



Christopher J. Gagliastro, MCPPO
Purchasing Agent

RFP NO. CR-8446-W6
ISSUANCE DATE: 5/14/25

BUYER: Christopher J. Gagliastro, MCPPO

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
REQUEST FOR PROPOSALS
NOTICE TO PROPOSERS**

**RFP TITLE: Parking Management Services (Citations, Permits,
Mobile App) / DTM**

REFER TO PAGE 7 FOR PROPOSAL SUBMISSION INFORMATION

General Conditions:

All proposals are subject to the terms, conditions and specifications herein set forth:

- 1. Scope: Provide professional parking management services for citations, permits, mobile application for a period of three years from January 1, 2026 through December 31, 2028 as per the requirements and specifications City of Worcester Department of Transportation & Mobility. This contract may be renewed for three additional one-year periods at the sole discretion of the City, at the fixed rates as noted in this proposal (refer to pricing pages).**
- 2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the amount of N/A must accompany this proposal. This must be submitted under separate sealed cover marked "Proposal Security." In the case of default, the surety shall be forfeited to the City as liquidated damages.**
- 3. All terms and conditions are applicable to this proposal except the following section(s) which are hereby deleted from this RFP: 4, 27**
- 4. A performance bond in the amount of not applicable will be required. If this proposal is accepted by the City and the Proposer shall fail to contract as set forth in these requirements and to give a bond in the aforementioned amount, within ten (10) days, (not including Sundays, Saturdays, or a legal Holiday) from the date of the mailing of a notice from the City to the Proposer, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the proposer has abandoned the contract and thereupon the proposal and acceptance shall be null and void and any proposal security accompanying this proposal shall become the property of the City as liquidated damages. Performance bond shall be on the City's form only.**

Any prospective proposer requesting a change in or interpretation of existing specifications or terms and conditions must do so within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal opening date. All requests are to be in writing to the Purchasing Division. No changes will be considered nor will any interpretation issued unless request is in our hands within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal submission date.

Any inquiries related to technical or contractual matters must be submitted in writing to:

**Christopher J. Gagliastro, MCPPO
Purchasing Director
City of Worcester, City Hall
455 Main Street, Room 201
Worcester, MA 01608
gagliastroc@worcesterma.gov**

5. Nothing herein is intended to exclude any responsible Proposer or in any way restrain competition. All responsible Proposers are encouraged to submit proposals. The City encourages participation by Minority and Women Owned Business Enterprises (M/WBE).
6. The following meanings are attached to the defined words when used in this RFP.
 - a) The word "City" means The City of Worcester, Massachusetts.
 - b) The word "Proposer" or "Respondent" means the person, firm or corporation submitting proposal on these specifications or any part thereof.
 - c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
 - d) The words "Firm Price" shall mean a guarantee against price increase during the life of the contract.
7. All proposals and other documents relating to this RFP are subject to the public records provisions of M.G.L. c.30B and shall remain confidential until the time specified in c.30B section 6 (d).
8. All material submitted by vendors becomes the property of the City. The City is under no obligations to return any of the material submitted by a vendor in response to this RFP.
9. Each vendor's proposal must remain in effect for at least 120 days from the deadline for its submission. The City will decide upon acceptance within 120 days of submission.
10. It is understood and agreed that it shall be a material breach of any contract resulting from this RFP for the Contractor to engage in any practice which shall violate any provision of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color,

religious creed, national origin, sex, age or ancestry.

11. The City reserves the right to accept or reject any or all proposals submitted and waive informalities and technicalities.
12. The City will review and analyze each proposal and reserve the right to interview selected proposers. The City shall select the proposer, which in the City's opinion, has made the proposal best suited to the needs and goals of the City and its operations and deemed to be in compliance with the terms of this RFP.
13. The Contractor will be required to indemnify and save harmless the City of Worcester for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc. during the contract derived from this RFP.
14. The Contract Agreement will be drafted by the City's Law Department in compliance with the terms of the RFP and may incorporate the terms of this RFP and of the proposal selected.
15. The Proposer must certify that no official or employee of the City of Worcester, Massachusetts, is pecuniarily interested in this proposal or in the contract which the proposer offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of G.L.C. 43 section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
16. Any proposal withdrawn after time and date specified, the proposer shall forfeit deposit on proposal as liquidated damages.
17. A vendor conference will be held as follows: n / a
18. The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of any contract which results from this RFP, or its right, title or interest therein or its power to execute the same to any other person, firm, partnership, company or corporation without the previous consent in writing of the City. Should the Contractor attempt any of the above without the written consent of the City, the City reserves the right to declare the Contractor in default and terminate the contract for cause.
19. The Contractor shall obtain and maintain in force at all times during the term of the contract derived from this RFP, insurance coverage pertaining to Public Liability, Property Damage and Worker's Compensation in the following types and amounts:
 - A) PUBLIC LIABILITY INSURANCE - Contractor to supply the City of Worcester with certificates of insurance covering public liability in an amount not less than \$1,000,000.00 to any one person, and not less than \$ 1,000,000.00 on account of one accident.
 - B) PROPERTY DAMAGE INSURANCE - Contractor to supply the City with certificates of insurance covering property damage in an amount not less than \$1,000,000.00 for damages on account of any one accident, and not less than \$ 2,000,000.00 on account of all accidents.

C) COMPENSATION INSURANCE - The Contractor shall furnish the City with certificates showing that all its employees shall be connected with the management operations are protected under worker's compensation insurance policies.

20. The Contractor shall carry Public Liability Insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contract or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone in his or her employ during the execution of the contract derived from this RFP.
21. Prior to starting on the contract derived from this RFP, the Contractor shall deposit with the Purchasing Division, certificate from the insurer to the effect that the insurance policies required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the City.
22. All prices quoted must include inside delivery, and set-up in place F.O.B. destination to pre-designated City of Worcester departments.
23. No special charges will be allowed for rigging, packing, crating, freight, express, or carriage unless specifically stated and included in the vendor's proposal.
24. The award to the successful proposer may be cancelled in the event of vendor nonperformance as may be determined by the City.
25. The successful proposer shall comply with all applicable federal, state and local laws, ordinances, and regulations. The awarded contract shall be governed under the laws of the Commonwealth of Massachusetts.
26. Purchases made by the City are exempt from Federal and Massachusetts state taxes and proposal prices must exclude any such taxes. Tax exemption certificates will be furnished upon request.
27. When the contract is executed, a performance bond, in the full amount of the contract, is required. See paragraph 4. The bond will be of a surety company qualified to do business under the laws of the Commonwealth of Massachusetts. The cost of this bond is the vendor's responsibility. Bonds shall remain in force and effect thru the performance of the contract.
28. Expenditures by the City and authorization to spend for particular purposes are made on fiscal year basis. The City's fiscal year is the twelve-month period ending June 30 of each year. The obligations of the City under any agreement to be reached are subject to the appropriation or authorization of the necessary funds. The City agrees to make reasonable efforts to obtain funding and all necessary authorization.
29. No amendment to the contract shall be effective unless it is in writing and signed by authorized representatives of both parties and is accepted by the City of Worcester.
30. The vendor (and its insurers, if any) shall bear all risk of loss or damage to the equipment

which occurs in transit to the user site. The risk of loss or damage to purchased equipment shall remain with the vendor until the purchase price has been paid and title has passed. The vendor shall also bear the risk of loss or damage to leased or rented equipment during the City of Worcester's possession and use thereof subject, however to such conditions and limitations as may be stated elsewhere in the contract.

31. The vendor shall not assign or in any way transfer any interest in the contract without the prior written consent of the City provided, however, that claims for money due or to become due to vendor from the City may be assigned to a bank, trust company, or other financial institution without such consent so long as notice of such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, setoffs, or counterclaims which would have been available to the City against the vendor in the absence of such assignment.
32. None of the services to be provided by the vendor pursuant to the contract shall be subcontracted or delegated to any other organization, association, individual, corporation, partnership or other such entity without the prior written consent of the City. No subcontract or delegation shall relieve or discharge the vendor from any obligation or liability under the contract except as specifically set forth in the instrument of consent. Any subcontract to which the City has consented shall be attached to the original of the contract on file in the City of Worcester.
33. Neither party will be liable to the other or be deemed to be in breach of the contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight, embargoes, and unusually severe weather. If the vendor's failure to perform is caused by the default of the subcontractor, and if such default arises out of causes beyond the reasonable control of both the vendor and the subcontractor, and without the fault or negligence of either of them, the vendor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. Dates or times of performance will be extended to the extent of delays excused in this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
34. The vendor shall provide to the City of Worcester a warranty and a commitment which clearly states that all equipment and services proposed and supplied by the Vendor, and/or its subcontractors, performs as expected and promised by the Vendor.
35. The vendor represents that no person other than bona fide employees working solely for the vendor, have been employed or retained to solicit or secure this agreement upon an arrangement or understanding for a commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this contract. For breach or violation of the representation, the City shall have the right to annul the contract without liability, or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage fee or other consideration.

36. Any contract made by the City in which the Purchasing Agent or any employee of his/her department, the heads of using agencies or any other officer or employee of the City having a part in the placing of such contract is financially interested, directly or indirectly, shall be void.
37. The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or medical handicap. The vendor agrees to comply with all applicable Federal and State Statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Acts of 1964; The Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws Chapter 151B, Section 4 (1) and all relevant administrative orders and executive orders.

If a complaint or claim alleging violation by the vendor of such statutes, rules or regulations is presented to the Massachusetts Commission Against Discrimination (MCAD), the vendor agrees to cooperate with MCAD in the investigation and disposition of such complaint or claim.

In the event of vendor noncompliance with the provisions of this section, the City shall impose such sanctions as it deems appropriate, including but limited to:

- 1) Withholding of payments due vendor under the contract until vendor complies.
- 2) Termination or suspension of the contract.

SUBMISSION OF PROPOSALS

38. Proposals must be submitted in two (2) packages according to the instructions below. The City intends to consider responses in the Technical Proposal evaluation requirements before considering costs. *Therefore, no reference to pricing may be made in the Technical Proposal.*

A sealed package containing **the original, 2 copies, plus 1 PDF copy on USB drive** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

Parking Management Services (Citations, Permits, Mobile App) / DTM – Technical Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: RFP No. CR-8446-W6

A sealed package containing **the original copy** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

Parking Management Services (Citations, Permits, Mobile App) / DTM – Price Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: RFP No. CR-8446-W6

PRICE PROPOSAL PAGES ARE LOCATED AT END OF SPECIFICATIONS

Proposals must be delivered no later than Wednesday, June 4, 2025 at 10:00 AM LOCAL TIME. *Late submissions will be rejected, regardless of circumstances.* The City is not responsible for submittals not properly marked.

The evaluation and cost proposals will remain confidential until a formal and finalized contract has been executed.

RFP EVALUATION

39. The City of Worcester Purchasing Agent will assign an evaluation team, hereafter referred to as the Selection Committee, to perform a full and complete evaluation of RFP submittals. The Purchasing Agent will ultimately forward a formal recommendation of award to the City Manager who has final award authority.
40. RFP evaluation responses will be evaluated by the Selection Committee based directly upon vendor's response to mandatory and comparative evaluation criteria. Vendors must meet or exceed the mandatory criteria requirements or be rejected as non-responsive.

Comparative criteria will be evaluated by use of the rating categories as set forth by M.G.L. Chapter 30B:

- 1) HIGHLY ADVANTAGEOUS - Vendor's submittal meets all the stated requirements and offers significant performance above the stated requirements.
- 2) ADVANTAGEOUS - Vendor's submittal meets the stated requirements without risk or disadvantage.
- 3) NOT ADVANTAGEOUS - Vendor's submittal contains some risk or disadvantage but is not unacceptable.
- 4) UNACCEPTABLE - Vendor's submittal fails to meet the standards of the stated requirements.

After proposals have been assigned ratings on the basis of each evaluation criterion, a composite rating will be established by the Selection Committee. Submittals will then be ranked based upon finalized composite rating.

41. The Purchasing Agent will identify the most advantageous proposal based upon the rankings of the Selection Committee and an evaluation of the price proposals received. The Purchasing Agent will forward a recommendation for award to the City Manager based upon the most advantageous proposal received considering evaluation rankings and price proposals received.

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
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KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1)	If an Individual or Proprietorship
Name of Owner:	_____
Business Address:	_____
Zip Code _____	Telephone No. _____
Email _____	
Home Address _____	
Zip Code _____	Telephone No. _____

(2)	If a Partnership, Full names and addresses of all partners	
<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
Business Address _____	Zip Code _____	
	Tel. No. _____	

(3) If a Corporation

Full Legal Name: _____

State of Incorporation: _____ Qualified in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Email: _____

Telephone No. _____

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company _____

State of Incorporation _____ Admitted in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

NOTE:

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

E.I. Number of bidder _____

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER _____

TITLE _____

DATE _____

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

"The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print)

Name of Person Signing Bid

Signature of Person Signing Bid

Company

No award will be made without vendor certification of the above.

- **Proposers must sign and submit the above form with their proposal.**

CERTIFICATE OF AUTHORITY

At a duly authorized meeting of the Board of Directors of the _____
held on _____ Directors were present or waived notice,
(name of corporation) (date)
it was voted that _____ of this company be and hereby is
(officer and title)
authorized to execute contracts and bonds in the name and behalf of said company, and affix its Corporate Seal
thereto, and such execution of any contract or bond of obligation in this company's name shall be valid and
binding upon this company.

A TRUE COPY, ATTEST:

[Signed]

[Company Name and Address]

I hereby certify that I am the _____ of the _____
(Title) (Name of Corporation)
that _____ is the duly elected _____
(Name of Officer) (Title)
of said company, and the above vote has not been amended or rescinded and remains in full force and effect
as of the date of this contract.

Signature: _____

Name/Title: _____

Date: _____

(Corporate Seal)

COMMONWEALTH OF MASSACHUSETTS

WORCESTER, SS.

On this ____ day of _____, 2025, before me the undersigned notary public, personally
appeared _____, who proved to me through satisfactory evidence of
identification, which was/were _____, to be the person whose name is signed
on the preceding or attached document, and acknowledged to me he/she signed it voluntarily for its stated
purpose.

Notary Public

My commission expires:

SPECIFICATIONS ~ PARKING CITATIONS, PERMITS, & MOBILE PAYMENT APP MGT. SERVICES RFP #: CR-8446-W6
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I. GENERAL INFORMATION

A. Summary Scope and Purpose of RFP

The City of Worcester (“the City”) invites qualified vendors to submit proposals to provide a comprehensive, integrated and unified system for managing its parking citations (issuance, payment/processing, collection, and adjudication) and its residential parking permit program with mobile LPR enforcement, while providing a mobile parking payment app option to customers. The City is also seeking the optional pricing for the digitization/mapping of its metered and residential parking program to improve the efficient management, allocation, and enforcement of limited, valuable curb space.

The scope of services includes, but is not limited to, providing state-of-the-art handheld electronic equipment and mobile license plate recognition (LPR) technology to issue and record parking citations, transmit and store data to an offsite-electronic database, process all payments, provide automated delinquent notices, acquire data/electronically interface with the Massachusetts Registry of Motor Vehicles (RMV) and other states, and prepare periodic financial reports as needed. The vendor will also host and support the agency’s online payment system for citations and residential parking permits as well as its online citation appeals and adjudication services.

A Municipal Hearings Officer within the City Treasurer and Collector’s Office, which is a division within the Office of Administration and Finance, currently manages parking citations processing, collection, and adjudication/hearings services. The Hearings Officer is supported by two customer service representatives. Kelley & Ryan is currently the parking systems vendor supporting these services. Their contract with the City expires on December 31, 2025

The Parking Director within the Parking Division of the City’s Transportation & Mobility Department currently manages on- & off-street paid parking facilities including customer parking payments (PARCS, pay stations, mobile pay apps) and the residential parking permit program. The Division provides in-house electronic parking issuance/enforcement including scofflaw boot & tow and is responsible for the City’s abandoned vehicle program. Parking Enforcement staffing includes a Parking Operations Supervisor and 15 full-time, in-house parking control officers (PCOs) who currently use Kelley & Ryan-provided handheld electronic ticketing devices. The Police Department, Recreation Department, and the Commonwealth’s Department of Mental Health also issue some electronic and written parking citations – but to a much lesser degree than the Parking Division. The Parking Division contracts with LAZ Parking to manage its on- and off-street paid parking system including downtown parking garages/lots and metered streets (Flowbird parking kiosks). LAZ Parking management agreement includes providing operational maintenance and repair, administration, contracting for monthly parkers, marketing, promotions, website hosting, special event parking management, bookkeeping, accounting and auditing functions, security and related services to ensure the lots/garages are operated in a clean, safe, secure and presentable manner at all times. In the on-street environment, LAZ Parking manages pay stations and pay-by-phone app including accounting, auditing, pay station maintenance and repair. LAZ Parking does not provide enforcement or any mailing notifications regarding enforcement and violations. **All parking control enforcement staffing is provided by the City of Worcester.**

The Parking Division’s current parking mobile pay app vendor is Passport, whose contract expires on December 31, 2025.

In early 2024, the parking citation processing functions and residential parking permit program transferred from the City Treasurer and Collector's Office to the Parking Division of the Transportation & Mobility Department. However, parking payments for citations as well as adjudication/hearings of appealed parking citations, remain the responsibility of staff within the City's Treasurer and Collector's Office. The City's Treasurer and Collector's Office will also continue to be the custodian, depository, and final reconciler of all parking revenues.

The purpose of consolidating parking citations processing, permitting, and mobile payment app services delivery into one multi-year vendor contract within the Parking Division of the Transportation & Mobility Department is to consolidate parking responsibilities and accountability, reduce administrative redundancies, increase efficiencies, improve communications/coordination, expand parking services, enhance the customer parking experience, and reduce cost. The vendor contract for the consolidation of these services will also place the responsibility for ensuring a seamless system integration with a single vendor or vendor team.

B. Awarding Authority/ Evaluation Committee

This RFP is issued by the City of Worcester Purchasing Division on behalf of the Transportation & Mobility Department. An Evaluation Committee comprised of the personnel from the Transportation & Mobility Department and the Department of Administration and Finance will review and evaluate each proposal submitted based on evaluation criteria within this RFP and in accordance with the RFP Evaluation process outlined above under General Conditions #39-41.

C. Contracting Timetable / Conversion Plan

The current parking citations management/permitting and mobile pay app contracts expire on December 31, 2025. The selected vendor must be able to provide full implementation of all requirements of this RFP on January 1, 2026. Failure to meet this requirement will give the City the option to terminate this contract at once. The City of Worcester intends to execute this contract on approximately July 1, 2025. The awarded vendor shall commence receiving payment by January 1, 2026 after it demonstrates successful implementation of the converted data and the issuance of parking tickets with the new system.

Each Proposer must outline a conversion timetable and work plan with the name of the project manager, his/her related experience, and the estimated amount of time he/she will dedicate to the conversion. Upon selection of the successful Proposer, services provided will commence as per the conversion timetable considering a detailed schedule of the lead time required for the conversion of each product. Sufficient training and testing time shall be a component of the conversion. The Proposer shall also describe their experience assisting other municipal customers with similar conversion processes and outline a plan for ensuring that all applicable city departments and outside agencies are properly notified of new account information.

