUNTING

Contractor shall reconcile all transactions (Citations, Permits and transit fare media) updated to the database based upon the individual needs of SFMTA. Contractor shall produce a daily cashier balancing report by individual cashier and in aggregate that balances the total number of transactions in a given day, including but not limited to Citations updated, parking Citation payments, payments held in suspense, corrections, administrative hearings and dispositions, updated name and address information, returned mail, and DMV or FTB processing. Any discrepancy amount will be reported on an individual cashier basis by the type of transaction showing the correct system data and the cashier input amount.

Contractor shall reconcile new Citations added to the database through all stages of processing, including initial receipt from SFMTA, batching for data entry, subsequent processing, and update to Contractor's CPMS.

Contractor shall be responsible for all actions taken by Contractor's staff.

10.4. RETURNED CHECK ITEMS

Contractor shall allow SFMTA staff access to the CPMS to make adjustments and/or reverse payment transactions for returned check items, send customizable Correspondence to the Customer advising them of the consequences and penalties applied because of the returned check transaction, update the Citation record and resume normal noticing and processing of the Citation.

The CPMS shall be able to identify returned check items, allowing transaction notes to be entered and returned check fees to be added to the outstanding Fines or waived. SFMTA Users shall be able to view and modify both credit and debit adjustments within the same CPMS window simultaneously. The CPMS shall notify the Registered Owner or responsible party of any returned check based upon the individual rules established by SFMTA and mark the citation record. Accounts with returned checks and/or credit card reversal charges will be blocked from submitting online payments for a period defined by the SFMTA.

10.5. FINANCIAL ADJUSTMENTS

Contractor's system shall process various financial adjustments and update the CPMS to accurately reflect Citation status. SFMTA will research overpayments and payments applied in error except as specified in the lockbox service agreement, perform the necessary financial adjustments, allow the ability to transfer paid

amounts between two Citations if required, and process manual refunds through the City Controller's system in accordance with California law or SFMTA policy. These transactions shall undergo an accounting process separate from the daily reconciliation for in-person, mail-in and online payments.

10.6. REFUND OF OVERPAYMENTS

CPMS shall identify and support the refunding of overpayments, duplicate or multiple payments based on criteria established by the SFMTA, including:

a) Automatically identify overpayments at the VLN level exceeding a set period of time and excluding certain status/categories of Citations as defined by the SFMTA

b) Apply any overpayment to any open Citations at the VLN level

c) Designate, at the transaction level, where the overpayment was moved from and where the overpayment was moved to, for the Citation being paid. There shall be a physical record at both ends of the transfer (origin and destination)

d) For a Citation where a balance remains after reapplication, and the overpayment was caused by a duplicate or additional payment, mail an auto generated refund verification letter to plate level address and indicate on the Citation record that a letter was sent

e) Document returned mail, change of address and any other response to the refund verification letter received either by mail or by an online response tool provided by the Contractor (including no response) within the timeline established by the SFMTA

f) Pursuant to the requirements of the SFMTA Controller, submit weekly file to process refund checks on a day specified by the SFMTA, document refund check processed status on Citation record

Pursuant to state law, the SFMTA may escheat unclaimed funds on an annual basis. After the close of public noticing period, records with unclaimed overpayment, duplicate or multiple payment funds shall be updated by the Contractor to indicate escheatment completed.

10.7. HISTORICAL PAYMENT TRACKING

Contractor's CPMS shall have the ability to view and query reports on historical payments by license plate in order to see if there are consistencies among the actions of a specific Customer. The indexing of historical payment data to be drawn upon when needed is an acceptable solution. The viewable time period shall begin five years before the Effective Date of the Agreement and shall shift forward by one year at the anniversary of the Effective Date so that the total years accessed remain constant.

