

State of New Hampshire
DEPARTMENT OF RESOURCES AND ECONOMIC DEVELOPMENT
DIVISION OF PARKS AND RECREATION
Request for Proposals: 2017-019
Seacoast Parking Citation Lockbox Service

PURPOSE OF REQUEST

The State of New Hampshire, Division of Parks and Recreation (State) is requesting proposals for the Seacoast Parking Citation lockbox services. The State's needs are outlined in the following Request for Proposal (RFP).

BID PROCESS

The State will attempt to follow this timetable, which should result in the implementation of lockbox services by May 1, 2017.

Issue RFP	November 7, 2016
Vendor's written questions submission deadline	November 23, 2016
Response to Questions/Addendum Issued	December 1, 2016
RFP Due Date – 2:00 p.m. EST	December 8, 2016
Preliminary Selection of Firm	December 21, 2016
Contract Terms Finalized	January 18, 2017
Governor and Council Deadline	February 1, 2017
Governor and Council Approval	February 18, 2017
Implementation of Lockbox Services	May 1, 2017

PROPOSAL INSTRUCTIONS

- 1) Additional information inquiries regarding specifications of this RFP must be submitted in writing to the State. The deadline for submitting written inquiries is 4:00 pm, Wednesday, November 23, 2016. All inquiries for specification clarification must be addressed to:

Dee Dee Hanson, Program Specialist
Division of Parks and Recreation
172 Pembroke Road
Concord NH 03301
Telephone: (603) 271-3556
Fax: (603) 271-3553
Email: diane.hanson@dred.nh.gov

- 2) All proposals must be received by no later than 2:00 p.m. EST on Thursday, December 8, 2016. All sealed proposals must be clearly marked in the lower left-hand corner "RFP - Lockbox Services". An original and four (5) copies of the RFP must be delivered to:

Dee Dee Hanson, Program Specialist
Division of Parks and Recreation
172 Pembroke Road
Concord, NH 03301

Faxed proposals or proposals submitted as Zip files will not be accepted.

- 3) Proposals should be prepared simply and economically, providing a straight forward, concise description of the vendors' capabilities to satisfy the requirements of the request. Special bindings, colored displays, promotional materials, etc. are not required or desired. Emphasis should be on completeness and clarity of content. Use recycled paper for responses and any printed or photocopied material created pursuant to a contract with the State whenever practical. Use both sides of the paper for any submittal to the State whenever practical.
- 4) All proposals must include the following:

- a. Cover letter signed by the person submitting the proposal that summarizes the terms of the proposal and commits to providing well-documented invoices in a timely manner;
- b. A statement outlining your experience in retail lockbox services;
- c. Mailing address, phone number and email address for principal contact;
- d. Responses to Lockbox Services Questions/Statements. Attachment 1;
- e. A detailed schedule of costs by specified task using the Bid Sheet form Attachment 2;
- f. Last year's financial statement along with one or more ratings from any of the following agencies: Standard & Poor's, Moody's, Thomson Bank Watch, Sheshunoff or Lacey;
- g. Total number of employees;
- h. An indication of whether software and hardware are developed internally or distributed by you.

Volumes indicated on the Bid Sheet are 2015 adjusted monthly average, actual quantities may vary. Costs not included on the Bid Sheet, but which the lockbox provider proposes to charge, must be individually itemized and thoroughly explained. Bid Sheets must be executed by an official of the firm in a position to commit the institution to provide the services in accordance with these terms and conditions.

- 5) Those interested in submitting a proposal are encouraged to provide contact information to Dee Dee Hanson, Program Specialist. Providing contact information will allow the Division to provide notification if an addendum to the RFP is issued or the RFP is cancelled. Those who choose not to provide contact information are solely responsible for checking the Division's website for any issued addenda or a notice of cancellation.

BACKGROUND

The Division of Parks and Recreation manages the Hampton Parking Meters located on Route 1A at Hampton Beach and North Beach in Hampton, NH; North Hampton Beach in North Hampton; and Jenness Beach in Rye, NH. The meters are operational seven days a week, including holidays, from April 1 – October 31 from 8:00 am – midnight and enforcement is conducted by the Hampton Park Patrol. The Hampton Park Patrol follows standard enforcement practices including collection of registration information and notification via a printed parking citation left on the vehicle.

Citations are issued for parking violations and the current billing structure is as follows:

- Minimum charge of \$25.00 if the citation is paid within 20 days.
- If payment is not received within 21 days, a \$25.00 late fee is added to the fine.
- If payment is not received within 41 days, another \$25.00 late fee is added to the fine.
- If payment is not received within 61 days, a final \$25.00 late fee is added to the fine.

SCOPE OF SERVICES GENERAL INFORMATION

The Division of Parks and Recreation is soliciting proposals for lockbox services to collect and process Hampton meter parking ticket fines and late fees due to the State. The State currently has a web-based payment option to accept electronic payments as well. This is independent from the lockbox service.

The vendor shall collect and process all payments received through the lockbox service daily. An electronic report of all transactions received shall be provided to the State daily. All payments shall be transferred into the State account on a weekly basis with a report being sent to the State indicating amount of transfer.