D. Current Parking Citation, Parking Permit & Mobile Pay App Activity Data

PARKING CITATIONS: The City issued a total of 34,870 parking citations in fiscal year 2021; 39,805 in fiscal year 2022; and 61,144 in fiscal year 2023. In fiscal year 2023, the city collected \$2,174,929.88 in parking citation fines and penalties. In fiscal year 2023, 93% of all parking citations were issued by Parking Enforcement Officers within the Transportation & Mobility Department and the other 7% by the City's Police Dept., Parks & Recreation Dept., and the State Mental Health Dept. An estimated 1% of all tickets issued in fiscal year 2023 were handwritten and entered manually by the Municipal Hearing Officer's staff. In fiscal year 2024, the City issued 70,550 citations. In fiscal year 2026, the City projects that it will issue between 90,000 and 100,000 citations due to adding parking control officers.

Parking citations can be paid online through the Kelley & Ryan website link from the City's parking website at: <https://www.worcesterma.gov/parking>, by mail, or in person. Parking citation hearings in lieu of a written appeal can be requested by calling the Municipal Hearings Office. A description of the parking citation appeals process, including the online appeals portal can be found at: [Parking Ticket Appeals | City of Worcester](#)

RESIDENTIAL PARKING PERMITS: In FY 24, the City sold 1,171 annual resident parking permits, 467 guest passes, 16 professional services passes, and 22 owner passes. Current FY 25 (7/1/24-4/1/25), the City sold 1,144 annual resident parking permits, 408 guest passes, 33 professional services passes, and 21 owner passes. Residential parking permits are currently tied/tracked to the license plate. A description of the current Residential Parking Permit Program can be found on the City's website at: [Residential Parking Program | City of Worcester](#)

MOBILE PARKING PAYMENT APP: Pay by Phone technology was first introduced in the City of Worcester in the Spring of 2021. The City's current provider is Passport. Customers may pay for, track, extend, and manage their parking sessions on-street and in certain surface lots from their phone (as an alternative to paying at a kiosk) after downloading the *Park Worcester* payment app: <https://parkworchester.com/ways-to-park/mobile-pay/>. The mobile app is not available at the five garages and the McGrath Lot which are gated facilities. The locations that the mobile app is available is presented in Exhibit G of the Appendix. The convenience fee to the parking customer is currently \$0.20. The merchant processing rate per transaction is 2.60% + \$0.16. There is no gateway fee to the City. Passport is the Merchant of Record for mobile pay app transactions. Passport mobile parking payment monthly revenue, transactions, and fees from April 2021 through February 2025 are presented in **Exhibit A** of the Appendix. Mobile app parking payments have consistently grown year-over-year since they were introduced.

E. RFP Schedule

The City intends to maintain the RFP schedule presented below but reserves the right to modify it by addenda as may be needed to accommodate circumstances that are beyond its control.

RFP Release	May 2025
Proposal Submission Due Date	June 2025
Optional Vendor Presentations	June 2025
Award of Contract	July 2025

II. MINIMUM CRITERIA

To be deemed responsive, proposers must demonstrate that they satisfy all the minimum criteria listed within this section.

Proposals that do not demonstrate compliance with the minimum criteria will not be further considered.

- A. 5 years operating an on-line parking ticket processing and collections system for municipalities substantially like the system outlined in this RFP, in which the Proposer has successfully processed at least 50,000 parking citations annually.
- B. 5 years experience with the Commonwealth of Massachusetts Registry of Motor Vehicles (RMV) in implementing the automated marking and clearing procedures for license registration non-renewal provisions of M.G.L. Chapter 90, Section 20A ½;
- C. Experience with vehicle registries in all 50 states performing automated name and address acquisitions;
- D. 5 years experience supplying and maintaining handheld ticket writers and mobile license plate recognition (MLPR) enforcement systems;
- E. 3 years experience providing a virtual parking permit program and mobile parking payment app tied to customer license plates whereby the parking permit program data and mobile pay app data is integrated into the citation management and enforcement systems from citation issuance through processing and collections;
- F. 5 customer references, including at least one in Massachusetts, that includes customer name, contact person/title, address, telephone number and email address who can be contacted during the RFP process for whom you are providing similar services.
- G. Evidence of financial solvency as described herein.

III. PROPOSAL SUBMISSION REQUIREMENTS AND FORMAT

All information in the proposal shall be organized and presented as directed below. The proposal should provide a straightforward and concise description of the Proposer's commitment and ability to provide the equipment and services described herein. Accuracy and completeness are essential. Omissions or ambiguous and/or equivocal statements will be construed against the Proposer. Since the successful proposal is to be merged into the contract, Proposers are cautioned not to make claims they are not prepared to bind themselves into contractually. Excess or irrelevant material will not be favorably received.

To expedite the evaluation of proposals, it is essential that the instructions in this part be followed strictly. A proposal may be deemed non-responsive by the Evaluation Committee if a Proposer fails to comply with the following instructions.

Proposals must be submitted in two (2) separate packages according to the instructions provided in General Condition #38 listed earlier in this RFP. As noted in these instructions, the City intends to consider responses in the evaluation before considering costs – hence, the stated requirement for a “Technical Proposal”, and as separate “Price Proposal”. No reference to pricing may be made within the Technical Proposal.

A. TECHNICAL PROPOSAL

The Technical Proposal will be used to determine whether a Proposer meets the minimum criteria listed in the previous RFP section and what rating it should receive for the comparative evaluation criteria listed in the following RFP section. Proposers must submit the Technical Proposal in a separate, sealed envelope in compliance with General Condition #38 provided earlier in this RFP. The following items are to be included in the Proposer's Technical Proposal:

1. *Letter of Transmittal*

A concise, introductory letter of transmittal shall be submitted and signed by an individual authorized to bind the Proposer contractually. The letter shall include: (1) the individual(s) who is/are authorized to negotiate and sign a contract on the Proposer's behalf; (2) the name, title, address, email address, and telephone number of the individual(s) who can supply any requested additional information; (3) a brief description of the firm/team and overall services proposed. The Proposer must acknowledge in this letter the receipt of all addenda to the RFP that was issued by the City during the RFP process, if any.

2. *Qualifications, Experience, and References*

The Proposer must present firm/team and key staffing qualifications and experience specifically with other municipalities and governmental entities to document that it meets or exceeds the stated minimum qualifications criteria in Chapter I, Section 2 of this RFP and the specific scope of services and systems requested in Chapter V of this RFP.

- a. *Firm/Team*: The Proposer must provide a summary description of the experience and expertise the firm/team (prime contractor as well as any subcontracted firms) has in providing services within programs of other municipalities and governmental entities that are similar in scope to the integrated services (citation mgt./mobile LPR, permit mgt., & mobile pay app) requested in this RFP. The number of years of firm/team experience since incorporation for each criterion listed under the Minimum Qualifications Criteria in Chapter I, Section 2 of this RFP shall be documented and supported. The number of municipalities and governmental entities the firm/team is currently providing citation management, permitting, mobile pay apps, and mobile LPR services to in Massachusetts as well as nationally should be provided. For Proposers that are multi-firm teams, a firm profile with expertise in the requested subject matter and services should be provided. The experience of Proposer teams working with other municipalities and governmental agencies delivering similar services as requested in this RFP should be annumerated and described.
- b. *Staffing*: A management/staffing narrative should be provided to explain how the integrated parking citation management, permitting, and mobile payment app system will be implemented and supported by the proposer's team's staff. A key staffing organizational chart to support the various City Departments/positions and services requested in the RFP shall be provided. Summary profiles and resumes of company principals and key personnel who will participate in any conversion/implementation, integration/delivery and ongoing administration and operation of the services and systems requested in this RFP shall be provided. In addition to key staff resumes, the key staff person's assigned role on the Worcester contract, and experience in that role shall be clearly described. A Project Manager should be identified as the lead person responsible for the conversion, implementation/delivery, and integration of the requested parking system/services with the City's existing system/services. The Project Manager's experience with other conversions and integrations should be provided. An on-going Contract Manager should be identified as the primary City contact for ongoing contracted operational issues/services – and their experience in this role described.
- c. *References*: The Proposer must provide summary information and references for five (5) or more current customer contracts, with at least one in Massachusetts, that are most similar in nature to the project/services being requested in this RFP. Publicly bid contract references are preferred, but not mandatory. Reference information for each of the current contracts must include:
 - Project Name
 - Owner
 - City/State
 - Contract period

- Total contract dollar amount
- Whether project was publicly bid or not
- Description of type and extent of specific parking services and equipment provided
- Client contact person/title (Parking Director, Purchasing Agent, etc.)
- Client phone number and email address

For each reference, provide a brief narrative that explains the similarity of the referenced system to the City of Worcester's requested system/services including hand-held and LPR issued citation processing volumes and permit/mobile pay app sales volumes. Proposers should include any key performance measures for these referenced projects that can be documented, such as the number of citations processed, % of outstanding violations collected, # of active parking permits issued, # of mobile pay transactions and as a % of total parking sessions paid, online vs. mail/walk-in sales, etc. However, the Proposer must not provide any cost/price information.

3. *Project Understanding and Technical Response*

The Proposer must describe their understanding and technical approach for providing an integrated parking handheld/LPR citation issuance, processing, noticing, collections, adjudications/hearings, permitting and mobile payment app system in compliance with the requirements of the City's RFP scope of services. The Technical Proposal should detail and quantify how the Proposer meets or exceeds minimum experience criteria requirements as well as how they meet each of the City's scope of services requirements provided in this RFP since this information will be used for comparative evaluation of the proposals received. Proposers should provide the description and capabilities of their hardware, software, equipment, proposed devices, and services in demonstrating capabilities to each scope of services requirement and provide supporting documentation when practical. Supporting documentation that demonstrates ability to perform requested services may include but not be limited to, sample financial/management reports, web-based permit, appeals and citations payments samples, sample citations, hearings, and delinquent notices, product cut-sheet specifications, product/service brochures, reports, violations, handheld/LPR photo logging/ records, etc.

To the extent that the system, equipment, or service does not have the features/specifications outlined in the RFP scope of services, the deviation must be noted, and a brief explanation provided. To the extent that the proposed system exceeds or enhances the requested features/specifications or quality factors that may benefit the City, these benefits should be highlighted.

Any formal *Quality Control Program* to define and measure standards for equipment, systems, or key operating activities should be described. The Proposer's *Data Security & Privacy Procedures/Certifications* should be described/listed, which includes compliance with required RFP specifications, PCI Data Security Standards, Massachusetts data privacy regulations, and other standards for protecting personal information.

The Successful Proposer shall complete a Service Organization Control (SOC) 1 Type 1 and SOC 2 Type 1 Report and submit such report to the City's Chief Financial Officer within ninety (90) days of executing this Agreement and annually thereafter as described in the RFP Scope of Services, Specifications and Technical Requirements. This report shall provide assurance about the controls at the Vendor's organization relevant to data/revenue security, availability, and processing integrity of the systems the service organization uses to process users' data and the confidentiality and privacy of the information processed by these systems. If the responding firms do not have an SOC Report then an internal controls evaluation and audit must be submitted instead.

4. *Integrated System Conversion, Installation & Roll-Out Plan*

The Proposer shall provide a detailed plan and proposed schedule for the conversion, installation, and roll-out of the new integrated system and all services specified in the City's RFP scope of services - whether vendor(s) are new or currently providing services to the City.

5. *Financial Solvency*

The Proposer must provide a statement that demonstrates their financial solvency and stability as well as audited financial statements if requested by the City. The Proposer must provide a listing and explanation of any contracts awarded to them where they defaulted or failed to complete the term of the contract as well as any legal proceedings that are currently filed against them.

6. *Certificates of Non-Collusion and Tax Compliance*

Proposers must provide the signed Certificate of Non-Collusion and Certificate of Tax Compliance included in the Appendix to this RFP as **Exhibit B** within their Technical Proposals.

B. PRICE PROPOSAL

Compensation for services provided will be based on the Proposer's Price Proposal to furnish the equipment and services detailed in their proposal. Proposers must complete the Price Proposal Form included in the Appendix, **Exhibit C** of this RFP and submit it in a separate, sealed envelope in compliance with General Condition #38 provided earlier in this RFP. Further requirements of the Price Proposal are as follows:

1. As indicated in **Exhibit C**, Price Proposals shall identify/disclose all unit-price and total costs associated with the comprehensive system being proposed, inclusive of all costs/fees associated with hardware, system/application software, network communications, set-up/installation, project management, training, back-office support services, maintenance. Any recurring fees (operational/maintenance, management, communications, customer convenience, transactional, and any other fees) and fee amounts must be identified whether a line item in Exhibit C is provided for them or not. Any requested alternate, optional and unit pricing in Exhibit C must also be provided.
2. Unit prices and fees included in the Price Proposal shall be provided for each of the 3 initial contract years as well as each of the optional 3 years if exercised by the City. Unit prices and fees for the pricing proposal summary sheet for optional items shall be provided.
3. Reimbursable expenses and price escalations during the contract term shall not be allowed.

IV. COMPARATIVE EVALUATION CRITERIA

Technical Proposals that meet the minimum criteria provided in Section 2 of the RFP Specifications will be further evaluated based on the comparative criteria below. Technical Proposals shall include a narrative and supporting information to demonstrate the proposer's knowledge and experience with respect to each comparative evaluation criteria listed below.

The City's evaluation and selection process is outlined previously under General Conditions #39-41 of this RFP. The specific comparative evaluation criteria that will be used by the City's Selection Committee in the evaluation process of technical proposals is provided below.

A. Citation Management Systems Experience -

Highly Advantageous – The proposer has 10 or more years of demonstrated successful experience providing municipalities a robust citation management system with similar functionality required by this RFP.

Advantageous – The proposer has 6 – 10 years of demonstrated successful experience providing municipalities a robust citation management system with similar functionality required by this RFP.

Not Advantageous – The proposer has 5 years of demonstrated successful experience providing municipalities a robust citation management system with similar functionality required by this RFP.

B. Current Number of National and Massachusetts Municipal Clients – Citation Mgt. System Services

Highly Advantageous – More than 20 municipal clients nationally provided citation management system services similar to those requested in this RFP with at least 5 of them in Massachusetts.

Advantageous – More than 20 municipal clients nationally provided citation management system services similar to those requested in this RFP with at least 3 of them in Massachusetts.

Not Advantageous – Less than 20 municipal clients nationally or less than 3 municipal clients in Massachusetts provided citation management system services similar to those requested in this RFP.

C. License Plate Recognition (LPR) Mobile Enforcement System Service/Approach

Highly Advantageous – the proposal provides a clear, concise approach to integrating mobile LPR with the proposed HHD and citation management system and meets 95-100% of the service/system requirements in this RFP. Programs will be improved, and service efficiencies are likely to be realized under this system.

Advantageous – the proposal provides a satisfactory approach to integrating mobile LPR with the proposed HHD and citation management system and meets at least 90-95% of the service/system requirements. Programs and service efficiencies are likely to provide some benefit under this system.

Not Advantageous – the proposal approach to integrating mobile LPR with the proposed HHD and citation management system lacks specificity or meets less than 90% of the service/system requirements. Programs and service efficiencies may be diminished under this system.

D. On-line/Virtual Parking Permit System Functionality

Highly Advantageous – the proposer's online parking permit system provides 95-100% of the functionality specified in the RFP and quality expected by the City.

Advantageous – the proposer's online parking permit system provides 90% - 95% the functionality specified in the RFP and quality expected by the City.

Not Advantageous – the proposer's online parking permit system provides less than 90% of the functionality and quality expected by the City.

E. Mobile Parking Payment App Experience/Functionality

Highly Advantageous – the proposer's mobile parking payment app has sufficient demonstrated success in other communities and provides 95-100% of the functionality specified in the RFP and quality expected by the City.

Advantageous – the proposer's mobile parking payment app has sufficient demonstrated success in other communities and provides 90% - 95% of the functionality specified in the RFP and quality expected by the City.

Not Advantageous – the proposer's mobile parking payment app has minimal demonstrated success in other communities or provides less than 90% of the functionality and the quality expected by the City.

F. Key Staffing/Support

Highly Advantageous – The proposer's Project Manager, Contract Manager, and key staff have superior experience with implementing and supporting the services requested. Proposer team has conducted three or more similar implementations within the last five years.

Advantageous – The proposer's Project Manager, Contract Manager and key staff have adequate experience with implementing and supporting the services requested. Proposer team has conducted at least one similar implementation within the last five years.

Not Advantageous – The proposer's Project Manager, Contract Manager, and key staff have limited experience with implementing and supporting the services requested. Proposer team has conducted no similar implementations within the last five years.

G. Conversion, Installation, Training & Roll-Out Plan and Schedule

Highly Advantageous – the proposed plan provides a superior, clear, concise, logical, and timely approach to delivering the scope of services, including programs, methodology and timelines leading to successful performance.

Advantageous – the proposal plan provides a satisfactory approach to delivering the scope of services, including methodology and timelines likely leading to successful performance.

Not Advantageous – the proposal approach to delivering the scope of services, including methodology and timelines leading to successful performance is insufficient in certain areas and successful performance is questionable.

H. Cashiering Systems Integration

Highly Advantageous – Proposer provides and explains 5 examples of communities in which Proposer’s system integrates or is successfully utilized in conjunction with Tyler/Munis and Tyler Cashiering.

Advantageous – Proposer provides and explains 1 to 4 examples of communities in which Proposer’s system integrates or is successfully utilized in conjunction with Tyler/Munis and Tyler Cashiering.

Not Advantageous – Proposer provides and explains no examples of a community in which Proposer’s system integrates or is successfully utilized in conjunction with Tyler/Munis and Tyler Cashiering.

I. References

Highly Advantageous – Proposer provides 10 or more references including more than 2 in Massachusetts. All of the proposer’s verified references were favorable/positive and of similar scope and complexity to the services requested in this RFP.

Advantageous – Proposer provides 6 – 9 references including 1 or more in Massachusetts. At least 3 of the proposer’s verified references were favorable/positive and of similar scope and complexity to the services requested in this RFP.

Not Advantageous – Proposer provides the minimum of 5 references including 1 in Massachusetts. Less than 3 of the proposer’s verified references were favorable/positive and of similar scope and complexity to the services requested in this RFP.

J. Interview / Oral Presentation of Services (if requested by the City)

Highly Advantageous – Respondent’s proposal presentation is supported by the individuals who will perform the services and included thorough, highly detailed information and explanation regarding how the firm will complete the scope of services. The presentation included multiple relatable examples and dialog from services performed for other similar municipalities / organizations.

Advantageous – Respondent’s proposal presentation is supported by some of the individuals who will perform the services and included adequately detailed information regarding how the firm will complete the scope of services. The proposal presentation included 3 or less relatable examples and dialog from services performed for other similar municipalities/organizations.

Not Advantageous – Respondent’s presentation was conducted by the firm’s sales team and not the individuals who will perform the services. It included some information regarding how the firm will complete the scope of services but was not clear as to the firm’s ability to comply with the stated scope of services. The proposal presentation included limited examples and dialog from services performed for other similar municipalities/organizations.

V. SCOPE OF SERVICES

The City is seeking an integrated, comprehensive, unified approach for managing its parking citations (from issuance, through processing, payments/collection, and adjudication/hearings), residential parking permits, and parking mobile payment app option for its customers. The scope of services includes, but is not limited to, providing state-of-the-art handheld electronic ticketing devices (HHDs) equipment and mobile license plate recognition (LPR) to issue and record parking citations, transmit and store data to an offsite-electronic database where payments are processed, automated delinquent notices provided, periodic financial reports prepared, and data acquired through electronic interface with the Massachusetts Registry of Motor Vehicles (RMV) and other states. The Proposer selected will host and support the agency's online payment system for citations, parking permits, and parking sessions (via mobile payments), as well as its online citations appeal and adjudication services. An overall integrated parking payment system tied to the customer's license plate is sought. The City is also seeking as an optional item the digitization and mapping of its metered and residential parking program.