10.8. MONITOR AND OVERSIGHT DUTIES

Contractor shall provide the following:

a) Monitoring and oversight of subcontractor(s) service delivery where applicable

b) Auditing and reconciliation of Citations suspended by Contractor's staff

c) Correcting erroneous data

d) Monitoring and reconciling payments received from DMV

e) Forwarding all refund requests

f) Making adjustments including misapplied payment credits/debits

g) Balancing daily revenue distribution reports by accounting codes or agencies with revenue sharing

h) Performing process control review, quality assurance, and distribution of all reports

i) Effective management of system access and security

10.9. LOCKBOX PAYMENT PROCESSING

a) Contractor shall provide a lockbox service from an accredited financial institution with offices within City and County of San Francisco, which shall be capable of processing at least two million transactions annually. The lockbox service to be used by Contractor shall be a banking service that is subject to approval by the SFMTA Treasurer. The Contractor shall process both Citation and Permit payments through the lockbox service. The SFMTA reserves the right to transfer lockbox service to the City's designated lockbox provider.

b) Contractor shall provide a bonded courier to pick up mail twice each day in accordance with a schedule approved by SFMTA. All mail pickups will be logged by Contractor and are subject to verification by SFMTA personnel.

c) Contractor shall ensure that all payment documents received via mail and processed are imaged and archived for a minimum of five years, and shall store such documents in a manner that allows retrieval *within one Business Day of request*; immediately accessible by Accounting staff.

d) Contractor shall maintain mail-in payment processing that shall consist of a broad range of control and balancing procedures, including but not limited to:

   i. Receipt and control of high volumes of mail (approximately 5,000 pieces per day for Citations and 75 pieces per day for Permits.)

   ii. Batching and preparing documents for processing

   iii. Forwarding appropriate problem or questionable mail-in payments to SFMTA on a daily basis (approximately 50 pieces per day)

   iv. Processing payments associated with Citations and Permits, and processing those items that cannot be routed through high-speed automated processors on an exception basis

> *v.* Balancing, reconciliation and preparation of deposits for Citations and Permits
>
> *vi.* Online, daily updates of payment information to CPMS
>
> *vii.* Daily deposits to an account designated by the SFMTA. Deposited funds are to be collateralized (i.e. funds must be secured or insured against theft for the protection of SFMTA) pursuant to California Government Code §53630, et seq.

e) Contractor shall create an electronic image of all processed mail payments, showing the front of the check or money order, the front of the source document (Citation and Permit Notices), and the mailing envelope. Images shall be instantly retrievable on request by Citation or Permit number, name or control number. Payment documents should be endorsed with the unique control number associated with each Citation or Permit, date paid and batch numbers. Processes shall be put in place to record overpayments and unidentified payments. Contractor shall establish a reliable audit trail for both processing procedures, including endorsing and encoding the payment document with the unique control number of each Citation or Permit paid, date of processing, and daily reconciliation with the payments updated to both CPMS and PPS systems.

f) Contractor shall post all lockbox payments to the system **within 24 hours of receipt** or no later than the end of the next Business Day. This requirement is subject to on-site verification by SFMTA personnel. Contractor is required to maintain a 97% level of accuracy for all data entry of lockbox payments inputted by Contractor.

g) Contractor shall provide mail pick-up from the Post Office and delivery to Contractor's secured place of business by a bonded courier or bonded employee twice each Business Day. Said Post Office box will be in the name and control of the SFMTA and County of San Francisco.

h) *Contractor shall be responsible for scanning returned items, including envelopes and source documents and forwarding electronic copies to the SFMTA.* Contractor shall, through the CPMS, capture and permanently retain full audit trail information for every processing payment transaction for each Citation or Permit. (The Permit vendor will be responsible for audit trail information for Permit issuance). All payment processing procedures shall be approved by the SFMTA and are subject to detailed audit by SFMTA. Services provided shall be continually monitored and reported, and SFMTA shall be able to conduct in-depth audits of all aspects of the operation.

i) Contractor shall be responsible for ensuring the integrity of data and security of SFMTA revenue throughout the entire payment processing procedure. Contractor shall reimburse the SFMTA for any shortages or losses **within two Business Days** of receipt of notice from the SFMTA. Overages shall be researched and resolved for every instance to the SFMTA's satisfaction. All

overages shall be the property of SFMTA. Funds must be electronically transferred by the lockbox service.

j) Contractor shall provide complete daily oversight and reconciliation of all aspects of transaction processing and shall be held financially accountable for any processing errors.

