



Ventura County Community College District

PURCHASING DEPARTMENT

DATE: April 6, 2022
TO: All Bidders
FROM: Karina Harding, Purchasing Specialist
SUBJECT: Addendum 2 – RFP 627 District Wide Parking Administration & Revenue Collection System

This addendum is hereby made part of the Contract Documents to the same extent as though it was originally included therein and takes precedence over the original documents. The outdated pages must be replaced with any updated and/or changed pages when submitting your proposal. Acknowledge receipt of all addenda on the RFP Response Form.

Question and Answer

1-Q - Please confirm the payment options required at the pay stations: Coins, Bills, Credit Card?

1-A - All options accepted.

2-Q - Please confirm your current payment processor used with your Ventek pay stations?

2-A - The District currently used three vendors for parking citations, daily parking permits, and semester parking permits. Ventek is the vendor for daily parking permits. The payment processor is First Data.

3-Q - How many users will regularly use the back-end office parking management software at the same time?

3-A - Could be up to 12 staff at one time.

4-Q - Can you please confirm the number of citation issuance devices needed? Is it 9 devices in total or 9 devices per campus?

4-A - 9 total – 3 per campus.

5-Q - What type of student/staff information system does the College currently used?

5-A - Ellucian Banner.

6-Q - What internet payment gateway is currently used?

6-A - The District currently uses three vendors for parking citations, daily parking permits, and semester parking permits. Ventek is the vendor for daily parking permits. The payment gateway is Ventek Gateway.



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7-Q - What authentication method is currently used?

7-A - Ventek's authentication method for daily parking permits is unknown.

8-Q - Would you like to convert current permit and/or citation data from your existing systems to the new one?

8-A - Include as an optional cost in the RFP response.

9-Q - Can you please confirm that you do not charge your faculty/staff for permits and therefore do not require payroll deduction integrations?

9-A - We do not charge staff/faculty and do not require payroll deduction.

Do you allow faculty/staff to pay for citations with payroll deduction? N/A.

10-Q -Do you allow your students to charge permits and/or citation fees to their student account?

10-A - Permits yes, citations no.

11-Q - Can you explain what you mean when you say "without computers" in the following requirement: "The PARCS should meet the following: License Plate Recognition (3 cars without computers, 3 golf carts without computers)."

11-A - The golf carts are not equipped with mobile laptops. Some police vehicles driven by officers have computers.

12-Q - How many citations were issued for each campus for the years 2019-2021?

12-A - Due to COVID – no parking/very limited citations.

13-Q - What percentage of the citations issued are handwritten?

13-A - <5%.

14-Q - How many notices were sent for each campus for the years 2019-2021?

14-A - Due to COVID – no parking/very limited citations.

15-Q - Can you please provide a percentage breakdown of payments received per campus by payment type for the past 3 years (2021, 2020, & 2019)?

15-A - The vendors used for citations & semester parking permits process payments from students and remit this money to the District. Please see payment for daily permits below:

a. 2019 – 64% credit card and 36% cash

b. 2020 – 64% credit card and 36% cash

c. 2021 – 55% credit card and 45% cash



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16-Q - Do you currently charge a credit card convenience fee? If so, how much? If not, are you open to charging a credit card convenience fee to recover the cost of credit card processing fees?

16-A - We do not currently charge a credit card convenience fee. The merchant fees for the daily permits are paid directly by the District. The District paid a fee to the vendor for semester permits that included payment and permit processing.

17-Q - Can you provide the dollar value and number of credit card transactions processed by campus for the past 3 years (2021, 2020, and 2019)? Please include all credit card transactions (walk in, online, IVR, etc.)

17-A - The District currently uses three vendors for parking citations, daily parking permits, and semester parking permits. The vendors used for citations and semester parking permits process payments from the students and remits this money to the District. Ventek is the vendor used for daily parking permits. For 2019, total credit card transactions for daily permits were \$399,470 over approximately 199,735 transactions. For 2020, total credit card transactions for daily permits were \$102,198 over approximately 51,099 transactions. For 2021, total credit card transactions for daily permits were \$672 over approximately 336 transactions.

18-Q - What percentage of citations issued are appealed by level (1st & 2nd) and by campus for the past 3 years?

18-A - Due to COVID – no parking/very limited citations for years requested.

19-Q - What is your overall collection rate for the following years?

19-A - Parking permits are on a cash basis. The District partnered with a vendor for parking citations. We are able to collect payment on citations issued at the following rates:

- a. 2021 – 87.9%
- b. 2020 – 94.5%
- c. 2019 – 89.6%

20-Q - How many citations and dollar amounts are sent to your current collection agency per year by campus for the years 2019-2021?

20-A - The District does not use a collection agency. The District partners with a vendor that does DMV registration holds for citations.

21-Q - How much is your organization paying for third party collections?

21-A - Delinquent collection processing .25 cents per and appeals, postcards, etc. approx. \$1 per citation.



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22-Q - Do you absorb the fee for collections or pass the fee prior to transferring?

22-A - The District does not use a collection agency. The District partners with a vendor that does DMV registration holds for citations. The fee for the DMV registration hold is paid by the vehicle registrant. The District also pays the County of Ventura for Criminal Justice Council reimbursement.

23-Q - Do you currently participate in debt setoff through the CA Franchise Tax Board?

23-A - No.

24-Q - Does your current vendor charge for the CA Franchise Tax Board intercept service or charge for the recovery of social security numbers to submit claims?

24-A - Yes.

25-Q - Can you provide a copy of your contract with your current vendor?

25-A - The District does not currently have a contract for Parking Permit & Citation Processing.

26-Q - Are you anticipating sending a backlog of unpaid citations to your new vendor? If so, can you provide a breakdown of the debt for the following?

26-A - Possibly for 2018-2019, however due to COVID, doubtful the VCCCD has enough for 2020-2021 to validate sending them.

27-Q - What are you looking for out of a new vendor that you are not receiving with your current vendor?

27-A - Up-to-date technology, and high-quality service at an affordable rate.

28-Q - (A.6) "Must be compatible or integrated with current VCCCD Information Tech Standards" Please share the standards that you want them to support or integrate with?

28-A - Current HECVAT - <https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit>

Current VPAT - <https://www.section508.gov/sell/vpat/>

Data Integration with Ellucian Banner (preferably in real-time) -

<https://www.ellucian.com/blog/data-integration-guide-institutions>



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29-Q – (B.2) "Able to integrate with existing physical VenTek pay stations" Are these Ventek pay stations pay-by-plate and would the integration be done using APIs or some other method?
29-A - The pay stations are pay & display. Please include integration options in your proposal.

30-Q – (D.2)"LPRs must be capable of mounting inside police vehicles" Many LPR cameras install on the roof or hood of a vehicle. Is the "inside police vehicle" request a mandatory condition?

30-A - No, not mandatory. They would need to be able to be utilized in golf carts, PD utility vehicles. Not always/only in police cars. Majority of citing is done by cadets and CSOs who are not driving police cars.

31-Q – (E.6) Can the DMV lookups and collections support be provided by an integrated collections supplier using a strictly defined import/export file process?

31-A - Assuming the third party supplier also has a current valid HECVAT and VPAT, meets or exceeds our contractor's standards this should be acceptable.

32-Q - Can you provide some information about your "3 level citation appeals process" so that we can accurately evaluate it?

32-A - The 3 levels of the appeals process are VCCCD Campus Police, Data Ticket, and a Hearing Officer.

End of Addendum