License plate-based paid parking system – In 2021, the City converted its pay-by-space parking system to a pay-by-plate parking management system, which made the parking program significantly more efficient and responsive to the customer. The City currently offers a vendor-provided (Passport) mobile payment app tied to the customer's license plate and credit card to allow for contactless, pay-by-phone parking. The *Park Worcester* mobile payment app allows the City to offer a merchant validation program, again tied to the customer's license plate. The City also replaced its employee and resident "hangtag" parking permits in 2021 with a "virtual permit" tied to the customer's license plate and provided an online application, payment and permit activation process. All metered streets and paid surface lots offer pay-by-plate through either Flowbird multi-space parking kiosks or the Passport mobile payment app.

Primary components of the integrated parking management system requested - The City seeks to further unify and automate online customer services and its license plate-based paid parking system through this current procurement. The primary components of the integrated parking management system for enforcement, permitting and mobile app payments requested in this RFP include providing:

- ☐ a complete parking citation management system capable of facilitating parking citations issuance, retrieving registered owner information from the Massachusetts RMV and other states, processing citation payments, providing on-line payment and other services, providing lock-box services, preparing and sending notices for non-payment, marking and releasing registrations at the Massachusetts RMV, supporting the City's boot & tow, winter parking ban, and abandoned vehicle programs, generating daily, monthly, and periodic reports as needed, and providing database management and off-site, back-up data security.
- ☐ a state-of-the-art, real-time, cellular hand-held electronic parking ticketing device (HHD) system for City parking enforcement personnel in multiple City departments - that includes the capability for MA inspection sticker and/or license plate scanning, bar-code scanning, manual license plate lookups, photo-logging/printing citations, and employee geo-tracking capability. The enforcement system must be able to optimize enforcement routings as well as report on enforcement performance measures for the entire paid parking area down to the enforcement route level, paid parking zone level, and address of street.
- ☐ a mobile LPR camera-based parking enforcement system with LPR cameras affixed to two (2) existing city-owned vehicles provided with cloud based instant verification of valid parking sessions and a high-resolution, photo-logging/printing of citations;
- ☐ an adjudication services module to support in-house/on-line parking ticket disputes, hearings and resolution;
- ☐ an interactive, web-based, parking permit management system that employs industry best practices including online customer application/renewal, uploading of required documents, and online payments;
- ☐ a mobile parking payment app to provide customers the ability to pay for and extend their on- and off-street parking

session in designated zones (using the current zonal system) to include all necessary mobile pay and pay-by-plate instructional decals;

- ☐ a consolidated/integrated cashiering system compatible with Tyler Cashiering w/adequate audit trails, edits/controls, & financial transaction reporting for both Tyler/Munis billing and Workday financial systems;
- ☐ management reporting for enforcement/citations, permits, and mobile pay app business/performance;
- ☐ a direct interface with other current parking payment services providers including Flowbird's multi-space kiosks, which may include text-to-park and Flowbird's payment app, LAZ Parking's monthly customers in the parking surface lots using LAZ's accounts receivable system, and with any additional third-party mobile pay app providers approved by the City;
- ☐ sufficient integration to process cash/check payments through Tyler Munis/Cashiering and online collection through Tyler Payments via the City's website; is required.
- ☐ **OPTIONAL** - digitization/mapping of metered parking and the residential parking program that includes meter/time zones, commercial loading zones, residential permit parking (RPP) district/zones to improve the efficient management, allocation, and enforcement of limited and valuable curb space.

TECHNICAL SPECIFICATIONS AND REQUIREMENTS

The vendor is responsible for implementing all the technical specifications and requirements of the equipment, system, and services requested in this proposal, which includes, but is not limited to the major components first listed below and then described in more detail.

A. Vendor Performance Requirements

1. Ownership
- 2.
3. Uncollectable Accounts
4. Management Review and Audit
5. Expiration and Conversion Data
6. Test System
7. File Security, Back-up Site and Disaster Recovery
8. Conversion, Installation, Training & Roll-out Plan/Schedule
9. Subcontracting Restrictions
10. Third Party Solicitation
11. Service Organization Control Report and Credit Card Compliance

B. Citation Management System

1. Equipment/License Requirements
2. Update of Master Files
3. Violation Disposition
4. Management Reports
5. On-Demand Reports/Analysis
6. Revenue Reporting
7. Telephone Support

C. Citation Issuance

1. Hand-held Electronic Parking Ticket Devices (HHD)
2. Mobile License Plate Recognition (LPR) Camera-based Ticketing System
3. Citation Issuance Data Fields Required

D. Citation Processing

1. Vendor Processing of City-Issued Citations
2. Master Citation File Update
3. Daily Citation Processing Reporting
4. Lease/Rental Vehicle Citation Processing
5. Master Citation File Back-up System
6. Storage Requirements

E. Citation Payments/Collections

1. Payment Collections at the City
2. Lockbox Payments
3. Web-Based Payments
4. Payments at Vendor's Location
5. Master Citation File Update

F. Delinquent Payment Noticing

1. Notice Generation
2. Noticing Form Modification
3. Noticing Records
4. Bad Address Notation

G. Adjudication/Hearings

1. Hearing Scheduling
2. Correspondence System

H. Towing/Booting Support

I. Abandon Vehicle Program Support

J. Winter Parking Ban

K. Residential Parking Permit System

L. Mobile Parking Payment App

1. Functionality
2. Back-office Administrative Portal
3. Decals
4. Public Education & Marketing
5. System Training
6. Enforcement Integration

M. OPTIONAL - On-Street Digitization/Mapping

A. Vendor Performance Requirements

1. Ownership

The vendor shall be responsible for providing all equipment and software necessary for maintaining data files. Data files are expressly the property of the City and must be furnished upon request. The City shall have the right to all software source code in machine-readable form and documentation developed pursuant to this contract, but solely for internal uses under the management and operational control of the City. If vendor ceases business operations or discontinues parking violation processing or permitting, the City shall be entitled to all documentation and machine-readable violation processing software source codes developed by the vendor and all parking citation and permitting files. At least quarterly, a copy of such material shall be prepared by the vendor and placed with a custodian.

The vendor shall be responsible for obtaining files of Massachusetts motor vehicle registrations. Access to out-of-state registration data is also essential for this processing. Therefore, vendors are encouraged to identify alternative approaches or capabilities for identifying violators.

2. Uncollectible Accounts

The City may request that certain records (violation or violators) be considered uncollectible and be written off from the violations master file. The Vendor must forthwith adjust said records from the operating file, while retaining all adjusted information on electronic image (or other storage medium requested by the City) for possible future reference or use as the City deems appropriate including provisions of an electronic image of the ticket, if necessary.

3. Management Review and Audit

An authorized representative of the City shall have the right to enter the vendor's premises and have reasonable access to files during business hours to inspect, monitor or otherwise evaluate the work performed therein. The vendor shall evaluate the work performed or being performed therein. The vendor shall provide reasonable access and necessary information to auditors engaged by the City, the State Auditor or as part of the third-party review or other arrangements approved by the City.

4. Expiration and Conversion Data

In the event of the selection of a Vendor(s) other than current City Vendor(s), the new Vendor(s) must initiate operations to obtain and convert parking citation, permitting, and mobile payment files for the City upon contract award. This conversion must be completed and tested, and the system of any accepted Vendor must be fully operational no later than January 1, 2026. No pending parking citation processing or other invoices shall be processed for payment by the City until it has determined that the contracted system is correct and fully operational. If the City elects the optional item of digitalization and mapping of on-street curb space this shall be completed 6 months from notice to proceed. At the expiration of the contract, the Vendor will deliver to the City and the City's new Vendor, the following electronic files and materials: (1) All parking data; payments broken down between fines and penalties and permit types; (2) All the source documents and records in the Vendor's possession, including all tickets issued by the City, all notice registers, all manual notice registers, all manual notice records and all notices sent; (3) The assignment of Vendor's rights and interest to the post office box; (4) Discontinuance of advertising and acceptance of Internet payments. Furthermore, the internet link should be terminated by the Vendor at the termination of the contract.

5. Test System

All system modifications, enhancements, or other changes must be properly tested by the vendor and shall be approved by the City before implementation. The Vendor shall provide comprehensive test files or test systems to test both batch and on-line systems and shall provide the City with actual test results before implementing any significant system change.

6. File Security, Back-up Site and Disaster Recovery

Describe the systems in place to ensure the integrity of the files of the City including off-site operations and backup storage and the provisions for backup of the master file to ensure permanent maintenance of historical files. Also, provide a recovery plan in case of catastrophic failure. The Vendor will reimburse the City for cost incurred by the City because of interruption of service and/or failure to restore lost data.

7. Conversion, Installation, Training & Roll-out Plan/Schedule

The Vendor must provide a detailed plan and schedule in conformance with RFP requirements for the conversion, installation, training and roll-out of the requested new parking systems whether it is an upgraded/updated system in the case of any existing Vendor continuance or a new system in the case of a completely new Vendor.

The Vendor must conduct instructions and training of City personnel in connection with all services included within the RFP Scope of Services including supplier enhancements for which the Vendor is responsible. The Vendor shall, at the City's request and at no additional cost, develop, review, and edit training manuals for use in training City staff.

The Plan/Schedule must include a detailed accounting of how and when the Vendor plans to convert each element of the existing vendor's system to that of the selected Vendor. This plan shall include the responsibilities of the selected Vendor, the City and the existing vendor; a description of how the accuracy of the conversion effort will be measured; the resumes of the conversion project team; identification of project manager, the experience this individual has had in converting similar systems, and the estimated amount of time the project manager will dedicate to the project; and the details of the bidder's post-conversion support plan. The Plan/Schedule must also include a detailed description and timetable for the roll-out of the selected Vendor's services to the public.

The Plan/Schedule should include the training element of the City's parking enforcement, administrative services, and other staff in the operation and use of all equipment, systems and reports including but not limited to cashiering, mobile pay app systems, enforcement systems, permitting systems, mobile LPR ticket issuance systems, handheld ticket writing devices, and the optional digitized mapping software. At a minimum the plan must include 8 hours of onsite training for PCOs at the time of implementation as well as 8 hours of training for the administrators/supervisors. Skill/user specific training for new hire parking officers, existing officers, supervisors, and administrators must be included. Follow-up training 10-12 weeks after software installation and on-going refresher training at intervals determined by the City must be included.

8. Subcontracting Restrictions

All services required by this Request for Proposals shall be performed by the Contracted Vendor, except by approval and written consent of the City prior to contract execution. The City will accept a joint proposal, however one contracted vendor is responsible for all services in the RFP and a contract will be executed with a single vendor. The contracted vendor for the consolidation of these services will be responsible for ensuring a seamless system integration. The contracted vendor may have to subcontract work with other vendors, as needed, however the contracted vendor is responsible for any and all requirements in the RFP regardless of subcontracted work. The purpose of consolidating parking citations processing, permitting, and mobile payment app services delivery into one multi-year vendor contract with the Parking Division of Transportation & Mobility Department is to consolidate parking responsibilities and accountability, reduce administrative redundancies, increase efficiencies, improve communication/coordination, expand parking services, enhance the customer parking experience, and reduce cost. The City will accept the qualifications of subcontractors in meeting the minimum criteria.

9. Third Party Solicitation

Under no circumstances may the City's data be used for solicitation to any third party.

10. Service Organization Control (SOC) Reports and Credit Card Compliance

The Vendor (Successful Proposer) shall complete a SOC 1 Type 1 and SOC 2 Type 1 Report and submit such report to the City's Chief Financial Officer within ninety (90) days of executing this Agreement and annually thereafter. This report shall provide assurance about the controls at the Vendor's organization relevant to data/revenue security, availability, and processing integrity of the systems the service organization uses to process users' data and the confidentiality and privacy of the information processed by these systems. These reports play an important role in:

- Oversight of the organization
- Vendor management programs
- Internal corporate governance and risk management processes
- Regulatory oversight

The reports should include management's description of the service organization's system and suitability of the design and operating effectiveness of controls. The Vendor shall include internal controls over cashiering, credit card processing and financial reporting. If responding firms do not have an SOC report, then an internal controls evaluation and audit must be submitted instead.

The Vendor shall provide all credit card acceptance services on behalf of the City. All credit card merchant sites must be compliant with and demonstrate attainment of Purchase Card Industry (PCI) standards and Massachusetts data privacy regulations. Evidence of such compliance will be provided to the City Treasurer at least quarterly, including security scans and SAQ questionnaires. Credit Card revenue will be separately identified in the monthly financial report. Pay-by-phone revenue will be identified separately on financial statements and pay-by-phone gross revenues disbursed separately as well.

B. Citation Management System

In general, the Vendor must provide the City with a complete parking citation management system capable of issuing parking citations, retrieving registered owner information from the Massachusetts RMV as well as out-of-state DMVs, processing City-issued parking citations, accepting/processing citation payments and other services, preparing and sending notices to the registered owners for non-payment, marking and releasing registered owner registrations at the Massachusetts RMV, generating daily, monthly and periodic reports as required, providing on-going technical and customer service support, providing database management, data back-up and off-site data security services, and other specific functions and services required within this Technical Specifications and Requirements Section.

1. Equipment /License Requirements:

- a. Users – The Vendor shall provide access to the Vendor’s citation management, permit and mobile pay app system and any other systems for City Treasurer’s Office, Worcester Police Department, Transportation & Mobility Department and the Department of Public Works & Parks.
- b. Printers – The Vendor must provide the City with printers for the HHDs as stipulated in the Citation Issuance section.
- c. HHD/LPR Citation Issuing Equipment – see sections below.

2. Update of Master Files

At least once each day, by the following business day, lockbox and web payments shall be applied to the master file. Any update transaction that fails to find a match in the master file must print a rejection report and be reported to the City.

3. Violation Disposition

The City requires that the Vendor provide the system’s capability to:

- Temporarily or permanently discontinue noticing of disputed violations;
- Hold late penalties temporarily in abeyance;
- Temporarily back-out penalties pending reactivation;
- Record dismissals of late penalties due on outstanding violations;
- Delete disputed ticket(s) from seizure (tow list) eligibility determinations;
- Add any penalties to unpaid tickets that are authorized by law;
- Adjust violation information according to the City's written instructions;
- Adjust refund amounts;
- Generate on demand detailed reports of dispositions recorded against the Master Violations File;
- Re-assign names and addresses to outstanding violations to reflect changes in name and/or address; and
- Reactivate the normal processing of disputed violations.

Transaction History - The system must also provide detailed history/audit trail of every transaction that is recorded against the Master Violations File. The audit trail must permit a reconciliation of all transactions against the source documents, including the person/operator who made the transaction. The City must be able to access and print transaction history at the City’s convenience.

4. Standard Management Reports

The following reports or similar reports shall be made available for on-demand query and print at the Municipal Hearings Officer's convenience on a desktop PC as an end user, through an ad-hoc filtering report system. All reports should be accessible in Microsoft Excel. Furthermore, the City must have the ability to gain access to the City owned data via open database connectivity (ODBC) batch mechanism – the vendor acknowledges the data is the property of the City of Worcester with the ability to always gain access. This will require the Parking citation processing system to have all report printing capabilities on each user's desktop PC. All reports will have the option of sorting or filtering data by the end user, on demand.

- Payments Collected Report showing ticket payment processing by date of processing including ticket numbers, amount paid, pay date, issue date, notice mailing dates and totals for each day and each report. Produced the first of every month. Capability for Parking Tickets and Abandon Vehicle. Separate by payment type.
- Outstanding Daily Parking Ticket and Abandoned Vehicle Report -the daily file is a .csv (comma separated file) that contains all tickets with a balance. The file must contain the below data fields:
 - Ticket Year
 - Ticket Number
 - Plate State
 - Plate No
 - Balance
 - Name
 - Addr1
 - Addr2
 - City
 - State
 - ZipCode
 - ZipCodeext
 - Violation Code
 - Violation description
 - Location
 - Vehicle Make
 - Vehicle Color
 - Violation Date
 - Violation Time
 - Officer's Badge
 - Officer's Name
 - Meter
- Out of State Report showing by state/plate, tickets issued to non-Massachusetts plates, including ticket number, issue date, issue time, violation code, total fines, penalties, reductions, payments and total due together with a summary showing totals for each state and grand totals.
- Activity Summary report showing issuance (number and amount due) partial payments (number and amount) full payments (number and amount), dispositions, dismissals, adjustments, NSF check returned, first notices and second notices issued (numbers and amounts due), all by this period and by the fiscal year to date.
- Multiple Offenders report showing by state/plates all Massachusetts plates with 5 or more overdue unpaid tickets (4 or more overdue unpaid tickets in other states) including ticket numbers, issue dates, fine, penalty, reduction, paid and due amounts, together with the owner's name and home address and violation locations.
- "Hot Sheet" showing all plates with more than a specified and variable number of unpaid tickets. This report will list plate numbers only and include tickets issued in the current and prior calendar year. The threshold number may be varied only by the Municipal representative(s) designated to do so.
- State/Plate Cross reference report showing the payment status of each ticket by plate number.
- Payment Stages report showing by month of issuance at what stage tickets from each month are paid. Stages include 1) without penalty 2) with first penalty and 3) with second penalty. The report should include the number and amount for each category.

- Report listing all outstanding violations on each plate capable of being sorted alphabetically by the name of the registered owner, plate number, or violation number through a filtering system. The report should include the plate number, violation number, fine, penalty, reduction, paid and due amounts.
- Dispositions report listing by state/plate number, the violation numbers of tickets dismissed during the period requested on each plate, including the dollar amount for each ticket dismissed; total dollar amount for each plate; the total number of tickets dismissed that period and the total dollar value of tickets dismissed during the requested period, through a filtering system.
- Scheduled Hearing Report showing all tickets scheduled for hearings both on parking tickets and abandoned vehicles. The report shall include the name and address of the owner, ticket number, amount, date of issue, state/plate, hearing date and hearing time.
- RMV Mark Report showing by ticket number the total tickets marked for non-renewal at the Registry of Motor Vehicles.
- RMV Clear Report showing by ticket number the total tickets cleared at the Registry of Motor Vehicles.
- On-Line Cashiering Report listing all payments and adjustments by ticket number, amount, method of payment, cashier, date and plate number.
- Noticing Activity Report showing by plate number the noticing activity with mail date, ticket, number, name, address and amount due.
- RMV Make Match Failure Report showing by ticket number the tickets that failed to match up with RMV file information.
- Lease/Rental Report showing by plate number all tickets issued to lease/rental vehicles by company name, address, date of issue, location, make, color, and amount due.
- RMV Make Match Failure Report showing by plate the tickets that failed to match-up with RMV file information and listing the dates of the previous two attempts to match ticket data with RMV files.
- Tickets issued by Badge Number Report listing the number of tickets issued for each officer badge number violation code.
- Program Summary The report must include the number of violations issued by all PCOs, average violation fee (including fine and penalty), average processing cost per ticket, number of boots applied, number of abandoned vehicles ticketed.
- Officer Efficiency The report will detail the operational efficiency of each officer. The report would include: the number of tickets issued by each officer, number of tickets returned, and number of tickets appealed/voided.
- Violations Issued This report will assist in determining the level of driver awareness and the effort required by the officer. The report will include: the total number of violations issued for each violation code and the same report for each PCO.
- Violation Tracking This will allow management to review anomalies in the system and to determine the validity of each instance. The reports will include: a list of all registrations that received more than 4 violations in a quarter, a list of all registrations that received more than 4 dismissals in a quarter.
- Determinations This report is another tool to allow supervisors to consider the level of efficiency of the officers. The report would include the number of tickets appealed per officer, and the number of those that were dismissed.
- Abandoned Vehicles If the abandoned vehicle program can be included in a separate program the City would require an on-demand list of abandoned vehicles, their VIN numbers, and the location where they were tagged, filtered through ticket number, name of last registered owner or DPW control log number; registration number.
- Entry Log Report The amount of money from tickets issued for a particular time frame. The total posted is categorized by the Count, Fines and Total. Produce the first of every month. Capability for Abandon Vehicle
- Abatement Report includes the number of abatements/refunds issued in a required specified time. The list shall include the ticket number, registration number, name of registered owner, date of ticket issued, date of abatement and person abating, amount to be abated broken down by fine and penalty. Capability for both Parking Tickets and Abandoned Vehicles. The report shall be provided on the first of every month.
- Bounced Check Report: The report that will list any payments by check, which have bounced. The report shall include name and address registration number, ticket number amount paid, date paid, and date of bounced check.
- Ticket Hold Report: List all tickets by name, ticket number violation, date issued, date ticket placed on hold.
- Refunds Due Report: List of money owed to be refunded. The list must contain the ticket number, year of ticket, registration number and registered owner name. Produce the first of every month. Capability for both Parking Tickets and Abandoned Vehicles.