10.10. RECONCILIATION OF LOCKBOX RECEIPTS

a) Contractor shall be responsible for reconciling all checks and money orders collected at Lockbox and for any and all cash shortages at the end of each Business Day. Payments and funds shall be reconciled daily before preparation and transport to SFMTA's designated depository. Cash overages and shortages of any amount shall be investigated, reported to SFMTA, and resolved *within two Business Days* of the deposit date. Contractor shall reimburse SFMTA daily for any shortages.

b) Contractor shall balance all money deposited to SFMTA designated depository to revenue distribution reports based on the Citations paid and fees collected as reflected in CPMS and PPS. Any discrepancies between processing logs/worksheets and database tools shall be immediately researched and resolved. An automated record of any such problems shall be noted within the CPMS and PPS. Contractor shall provide reconciliation and balancing reports that can be reviewed and approved within CPMS and PPS by the SFMTA.

11. PRODUCTION CONTROL AND REPORTING

11.1. PRODUCTION CONTROL

Contractor shall ensure that the production schedules are processed completely, successfully and in the correct sequence and order, while allowing for changing requirements. Any changes in requirements shall be processed upon written approval of the SFMTA.

Contractor shall implement the following measures for full accountability for processed transactions by:

a) Providing current and future monthly production reports detailing Citation processing by the third Business Day after the end of the report month

b) Scheduling processing in the proper sequence

c) Ensuring that batch processing is completed successfully and in the correct order

d) Reconciling and system-displaying accurate transactions and penalty processes

e) Preparing detailed monthly production schedules five days before the beginning of the month

f) Providing a paperless reporting environment by producing accurate online production management reports by category

g) Providing SFMTA-approved reports

Contractor shall provide within 30 days of the Effective Day of the Agreement:

h) A master listing of each report type generated for the SFMTA. (The master listing shall include recipient, number of copies, job name, program name, and report name. It also is a reference for the SFMTA and Contractor when planning the schedule and verifying the resulting output)

i) A master schedule for all jobs that are not part of the daily processing cycle. The master schedule provides descriptions of the process, time requirements, and the corresponding job name that is relevant to the data storage center. Contractor's local managers will then verify that the proposed schedule is accurate and easily understood by personnel responsible for SFMTA CPMS scheduled production

j) A monthly production schedule listing the reports and Notices that will be produced for the month. It is delivered before the beginning of the month of scheduled production. The monthly production schedule is prepared from the master schedule and made available to SFMTA and Contractor staff working in production processing

The production schedule includes but is not limited to the following planned activities:

k) File processing: updates the master violation database to ensure that all transactions accumulated in batch processing are accurately updated to the CPMS

l) Routine report generation, as defined by the SFMTA

m) Transaction cutoff period: All transactions must be posted by 9:00 p.m. San Francisco time to be included in the nightly update

Special requests: Upon request from the SFMTA, Contractor shall generate a report detailing the actual production activities. Any deviation and reason for such deviation from the planned schedule will be thoroughly defined in writing.

11.2. REPORTING-GENERAL REQUIREMENTS

Contractor shall provide flexible management reports for data analysis and oversight of Contractor's system to the satisfaction of the SFMTA. Contractor shall provide reports that include but are not limited to the following areas:

a) Program management

b) Performance standards

c) Operational statistics

d) Revenue and financial reporting

e) Management summary

f) Transactional reports

g) Reconciliation reports

h) Contract compliance

i) Management Reports

11.3. STANDARD REPORTS

Contractor shall, through the CPMS, provide the SFMTA the following daily, weekly and monthly reports as required by SFMTA:

