



The City of **WORCESTER**

Administration & Finance – Purchasing Division
Christopher J. Gagliastro, MCPPO – Purchasing Director
455 Main Street, Room 201, Worcester, MA 01608
P | 508-799-1220
purchasing@worcesterma.gov

May 29, 2025

To All Bidders:

Subject: **Bid No. CR-8446-W6, Parking Citations, Permits, Mobile App Management Services / DTM**

ADDENDUM NO. 3

To Whom It May Concern:

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PLEASE SEE BELOW QUESTIONS RECEIVED AND CLARIFICATIONS FROM CITY**

1. Please confirm if any of your parking spaces are within the convention-center project and subject to the \$2/vehicle/day Convention-Center Financing surcharge?
Answer: No City is parking is subject to the \$2/vehicle/day Convention Center Financing surcharge.
2. Regarding line 26 of the General Conditions, could you please provide a copy of the Tax Exemption Certificate for our records?
Answer: To be provided to winning proposer.
3. How many back-office users will need access to the system?
Answer: Approximately 20, however this number may increase or decrease, and the vendor shall accommodate without an additional fee.
4. How many handheld enforcement devices should we plan for?
Answer: 19 Handheld Devices to be used the entire year. 7 Handheld devices to be used for approximately 6 months. The Worcester Police Department uses the 7 Handhelds during snow events which is typically November – April.
5. Who is your current payment gateway provider?
Answer: M&T Bank for Lockbox processing/ Kelly and Ryan for CC Processing and Hartland for residential parking permit payments
6. What type of data conversion or historical data import should we account for?
Answer: All data from the current vendor including photos



7. In the Technical Specifications and Requirements, Section E.4, it states: “Payments at Vendor’s location.” Could you please clarify what is meant by “vendor’s location”? Specifically, does this refer to a physical office within Worcester, a regional payment center, or an online portal managed by the vendor?

Answer: Payments at City Hall

8. Will the city consider a vendor with DMV experience in other states even if it does not include 5 years in Massachusetts?

Answer: No

9. Is there an existing post office lockbox and if so what is the current monthly volume of lockbox submissions?

Answer: Yes, there is an existing lockbox processor the City of Worcester currently uses. Please see reverse side of Parking Ticket

10. Is a post office lockbox required and if so, is it required to be in Massachusetts?

Answer: Yes, bidder needs to be able to load payments from the lockbox payments processed through M&T Bank.

11. We are confident in our ability to meet the technical specifications outlined in the RFP. However, we currently do not fully comply with the minimum criteria in sections B, C, and F, which appear to be requirements specific to Massachusetts. Could you please clarify if these requirements are absolute, or if there might be some flexibility?

Answer: These requirements are absolute.

12. Can the City share how many payments it receives via lockbox annually? The pricing sheet reflects pricing for 40K annual lockbox payments, which is a very high number based on the City's ticket issuance volume. Labor costs are a large factor in pricing lockbox services and will be much higher if the City wants vendors to price 40K payments.

Answer: Lockbox processing will not be processed through the vendor, we have M&T bank processing the lockbox payments. The vendor will be required to upload payments made through lockbox to their payment management system.



13. Is the City currently processing in-person payments through Tyler Payments?

Answer: Not at the moment, but once it has been implemented it will only be taking payments through Tyler Cashiering.

14. If so, does the City intend to continue this process with the new vendor?

Answer: Yes

15. If not, what type of integration will the City require the new vendor to establish with Tyler Payments to support in-person transactions?

Answer: Once Bid is awarded, vendor must be able to integrate with Tyler Cashiering for any payments being processed at City Hall.

16. The requirements mention both utilizing Tyler Munis/Cashiering and Tyler Payments for online collections, and that the awarded Proposer will host and support an online payment system for citations and parking permits. Could you please clarify the intended payment flow? Specifically, will online payments for citations and parking permits be processed through the vendor's hosted system, or will they ultimately be routed through Tyler?

Answer: Payments will be processed through Tyler payments online through the City's website which it will need to integrate with the Bidder to show payments.

17. Is the selected vendor responsible for managing and calculating excise tax due, or will the City provide the vendor with the amounts due for each vehicle registered in the City?

Answer: There must be an integration to Tyler/Munis to pull the Excise values into the Bidder for any taxes due.

18. What format will the City provide excise tax amounts due to the vendor?

Answer: Answered above

19. The requirements indicate that City staff will be entering handwritten tickets into the system. However, it also states that the vendor must ensure scanned images are associated with each individual ticket file after data entry. Can the City please clarify its expectations? Specifically, how does the City envision the vendor obtaining the original handwritten tickets if City staff are responsible for data entry? Alternatively, is the vendor's system simply required to support the attachment of scanned images to ticket files, with the actual scanning and uploading to be handled by City staff?

Answer: The handwritten ticket will be entered and scanned by City Staff. The vendor's system is required to support the attachment of scanned images to ticket files.



20. Will the City be responsible for the wireless communications plan needed for HHDs to operate?

Answer: No, the vendor will be responsible for the wireless communications plan needed for HHDs to operate.

21. Can the City specify how it wants to handle merchant processing and gateway services for online ticket payments and permit sales? There is no merchant processing rate section in the price form. Is the City looking for a blended rate (X% + \$X per transaction) or a bundled rate of a flat dollar amount? Will these fees be passed to ticket payers and permit purchasers?

Answer: Payments will be processed through Tyler Cashiering/Tyler payments, any fees will be passed to the ticket/permit payer.

22. Can the City clarify what it means by the 40% / 60% payment terms on the pricing sheet? Vendors are supposed to provide a per-unit price per ticket issued annually, but the payment terms indicate vendors won't get paid 60% of that per ticket price until the ticket is paid. Does the City not just want a per-unit price for all deliverables and to be billed monthly based on actual volume?

Answer: Payment to the awarded Vendor for ticket processing and collections will be distributed on a 40%/60% basis. A 40% payment will be distributed upon initial entry of tickets and the remaining 60% payment will be distributed upon collection of such tickets

23. In the price sheet - "payments processed by city" and "payments processed by vendor" - is the City looking for a per-ticket paid fee for each type of payment method? Exclusive of merchant processing/gateway?

Answer: Answered above

24. Will the City consider an extension of the due date to allow for vendors to adjust their proposals accordingly once addenda are issued and Q&A is posted?

Answer: No, not at this time.

Proposers are requested to acknowledge and/or include this addendum with submission. All other terms, conditions, and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director