- Disposition Report: A report providing a list of all tickets within the required time frame with a result of appeal/hearing disposition. The list includes the ticket number, name, registration number, date of hearing/appeal, disposition code: (dismissed, responsible, did not appear, and reason). Capability for both Parking Tickets and Abandoned Vehicles.
- Commitment Report (Fee's Posted) The amount of money from tickets issued for a particular time frame. The total posted is categorized by the Fine, Penalty, City Fee, RMV, and Bad Check. The report is provided the first of every month. Capability for Parking Tickets and Abandon Vehicle
- Deposit Report – Provides all the tickets paid for a certain period. These are categorized by Name, Year, and ticket number. The money received for that ticket is categorized by Fine, Penalty, City Fee, Mark, Bad Check, Other, Due Town, and Deputy to equal the total. The report is provided the first of every month. Capability for Parking Tickets and Abandon Vehicle.
- Reversed Deposit Report - All tickets that were paid in error and need to be reversed in a certain period. The money received for that ticket is categorized by Fine, Penalty, City Fee, Mark, Bad Check, Other, Due Town, and Deputy to equal the total. This report is provided on the first of every month. Capability for both Parking Tickets and Abandon Vehicle
- Outstanding Report - All tickets that were paid in a certain period. These are categorized by Name, Year, and ticket number. The money received for that ticket is categorized by Invoice Count; Fine total, Penalty total, and other to equal the Balance total. This report is provided on the first of every month. Capability for both Parking Tickets and Abandon Vehicle
- Delete Report - All tickets that were deleted in a certain period. The money received for that ticket is categorized by Fine, Penalty, Notice, Mark, and Bad Check, and Other to equal the total. The report is provided on the first of every month. Capability for both Parking Tickets and Abandon Vehicle
- Aging Receivables – Shows the amount of money in a particular period that is outstanding. These amounts are categorized by Fines, Penalties, Issued, and Paid/Abated to equal the total due.
- Resident Parking Permits Program - If the RPP program is included as a separate program we would require a report of the names, addresses, vehicle descriptions, license, and sticker numbers.
- Enforcement Reports – including but not limited to by street, zone, district, enforcement, and residential zone.
- Mobile Parking Payment App Reports

The software shall provide a centralized report filtering and extract option. The Vendor shall ensure that all generated data is in a format available for analysis at the desktop level (i.e. the data can be accessed and extrapolated by all authorized networked PC users). The database shall be accessible from any PC workstation connected to the network. The Vendor shall provide a user-friendly, operationally efficient reporting query tool which allows users to perform queries based on any available data fields for any date range. The query tool must allow data to be sent to a printer, file or screen display. The Vendor shall provide a database dictionary which describes each data field in the reporting database by listing field names and their corresponding textual descriptions. Various report capabilities must be available from the system. By way of illustration, these reports would include an officer-specific report of tickets written by location, time of day and violation type over a date range; a chronological listing of citations written by violation type, location, and date range. All reports must be in, or able to be exported into Microsoft Excel.

5. On-Demand Reports/Analysis

Active management of parking violations control requires on-demand reports from time-to-time to be prepared analyzing ticket issuance on-demand for a requested period through a filtering system. On-demand reports must summarize totals for the current requested period, prior requested period, percentage change from prior requested period, current fiscal year to date, corresponding month in the prior year and prior fiscal year-to-date. The reports must be prepared for each individual Department/Agency (e.g. Police, Parking Division, etc.) issuing citations and provide totals by violation code as well as total issuance citywide.

The City may request any other management reports, including but not limited to the reports listed herein. These reports will be generated by the end user and be able to sort and filter by data fields included in the Citation processing system.

6. Revenue Reporting

An ad-hoc management report or similar report shall be available for print or screen display from the City's files, showing end-of-month number and dollar totals for:

- Beginning file receivables balance
- Parking ticket fines assessed
- Late penalties assessed
- Abandoned vehicle fines assessed
- RMV fees assessed
- Boot/tow fees assessed
- Parking permit fees assessed
- Bad check fees assessed
- Parking ticket fines paid
- Late Penalties paid
- Abandoned vehicle fines paid
- RMV fees paid
- Boot/tow fees paid
- Parking permit fees paid
- Bad check fees paid
- Overpayments
- Dismissals/reductions
- Adjustments/backouts
- Ending file receivables balance
- Accumulated overpayments on file
- A receivable summary aging report
- A receivable detailed aging report

These reports shall be available as a user option as part of the Reports menu or options within the database. The City will run reports as needed.

A management report or similar report shall be prepared annually and at other times upon the request of the City Treasurer's Office, providing a detailed analysis of all receivables on file, in the following format:

Report by each fiscal year (7/1/XX-6/30/XX) of **issuance**, containing each fiscal year of **payment**, providing for each issuance/payment year the following figures for number of transactions and dollar amount:

- | | |
|-----------------------------|--|
| • Beginning balance | # of open tickets on file and cumulative \$ value |
| • Ticket issuance | # of tickets issued and cumulative \$ value |
| • Ticket payments in full | # of tickets paid in full and cumulative \$ value |
| • Partial payments | # of partial payments of tickets applied and cumulative \$ value |
| • Total payments | # of payments applied (full and partial) and cumulative \$ value |
| • Tickets dismissed in full | # of tickets dismissed in full and cumulative \$ value |
| • Tickets partially reduced | # of tickets partially reduced in value by waiver and cumulative \$ value |
| • Ending balance | # of tickets on file and cumulative \$ value |

Furthermore, a detailed listing of the ending balance will be required.

NOTE: The financial data in the two reports shall be reconcilable to the general ledger totals maintained by the City Auditor, at the close of the report period. Once beginning figures have been agreed upon by the City and Vendor, the Vendor is responsible to work jointly with the City Treasurer's Office and City Auditor to immediately reconcile any subsequent discrepancies that may occur.

7. Telephone Support

The vendor will provide a toll-free telephone number for use by the City to communicate with the Vendor's service/support personnel from 8:00 A.M. to 5:00 P.M., Mondays through Fridays.

C. Citation Issuance

1. Hand-held Electronic Parking Ticket Devices (HHD)

- **Overview** - The combination of a clear and accurate parking violation and a comprehensive and efficient Parking Violation System enables the City to utilize the issuance of a parking ticket efficiently and effectively as a meaningful deterrent to illegal parking upon which other critical traffic and parking activities are dependent. To that end, the City requires twenty-two (26) real-time cellular Hand-Held Electronic Parking Ticket Writing Devices, hereinafter referred to as “HHDs”, printers, and associated equipment for use by the Parking Control Officers (PCOs) within the Transportation & Mobility Dept. and other previously-noted Departments. These devices will be used for the Parking Control Officers to communicate through email, cell phone communications, text and other applications. The current make and model of the handheld electronic parking ticket device is Samsung A-51 or A-53. Seven (7) out of these twenty-six (26) handhelds are used for six months (November – April) by the Worcester Police Department (WPD) for snow operations. Nineteen (19) Handhelds are used for all twelve (12) months through the Parking Division and Parks.
- **City Orientation and Key Objectives for HHDs** – Any HHD equipment/systems used by the City cannot create unacceptable risk and disruption to the levels and quality of its parking administration and collection system. The HHDs must enhance the City’s operational enforcement capabilities. A key objective for the HHDs is that they have license plate look-up and scanning capability. They must be able to auto populate vehicle info and payment/permit status by manual entry of license plate numbers into the HHD and by scanning inspection sticker barcodes, barcodes on permit stickers, and/or license plates. The HHD must be fully integrable with the City’s kiosk vendor (Flowbird), including potential text-to-pay or payment app, as well as the parking permit and pay-by-phone platforms provided by the vendor contracted through this RFP so that payments are registered and provided in real time via the HHDs regardless of whether they were made at a “pay-by-plate” kiosk, mobile payment app or virtual permit , including surface lot monthly passes administered through LAZ Parking’s A/R system. The HHDs must also be integrated with the mobile License Plate Recognition (LPR) system provided by the vendor contracted through this RFP for integrating plate-based payment verification and permit validation capabilities into their HHD system via an Application Programming Interface (API) – see pertinent sections below.

The City requires that the HHDs be rugged, fully tested, debugged, proven in a Massachusetts urban municipal production environment, and determined to be completely reliable for the basic, repetitive task of entering standard information and generating a parking ticket. Further, due to the number of potential users with varying backgrounds relative to computer usage, the HHD should be designed to require an extremely minimal degree of technical dexterity for operation.

- **Vendor HHD System Support/Capability** - The Vendor shall be responsible for providing, implementing, and supporting portable data terminals, base stations, and all hardware, including installation and site preparation, necessary for the optimal performance of such devices as a means of the replacing the current process. The City’s objective for an automated citation issuance process is to enhance the quality of the parking citations issued by PCOs and to improve the efficiency and effectiveness of the enforcement capabilities. The City requires HHDs to be capable of incorporating various technologies such as wireless network transmission to the Vendor’s application for selected parking ticket data. In all cases, however, HHDs shall be capable of retaining parking ticket data in the device for later transmission to the Vendor’s host computer system in the event of real-time interruptions.
- **Equipment Requirements** - The Vendor shall be responsible for providing twenty six (26) operable HHDs to the City with all required hardware, software and other equipment and services to support ticket issuance by City PCO’s. The Vendor will supply a “turn-key” system that includes all software , hardware and maintenance necessary to efficiently utilize the HHD’s and their associated components. The Vendor shall be responsible to increase or adjust the equipment inventory to accommodate increases in PCOs or expanding services.
- **Physical /Environmental Characteristics of the HHD’s** -

- HHD must be capable of being stored without damage within a temperature range of -40F to 120F.
- HHD must be lightweight (including batteries) to avoid user fatigue. It must be possible for the average person to hold the system unit including the protective case easily in one hand for extended periods of time.
- HHD must be waterproof and dustproof and capable of withstanding repeated drops to concrete from a height of 3 feet.

- **Keyboard/Screen -**

- It must be possible to utilize the interface while wearing winter gloves in cold weather, without inadvertently hitting any other key.
- Interface must offer tactile and/or audible feedback.
- Displays should provide crisp characters that are easy to read. Display should not reflect glare from overhead lighting or other light sources. The display must be non-fatiguing so that it can be used for an extended period without eye discomfort to the operator.
- It must provide, where applicable, multiple Enter/Return Keys for ergonomic/left-handed users.
- The display screen must be a backlit, shock-resistant, liquid crystal screen with a backlit display with adjustable font sizes. The screen will measure a minimum of 3.25 inches by 6.5 inches, 6 ½ inches diagonally, high resolution and easily readable.

- **Process & Memory** - The handheld device, at a minimum, must have sufficient Static RAM memory. The unit must have the ability to be upgradeable. The system processor must function with sufficient MHz.

- **Ticket Information to be Captured by HHD (or as approved by the City)** – The following basic information will be stored in the handheld device:

- Unique ticket number (mod formulation to be determined by the City)
- Issue date (automatic entry)
- Issue time (s) (time of issuance via automatic entry)
- State
- Registration number and/or VIN#
- Plate Color
- Plate Type
- Permit #
- Vehicle Make
- Vehicle Color
- Vehicle Type
- Location
- Parking meter number/zone
- Route
- Division (automatic entry)
- Zone (15min, 30min, 1hr, etc.)
- Issuing Officer Name
- Issuing Officer Badge Number
- Violation Identification Code and Phrase (s) with possible additional description
- Fine Amount – including amount due after 21 days from issue date
- Officer Notes

Add code for:

- AVR
- RPP
- Stolen vehicle
- Boot
- Other

A copy of the City's current HHD-generated, electronic parking citation is attached as **Exhibit D**. A QR code has been added just recently to the ticket. Also included in Exhibit D is a copy of the City's current handwritten parking citation and envelope.

- **HHD Capabilities**

- Extensive scrollable comments/history field.

- The software shall be capable of recording information on infractions and printing Parking Tickets and other data as required (i.e., informational maps).
 - Use of system/login information to auto-fill fields such as Date, Time, User ID /Off. #, routes, etc.
 - Simple prompts to enable officer to enter ticket information. Data entry should be intuitive and at no time during citation entry must the officer memorize codes for data entry; all entries must be selectable from a list or menu and follow a logical system flow.
 - Use of alphanumeric search for look-up and selection including plate look-up.
 - Ability to auto populate vehicle info and payment/permit status by PCO manual entry of license plate numbers into the HHD and scanning inspection sticker barcodes and/or license plates to do the same.
 - GPS ticket issuance, location, identification, and reporting capabilities.
 - GPS tracking/monitoring of employee time and location in real time.
 - Digital time-zone chalking capability.
 - Ability to provide real-time data integration with parking kiosk, permit, mobile pay app, and mobile LPR so PCOs can monitor/enforce parked vehicles by license plate using only the HHD.
 - Ability to download scofflaw information to handheld citation units and link/identify a vehicle as a seizure-eligible scofflaw. Ability to automatically search databases containing plate numbers that instantly alert the officer to habitual offenders, stolen vehicles, abandoned vehicles, resident parking or exempt vehicles. The appropriate message is displayed on the screen allowing the officer to take immediate action by notifying the PCO Supervisor of towing or other special handling. The message may also be audible, alerting the officer to the vehicle's scofflaw status.
 - Ability to download Resident Permits and associated vehicle registrations and link vehicles on the street to permit numbers. Ability to search databases containing valid or newly expired permits.
 - Listing of all prior citations and ability to display any previous citations within a given time range, such as 24hrs, 72hrs, 5 days, etc.
 - Allowing additional descriptive information to be entered for qualifying the "Location" field.
 - Allowing manual data entry to supplement the selection in some fields.
 - A selection made in a primary field such as an Offense or license plate to trigger automatic updating of dependent fields (e.g. meter violations require meter numbers).
 - Ability to change the status of a citation including an auditable void function and reason for void, however, this will be ID dependent.
 - Ability to track all changes and adjustments made to a record to a specific individual, date and time.
 - Ability to write tickets even when network connectivity is weak or non-existent.
 - Be able to restrict full data edit and delete capabilities only to authorized individuals.
 - The software must allow the supervisors to select whether the license plate must be entered twice in the field for confirmation and reduction in data entry errors.
 - Where plate number is not available, providing alphanumeric fields for (VIN #) information.
 - Provide an area for recording comments (public/private).
 - User confirmation prior to printing.
 - Ability to change data entered into the HHD before printing.
 - OCR and/or barcode printing of the ticket number.
 - Ability to reprint any ticket or data.
 - Ability for the user to record that a ticket was issued but was not served.
 - Ability to automatically adjust to daylight savings time.
 - Ability to take pictures at night with a flash size minimum of 1888MB.
 - Ability to provide high-resolution, high-quality photo evidence in color, violator notes and internal notes for adjudication purposes and to store multiple photos per violation.
 - Photo color images captured must be available for retrieval and viewing through the Vendor's proposed on-line customer citation payment/appeals system.
 - Search-by-meter/zone number functionality to help reduce user input requirements and facilitate the time it takes to write a ticket at remaining single space meters.
 - Ability to enter information with notes when a meter is jammed, broken or in any way damaged and non-functional. A report can be immediately created to alert meter maintenance without having to issue a ticket violation. Ability to issue warning tickets.
- **Systems Compatibility** - The HHD software must conform to, and be capable of interacting with, the City's parking ticket processing system on a real-time basis.

- **Batteries-** The Vendor shall be responsible for supplying sufficient batteries to support the HHDs to include spare batteries to allow for battery change-outs as necessary. An external, charging cradle, used to charge the batteries while they are in the unit shall be provided. Rechargeable battery packs must be able to provide power for a minimum of ten (10) hours of continuous usage in a parking enforcement environment without changing or recharging. The system must have a power saver feature for when it is operating on batteries it automatically goes into “sleep” mode after a period of idle time, which can be specified.
- **Printers**
 - Unit must include a printer. The current make and model of the printer is Zebra ZQ510.
 - The printer must be fully compatible with the handheld device and the Citation Processing Software.
 - The unit must be capable of being stored without damage within a temperature range of -40F to 120F.
 - The print head, connectors, and electronics must be sealed to protect against moisture.
 - The printer must be unaffected by humidity. Printer must be capable of printing in the rain.
 - The field printer must be capable of printing an official looking form.
 - The printer must be capable of printing enlarged, emphasized, and condensed characters; sideways and upside down fonts, and programmable graphics.
 - The printer must be able to print machine-scannable bar codes and other characters, such as Optical Character Recognition (OCR) for lock-box.
 - The print speed must be such that an 8-inch form can be printed in 20 seconds or less.
 - The image printed onto the form must remain legible and not smear when the form becomes wet.
 - The printer must have the ability to print on coated/waterproof paper.
 - One spare printer must be provided.
- **Transmission Cradles/Devices and Chargers** - The Vendor shall be responsible for supplying sufficient cradles, chargers, docking stations or the like to support the HHDs. One spare docking station is required. All HHDs will be supplied with protective cases.
- **Host Office/Bases Operations** - The Vendor will be responsible for site preparation including work to install, at a minimum, networking communications, base stations, docking stations, computer stations, report printers, electrical power supply and surge protection, etc. Base stations/docking stations shall be fully functional when installed and require minimal training for the City staff to maintain and operate. The Vendor shall be on-site at the time of the first week or oversee as required to ensure optimal system performance or as needed by the City during the initial transition.
- **Repairs and Replacement of HHDs and Supporting Equipment** - The Vendor shall provide repairs and full replacements for all handheld devices, including printer components, damaged, lost or otherwise rendered inoperative, for any reason. The Vendor shall replace devices determined, by either the hardware supplier or the City, to be beyond repair. The Vendor will bear the cost of replacing any damaged HHD for the normal “wear and tear” of any device. In the event an HHD is lost and cannot be found, the City will bear the cost of replacement. Such replacement devices shall be new and shall be fully configured and operational when delivered to the City. Ownership of the HHDs and equipment supplied by the vendor will be the property of the vendor upon termination of the contract.
- **Maintenance** - It must be possible to have access to a staffed Help Desk Call Center to report a problem from at least 8:00 am to 5:00 pm Eastern Standard Time, 5 days a week (Mondays through Fridays). Saturday is beneficial but not required. This time is subject to change if the hours of enforcement are changed. The maximum turnaround time for replacement equipment must be forty-eight (48) hours. The new and fully configured HHDs must be ready for service upon receipt. The maximum response time for support calls must be two (2) hours.
- **Security** - The system must allow the creation of a profile for each individual user. This profile must specifically detail the access rights and security privileges as defined by the system administrator. At a minimum, there must be three levels of password protected user logins; one for officers, one for supervisors and one for an administrator with ability to configure devices.