a) Financial Reports – These reports shall include payments and totals, number of payments received, number of Citations processed, revenue received, form of payment, processor, batch number, breakdown of payment type, and adjustment for bad checks and total. Monthly financial reporting shall include number of payments received, dollar amount received, notice date, transaction date (record update), Citation number, partial payments, refunds deducted, aged revenue, and Fine/penalty breakdown. The Revenue Distribution Report (RDR) shall be tailored to allocate all parking revenue to the SFMTA, other issuing agencies, and the state as specified by the SFMTA

b) Update Reports – These reports shall include the types of records updated, total records updated, and reconciliation of errors. In addition, transaction edit reports,

production control reports, and workstation operator productivity reports shall be generated as requested by the SFMTA

c) Booting/Towing Reports – These reports shall include aged Booting data, Scofflaw lists, and Boot and tow authorization and confirmation

d) Registry Reports – These reports shall include counts, rejects, and detail on submitted and returned DMV requests for registered owner information

e) Citations Issued Reports – These reports shall include Citations issued by the SFMTA, issuing officer, area, and detail regarding the monetary value of Citations issued and amounts paid

f) Citation Dismissal Reports – These reports shall include Citations dismissed by the SFMTA, issuing officer, and violation type

g) Administrative Dismissal Reports – These reports shall include Citations dismissed by category, and CSRs and Hearing Officers

h) Administrative Hold Reports – These reports shall include Citations that have been suspended by category, issuing officer, Customer service representatives, and Hearing Officers, and Citations added and deleted by category

i) Notices Mailed Reports – These reports shall include Notices mailed by type and total mailed by type

j) Dealer-Manufacturer - Contractor shall provide SFMTA a monthly report of all Citations.

11.4. ADDITIONAL REPORT REQUIREMENTS

a) CPMS must be flexible enough for Users to modify standard report parameters and search and export criteria

b) The SFMTA reserves the right to request up to 25 additional reports from Contractor at Contractor's expense as needed. Upon SFMTA request, Contractor shall provide the SFMTA a proposed report format and shall make the report available to the SFMTA *within 15 Business Days* after SFMTA approval of the report format unless the parties agree to a different time schedule

c) If not a part of the CPMS software, Contractor shall provide analytical business intelligence software (e.g. Business Objects, Tableau), including licenses for 25 Users. The SFMTA reserves the right to purchase additional licenses as needed.

12. STAFFING

In addition to the required resources to perform the duties and requirements set forward in this document, Contractor shall provide a minimum level of locally based, dedicated staffing to support ongoing full-time, on-site maintenance and support for the system. Contractor must include personnel with the ability to provide improvements and enhancement to the system. Minimum staffing requirements are as follows:

a) Program Manager

b) Associate Program Manager

c) Operations Manager

d) IT System Technician Manager

e) IT System Technician

f) Two (2) Business Analysts

12.1. ONSITE SUPPORT

The Contractor shall provide an on-site (1SVN) Help-Desk Representative with expertise equivalent to an SFMTA 1094 IT Operations Support Admin IV (job description link: http://www.jobaps.com/SF/specs/classspecdisplay.asp?ClassNumber=1094) during the term of the Agreement. The position will be used to support all hardware and software support functions related to the Agreement.

12.2. CONSULTING SERVICES

Contractor shall provide consulting services, the cost of which shall be listed as a cost per consulting hour. All consultants assigned by Contractor shall be subject to SFMTA approval. Such consulting services, which shall be pre-approved by the SFMTA, may include but are not limited to:

a) Support for Enforcement Productivity Management (EPM) with emphasis on effective enforcement, including developing appropriate productivity benchmarks. This should include regular meetings with SFMTA's Contract Administrator, Director of Enforcement and key managers within the SFMTA

b) Analytical support for developing processing, collection and enforcement strategies based on the best practices

c) Extracting information from the parking Citation database to support parking and collection management initiatives

d) Assistance in preparing management reports and statistical analysis, including the development of new management reports and revisions to existing reports

e) An analysis of new technology and its applications to parking operations and Citation processing. Such analysis should include, but not be limited to: cost benefits of new technology, example organizations that have already

implemented the new technology and appropriateness of new technology to SFMTA's processes and operations

