



## CITY COURT CLERK'S OFFICE

201 POPLAR AVENUE  
MEMPHIS TN 38103

### RFP #1764 General questions

- There are a few RFP elements where it appears there is a manual process to be automated. Is the City open to alternative business processes designed around productivity and effectiveness?  
**Yes, as long as alternative processes achieve at least the same result as the manual process.**
- Do the Judges require hard copies of tickets or will a scanned copy (photo copy) work for Court?  
**Yes. The Judges, at this time, do require the hard copies of the tickets in Court.**
- Will the City accept proposals for a hosted solution through which all of the required functionality is securely delivered to City workstations via the Internet and with the Offeror performing some of the service functions involved in processing the tickets?  
**No.**
- Does the City have a preferred Price Sheet format for submittal purposes?  
**No.**
- Will the City grant a 30 day extension to the proposal due date?  
**No.**
- A list of all entities within the City that issues tickets:
  1. **Memphis Police Department**
  2. **Animal Control**
  3. **Traffic Engineering (parking violations only)**
- The annual issuance volumes for the last three years for each type of ticket:
  1. **FY2007-Summons 222,540, Citation 86,917, Ordinance 3,088, Arrest 33, Animal 172. Total tickets FY2007 312,750**
  2. **FY2008-Summons 217,766, Citation 86,497, Ordinance 1,780, Arrest 21, Animal 253. Total tickets FY2008 306,317**

**3. FY2009-Summons 250,284, Citation 97,554, Ordinance 4,549, Arrest 18, Animal 178. Total tickets 352,583**

- The average fine amount for each type of ticket:
  1. **Summons-prior to court from \$24.00 to \$64.00. After court the fine is a maximum of \$50.00 per violation plus court cost and fees**
  2. **Citation-\$21.00 for most violations. If it goes to court the maximum fine is \$50.00 plus costs and fees**
  3. **Ordinance-Mandatory court, maximum fine \$50.00 per violation plus costs and fees**
  4. **Arrests-Mandatory court, maximum fine \$50.00 per violation plus costs and fees**
  5. **Animal-prior to court \$50.00. After court the fine is a maximum of \$50.00 per violation plus court cost and fees**
  
- What are the current late fee schedules?  
**There are no late fees.**
  
- How many notices are sent for each type of ticket?  
**One. Summons tickets-letter 30 days after assessment of fine  
Citation tickets-postcard 15 days after issue date**
  
- What is the percentage of tickets written to out of state vehicles?  
**Number not available.**
  
- How many different, unique ticket types does the City currently use?  
**Four. Summons, Citation, Ordinance, and Animal**
  
- What type/model handhelds are currently in use and what company provided these handhelds? How many handhelds are used? What percentage of the overall population of tickets is issued via handhelds?  
**The handheld ticket issuing units are provided by the Memphis Police Department to their officers for Offense reports and some for ticket issuance. All officers have units for the Offense reports. Less than 1% of overall tickets are issued by handheld units.**
  
- Does the City currently have a booting and/or towing program in place for unpaid citations?  
**The City has an ordinance that allows for booting and towing but the City does not have a program in place for booting and towing.**
  
- In several sections throughout the RFP, the City Refers to fines in a “ASCH” format. We assume that it is meant to read as an “ASCII” file format. Please confirm.  
**Yes, the correct file format is “ASCII”**

- Does the required system have the need for any permit issuance or permit processing for the City?  
**No.**
- Please provide a summary of all hardware to be provided for this project.  
**Any new needed hardware will be discussed with the selected vendor.**
- The RFP makes little reference to system conversion. Please elaborate on the City's expectations regarding conversion and implementation. Specifically, please provide a file layout of the current fields required for conversion and implementation purposes. Will the City dedicate a single point of contact for this conversion, implementation and installation?  
**File layouts will be provided to the selected vendor.**  
**Yes, the City will dedicate a single point of contact for this.**

#### RFP #1764 Specific questions

- Page 1. Section 1.1 Objective: Please provide the preferred layout and format for all interfaces requested: County, State, Customer's accounting system, the Courts, Traffic Engineering department and any E-commerce applications.  
**Layouts and formats for all interfaces will be provided to the selected vendor.**
- Page 15.2.0 Exhibit A: Scope of Work; Would the City Consider an offering that enables citizens to submit online hearing requests to the City of disposition? In this scenario, the citizen could validate that they have a ticket that is eligible for adjudication, fill out a simple form, with test for the dispute and attach any supporting documentation for review and disposition by the City?  
**No. All summons, ordinance and animal tickets are assigned a court date at the time the ticket is issued. Violators with citation tickets must request, in person, a court date.**
- Page 17, Diagram: What type data and /or processes occur in the FoxPro System?  
**No longer applicable.**
- Page 19. Section 2.3, Ticket Inventory Control: Does the City currently use check digit technology for any of their ticket numbering? If so, please provide the algorithm used.  
**No, the City does not use check digit technology.**
- Page 20. Section 2.4, Ticket Assignment: Please explain the purpose of the labels used to identify the ticket book ID and the ticket number range contained in the book. Why is labeling required?