Access levels should include the ability to specify read only access, ability to insert records, ability to edit records, ability to delete any record, ability to delete only your records, and no delete capabilities whatsoever. The system must also provide a complete audit trail of every modification or transaction executed by a particular user.

- **Data Import/Export** - The software must be capable of creating file formats that readily facilitate and accommodate data import/export between all aspects of the parking management system.
- **Software Upgrades and Inspections** - The Vendor shall, twice yearly, check each HHD for physical damage and software integrity. Any units deemed physically substandard will be replaced. Preventative maintenance and any required software/hardware updates will be addressed at this time. The Vendor will provide the City with the most recent versions of software available for this equipment. After 3 years, the most up-to-date handheld ticketing devices shall be provided to the City.
- **Documentation** – The following documentation must be available at the time of delivery/contract execution: A Technical reference manual will be provided that describes in detail all hardware. The manual must include a general description of major components of the system. The technical manuals must be published by the original equipment manufacturer. Any third-party components must also be documented to the same level of detail and included as appendices in the technical manual. The manual must be available in English. A minimum of two operator/user manuals will be provided that consist of at least the following:
 - User and reference materials for all hardware/software options.
 - Documentation for power and environmental requirements.
 - Reference manuals for diagnostics and power-on self-test.
 - Complete installation instructions and configuration description.
 - Complete preparation and packaging instructions for shipping and transport.
- **Support** - The Vendor shall support the HHD application with technical staff including staff that will be available to be on-site for installation, including site preparation, training, and start-up as well as on an on-going basis throughout the life of the contract. HHD support personnel shall have appropriate experience to fully support all networking, hardware and software platforms utilized. HHD support personnel shall be responsible for coordinating system modifications with City staff and the Vendor's technical personnel, troubleshooting problems including hardware and application problems, and training City staff. The Vendor shall be responsible for ensuring an accurate automated payment process of HHD issued parking tickets.
- **Development of Additional Applications or Enhancements** - The Vendor may also be required to develop additional applications or enhancements to the HHD system. These may include, but are not limited to:
 - parking meter inventory data
 - enforcement route surveys
 - turnover studies
 - field investigations
 - data collection on missing signage or road conditions
 - other municipal ticketing processes, such as dumping, nuisance, etc.

The Vendor shall also be required to develop additional applications or enhancements to the HHD system that would:

- Allow for coordination with the Massachusetts RMV to supply the HHDs with live access to the status of registrations including unregistered vehicles and inspection stickers.
- Allow for coordination with the City's Technical Services Department to initiate an application for communication with our Geographic Information System (GIS).

2. Mobile License Plate Recognition (LPR) Camera-Based Ticketing System

The vendor shall provide an LPR camera-based system to include any needed additional hardware and software, to be mounted on two (2) city-owned enforcement vehicles for the contract term to read license plates for enforcing resident permit parking streets. The LPR camera-based system must include a minimum of two (2) highly accurate cameras mounted on each vehicle and be capable of enforcing overtime and expired meter/pay-by-phone sessions as well as searching for and identifying parking scofflaws, abandoned vehicles, and stolen vehicles.

a. LPR System Operability– the LPR system must operate as follows:

- The LPR system processes vehicle/license plate images for parking enforcement monitoring via laptop/tablet that houses the LPR system software.
- The LPR system is integrated in real-time with the parking permit, kiosk/meter, and mobile pay app system.
- The LPR system provides audible alerts of LPR-detected violations.
- The LPR system can wirelessly interface with the HHD ticket issuance computer database so that parking violations are pushed through the Vendor's HHD application for citation issuance. The City prefers that the Vendor provide only one HHD manufacturer/model for this contract – as opposed to two (2) different HHDs – one that only works with the LPR system and another that doesn't.
- The PCO must have the ability to add photographic evidence, notes and to print/issue the citation.
- All data is transmitted in real time to the Vendor's back-office software where the City's parking staff can access system reports to manage their operations and assist customers.
- The LPR system must allow automatic identification of parked vehicle license plates to check against scofflaw lists and to deliver notification to the operator upon recognition of seizure eligible license plates.
- The back-office software must at a minimum allow City staff to review reports for digital permits, kiosk/meter/mobile pay app parking, and enforcement. It must also allow violation details to be easily accessed by inputting a citation number, license plate or name and data including offender information, location, appeals, scofflaw, and evidence.
- The LPR system must be linked to the web-based (online) customer portal for online citation payments. Customers must be able to search by citation or license plate number where they can then pay the citation immediately, request more information or start an appeal.
- The LPR system must include a Boot/Tow software module with real time verification of boot/tow status through database and ability to create a boot record and to update the citation management system with the appropriate status. The system and module must have the ability to tie-in to the City's abandoned vehicle program and share information with the City's Towing vendor for boot/tow.

b. City-Owned Vehicle LPR Camera Retrofit Specifications:

- The Vendor will fully equip two City enforcement vehicles with LPR technology that can detect visible license plate data, both on-street and in off-street facilities while driving up to 25 MPH. Fully equip shall mean there is no cost to the City for any portion of the installation or parts necessary for the LPR Camera System to work as intended. It will be the responsibility of the vendor to maintain and upkeep the system throughout the contract at no additional cost to the City. Should a camera be inoperable the vendor is responsible to replace the camera immediately at no cost to the city unless damaged by the negligence of the City.
- The LPR utilize vehicle mounted cameras that read and record visible license plate numbers as an enforcement vehicle is driven through the enforcement zones. Accurate reads of detected plates will be N = 90% or greater for a full plate read, N-1 = 97% or greater for license plate less 1 character, N-2 = 98% or greater for license plate less 2 characters. A laptop and processor must be installed in each vehicle and mounted in suitable locations approved by the City. The laptops must be able to access the City's intranet, email system, and the RMV. Any other access must be pre-approved by the City's Parking Director.
- The vehicles and LPR systems must have a proven record of operating in inclement weather.
- The LPR system must include GPS monitoring to enable it to identify and segregate parking zones.

3. Citation Issuance Data Fields Required:

Citations must have complete and accurately filled data fields to be processed in an enforceable manner. Complete data

validation editing must be performed during or near data entry to minimize errors and research/correction time. The following data fields must be accepted and verified:

- Ticket number, consisting of 10 Character Alphanumeric field
- Date (MM-DD-YY)

- Time (00:00: - 12:00, A.M./P.M.)
- Registration state (two-character abbreviation, converted automatically to two-digit standard state code)
- Registration number (standard, free-form entry format, automatic right justification and insertion of leading blanks; up to eight characters; accepting special designation of particular registration series, such as "commercial" or "trailer"); including an option to choose the appropriate registration plate type of a vehicle (i.e.; PAN, PAV etc.). Registration type allows all the Massachusetts registration plate types available.
- Make (standard abbreviations; optionally with automatic determination of a secondary make, for example, a "Focus" would also be identified as a "Ford")
- Color (standard abbreviations for basic colors)
- Meter number for meter violations (if entered, automatically converted to a street location as well)
- Violation location (number and street name or automatically generated from meter number)
- Violation code (three digits)
- Badge number and officer's name
- Fine amount
- Plate type and color (see registration type)
- Any other information fields that the Registry of Motor Vehicles may require the City to include on its tickets.
- Residential Parking permit issued to the vehicle by registration
- Vehicles that are subject to a boot
- Flag stolen vehicles
- Abandoned vehicles

At the time of data entry, a listing of citations should be produced by batch indicating missing sequence numbers and formatting data in columns. Such a listing may be an error/edit report, if there are provisions to assure that indicated errors have been corrected and resubmitted.

D. Citation Processing

1. Vendor Processing of City-Issued Citations

The selected Vendor shall be required to collect from the City, acknowledge receipt of, account for, and process according to the City's requirements, all parking citations issued by the City through the HHDs. The Vendor will also be required to enter documentation relating to approved voided citations, the citation number, issue date, issuing agency, officer ID, and fine amount. Each void shall be treated as a closed citation and shall be displayed through the on-line system as a voided citation. While the City will purchase handwritten citations and return envelopes from the Vendor, the processing of handwritten citations issued will be done by City staff. City staff will manually enter handwritten parking citations into the Vendor's system for processing. After data entry, the Vendor must ensure that scanned original hand-written parking citation images are tied to each individual ticket file in the parking citation system. All images must be available for review by authorized system operators in real-time.

2. Master Citation File Update

- a. Enter new citation information to the Master Citation File
- b. Match the vehicle registrations appearing on the parking citations against the most recent license plate records of the Contractor's Massachusetts and out-of-state RMVs file or, in the absence of such license plate records, create new vehicle registration records.
- c. Provide immediate on-line system access of violation information by vehicle registration number and violation number.

The Vendor shall request information not less than weekly from the Massachusetts RMV and out-of-state motor vehicle agencies for citations not paid within 15 days. The Vendor shall add matched and newly acquired registrant information, including but not limited to the following: name, address, vehicle make, license number, plate issue date, confirmation date, expiration date, plate type, plate color and error code to the Master Citations File. Upon acquisition of this information, the Vendor shall provide immediate on-line access of citation information by registrant name and license number, and violation and registration number.

3. Daily Citation Processing Reporting

The Vendor shall deliver to the Parking Division of the Transportation & Mobility Department a comprehensive daily reporting package of all citation processing activities, which shall also contain cumulative processing totals with real-time reporting capabilities for current day, week, month, and fiscal year. This citation processing reporting package shall be part of a broader business intelligence dashboard/data visualization and analysis tool that displays on one screen the status of key performance indicators and other important parking business metrics.

4. Lease/Rental Vehicle Citation Processing

Under current law, lease, rental, and taxi registrants are not held liable for the violations incurred by the vehicle operator provided that the registrant complies with the provisions of Massachusetts General Laws, Chapter 90, Section 20E as amended by Chapter 699, Acts of 1985. In summary, the law requires that the registered owner of the ticketed vehicle be notified of the specifics of the violation, and within forty-five (45) days of such notification the owner must return the name, address, date of birth, and license number of the vehicle operator.

The Vendor must generate and send the initial dunning notice to the registrant. Upon receipt of the vehicle operator information, the Vendor must generate and send a dunning notice to the operator. The system must have the capability to retain by plate number the registrant data, and by ticket number the operator and notice data for viewing.

5. Master File Back-Up System

The Vendor shall develop a complete back-up system and capacity for all on-line systems including hardware, software and communication lines and other equipment. The Vendor shall retain sufficient back-up files so that reconstruction of all processing activities can be accomplished for audit and emergency purposes. Such back-up files must be stored at a site separate from the site where the main operating system is based. In addition to back-ups, the vendor will be required to maintain a disaster recovery plan for its computer facility as specified earlier within these Technical Specifications and Requirements of the RFP Scope of Services.

6. Storage Requirements

The Vendor shall be responsible for acquiring and maintaining in a secure location within its control all computer and digital storage equipment relating to daily transactions processed by the Vendor pursuant to the resultant Agreement including unapplied transactions.

7. Financials

Vendor should adhere to the Uniform Massachusetts Accounting System guidelines to recognize revenue for parking, parking fines, late fees, RMV fees, abandoned vehicles, abatements, etc.. All fines and tickets should generate a journal entry debiting Accounts Receivable and Deferred Revenue on the General Fund. Once payment is received, a cash transaction will be created to post to Cash, Accounts Receivable, Deferred Revenue, and Revenue. For any abatements approved by the municipal hearing officer, vendor will provide a journal entry to offset Accounts Receivable and Deferred Revenue. Vendor will need to provide daily, weekly, and monthly reports of receivables, collections, and abatements.

E. Citation Payments/Collections

All payments will be received either directly through the vendor's website, by mail to the vendor's lockbox, or via walk-in customers at the City Treasurer's Office. The City's goal is to maximize the number of automated payments directly to the vendor to reduce walk-in customers at the City Treasurer's Office. The following details the payment options:

Vendor's system should be able to provide outstanding Excise amounts due through their software including interest accrued. Payments through the vendor software must accept payments for excise, parking tickets/fines and abandoned vehicles, and provide reports on how payment was receipted.

All payments should integrate into Tyler Cashiering/Munis and Tyler Payments for payment processing, including views of customer information, vehicle information, outstanding bills, etc. Vendor should not process any refunds unless approved by the Treasurer of the City of Worcester.

1. Payment Collection at the City

The City Treasurer's Office must have the capability to post payments on the system and generate detailed receipts, journal records and check validation. The Vendor provided parking citation processing system shall allow the City Treasurer's Office staff to enter and record payments and payment adjustments to the Master Violations File as they are received and to provide receipts of transactions to the payer. The system's software and hardware must accommodate the volume and nature of parking violation payment. The Vendor shall provide the capability to apply any range of whole dollar amount payments to a violation, e.g. accommodate partial payments. Payments entered shall also be immediately reflected in the subsystems or system elements provided by the Vendor for use in determining penalty, notice and seizure eligibility. The Vendor shall record on the database, and display on the system the location of where the payment was made, (i.e. City Treasurer's Office, lockbox, etc.) in addition to the method of payment (i.e., cash, check, money order or credit card). The system shall also be capable of generating daily payment activity reports by violation type on a real time basis to facilitate and properly control administrative closing procedures at the close of the day's business.

Audit control facilities must also be included, such as: a) balancing a computer produced teller report to the log printed on the cashiering terminal; b) password sign-on by operator; c) cash-out by operator; d) segregation of cash, check money order, or credit card; receipts and cash-out totals; and e) operator ID retained in-all transactions.

In addition, all workstations must have the capability to print receipts for cash, check, money order, credit card and debit card payments indicating, but not limited to, the following information: method of payment, date of payment, registration number and state, the ticket number(s) paid, and amount(s) paid on each ticket or some other type of receipt generation.

2. Lockbox Payments

The Vendor must have the capability to handle all parking violation payments mailed into the post office lockbox with daily depositing of all receipts. This function must conform to cash controls for the cash handling accounting. The following procedures shall apply to the processing of all parking violation fine payments:

- The Vendor shall provide the capability to apply any range of whole dollar amount payments to a violation, e.g., if a partial payment of fifteen dollars is remitted for a twenty-dollar violation (fine only or fine plus penalties) then fifteen dollars must be applied and the new amount due would equal five dollars, using the hierarchy of payment; penalty paid first then fine. The Vendor shall record on the database and display on the parking ticket processing system how the payment was made, the location of where the payment was made (i.e., lockbox, in addition to the method payment e.g. check or money order). The Vendor shall indicate on each check processed the violation numbers to which payments are applied, the date of payment and the amount applied to each violation number. Checks will be endorsed to the City's account. Checks and related documents will then be reconciled by their batch totals and/or parking ticket processing system.
- The total amount of all checks processed each day will be credited to a demand deposit account, which will have deposit capabilities only, specified by the City Treasurer. The deposit account shall be entitled "Parking Fine Account" and controlled by the City Treasurer.
- When the Vendor receives a payment with a vehicle registration number but without a violation number, it shall be responsible for carrying out the required file inquiries to apply such payment to violations outstanding against the vehicle registration number. If the payment can be applied to more than one violation, the Vendor shall first make payment against any citations that are less than 21 days old and then the residual amount, if any, will be applied to other outstanding citations on that plate.
- When the Vendor receives a payment amount that exceeds the amount due on the enclosed violation, it shall conduct all required file inquiries to determine if any other violations are outstanding against the payer's vehicle registration number. If one or more other violations are outstanding, the Vendor shall apply the excess payment amount to those violations. If the excess payment amount cannot be applied to other violations, the Vendor shall provide the City with all information necessary to allow the City to issue a refund. The City's strict policy is to not accept post-dated checks. An option to obtain electronic copies of all checks deposited is preferable.
- The Vendor shall, within three (3) working days of receipt of each unsigned check or unapplied payment (i.e., no violation or registration), return such items to the sender.
- The City shall provide the Vendor with appropriate policies and procedures for processing any other payments not previously described herein.
- The Vendor shall, if requested, forward copies of all checks and related correspondence to the City Treasurer's Office.
- The Vendor shall apply all payments against the Master Violations File by the end of each day. In addition, the Vendor shall establish appropriate controls and accounting procedures so that payment amounts that are applied to the Master Violations File can be reconciled with the amounts deposited to the Parking Fine Accounts. The Vendor shall provide the City a system option to print a report of daily payment activity at the City's convenience.

3. Web-Based Payments

The Vendor shall provide a parking ticket processing system that will allow violators to enter payments to the Master Violations File as they are received and to provide receipts of transactions to the payer through Internet options. The system's software must accommodate the volume and nature of parking violation payment. The Vendor shall provide the capability to apply any range of whole dollar amount payments to a violation, e.g. accommodate partial payments. Payments entered shall also be immediately reflected in the subsystems or system elements provided by the Vendor for use in determining penalty, notice and seizure eligibility. The Vendor shall record on the database, and display on the system the location of where the payment was made (i.e. the Internet, in addition to the method of payment i.e., credit card or EFT). The system shall also be capable of generating daily payment activity reports by violation type on a real time basis to facilitate and properly control teller closing procedures at the close of the day's business. Audit control facilities must also be included, such as: a) balancing a computer produced teller report to the log printed on the cashiering terminal; b) password sign-on by operator; c) cash-out by operator d) segregation of cash, check, money order, credit card and debit card; receipts and cash-out totals; and e) operator ID retained in-all transactions. The Vendor must provide the City with the ability to print reports for the audit controls segregated by location, by operator or cashier at the City's convenience.

In addition, payments made though the Internet should be deposited in a timely manner into the Parking Fine Account or as determined by the City Treasurer's Office. The vendor must demonstrate compliance with PCI Data Security Standard by the vendor's credit card processor. The Vendor must provide a copy of the annual self-assessment for the processing of credit cards.

4. Master Citation File Update

At least once each day, by the following business day, the Vendor shall update the Master Citation File to reflect city-or vendor-posted walk-in payments, vendor-posted lockbox payments, and vendor-posted web payments. Any updated transaction that fails to find a match in the master file must print a rejection report and be reported to the City.

F. Delinquent Payment Noticing

1. Notice Generation: The Vendor will be responsible for soliciting payments for each citation that has been issued and is past due by sending parking citation demand notices to the registered owners utilizing the City's citation penalty and noticing guidelines herein listed and described. Demand notices (notice of overdue parking citations) will be issued by the Vendor as follows:

First delinquent notices will inform violators of parking citations remaining unpaid within the 21-day limit established by Massachusetts General Laws, that the fine has been increased, and other information concerning the issuance and payment procedure. The printed format and text of the notice shall be approved by the City.

Each week the following must be performed: fines on citations unpaid 24 days after the date of issuance should be increased by \$5.00 (or other amount designated by the City) and demand notices should be prepared and mailed by the vendor for each unpaid citation with a fine increase for which a registered owner's name and address is available. A register of notices must be prepared and delivered to the Parking Division of the City's Transportation & Mobility Department before the mail date (no more than the 28th day after date of issuance) appearing on the notices.

The Notice Register shall be a listing by state/plate of all tickets for which a notice is prepared. Other information on the Notice Register shall include the citation issue date; citation make; violation code; fine, penalty, reduction, payment, and due amounts; owner's name, address, city and state and date of last notice. Additionally, the demand notice must list all outstanding citations.

The demand notice must identify the notice number, mail date, municipality, vehicle registration and state, vehicle make as registered, owner's name and address and for each of all outstanding citation violations, the citation date and time, citation number, citation make, location including citation number, violation code, fine, penalty partial payments and total amount due on each citation and the total due for each notice.

Demand notices must be printed on self-mailing forms with a removable face sheet or include a pre-addressed return envelope. Each notice shall include a removable stub to be retained by the violator. The stub shall include the mail date,

notification of date of next penalty, citation numbers and the total amount due.