12.3. CONTRACTOR STAFF TRANSITIONS

a) Contractor shall notify the SFMTA Financial Services Senior Manager and Contractor Administrator of any modifications to required staffing as outlined in this section.

b) Vacancies in the program manager, operations manager or IT System Technician manager shall be filled ***within 60 days of notification of the vacancy to the SFMTA***.

c) Vacancies in the associate program manager, IT support associate, business analysts shall be filled ***within 90 days of notification of the vacancy to the SFMTA***

12.4. SUBCONTRACTOR TRANSITIONS

Contractor shall notify the SFMTA Contract Administrator, the SFMTA Contract Compliance Division and the manager of any SFMTA division affected of any pending changes in subcontractors, so that an assessment can be made by the SFMTA as to whether any suspension of Contract requirements is warranted to allow for new subcontractor training and for what period of time. Failure to do so will result in the Contractor bearing any resulting liquidated damages or credit assessments that occur due to subcontractor's failure to meet relevant requirements.

13. TRAINING AND MANUALS

13.1. TRAINING

Contractor shall provide SFMTA staff with all necessary training and documentation to efficiently and effectively use all functions of the CPMS systems and all Contractor-supplied equipment, hardware, software and peripherals.

Training shall include the following:

a) Options for ongoing and "refresher" training of SFMTA staff currently in place in the Enforcement, Citations, Hearings and Contract Administration divisions

b) Options for incoming employees that will be provided *within 30 days* of their start date

c) A combination of classroom, small group, and hands-on training in the use of computer hardware and software

d) Training in the use and interpretation of the reports produced by the CPMS to SFMTA staff as designated, *within 30 days* of written request from SFMTA

e) New User training provided by the Contractor shall be no less than 120 minutes

13.2. MANUALS AND DOCUMENTATION

Contractor shall provide to the SFMTA online access of all documentation of the system hardware and software.

On the Effective Date of the Agreement, Contractor shall provide up-to-date, detailed documentation relating to all operational aspects of using the system. This shall include, but is not limited to:

a) Detailed User manuals explaining each component of Contractor's system

b) Functional manuals, tailored to each processing unit, to explain the Contract's system as it relates to the job responsibilities of the particular User

c) Contractor shall conduct an annual review of all manuals, with written notification of review sent to SFMTA Contract Administrator

d) Contractor shall update manuals *within 30 days* of notification by SFMTA of policy modifications or *within 30 days* after any new program implementation

14. OPTIONAL SERVICES

Should the SFMTA opt to implement any of the following services, the SFMTA will meet with Contractor to develop requirements. After requirements development, the Contractor shall prepare a proposal for implementation, including specific costs. Costs for development shall not exceed $150/hr. Contractor shall submit the implementation plan and pricing proposal *within 45 days* after development of requirements and written authorization from the SFMTA to proceed.

14.1. AUTOMATED SPEED ENFORCEMENT (ASE) VIOLATION

At the request of the SMFTA, Contractor shall implement a system for processing administrative automated speed enforcement camera violations. The system shall include the following functionality:

a) Accept files from photo enforcement vendor and update to Citation records

b) Incorporate Citation payments for ASE violations into existing payment options for Citations

c) Online viewing of Citations via eTIMS.

d) Mailing of scheduled Notices based on next action logic.

e) Administrative review and Correspondence processing through the current workflow system.

f) Hearing decision processing through the current administrative adjudication program.

g) Special collections processing through the current workflow system as directed by SFMTA.