The following is the volume of citations that the State produced in 2015. Please note that while citations are not issued from November 1 – March 31, payments will still be received. The volume of payments is low from January through April and increase from May through December. The peak months are typically June through September.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
0	0	0	313	1,803	1,995	3,136	2,893	1,760	680	0	0

The State will be contracting for lockbox services for a two year period beginning May 1, 2017, and ending April 30, 2019. At the Division's option, a two year extension will be permitted, upon Governor and Council approval, with the same terms and conditions as the original contract or as amended.

ADDITIONAL WORK

The State may desire to have the Lockbox provider perform other services in connection with the Lockbox Services relationship other than provided for by the express intent of this agreement. Any such services shall be considered as additional work, supplemental to this agreement. Additional work shall not proceed unless so authorized in writing by the State.

Authorized additional work will be compensated for in accordance with a written supplemental agreement between the State and the Lockbox provider.

PROPOSAL EVALUATION PROCESS

Proposals will be reviewed by a selection committee. The proposals will be ranked in order of preference based on the criteria listed below:

<u>Criteria</u>	<u>Maximum Score</u>
Qualifications and Experience	30
Processing Approach	30
Solution Cost	40

AWARDING OF CONTRACT

The selected provider will be recommended to the Director of the Division of Parks and Recreation and forwarded to the Governor and Executive Council for approval. The contractor is expected to be able to adhere to the conditions outlined in the State of New Hampshire P-37 Contract Agreement. Payment will be on a monthly basis in proportion to the work completed. The "Scope of Work" is a realistic outline of work to be done, however, the scope may increase or decrease during the term of the final contract agreement.

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Attachment 1
LOCKBOX SERVICES QUESTIONS/STATEMENTS

Please provide your responses to the items below in the order presented.

- 1) Provide the names of individuals, with phone numbers and e-mail addresses, who will be working on the proposed services and their areas of responsibility including their specific experience relative to the request for proposal requirements.
- 2) Submit at least five (5) references (preferably from current local government customers) who can attest to the lockbox provider's experience as it relates to providing lockbox services. The references must include contact name, title, address, e-mail address, telephone number and services used.
- 3) Provide a description of the following key items:
 - Time and frequency of pickups
 - Turn-around processing time
 - Deposit deadlines
 - Ability to provide images of remittance documents and checks via web and/or CD ROM
 - Acceptance criteria for payments
 - Rejection criteria for payments
 - Method and time of data transmissions
 - Location of post office box
 - Location of lockbox office
 - Ability to return original documents of all business license and false alarm submissions
 - Method and time of delivery for returning original documents to the State
 - Ability for the State to determine appropriate batch size and batch numbering system
 - Treatment of exceptions (non-standard) items
 - Ability to handle payments containing multiple remittance advices
 - Technical specifications of transmission of data to the State
 - Error tolerance of lockbox personnel and subcontractors
 - Bonding requirements of lockbox personnel and subcontractors
 - In the case of internal development, include Proof of Certifications (E.G. Microsoft Certification, ISO); and
 - A Statement of Accounting Standards #70 (SAS 70) or equivalent SSAE 16 must be included
- 4) Describe your ability to accommodate an increase in volume during the busy season (July and August) versus the rest of the year.
- 5) Describe how inquiries requiring research and adjustments are handled by the institution. Are there established turn-around times for research and adjustment items? If yes, specify.
- 6) Security/Protection Measures: What security features are in place to minimize the risk of unauthorized transactions?
- 7) Service Enhancements: Describe any enhancements, technological or otherwise, that we should consider to improve operational or cash management efficiencies.
- 8) Discuss your use of the internet in providing services to your municipal/business customers.
- 9) Provide information on how your institution plans to keep your product line competitive. Describe what approach you are taking in the development of new services.
- 10) Disaster Recovery:
 - a) Describe your institution's formal disaster recovery plan.
 - b) How quickly will back-up facilities be activated?

c) Describe your institution's operating capabilities to assist the State in the event of a disaster or declared emergency.

11) Implementation Plan: Describe the implementation plan you would coordinate with the State, including timetable.

12) List the address and hours of operation at your lockbox office.

13) Discuss any special conditions, other fees, other services, or deviations from the requested scope.

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Attachment 2 - Bid Sheet

Item	Unit Price	Approximate Monthly Volume	Monthly Cost	Explanation
Processing				
Check		550		
Invoice		550		
Checks Only Transaction		100		
MICR Correction Keystrokes		250		
Scanline Correction Keystrokes		330		
Data Entry Keystrokes		1400		
Amount Keystrokes		350		
Non-Processable		10		
Monthly Fees				
Monthly CD-ROM		1		
Monthly Maintenance		1		
Administrative/Returned Check Fees:				
Returned Check redeposited		5		
Returned check chargeback		5		
Incoming electronic credits/debits		20		
Lockbox deposits		25		
Deposited checks		550		
Transfer to State		4		
Other				
Correspondence		50		
Postage		1		
Annual PO Box Rental		1		
Initial Fees				
Lockbox Setup Fee		1		
Image Setup Fee		1		
Use the space below to list any additional fees that are not listed above				
Item	Unit Price	Approximate Monthly Volume	Monthly Cost	Explanation

Authorization:

Lockbox Provider Name

Date

Mailing Address

Phone Number

City, State, Zip

Fax Number

By

Title

Contact Name (if different from above)

Contact Phone Number