Second delinquent notices (Notice of driver's license and Vehicle Registration Non-Renewal) will inform violators that the parking citations have remained unpaid 21 days after the date of the demand notice for that citation, the fine increase and other issuance and payment information. The printed format and text of such notice shall be approved by the Parking Director of the City's Transportation & Mobility Department.

For each ticket unpaid 48 days after issuance of the citation, the following must be performed:

- The fine on each citation shall be increased by \$15.00 (or other amount designated by the City);
- A second notice shall be generated and mailed by the vendor to each registered owner for more than 50 days after issuance of citation for which a current name and address is available;
- A Notice Register shall be prepared using the same format as the Demand Notice Register and delivered to the Hearing's Officer before the mail date on the notices.
- Additional collection notices shall be prepared and sent upon request of the Parking Director.
- After the second notice due date:
 - The Registry of Motor Vehicles shall be notified with the appropriate information in a format acceptable to the Registry of the unpaid citation. Therefore, the Vendor will send a rejection file for which the Registry of Motor Vehicles will send back a file which will include registrations and license numbers. The Vendor will "mark" both the registration and/or the license number for a more precise collection initiative.
 - The registered owner will be responsible for any additional amount charged by the RMV.

Quarterly Past Due Notices: On a quarterly basis, in addition to the 21-day and 42-day notices, past due notices will be sent out on all outstanding citations inclusive of outstanding excise amount due. Excise amounts due will be provided to the vendor in a file format. The notices will be consolidated by customer. The notices will be customized as approved by the Parking Division.

2. Noticing Form Modification

The City retains the right to modify the form, content, sequence, and timing of notices that are mailed to violators, provided that the Vendor is given detailed specifications. The notice system provided by the Vendor must be flexible to accommodate changes. Any modification(s) shall be implemented within thirty (30) days of receipt of a written request from the City.

3. Noticing Records

The Vendor shall record in the Master Violations File the mail date(s) and type(s) of notice mailed in relation to each violation. The Vendor shall maintain documentation of all noticing activity undertaken, and shall, upon request of the Hearing's Officer, provide to the City a weekly notice log containing, but not limited to the following information: type of notice, mail date of notice, date of notice run to mail house, post office delivery date of notice run and number of notices, license plates and citations in notice run. The notice log format must be approved by the City. Noticing records shall be available for violation and registration on-line inquiry at both the citation and license plate level.

4. Bad Address Notification

If a notice mailed to an address provided by the Registry of Motor Vehicles (RMV) is returned by the Post Office as undeliverable, e.g., forwarding address period has expired, etc., the Vendor shall provide and execute the capability to notate the database of this information and be available for query display. In addition, upon notation of the database, the Vendor shall provide the capability to exclude certain notice types from being generated for the notated record. The City will provide the Vendor with the specifications and scenarios that would disqualify a violation from being noticed. Upon the receipt of a new updated address from the RMV, the Vendor shall resume noticing of previously excluded notices. The Vendor shall take all steps necessary to ensure that such renewed noticing is resumed within one week of the receipt of any such new updated address. A phone number shall be available from the vendor to receive information given by the Parking Division or City Treasurer & Collector's Office of any newly acquired change of address provided by the registered owners.

The time intervals for notices and fine structure may be changed by the Parking Division.

G. Adjudication/Hearings

1. Hearing Scheduling

The Vendor must provide the capability to schedule citation appeal hearings in the system to generate letters of notification of said hearings, automatically grant extensions, and to hold the addition of penalties in abeyance pending the outcomes of said hearings. Such a system must provide daily schedules of hearings for use by the hearing officer, to include information regarding tickets and outstanding ticket history of appellants in a format to be approved by the Municipal Hearings Officer in the City's Treasurer & Collector's Office as well as on-demand reports of hearings and dispositions for parking citations and abandoned vehicles. A listing of hearing schedules must be available by date on demand in the format approved by the Municipal Hearings Officer. The City must be able to enter voids, dismissals, reductions, hearing dispositions on the system. Information regarding boot eligibility, date and time of booting, tow lot and other boot information must be available, including information on resident parking, abandoned vehicles and stolen vehicles.

2. Correspondence System

- i. **General*** - The on-line system provided by the Vendor shall have the capability to process the disposition requests and disputed ticket claims against the Master Violations File, including the following:
 - notate the type of correspondence;
 - suspend violation activity where applicable;
 - add registrant name and address on-line when necessary;
 - assess tow eligibility;
 - Automatically schedule hearings based on hour, day and other scheduling parameters.
- ii. **Automated Correspondence*** - The City shall provide specifications to the Vendor as to the form and content of the form letters. The Vendor will generate such form letters to registrants upon request by the City, in connection with the hearing appeals process. The Vendor will develop a disposition coding system which will enable the City to enter the applicable ticket number; violation code and disposition code via the on-line system. The system must allow the City to override the file where an updated name and/or address have been obtained in connection with the appeal.

H. Booting/Towing Support

To support the City's boot & tow-and-hold program, the vendor must provide an automated system that will identify vehicle registrations that are eligible for seizure based on City eligibility criteria, automatically create an updated boot and tow list for the city to issue certified letters prior to seizure, and automatically upload vehicles eligible for seizure to the City's parking enforcement via their handheld enforcement units/mobile LPR.

The boot & tow list will be updated in real time to immediately reflect payments made whether to the Vendor or the City Treasurer's Office and confirmed via a City-issued release form. The boot and tow list will also identify vehicles that have been booted as well as abandoned vehicles that have been towed and their locations.

To support the City's booting & tow-and-hold programs, the Vendor's system must be able to identify and provide:

- Vehicles and registration number with five (5) or more unpaid parking tickets:
- Where parking tickets have been issued within the past month (habitual current offender)
- Where parking tickets have been unpaid for more than twenty-one (21) days
- Where parking tickets have been unpaid for more than fifty (50) days
- Where parking tickets for Massachusetts vehicles have been unpaid for more than fifty (50) days
- Where parking tickets for out-of-state vehicles have been unpaid for more than twenty-four (24) days
- Boot call-in form within the system that can be filled out by parking enforcement or an administrator.
- System designation and removal by the Parking Director's Office of vehicles approved for towing or booting including identification of likely patrol route and printing of lists of all vehicles approved for towing or booting, in sequence by vehicle registration, state and number.

- System identification by the Parking Director of vehicles which have been towed or booted identifying the tow lot or boot serial number. The status should be evident upon inquiry by registration number. Inquiry and listing on request of all towed and booted vehicles should also be supported.
- System posting of payment and generation of a receipt detailing the tickets paid with cancellation of the approval to tow or boot. Receipts following towing or booting should be identifiable for management reporting purposes.
- Towing/Booting- Accessibility of towing and booting capability on the HHD, identifying a registration with five (5) or more unpaid violations over a month old; and mailing a certified letter to the registered owner.

I. Abandoned Vehicle Program Support

The City has accepted the provisions of Massachusetts General Laws (MGL) Chapter 90, Section 22B, subsections (b) (2) (k) inclusive. The City's current process for handing abandoned vehicles is generally described on the City's website at: <https://www.worcesterma.gov/parking/abandoned-vehicles> City staff currently fill out an Abandoned Vehicles form when such vehicles are reported or observed and use this form to determine if the vehicle is abandoned under the MGL (i.e. unregistered, uninsured, etc.). Once a vehicle is determined to be abandoned, and assuming it does not present an immediate safety hazard, it is "green-tagged" with 72-hour notice for towing should it not be "fixed" or moved to private property. Once the vehicle is towed, a certified letter is mailed to the registered owner and to the owner of the license plate if they are not the same. The letter cites the reason the vehicle was towed, how much money is owed, and where to pay it or request a hearing. Once payment is made, the City issues a release form to the registered owner and to the tow company informing them that the vehicle can be returned (if within 30 days of the tow). This entire process is currently handled by the City outside the citation management system.

To support the Abandoned Vehicle Program and the City's effort to automate some of the process described above, the Vendor will be required to do the following:

- Identify owner by Vehicle Identification Number (VIN) and plate number (when available) and post the information of record to an on-line system which will be available on the HHD and LPR system. The system must use the abandoned vehicle number; the Vehicle Identification Number (VIN) and plate number.
- Post fines and fees, taking into consideration the multiple fine violations authorized when applicable.
- Send notices to the Registrant whose vehicle was removed from the street or to the new vehicle owner in the case of a sale for which the new owner failed to register the vehicle.
- Allow hearings to be scheduled, for those who request it, including the hearing date/time as part of the 1st notice.
- Produce a register of hearings for abandoned vehicles.
- Record payment, release form, and disposition of fines and fees.
- Send release forms to owners and tow company once payments are made/accepted.
- Allow for non-renewal "mark and clear" processing with the Massachusetts Registry of Motor Vehicles.
- Prepare and submit on-demand cumulative reports, by citation number, of the payment status of Abandoned Vehicle citations including fine amount assessed; amount paid; amount dismissed or reduced; amount due; and status of RMV marking process.
- Prepare and submit on-demand cumulative reports by control number assigned by the City (citation number or other number), of the status of identified owner of the Abandoned Vehicle and of the status of the attempt to mark said owner at the RMV.

J. Winter Parking Ban

When a winter parking ban is declared and in effect, restrictions apply that typically allow parking on only one side of a street. Vehicles that violate the winter parking ban or otherwise hinder snow removal are ticketed and may be towed at the owner's expense. The Vendor will be required to download the winter parking ban restrictions provided by the City by street (both public and private) to the HHDs and LPR system for direct look-up access by parking enforcement.

The Winter Parking Ban is designed to keep streets open, safe, and essential traffic moving during snow storms. Residents are discouraged from parking on the street during any snow storm and are encouraged to plan ahead for alternative off-street parking.

Winter Parking bans on public streets fall under two categories, PERMANENT and DECLARED.

A PERMANENT BAN remains in effect from December 1st through April 30th on Emergency Arteries, WRTA Bus Routes, and streets that are critical to the flow of traffic. There is no parking on one or both sides of the street between 2 AM and 6 AM and anytime a snow emergency is declared.

A DECLARED BAN is put into effect on all remaining city streets whenever accumulating snow is forecast. When a Declared ban is in effect, restrictions apply that typically allow parking on one side of the street.

Enforcement of the Winter Parking Ban – Illegally parked vehicles are the biggest obstacle to effective snow removal efforts. Vehicles that violate the winter parking ban or otherwise hinder snow removal will be ticketed and towed at the owner's expense. To automate the process, the parking control officers should have access to the list electronically from the HHD. Currently a hard copy is kept in each vehicle for lookup. See attached Winter Parking Ban Street List.

K. Resident Permit Parking System

The vendor must provide an on-line interactive permit processing system tied to the customer license plate and integrated with its parking ticket processing capabilities on all workstations, HHD and LPR systems. Said system must allow for the issuance of multiple types and durations of parking permits (i.e. resident, employee, resident visitor, contractor, etc.), to collect the

verification documents required by each permit type, collect permit payments, and track permit activity levels and revenues on an ongoing basis. The permit system must permit inquiry of permit records by account number, registration, permit number, name, and street address. The system will determine eligibility/ineligibility based on outstanding excise/parking fines and confirmation that the vehicle has an active registration and is registered to the permit address through the RMV.

The vendor will review all mail and online applications, and required documentation, which are based on agency-established business rules by permit type. The vendor either approves or denies these requests based on established business rules. If approved, the virtual permit is emailed back to the customer, including any required instructions for use. If the permit(s) requested online are denied, a reason for denial is returned by email. City staff will be consulted to assist when determinations are unclear.

Data in records must include account number, applicant name, residential and mailing address, telephone number, vehicle registration number, vehicle make, and color, and visitor pass number (serialized), issuance and expiration dates for visitor passes, inquiry/update information for accounting and a "comment" area to record pertinent information for each account.

The permit system must be:

- an interactive web-based solution that is available 24/7 to all existing permit holders and can accept, process and track payments made online for the renewal of any parking permit issued by the City;
- designed to allow existing permit holders to review the permit parking rates, renew an existing (prior year) permit, upload verification documents, and pay the applicable permit fee on-line. All permit payments received on-line by the Vendor must be deposited on a daily basis in accordance with City instructions;
- integrated and synced with the citation management system in real time to ensure that parking citations are not issued to current permit holders;
- accessible to the City Treasurer's Office to allow for permit payments to be received;
- accessible to the Parking Division of the City's Transportation & Mobility Office to allow permit data to be input, and permits to be issued;
- capable of producing daily and monthly reports on all permit activity and revenue generated by permit type;
- flexible enough to be easily modified with the introduction of any new City Ordinances; and
- provide online access to the City of the active RPP list.

Permit fees must be recorded separately from citation payments on daily journal reports. Permit activity must be reported via on-demand management reports as specified by the City.

The Vendor shall also download into the management system for parking ticket processing capabilities on all workstations, HHD and LPR systems, an “exempt list” of license plates of City-owned and City-authorized vehicles that are exempt from paid parking. The exempt list shall be developed, provided, maintained, and updated by the City. The Vendor shall annually forward to the City a register of “exempt plates” as well as active permit accounts and shall mail renewal notices to permit accounts thirty days prior to the expiration of active stickers and visitor passes.

The City anticipates the parking permit program may change early in the proposed contract term from an address-based to a zoned permit area approach and the Vendor will need to make the necessary adjustments and mapping updates.

In addition to obtaining pricing for the specified “virtual” permit system/service based on the projected number of residential permits issued, the City is seeking an price/permit sticker to be fabricated and mailed to each permit customer should the City decide to require permit stickers in addition to tracking them virtually to the license plate.

L. Mobile Parking Payment App

The Vendor will provide the City with a mobile parking payment app as an optional payment method to customers paying at multi-space payment kiosks. The current parking payment app is available on-street and in the open lots that are not gated. The mobile app is not available at the five garages and the McGrath Lot which are gated facilities. The current parking payment app is available at 2,115 spaces. The mobile parking payment app will be functional for Android and Apple IOS smartphones and be fully integrated with the parking enforcement and citation issuance (HHD/LPR) system. The Vendor’s mobile payment app must allow for a seamless continuation of the *Park Worcester App* currently in service including using the same pay-by-phone zone numbers currently in use. The Vendor must provide a mobile wallet option should the City decide to exercise it to allow customers to load an account balance so that future transactions are deducted from that balance instead of getting individually charged to their credit cards. No additional charge from the selected Vendor to the City will be considered by the City should the City decide to bring in a second or multiple mobile parking pay app vendors. THE MOBILE PAYMENT APP MUST BE INTEGRATED WITH THE ENFORCEMENT SOLUTION AND METERED PAYSTATIONS (Currently FLOWBIRD). The city of Worcester has a two-hour limit for on-street parking. A parker should **not** have the ability to pay the pay station for two hours and then use the payment app for two hours or vice versa. The vendor’s system is responsible for this enforcement not the Parking Control Officers.

1. Functionality

The Vendor’s app will allow the City’s parking customer to:

- Create a user account or sign up as a one-time guest user
- Add and delete vehicles
- Create and pay for parking sessions
- Extend parking sessions remotely
- Receive session expiration alerts and notifications
- Complete payment via major credit cards and debit cards
- View parking history and email receipts
- Text to Park
- Mobile payment website to facilitate parking sessions via a mobile browser or desktop
- A FREE 15-MINUTE PARKING SESSION. NO TRANSACTION FEE OR ANY OTHER TYPE OF FEE ASSOCIATED WITH THIS PARKING SESSION.

2. Back-Office Administrative Portal

The Vendor will provide a back-office administrative portal to allow the City to make financial and operational decisions and changes. The back-office portal capabilities include:

- Secured access with user specific login credentials and customer privileges per user (no cap on the number of users that can be setup)
- Streamlined user interface
- Robust reporting
- Real-time analytics of existing parking sessions

- Zone management

3. Signs & Decals

The *Park Worcester* logo/brand shall be continued for use on mobile parking app signs and decals. Sufficient and clear signage and decals are key to successful performance of the mobile pay app service. Signs and decals will provide simple, but necessary information to the customer to allow them to use the app on their phone.

Samples of the mobile pay app signs, which will be fabricated and installed by a separate City contractor (not the successful bidder herein), are shown in the Appendix as **Exhibit E** as is the multi-space kiosk decal that will be fabricated and installed by the successful bidder. Language on signage will change depending on the location of the metered environment. The successful bidder's logo and name will be added. The City intends to have its separate City contractor install 1 sign for approximately 5 metered parking spaces on-street and 1 sign for every 10 paid parking spaces in lots/garages. For non-metered, mobile payment only areas there will be 1 sign for every 5 spaces on-street, and 1 sign for every 5 spaces in lots/garages. The City at their discretion may change the above space to sign ratio as needed depending on the layout of the streets.

The successful bidder however, is responsible for fabricating decals to the multi-space parking payment kiosks that are substantially similar to the one shown in Exhibit E. The successful bidder will provide 3 decals for each multi-space kiosk (1 on the payment side and 1 on 2 other sides). The estimated number of decals required by this RFP based on the above ratios are included in the Price Proposal Form (Exhibit C). The decals must include the successful bidder's logo as well as a pay-by-text option.

Should paid parking areas be expanded on-street or in other lots/garages, the successful bidder will fabricate 3 decals per multi-space kiosk as in the current paid parking area. For decals installed during implementation/roll-out that fade, become damaged or go missing, the Vendor's submitted unit pricing to the City under this RFP will be used for purchasing replacement decals. The City contractor (not the successful bidder herein) will install all decals. Pricing for additional decals is listed on the pricing proposal summary sheet for optional items.

4. Public Education & Marketing

In addition to the signage and decals, the Vendor shall provide at a minimum, and at no cost to the City, the following items to support marketing and public education initiatives to maximize use of the Vendor's mobile payment app:

- Press Release suitable for posting on website and social media
- Press Kit
- Print Marketing to include a "How to Use" flyer and "Benefits" poster
- Digital marketing support on "How to Use" and a "Benefits" pages plus "How to Use" video suitable for City's website and social media platforms

5. System Training

Vendor will provide at no additional cost to the City parking staff with a minimum 2-hour training session prior to the mobile app go-live date. Vendor will accommodate an additional 2-hour training session at no additional cost to the City during the first month of implementation if required by the City.

6. Enforcement Integration

The Vendor's proposed mobile payment app must be fully integrated with their proposed parking enforcement system such that mobile payment parking session information can be monitored in real-time on the parking enforcement system's HHDs.

7. Merchant of Record/Invoicing

The mobile parking payment app vendor will be the Merchant of Record for Transactions. As is done today under contract with Passport, the mobile payment app vendor shall continue to issue a monthly gross revenue check with sufficient and proper documentation to the City's paid parking operator, LAZ parking, and separately invoice for monthly transactions based on the contract fee.

M. **OPTIONAL - On-Street Digitization/Mapping**

The Vendor shall include a proposal for the digitization/mapping of on-street curb space and regulations that includes but is not limited to meter/time zones including commercial loading zones, residential permit parking district/zones, and other restricted parking to improve the efficient management, allocation, use and enforcement of limited and valuable curb space. This digital inventory will encompass geolocated assets and any associated asset rules that may vary by time to accommodate changing user needs. It is expected that the City will be able to streamline the maintenance of this digital inventory and enable easy data export for in-depth analysis to support informed decision-making on parking asset management and resource allocation.