14.2. TRANSIT-ONLY LANE ENFORCEMENT (TOLE)

Contractor shall implement a plan for providing LPR (license plate recognition) cameras for MTA transit vehicles for MTA transit vehicles in order to issue citations to private passenger vehicles that use "transit-line only" designated City streets. Contractor's system shall integrate with a photo enforcement backend system. Contractor shall provide the following system functions:

a) Automated detection of an illegally parked vehicle

b) Automated camera initiation,

c) LPR interpretation of license plate number and capture of location, date, and time.

d) 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.

e) Mail approved violation notices to registered owners

14.3. PBP INTEGRATION OF MULTIPLE VENDORS

Contractor shall integrate with additional "payment by smartphone" vendors as designated such that SFMTA is able to check parking space payment status by block or by the individual parking space

14.4. TRANSIT-LANE ONLY ENFORCEMENT (TOLE) PROGRAM SUPPORT

To assist the SFMTA's effort to discourage passenger vehicles from obstructing transit corridor routes, 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.

The SFMTA 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.

14.5. PAYMENT KIOSKS

At the request of the SFMTA, Contractor shall provide an estimate for procurement, installation and maintenance of one or more payment kiosks that will accept cash and credit card payments for Citations, boot removal and other transactions.

14.6. ELECTRONIC BOOT REMOVAL SYSTEM

a) Contractor shall support a pilot program for vehicle Boots that are capable of being released by the Customer by calling a toll-free number that must be available 24 hours per day, 7 days a week.

b) Contractor shall ensure that the Customer will be able to pay Fines and fees with a credit or debit card, or check-by-phone.

c) Contractor shall provide the Customer a numerical code to unlock the Boot, which can then be delivered by the driver to a location specified by the SFMTA.

d) Contractor shall provide SFMTA data related to the pilot program, such as the number of Boots affixed, the number of Boots self-released, the location of Booted vehicle, the date and time the Boot was returned, the location the Boot was returned to, the condition of the Boot, the total amount of Citations paid and payment method upon release of the Boot.

14.7. TAXI CITATION ISSUANCE PROGRAM

Contractor shall develop handheld device software to allow SFMTA Taxi enforcement personnel to issue citations for taxi-related violations as determined in the City's Transportation Code. Contractor shall also provide handheld devices for enforcement use.

14.8. PROOF OF PAYMENT ENFORCEMENT PROGRAM

Contractor shall develop handheld device software to allow SFMTA transit enforcement personnel to issue citations for transit violations as determined in the City's Transportation Code. Contractor shall also provide handheld devices for enforcement use.

14.9. MISCELLANEOUS APPLICATION AND PAYMENT PROCESSING

The PBW system shall provide a web-based interface for submission of, and payment acceptance for various services and Permits not listed above. The system shall be configurable to process a minimum of 15 different items and be able to hold payment processing, and/or, create a pin-based system for payment after applications are processed and approved by SFMTA staff. System shall be integrated with cashiering to allow for SFMTA staff to process transactions and accept payment.

Examples include:

a) Temporary Signs – Applications for temporary parking restrictions for moving vans, special events, etc.

b) Color Curb – Applications for the installation of green, white and red zones for business and residential addresses

c) SFMTA Field Operations Work Order – Cost-recovery fees assessed to third-parties for signage, meter and pavement marking work

d) Street Closures/Special Events – Permits for temporary street closures and other costs associated with Special Events

e) Shuttle Bus Commuter Zones – Permits for Shuttle Bus commuter program

f) Oversized Vehicles/Trucks – Permits for oversized vehicle travel

14.10. MONEYGRAM (MG) ALTERNATIVE CITATION PAYMENT OPTION

a) Contractor shall modify citations to include notification to Customers of the option to pay for citations via MoneyGram (MG), along with a reference number.

b) Customer shall be able to visit any MoneyGram location and use the Citation and MG reference numbers to pay for Citations, including any accumulated late fees.

c) Transaction fees will be paid either by the customer directly to MG, or by the SFMTA on a monthly basis as a pass-through from the Contractor for use of this service.

d) Contractor shall process payment files issued by MoneyGram to ensure they matched payments transferred to the Agency.

14.11. VIRTUAL PERMITTING

Contractor shall provide an Internet-based system that automates the issuance and renewal of virtual, license-based parking permits and includes hosting and updating rules, regulations and locations; maintains a web portal for Customer use, enables full integration with a vendor provided LPR system.

14.12. ADDITIONAL SCANNERS

Contractor shall provide and maintain additional scanners at 1 South Van Ness Avenue that allow automatic upload of documents to the CPMS. SFMTA will reimburse Contractor for scanner purchase and maintenance costs.

14.13. INSTALLMENT PAYMENT PLAN ENHANCEMENTS

In order to comply with state legislation, SFMTA may pursue this option in conjunction with other local jurisdictions utilizing the same Contractor system.

a) Contractor shall upgrade the installment payment plan module to allow SFMTA to set variable time limits, minimum payments and temporary penalty reductions.

b) The CPMS shall produce monthly status reports and generate monthly billing and account status reports to be sent via e-mail or U.S. mail to customers.

c) Accounts not meeting minimum payment requirements shall be removed from the system.

14.14. ACTIVE DIRECTORY

At the SFMTA request, provide that authentication shall be against SFMTA Active Directory (as part of CPMS update)

15. LIQUIDATED DAMAGES AND CREDIT ASSESSMENTS

For information regarding terms of liquidated damages, see Section 4.7 of the Master Agreement.

15.1. LIQUIDATED DAMAGES

Item #	*SOW Section*	Description of Requirement	Assessment
1	*1.1*	The CPMS and PPS shall not be unavailable during Peak Hours for more than 30 minutes and/or for two or more incidents during Peak Hours totaling more than 60 minutes within one business day.	*$2,000 per incident, not to exceed $4,000 within a 24-hour period.*
		During Non-Peak Hours, the CPMS and PPS shall not be unavailable for more than four hours. Exceptions will be made if requested and approved in writing by the SFMTA. The Contractor shall not be responsible for unavailability caused by third-party providers (e.g. wireless communication vendors.)	
2	*1.2*	Contractor shall provide technical staff who are available to come to SFMTA sites where Contract services are provided to address issues during regular Customer Service Hours (Monday-Friday, 8 a.m. to 5 p.m.) and as needed for emergencies upon request by the SFMTA.	*$300 per incident.*
3	*1.7*	Contractor shall have a Disaster Recovery Plan available **within seven days of the Effective Date of the Agreement**.	*$100 per day.*
4	*1.11.d*	The system shall be capable of restoring archived records to the database **within seven Business Days after receipt of a request from the SFMTA.**	*$200 per incident.*

Item #	*SOW Section*	Description of Requirement	Assessment
5	*3*	Contractor shall complete integration requirements within 30 days (c, d), 60 days (e), or 90 days (f) of the Effective Date of the Agreement.	*$250 per day for each failure.*
6	*5.3.c*	CPMS shall mail a notice of the tow to the registered and legal owners within 48 hours, excluding weekends and holidays.	*$100 per day.*
7	*6.2.b*	Contractor shall input handwritten Citations into the CPMS within four Business Days of receipt.	*$100 per day.*
8	*6.2.d*	Reconcile handwritten Citation entry report and resubmit handwritten Citations that do not successfully update to the system within two Business Days of original entry.	*$100 per day.*
9	*6.4.e*	Contract shall request California Registered Owner information within three Business Days of a new Citation record being updated or entered into the database.	*$100 per day.*
10	*6.22.d*	Contractor shall complete rent and fleet information updates within two Business Days of receipt of information.	*$100 per day.*
11	*6.25.c*	The cashiering system shall be capable of transferring transactions to the processing database within 15 minutes after data communication lines are restored.	*$200 per incident.*
12	*7.3.l*	The Permit system shall prevent the issuance of Permits on vehicles with delinquent Citations (Transportation Code, Div. II, Section 902(c).	*Cost of the Permit plus $100*
	7.5.a	Contractor shall fulfill permit production within 21 days of payment posting.	*$100 per Business Day delay*