The digitization & mapping are considered a first step to developing a more robust comprehensive hub for communicating and accessing actual parking usage/occupancy information from various sources, facilitating parking navigation based on selected trip criteria by end users, and considering dynamic pricing changes among other uses. The area established for digitization/mapping is shown in the Appendix as **Exhibit F**. It is inclusive of the metered parking area, which coincides with Passport's mobile pay app zonal list and the parking permit program streets listed in Exhibit F. Should the City decide to exercise this option, the development of digitization & mapping of on-street curb space and regulations shall be completed and provided to the City within 6 months of a contract notice to proceed. Pricing for this should be provided in the Pricing Proposal Summary Sheet for Optional Items. The contractor will be required to update the digitization & mapping of the meter/time zones on an ongoing basis throughout the contract term from the date of the exercised option as on-street curb space regulations are modified or added by the City. Pricing for updating the digitization and mapping should be provided on the Pricing Proposal Summary Sheet for Optional Items.

APPENDIX

EXHIBIT A: Passport Monthly Revenue, Transactions & Fees

[illegible]

PASSPORT BY MONTH					
Month	Revenue	Transaction	Convenience Fee (Customer Pays \$0.20)	Merchant Processing Costs Fee (Paid by City)	Total
Apr-21	\$ 2,206.57	1,277	\$ 255.40	\$ 261.69	\$ 5,744.66
May-21	\$ 10,864.01	5,179	\$ 1,035.80	\$ 1,111.10	\$ 13,005.91
Jun-21	\$ 22,793.21	7,588	\$ 1,517.60	\$ 1,806.57	\$ 26,123.38
Jul-21	\$ 22,531.46	8,252	\$ 1,650.40	\$ 1,903.35	\$ 26,085.61
Aug-21	\$ 30,806.32	10,304	\$ 2,060.80	\$ 2,448.60	\$ 35,315.72
Sep-21	\$ 25,773.58	11,357	\$ 2,271.40	\$ 2,487.23	\$ 30,532.21
Oct-21	\$ 23,411.88	11,460	\$ 2,292.00	\$ 2,442.31	\$ 28,446.19
Nov-21	\$ 18,121.97	8,913	\$ 1,782.60	\$ 1,897.25	\$ 22,002.82
Dec-21	\$ 18,445.42	9,199	\$ 1,839.80	\$ 1,951.42	\$ 22,236.64
Jan-22	\$ 20,065.06	7,587	\$ 1,517.40	\$ 1,735.61	\$ 24,033.07
Feb-22	\$ 24,359.37	8,872	\$ 1,774.40	\$ 2,052.86	\$ 28,986.93
Mar-22	\$ 34,182.75	12,659	\$ 2,531.80	\$ 2,914.19	\$ 40,628.73
Apr-22	\$ 45,644.44	15,217	\$ 3,043.40	\$ 3,621.48	\$ 52,312.72
May-22	\$ 47,381.16	14,572	\$ 2,914.40	\$ 3,563.43	\$ 54,359.01
Jun-22	\$ 56,943.14	16,009	\$ 3,201.80	\$ 4,041.96	\$ 64,186.90
Jul-22	\$ 48,848.11	15,498	\$ 3,099.60	\$ 3,749.73	\$ 55,796.54
Aug-22	\$ 53,909.48	16,349	\$ 3,269.80	\$ 4,017.49	\$ 61,206.66
Sep-22	\$ 48,614.92	15,698	\$ 3,139.60	\$ 3,775.67	\$ 55,639.69
Oct-22	\$ 39,108.09	14,484	\$ 2,896.80	\$ 3,334.25	\$ 45,239.39
Nov-22	\$ 35,919.38	13,221	\$ 2,644.20	\$ 3,049.26	\$ 41,612.84
Dec-22	\$ 37,407.48	13,984	\$ 2,796.80	\$ 3,209.79	\$ 43,423.37
Jan-23	\$ 38,050.31	13,903	\$ 2,780.60	\$ 3,213.79	\$ 44,048.49
Feb-23	\$ 42,349.75	15,029	\$ 3,005.80	\$ 3,505.73	\$ 48,861.28
Mar-23	\$ 50,516.51	18,197	\$ 3,639.40	\$ 4,224.95	\$ 58,480.81
Apr-23	\$ 62,417.28	19,562	\$ 3,912.40	\$ 4,752.58	\$ 71,034.76
May-23	\$ 60,583.61	19,799	\$ 3,959.80	\$ 4,742.53	\$ 69,237.94
Jun-23	\$ 68,814.14	21,163	\$ 4,232.60	\$ 5,175.25	\$ 78,397.04
Jul-23	\$ 60,085.37	18,681	\$ 3,736.20	\$ 4,551.18	\$ 69,162.75
Aug-23	\$ 67,490.14	20,690	\$ 4,138.00	\$ 5,065.14	\$ 76,788.28
Sep-23	\$ 60,953.87	19,589	\$ 3,917.80	\$ 4,719.04	\$ 69,609.71
Oct-23	\$ 49,134.36	17,836	\$ 3,567.20	\$ 4,131.25	\$ 56,732.81
Nov-23	\$ 47,014.73	16,997	\$ 3,399.40	\$ 3,941.90	\$ 54,356.93
Dec-23	\$ 50,072.73	18,215	\$ 3,643.00	\$ 4,216.29	\$ 58,138.01
Jan-24	\$ 44,108.29	16,032	\$ 3,206.40	\$ 3,711.94	\$ 51,036.63
Feb-24	\$ 50,435.72	18,391	\$ 3,678.20	\$ 4,253.89	\$ 58,968.01
Mar-24	\$ 58,776.41	21,416	\$ 4,283.20	\$ 4,954.75	\$ 68,008.41
Apr-24	\$ 66,699.86	22,075	\$ 4,415.00	\$ 5,266.20	\$ 76,386.01
May-24	\$ 78,011.18	24,655	\$ 4,931.00	\$ 5,857.89	\$ 88,796.07
Jun-24	\$ 68,415.93	22,060	\$ 4,412.00	\$ 5,211.61	\$ 77,049.54
Jul-24	\$ 69,612.98	22,744	\$ 4,548.80	\$ 5,346.10	\$ 79,457.88
Aug-24	\$ 78,808.93	24,249	\$ 4,849.80	\$ 5,813.99	\$ 89,522.71
Sep-24	\$ 64,436.87	21,275	\$ 4,255.00	\$ 4,981.28	\$ 74,672.94
Oct-24	\$ 57,021.08	21,553	\$ 4,310.60	\$ 4,841.59	\$ 66,924.26
Nov-24	\$ 50,429.90	18,822	\$ 3,764.40	\$ 4,235.02	\$ 57,229.32
Dec-24	\$ 39,450.81	14,860	\$ 2,972.00	\$ 3,336.12	\$ 45,758.93
Jan-25	\$ 51,874.39	19,594	\$ 3,918.80	\$ 4,383.13	\$ 60,176.31
Feb-25	\$ 47,538.26	17,852	\$ 3,570.40	\$ 3,991.51	\$ 53,079.46
	\$ 2,150,441.21	742,918.00	\$ 148,583.60	\$ 173,799.89	\$ 2,372,824.70

Year	Revenue	Transaction	Convenience Fee (Customer Pays \$0.20)	Merchant Processing Costs (Paid by City)
April 21 - Dec 21	\$ 174,954.42	73,529	\$ 14,705.80	\$ 16,309.52
2022	\$ 492,383.38	164,150	\$ 32,830.00	\$ 39,065.72
2023	\$ 657,482.80	219,661	\$ 43,932.20	\$ 52,239.63
2024	\$ 726,207.96	248,132	\$ 49,626.40	\$ 57,810.38
Jan 25-Feb 25	\$ 99,412.65	37,446	\$ 7,489.20	\$ 8,374.64
	\$ 2,150,441.21	742,918	\$ 148,583.60	\$ 173,799.89

Foonote:

Merchant Processing Costs	
Per Transaction MPP Service and Licensee Fee*	\$ 0.20
Maximum Convenience Fee Passed Through to Parking Customers	\$ 0.20
Monthly Minimum Fees	N/A
Merchant Processing Costs: Provider will be responsible for paying all merchant processing costs, including, without limitation, settlement fees, payment gateway fees, chargeback fees, and interchange reimbursement fees.	
Merchant of Record for Transactions: PASSPORT	
Passport Merchant Processing Rate Per Transaction: 2.60% + \$0.16	
Payment Gateway Provider: PASSPORT	
Passport Gateway Fee Per Transaction: \$0.00	
* An MPP "transaction" is a single session lasting less then twenty-four (24) hours in duration.	

EXHIBIT B: Certificates of Non-Collusion & Tax Compliance

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

(Signature of Individual submitting bid or proposal)

(Name of Business)

CERTIFICATE OF TAX COMPLIANCE

Pursuant to Ch.62C, S.49A (b) of the Massachusetts General Laws, I,

_____, authorized signatory for
(Print Name)

_____, do hereby certify under the pains and penalties of perjury that said contractor has
(Print Name of Business)

complied with all laws of the Commonwealth of Massachusetts relating to taxes.

(Signature of Authorized Business Representative)

(Title)

(Date)

EXHIBIT C: PRICE PROPOSAL FORM

PRICE/UNIT PRICE PROPOSAL FORM

The unit prices entered in the Price Proposal Form above will establish the Vendor's contract unit pricing for each item listed for the entire contract term. The City of Worcester shall use the selected firm's unit pricing for contract compensation. For example, the actual annual fee paid to the selected vendor in a given year for issuing late notices shall be the actual number of late notices issued within the year multiplied times the Vendor's unit pricing entered in the Price Proposal Form above for that line item and year. The estimated grand total of the fee items in the Price Proposal Form is just that, an estimate, which will be used by the City to compare the price proposals of each vendor that submits a proposal.

The City did not increase the estimated number of units (ex. citations issued, permits issued, etc.) in the Price Proposal Form from year to year because growth in the number of these units is anticipated to be modest year-over-year. However, the Vendor's submitted unit price will set the price for each year of the contract term regardless of the number of actual units for each line item that are realized. For example, if the City actually issues 110,000 citations in Year 2, the Year 2 unit price submitted by the Vendor in the Price Proposal Form will be used to compensate the vendor for the 110,000 citations processed.

PRICE PROPOSAL FOR OPTIONAL ITEMS- PRICING PROPOSAL SUMMARY SHEET FOR OPTIONAL ITEMS

Digitization and Mapping - City is requesting pricing for developing the digitization and mapping of the area specified in the RFP. In subsequent years, the City is requesting pricing for updating the digitization and mapping as parking regulations change or the size of the specified area modestly increases or decreases.

There are two line-items (#9 & #11) in the Price Proposal Form below that either estimated quantities or services that will change after Year 1 of the contract. Line Item #9: LPR System Purchased & Installed calls for purchasing/installing the specified LPR system in 2 city-owned vehicles. In subsequent years of the Price Proposal Summary Sheet for Optional Items, the City is only seeking an optional unit price/vehicle should the City decide to add to its LPR enabled fleet of vehicles. In Line Item #11: Mobile Pay App Decals, for the first contract year, the City is seeking pricing for fabricating and installing the initial 570 (+/-) new decals on the multi-space parking kiosks. In subsequent years of the Price Proposal Summary Sheet for Optional Items,, the City is requesting unit pricing by years for any faded or damaged decals installed in year 1 as well as decals required for any new multi-space parking kiosks the City may install.

Parking Citations

Unit = 1 parking citation

Late Notices

Unit = each notice includes timely printing and mailing of all notices as detailed in the technical services description of all outstanding citations

Quarterly Notices

Unit = each notice includes timely printing and mailing of all notices as detailed in the technical services description for all outstanding citations. These notices will be consolidated by customer to comprise a unit.

Lockbox Payments Processed by Vendor

Unit = each item payment processed

Payments Processed by City

Unit = each item payment processed

Internet Payments Processed by the Vendor

Unit = each item payment processed

EXHIBIT D: Sample HHD Electronic & Handwritten Parking Citations

Sample HHD Electronic Parking Citation

VIOLATION **CITY OF WORCESTER** **NOTICE**

WARNING: This fine increases by \$5.00 twenty-one days after issuance, and may increase again by \$15.00 in twenty-one more days. The Registrar of Motor Vehicles may not renew your license to drive or vehicle registration and may charge an additional \$20.00. Five or more unpaid tickets makes you eligible for vehicle immobilization and possible arrest.

PAYMENT INFORMATION

Pay by mail using an envelope with a stamp. Insert this ticket with check or money order listing ticket number made payable to:

CITY OF WORCESTER
P.O. BOX 15595
WORCESTER, MA 01615-5595
DO NOT MAIL CASH

Pay in person at Worcester City Hall, 455 Main St., **Room 203** between 8:00 AM and 5:00 PM Monday - Friday.

To pay via the internet please visit:
www.kelleyryan.com

CITATION APPEAL PROCESS

This Citation may be appealed in writing if submitted with supporting documentation within 21 days to:

Municipal Hearings Office
City Hall
455 Main Street - Room 203
Worcester, MA 01608

Or via the internet at www.worcesterma.gov

A scheduled hearing may be obtained by calling (508) 799-8656 or at Room 203, 8:30 AM - 4:00 PM Monday - Friday or by written request to the above address.

To Report an Issue with a Pay Station
your concerns must be reported for confirmation
within 72 hours. Call (508) 964-PARK (7275).

12/23

VIOLATION

VIOLATION

CITY OF WORCESTER
OFFICE OF THE PARKING ADMINISTRATOR
P.O. BOX 15595
WORCESTER, MASS. 01615-5595

TICKET NUMBER	ISSUE DATE / TIME
---------------	-------------------

LICENSE	STATE	REG. TYPE	PLATE COLOR
---------	-------	-----------	-------------

VEHICLE MAKE	VEHICLE COLOR	BODY TYPE
--------------	---------------	-----------

METER	PERMIT #
-------	----------

VIOL	VIOLATION DESCRIPTION
------	-----------------------

LOCATION

NOTES OR COMMENTS

ORIGINAL FINE	AMOUNT DUE AFTER 21 DAYS FROM ISSUE DATE	REG EXP
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This notice may be returned by mail, personally or by an authorized person. It may be disputed in writing or by requesting a hearing within 21 days. See reverse side for full instructions.

Ticket information - Call: (508) 799-8656 8:00 AM - 5:00 PM Monday - Friday.

Failure to obey this notice within 21 days will result in additional penalties and can result in non-renewal of license and registration. (MGL Ch 90 Sec. 20 A1/2).

BADGE #	ROUTE NO.
---------	-----------

OFFICER

11/18

VIOLATION

[illegible][illegible][illegible]

EXHIBIT E: SPECIFICATIONS FOR MOBILE PAY APP SIGNS (BY OTHERS) & DECALS

The above signage will include the new vendors logo and name by the zone number. The website on the sign will change to parkworcester where the patron can download the new parking mobile app.



KIOSK DECALS



* Decals must include a pay-by-text option. 6 inches by 12 inches.

EXHIBIT F: ON-STREET DIGITIZATION/MAPPING AREA

The digitization/mapping area includes the metered streets/mobile pay app zones + the residential permit parking streets.

Metered Streets/Passport Mobile Payment Zones

Street	Zone	Number of meters	Space Count
ASH ST.	50822	1	9
CEDAR ST.	50800	1	8
CHANDLER ST	50807	6	31
CHANDLER ST (TATNUCK)	50809	3	22
CHATHAM ST	50806	4	23
CHESTNUT ST	50800	3	34
CHESTNUT ST. EXT.	50800	1	4
CHURCH	50803	1	8
COMMERCIAL ST	50803	5	46
EATON PLACE	50801	1	7
ELM ST	50811	1	5
FARADAY ST	50812	1	7
FEDERAL ST	50814	2	21
FOSTER ST.	50801	4	32
FRANKLIN	50814	3	18
FRONT ST. (CHURCH TO FOSTER)	50801	2	7
FRONT ST. (MAIN TO CHURCH)	50803	4	19
GRAFTON ST	50836	2	7
GREEN ST.	50817	8	51
GREEN ISLAND BLVD.	50834	1	15
GROVE ST	50812	2	16
HARDING ST.	50819	10	78
HARRSION ST.	50822	2	15
HARVARD ST	50802	6	64
HIGHLAND ST	50813	3	19
IRVING ST	50806	3	30
JUNE ST	50809	2	11
LANCASTER ST	50812	3	32
LINCOLN ST	50810	3	21
MADISON ST.	50824	1	8
MAIN ST	50804	10	93
MAIN ST (SOUTH)	50808	8	57
MAJOR TAYLOR	50801	1	3
MAPLE ST	50811	1	7
MECHANIC ST	50805	3	24
MERCANTILE	50801	4	30
MILLBURY ST.	50818	9	60
MURRAY AVE	50807	2	9
MYRTLE ST	50816	1	9
NORWICH ST	50805	2	15
OXFORD ST	50806	1	7
PARK AVE	50815	4	28
PEARL ST	50800	2	11
PLEASANT ST (Core)	50835	2	17
PLEASANT ST (Tatnuck)	50809	2	13
POND ST.	50822	2	11
PORTLAND ST	50814	3	25
SALEM ST.	50816	1	11
SCHOOL ST	50804	2	12
SOUTHBRIDGE ST.	50823	4	23
STATE ST.	50802	3	17
TEMPLE ST.	50821	4	24
TRUMBULL ST	50801	3	22
WALDO ST.	50805	3	15
WALNUT ST	50800	1	4
WATER ST.	50820	8	65
WINTER ST.	50821	4	30

EXHIBIT G: PARKING SPACE BREAKDOWN

Off-Street Garage	Location	Spaces	PARCS	Comments		
Federal Plaza Garage	570 Main St	511	Datapark	Gated	Managed by LAZ Parking	
Pearl & Elm Garage	20 Pearl St	819	Datapark	Gated	Managed by LAZ Parking	
Major Taylor Blvd Garage	30 Major Taylor Blvd	983	Datapark	Gated	Managed by LAZ Parking	
Union Station Garage	225 Franklin St	500	Datapark	Gated	Managed by LAZ Parking	
Worcester Common Garage	3 Eaton Place	560	Datapark	Gated	Managed by LAZ Parking	
3,373						
Off-Street Lots	Location	Spaces	PARCS	Comments		
MBTA	25 Shrewsbury St	81	Flowbird/ Passport	Open Lot	Managed by LAZ, No Monthlies	
AMTRAK	25 Shrewsbury St	43	Flowbird/ Passport	Open Lot	Managed by LAZ, No Monthlies	
Grafton St	39 Grafton St	230	Flowbird/ Passport	Open Lot	Managed by LAZ, Monthlies by plate through LAZ AR System	
Green St	96 Green St	30	Flowbird/ Passport	Open Lot	Managed by LAZ, No Monthlies	
Millbury St	51 Millbury St	47	Flowbird/ Passport	Open Lot	Managed by LAZ, Monthlies by plate through LAZ AR System	
Water St	85 Water St	34	Flowbird/ Passport	Open Lot	Managed by LAZ, Monthlies by plate through LAZ AR System	
Highland St	40 Highland St	93	Flowbird/ Passport	Open Lot	Managed by LAZ, Monthlies by plate through LAZ AR System	
Lamartine St	25 Lamartine St	107	Flowbird/ Passport	Open Lot	Managed by LAZ, Monthlies by plate through LAZ AR System Seasonal, Polar Park Events ONLY	
Madison St	25 Madison St	140	Flowbird/ Passport	Open Lot	Seasonal, Polar Park Events ONLY	
McGrath (Library)	40 Salem St	282	Datapark	Gated	Managed by LAZ Parking	
1087						
On-Street	Location	Spaces	PARCS	Comments		
On-Street Meters	Metered Streets	1310	Flowbird/ Passport	Streets	Managed by LAZ, See Exhibit F for detail of spaces by street	
Total Parking Spaces 5,770						

Resident Permit Parking Streets

Resident Permit Parking Streets, which are also part of the digitization area are listed below. Subject to change during the contracted years.