Item #	*SOW Section*	Description of Requirement	Assessment
	7.5 b	Contractor shall ship pre-printed ticket stock within 30 days of receipt of SFMTA's written request. Contractor shall ship additional pre-printed ticket stock within 30 days of receipt of SFMTA's written request.	*$200/per Business Day delay*
13	*8.1.e*	Contractor shall complete any SFMTA-requested modifications to pre-printed forms within 120 days after final written approval of the modification by the SFMTA.	*$200 per day.*
14	*8.4.d*	Contractor shall provide summary data for each notice run and detailed information for each notice for the preceding twelve months within one Business Day of SFMTA's request.	*$100 per day.*
15	*8.5*	Contractor shall forward to SFMTA all Correspondence stored electronically that requires SFMTA response within two Business Days of receipt.	*$100 per day.*
16	*9.1*	The SFMTA will separate incoming administrative review and hearing Protests received by mail. Contractor shall provide courier services to pick-up documents each Business Day for scanning and upload documents to the Citation record within two Business Days.	*$100 per day.*
17	*10.2(b)*	Should errors in reconciliation cause incorrect payment applications or transfers between Citations, Contractor shall have two business days from notification or discovery of errors to make corrections.	*$100 per day.*

Item #	*SOW Section*	Description of Requirement	Assessment
18	*10.9.c*	Contractor shall ensure that all payment documents received via mail and processed are imaged and archived for a minimum of five years, and shall store such documents in a manner that allows retrieval within one Business Day of request; immediately accessible by Accounting staff.	*$100 per day.*
19	*10.11*	Cash overages and shortages of any amount shall be investigated, reported to SFMTA, and resolved within two Business days of the deposit date.	*$350 per day.*
20	*11.4.b*	The SFMTA reserves the right to request up to 25 additional reports for the CPMS and 10 additional Reports for the PPS from Contractor at Contractor's expense as needed. Upon SFMTA request, Contractor shall provide the SFMTA a proposed report format and shall make the report available to the SFMTA within 15 Business Days after SFMTA approval of the report format unless the parties agree to a different time schedule.	*$100 per day.*
21	*13.1.b*	Training shall include… Options for incoming employees that will be provided within 30 days of their start date.	*$100 per day.*
22	*13.1.d*	Training in the use and interpretation of the reports produced by the CPMS and PPS to SFMTA staff as designated, within 30 days of written request from SFMTA.	*$100 per day.*
23	*13.2*	On the Effective Date of the Agreement, Contractor shall provide up-to-date, detailed documentation relating to all operational aspects of using the system.	*$200 per day.*

Item #	*SOW Section*	Description of Requirement	Assessment
24	*13.2.d*	Contractor shall update manuals within 30 days of notification by SFMTA of policy modifications or within 30 days after any new program implementation	*$200 per day.*
25	*14*	Contractor shall submit the implementation plan and pricing proposal within 30 days after development of requirements and written authorization from the SFMTA to proceed.	*$100 per day delay.*

15.2. CREDIT ASSESSMENTS

Item #	SOW Section	Description of Requirement	Assessment
1	5.3	CPMS shall automatically mail a notice of tow to the registered and legal owners within 48 hours, excluding weekends and holidays.	Reimbursement of storage fees accrued on vehicle. *(Notification from Hearing Division that storage fees were reimbursed for this reason).*
2	6.1.e	Contractor shall process electronic Citations issued to motorists who leave the scene of a violation prior to the Citation being placed on the vehicle ("drive-away") that will allow a facsimile Citation to be mailed to the Registered Owner within ten days of the issuance of a Citation in compliance with CVC § 40202(d)	Face-value of the Citation.
3	8.8	Contractor shall maintain proper data validations and verifications as part of its SOR functions for any single Citation.	Withhold monthly SOR fee for all affected Citations until the issue is resolved and data integrity is reestablished.
4	10.10	Contractor shall reimburse the SFMTA for any shortages or losses within two Business Days of receipt of notice from the SFMTA.	The amount of shortfall or loss plus interest (based on SFMTA's bank's interest amount) for the amount of Business Days not reimbursed.