Location	Side	From	To	
Adams St. #3 & 5	West	Chilmark St	Pt 80' south of Chilmark St	
Alsada Dr #53	West	Pt. 100' south of Monticello Dr.	Pt 200' south of Monticello Dr	
Alvarado Ave	Both	Belmont St	Wigwam Ave	6am-6pm
Ararat St	Northerly	Ridgewood Rd	Pt 250' easterly of Brattle St	7am-7pm Mon-Fri except Holidays
Ararat St	Southerly	Westinghouse Parkway	Indian Hill Rd	7am-7pm Mon-Fri Except Holidays
Ararat St	Southerly	Pt 255' east of Brattle St	Brattle St	7am-7pm Mon-Fri Except Holidays
Astrid St	South	Providence St.	Pt. 274' west of Providence St.	
Auburn St	East	Kendall St	Catharine St	
Austin St #183 & 183 1/2	South	Pt 84' east of Bellevue St	Pt 128' east of Bellevue St	
Barber Ave	East	Bourne St	Wildey Ave	
Barber Ave	West	Bourne St	Watson Ave	
Barber Ave	West	Ericsson St	Wildey Ave	
Bates Ave.	East	Lincoln St	Southerly Dead End	6am-6am Mon-Fri
Bates Ave.	West	Lincoln St	Southerly Dead End	6am-10am Mon-Fri
Bates Ave.	Both	Green Hill Ave.	Northerly dead end	
Beaver St.	North	Easterly line of Marble St. Extended	Westerly line of Clement St. Extended	
Beaver St.	South	Marble St.	Pt. 70' east of easterly line of Florence St. Extended	
Belmont St	South	Edward St	Elizabeth St	
Berkeley St	Both	Eastern Ave	Gage St	
Biltmore Rd.	Both	Moreland St.	Westerly terminus	5pm-7am
Berkshire St.	East	Pt. 150' south of Highland St.	Hampden St.	7 PM - 6 AM
Berkshire St.	West	Highland St.	Hampden St.	7 PM - 6 AM
Bleeker St	North	Plantation St	Orient St	
Bowdoin St.	North	Pt. 110' west of Linden St.	Pt. 266' west of Linden St.	

Bowdoin St.	South	Harvard St.	Chestnut St.	24 hours of the day Monday to Sunday
Boyden St	Both	Southbridge St	College St	
Buckingham St	South	Lincoln St.	Pt. 247' east of Lincoln St.	
Buckingham St	North	Lincoln St.	Pt. 302' east of Lincoln St.	
Buckley Rd.	Both	Zenith Dr.	Southerly terminus of Public Way	9 A.M. to 2 P.M. Monday through Friday School Days Only
Camp St	West	Pt 104' south of Cambridge St	Pt 194' south of Cambridge St	
Candlewood st.	Both	Chicopee St.	Easterly Terminus of Public Way	
Canton St.	South	Harding St.	Pt. 475' West of Harding St.	
Carlisle St	South	Pt 110' east of June St	Pt 308' east of June St	8am-4pm Mon-Fri
Carver St.	Both	Entire Length		
Catharine St	South	Channing St	Pt 100' west of Channing St	
Catharine St.	Both	Oak Ave.	Windsor St.	
Catharine St.	Both	Hooper St.	Eastern Ave.	
Catharine St.	Both	Channing St.	Hooper St.	
Channing St	West	Pt 50' north of Kendall St	Catharine St	
Chatham St.	Both	Oxford St.	Pt. 86' East of Oxford St.	8am-5pm Mon-Fri
Chatham St.	Both	Oxford St.	Crown St.	5pm - 7am
Chestnut St	West	Pt 186' north of Elm St	Bowdoin St	
Chestnut St Ext	North	Pt 12' east of Irving St	Pt 134' east of Irving St	
Chicopee St.	Both	Southerly Intersection with Glendale St.	Northerly terminus of Chicopee St.	
Chrome St.	Both	Plantation St	Orient St	
City View St.		Entire Length		8am-5pm Mon-Fri
Claridge Dr.	East	Entire Length		
Clay St.	Both	College St.	Boyden St	8am-4pm Mon-Fri
Coburn Ave	East	Belmont St	Pt 200' north of Wigwam Ave	
Coburn Ave.	West	Belmont St.	Pt. 432' south of Belmont St.	8am-4pm Mon-Fri
College St	North	Dutton St	Pt 50' east of Kendig St	Sept 1 to June 1

College St	North	Kendig St	City View St	Sept 1 to June 1
College St	West	Clay St	Kendig St	
College St	South	Kendig St	Dutton St	Sept 1 to June 1
Congress St.	South	Crown St.	Pt. 214' west of Crown St.	
Crown St.	Both	Pleasant St.	Chatham St.	
Davidson Rd.	Both	North Parkway	Pt. 800' west of North Parkway	8am-6pm Mon-Fri
Dayton St.	South	Fruit St	Sever St	
DeMarco Ter.	West	Shrewsbury St.	Pt. 250' south of Shrewsbury St.	
Dewey St	East	Pt 130' south of Chandler St	Pt. 40 ft. north of Winfield St.	
Dewey St	East	Pt 130' south of Chandler St	Winfield St	
Dix St.	South	Pt. 100' west of Lancaster St.	Lancaster St.	
Dominion Rd.	Both	Plantation St	Pocono Rd.	7am - 6 pm Mon-Sun Zone includes 388 Plantation St.
Dominion Rd.	Both	Ansonia Rd.	Lake Ave. North	
Dustin St	Both	Belmont St	Pt 412' south of Belmont St	
Dutton St	Both	Entire Length		12am-7am September 1 to June 1
Duxbury Rd	North	Uxbridge St	Pt 150' west of Rockport Rd	Mon-Fri 8am-5pm
Duxbury Rd	South	Uxbridge St	Pt 28' west of Ashton St	Mon-Fri 8am-5pm
Earle St.	North	Elizabeth St.	Edward St.	
Earle St.	South	Elizabeth St.	Earle Terrace	
East Central St.	North	Ford St	Eastern Ave	
East Central St.	North	Pt. 140' east of Ford St.	Ford St.	
East Kendall St	Both	Rodney St	Eastern Ave	7pm-7am
East Worcester St	North	Cross St	Pt 60' east of Cross St	
East Worcester St	South	Pt 94' west of Larkin St	Pt 134' west of Larkin St	
Eastern Ave.	North	Mulberry St.	Normal St.	
Eastern Ave.	East	Pt. 60' west of Berkeley St.	Prospect St.	
Eden St.	East	Pt. 125' south of George St.	Pt. 275' south of George St.	
Electric St	Both	College St	Davenport St	Sept 1 to June 1
Elizabeth St	Both	Belmont St.	Pt. 55' south of Farwell St.	

Elmwood St. Endicott St	Both North	Pleasant St. Pt 70' west of Ward St	Midland St. Pt 150' west of Ward St	
Esther St. Everett St.	Both East	Vernon St. William St.	Upsala St. Southerly Dead End	
Falmouth St Florence St Florence St Florence St	Both East West West	Millbury St Charlotte St Maywood St. Pt 81' north of Oliver St	#19 Falmouth St Downing St Shirley St. Pt 185' north of Oliver St	
Ford St Fountain St	Both East	East Central St Belmont St	Gage St Pt 100' north of Belmont St	
Fox St.	North	Water St.	I-290 Abutment	24 hours of the day Monday to Sunday
Frank St. Fruit St. Fruit St Gage St.	Both West West Both	Belmont St Pleasant St. From # 63 Eastern Ave	Wigwam Ave. Cottage St. William St Ford St.	5pm-7am 7am - 3pm School Days Only
Gage St.	Both	Ford St	Berkeley St	24 hours of the day Monday to Sunday
Gage St. Germain St #17 & 14	Both Both	Berkeley St. Highland St	East Shelby St. Pt 640' north of Highland St	7am-6:30pm Mon-Fri
Glenwood St. Green Hill Ave.	North Both	Hammond St. Bates Ave.	Benefit St. 190' east of Marsh Ave.	
Hamill Rd	South	Pt 100' west of Chandler St	Pt 50' east of May St	24 hours of the day Monday to Sunday
Hampden St. Hampden St.	North South	Sever St. Pt. 75' east of Sever St.	Fruit St. Fruit St.	
Hampden St Harrington Way Harvard St	South West East	Fruit St Franklin St Walnut St	West St Raphael St Pt 50' south of Bowdoin St	5pm-7am Mon-Fri
Haviland St	East	Pt 75' north of Highland St	Pt north and including #20 Haviland St	
Haviland St #3 to #23 Heath St	West East	Pt 105' north of Highland St Kendig St	Pt 300' south of Institute Rd Southerly Dead End	
Highland Terr	Both	Entire Length		6:30am-9:30am Mon-Fri

Holland Rd.	East	Pt. 50' north of Main St.	Catalpa St.	6:00 AM to 4:00 PM Mon-Fri
Home St	South	Wachusett St	Wesby St	
Hooper St	East	Belmont St	Catharine St	
Humboldt Ave	East	Salisbury St	Pt 316' north of Salisbury St	
Indian Hill Rd	Easterly	Ararat St	Pt 1125' southerly of Ararat St	7am-7pm Mon-Fri Except Holidays
Indian Hill Rd	Westerly	Ararat St	Pt 1165' southerly of Ararat St	7am-7pm Mon-Fri Except Holidays
Institute Rd	South	Russell St	Hall St Extension	
Irene St.	South	Main St.	Westerly Dead End	
Iroquois St.	Both	Quissett St.	Westerly terminus	
Irving St	East	Pt. 41' south of Pleasant St.	Pt. 83' south of Pleasant St.	9 A.M. to 2 P.M. Monday through Friday School Days Only
Irving St.	East	Pt. 83' south of Pleasant St.	Pt. 165' north of Chestnut St.	6:00 P.M. to 6:00 A.M.
Irving St	East	Pt 165' north of Chestnut St	Chestnut St Extension	
Kalmar St (Upper Level)	North	#8 Kalmar St	#22 Kalmar St	6pm-6am
Kendall St	North	Auburn St.	Oak Ave.	
Kendall St	South	Converse St	Westerly Dead End	
Kendig St.	Both	College St.	Easterly End	
Kendig St	Both	Southbridge St	Cookson Park (near Attleboro St)	
Lancaster St.	East	Pt. 50' north of Dix St.	Pt. 136' north of Dix St.	
Laurel St	North	Edward St	Easterly line of I-290 Overpass	
Laurel St #52 & 58	North	Edward St	Pt 250' east of Edward St	except for Fridays 12pm-3pm and on Sundays 9am-3pm
Liberty St	East	Belmont St	Newport St	5:00 P.M. to Midnight
Lyon St.		Shrewsbury St.	Pt. 110' North of East Worcester St.	
Malden Terrace	Both	Malden St.	Dead End	10pm to 6am
Malvern Rd.	Both	Southbridge St	Pt. 320' south of Coonan St.	
Mann St.	East	Pt. 50' south of Chandler St.	Pt. 200' south of Chandler St.	

Marcy St.	Both	Zenith Dr.	June St.	9 A.M. to 2 P.M. Monday through Friday School Days Only
Marion Ave.	North	Providence St.	Shannon St.	Mon-Fri 5pm-6am & All day Sat & Sun
Marion Ave.	South	Providence St.	Shannon St.	
Marjorie St	South	Grafton St	Pt 570' east of Grafton St	
Marsh Ave.	Both	Green Hill Ave.	Pt. 555' north of Green Hill Ave.	Mon-Fri 7am-5pm
Marston Way	North	Fruit St.	Sever St	
Merrick St.	East	Pt 20' south of Elm St.	Pt. 70' south of Elm St.	
Merrifield St	West	Pt. 447' north of Elliot St	Belmont St	Zone is for use by residents on the north side of East Central St. between Eastern Ave. and Ford St.
Mulberry St.	East	Pt. 440' south of East Central St.	Pt. 272' south of East Central St.	
Mulberry St.	East	Pt. 744' south of East Central St.	Pt. 576' south of East Central St.	
Mulberry St.	East	Pt. 258' north of Eastern Ave.	Pt. 300' north of Eastern Ave.	7:00 A.M. - 6:00 P.M. Monday - Friday
Mulberry St.	East	Pt. 365' north of Eastern Ave.	Prospect St.	
Natick St.	East	Pt. 235' south of Belmont St.	Pt. 681' south of Belmont St.	
Nebraska St. #5	North	Pt. 110' west of Putnam Ln.	Pt. 145' west of Putnam Ln.	8am-5pm Mon-Fri 5pm-7am
Normal St	Both	Eastern Ave	Prospect St	
Norman Ave.	Both	Pleasant St.	Southerly terminus	
North Ashland St.	West	Pt. 135' North of Ormond St.	Pt. 168' North of Ormond St.	6am-6pm Mon-Fri Except Holidays 5pm-7am Mon-Fri
Northampton St.	North	Westminster St.	Windsor St.	
Oak Ave.	Both	Pt. 290' North of Kendall St.	Catharine St.	
Oak St.	East	Pt. 138' north of Elm St.	Pt. 188' north of Elm St.	5pm-7am Mon-Fri
Oberlin St #39	South	Pt 90' west of Clifton St	Pt 125' west of Clifton St	

Ormond St.	East	Pt. 327' South of Highland St.	Pt. 404' South of Highland St.	
Oxford St.	West	Pleasant St.	Chatham St.	6pm-7am
Oxford St.	East	Pt. 180' south of Pleasant St.	Chatham St.	5pm -7am
Palmer St	Both	Entire Length		
Patch St	Both	Entire Length		
Payson St.	East	Esther St.	#3/#5 Payson St.	
Pembroke St	South	#5 Pembroke St	#9 Pembroke St	
Pilgrim Ave.	East	Pt. 100' south of Grafton St.	Pt. 194' south of Grafton St.	7:00 PM - 6:00 AM Mon - Fri
Pilgrim Ave.	East	Pt. 284' south of Grafton St.	Southerly Terminus	7:00 Pm to 6:00 AM Mon - Fri
Plum St	West	Pt. 139' south of Shrewsbury St	Pt. 179' south of Shrewsbury St. Resident Permit Parking Only	
Pond St.	South	Pt. 145' east of Green St.	Pt. 324' east of Green St.	5pm-7am 7days a week
Prospect St	North	Pt 50' west of Eastern Ave	Mulberry St	7am-6pm Mon-Fri School Days
Quissett St.	Both	Zenith Dr.	Iroquois St.	9 A.M. to 2 P.M. Monday through Friday School Days Only
Randolph Rd	North	Thornton Rd	Pt. 209' west of Thornton Rd.	
Randolph Rd	North	Pt. 319' west of Thornton Rd	Pt. 487' west of Thornton Rd. including #38	
Rena St.	Both	Belmont St	Wigwam Ave	
Reservoir St.	South	Eastern Ave	Elizabeth St	
Rice Lane	Both	Dorchester St.	Acton St.	
Richland St	North	Vernon St.	Pt. 410' east of Ward St.	
Richland St	North	Pt. 270' east of Vernon St.	Pt. 208' east of Ward St.	
Rockdale St.	West	Marshfield St.	Boxford St.	
Rockport Rd	East	Duxbury Rd	Brittan Lane	
Rodney St	East	Pt 20' north of Belmont St	Pt 64' north of Belmont St	9pm-7am
Rodney St	East	Pt 64' north of Belmont St	Catharine St	5pm-7am Mon-Fri
Roxbury St	West	William St.	Pt. 123' North of William St	10pm to 7am
Roxbury St	West	Pt. 123' North of William St.	Pt. 140' North of William St.	

Roxbury St	West	Pt. 140' North of William St.	Pt. 341' North of William St.	10pm to 7am
Roxbury St	West	Pt. 341' North of William St.	Pt. 75' south of Highland St.	
Roxbury St	West	Highland St	Pt. 75' south of Highland St.	7pm-8am Mon-Fri
Salford St.	Both	Vale St.	Pt. 177' East of Vale St.	
Schussler Rd.	Both	Highland St	Institute Rd.	
Sever St	East	Dayton St	Hampden St	5pm-7am
Sever St.	East	Pt. 125' north of Hampden St.	Pt. 255' North of Hampden St.	8am-5pm Mon-Fri
Sever St.	East	Highland St	Hampden St.	8am-4pm Mon-Fri
Sever St	West	Pt 85' north of Elm St	Pt 123' north of Elm St	
Seward St.	East	Shrewsbury St.	Pt. 42' North of Shrewsbury St.	
Seward St.	East	Pt. 42' north of Shrewsbury St.	Pt. 94' north of Shrewsbury St.	6pm-10am
Seward St.	East	Pt. 94' north of Shrewsbury St.	Chilmark St.	
Seward St.	West	Shrewsbury St.	Chilmark St.	
Shaffner St	North	Pt 20' east of Lincoln St	Easterly Terminus	
Shamrock St.	Both	Berkeley St.	Shrewsbury St.	
Shattuck St	North	Pt 420' east of Lincoln St	Easterly Dead End	8am-5pm Mon-Fri
Shirley St	Both	Florence St	Park Ave	
Somerset St	West	Highland St	William St	5pm-6am
South Flagg St	East	Claridge St	Hadwen Rd	8am-5pm Mon-Fri
South St	North	Providence St	Chapin St	
State St.	South	Pt. 107' East of Harvard St.	Pt. 237' East of Harvard St.	
Sterling St	East	Alpine St	Hillside St	
Sterling St	East	Euclid Ave	Windham St	
Suburban Rd	Both	Entire Length		School Days 7am-3pm
Suffolk St.	East	Pt. 33' North of McFarland St.	Pt. 50' south of McFarland Ct.	
Suffolk St	East	Pt 220' south of McFarland Ct	Pt 344' south of McFarland Ct	
Superior Rd	West	Hamilton St	Pt 250' north of Hamilton St	
Thorne St	North	Pt 20' west of Plantation St	Pt 70' west of Plantation St	
Trowbridge Rd.	West	Highland St	Institute Rd.	

Uxbridge St Uxbridge St #67	Both West	Shaffner St Brittan Lane	Brittan Lane Pt 54' south of Brittan Lane	8am-4pm Mon-Fri
Vale St Van St. Varney St. Vendora Rd.	Both Both Both South	Dorchester St. May St. Entire Length Pt. 88' East of West Boylston St.	Heywood St. Chandler St. Pt. 215' East of West Boylston St.	8am-4pm Mon-Fri 6am-6pm
View St. Wabash Ave Wade St	Both North	Entire Length Granite St Ward St	Holcombe St Westerly Dead End	
Waite St.	East	Wilson St.	Pt. 90' south of Wilson St.	
Wamsutta Ave.	Both	May St.	Westerly terminus of Public Way	9 A.M. to 2 P.M. Monday through Friday School Days Only
Wamsutta Ave.	Both	Potomska St.	Westerly terminus of Public Way	9 A.M. to 2 P.M. Monday through Friday School Days Only
Waverly St. Waverly St. West St	North North West	Providence St. Providence St. Pt 170' south of Highland St	Coral St. Harrison St. Hampden St	
West St	East	Pt 20' south of Institute Rd	Pt 112' south of Institute Rd	
Westland St Westminster St. William St William St. Wilson St. Winneconnett Rd. Wilson St.	Both West North North Both South North	Highland St Catharine St. Linden St Linden St. Seward St. Pt. 270' east of Mohican Rd. Marshall St.	Institute Rd Northampton St. North Ashland St West St Marshall St. Mohican Rd To & including #53 Wilson St.	7am-6pm Mon-Fri
Winthrop St. Zenith Dr.	North Both	#9 Winthrop St. May St.	Arlington St. Quissett St. southerly intersection	7am-5pm Mon-Fri 9 A.M. to 2 P.M. Monday through Friday School Days Only