**The ticket book ID and labeling is used for inventory control and ticket tracking.**

- Page 24, Section 2.6, Second sentence: Please provide additional detail on the handheld application that will provide information to pre-populate tickets. How many and which data elements are potentially pre-populated?

Page 24, Section 2.6, 2: What is the nature of the wireless data transfer to the handheld devices that is desired? Please provide a detailed description of the process.

**The current hand held application, Watson Ticketing, pre-populates fields from data on the City servers, which is updated from the Traffic Violations Systems one a day, the State of Tennessee's TIES system and the MPD Kiosk. Fields that are pre-populated are vehicle registration information and address information. Information on outstanding traffic tickets is also provided. Watson Ticketing does not have direct access to the data files of the Traffic Violations Bureau. A job runs that exports information to a separate server for this purpose. MPD Kiosk has limited access to the data files of the Traffic Violations Bureau.**

- Page 24. Section 2.7, DMV data integration: How does the City currently handle the acquisition of out-of-state registration information?

**At this time, we only receive local, Shelby County, registration information.**

- Page 26. Section 2.8, Payment and Debt Recovery: Please provide a copy of the receipt currently provided to citizens who make payments via cashier.

**Copies of all letters, reports and forms will be provided.**

- Page 26. Section 2.8, Payment and Debt Recovery: How does the City currently handle charge backs for payments received via the web of IVR system?

**Payments are voided using the Finance module's void button.**

- Page 26. Section 2.8, Payment and Debt Recovery: Does the City provide more than one location for cashiering payments? How many cashiering terminals are required for this project?

**There are, at this time, five separate locations that accept payments with the option for two additional terminals:**

**Main office-3 cashier terminals**

**Old Allen Station, Mt. Moriah Station, Raines Rd Station and Union Ave Station each have one cashier terminal. Appling Farms Station and Tillman Station are possible future locations.**

- Page 26. Section 2.8, Payment and Debt Recovery: Does the City provide any drop box locations for citizens to make their payments?

**No, we do not have drop box.**

- Page 28, the RFP requires records to be searched by a number of data elements including Local ID. Please describe what is considered to be a Local ID.  
**Disregard this requirement. "Local ID" is not used by the City of Memphis as a data element.**
- Page 29, Paragraph 2: Do you want the write-off to be a completely automated process that occurs when the payment transaction is processed?  
**Yes, but the amount of the write-off is not to be included in paid amount that the cashier uses to balance or on the payment reports for Finance, but as a separate report.**
- Page 32.2.11. Notices: Please provide copies of all used notices and correspondence currently used.  
**Copies will be provided.**
- Page 34, Section 2.13, Docket processing: Can the provision of the court dockets be automated and provided to the Court electronically?  
**No, a printed docket with any daily addendums is required.**
- Page 35. Section 2.14, Correspondence Processing: Will the Offeror be required to image and store all outbound correspondence? Will the Offeror be required to image and/or store all inbound correspondence?  
**No, but the outbound correspondence generated by the system consisting of the clerk ID, type of correspondence sent and the date must be stored as a part of the ticket record.**
- Page 36, Section 2.16: Do you currently have a scanning system that is being used to scan tickets?  
**Yes, we have a scanning system. Documentum Application Extender. It does not support OCR translation.**
- Page 42, Section 2.19, Management Reporting: Please provide copies of all reports currently generated by the existing system (i.e., payment reconciliation, lockbox, entered citations, web and IVR reports, auditing reports, etc.).  
**Copies of reports will be provided.**
- Page 45, Section 3.2: Functional Requirements Table/Inventory Control, subsection d and subsection h: These state that, "This will be a feature of the Ticket Book Inventory function." Please elaborate on this requirement.  
**Item "D" refers to item "C" and item "H" refers to item "G"**
- Page 45, Section 32. Functional Requirements Table/Payment Processing, subsection g: This subsection includes the following statement, "Ability to generate refund paperwork on payments as needed..." Please describe the paperwork needed and if the requirement includes the ability to print the paperwork directly from the ticket processing application software.

**Yes, the requirement includes the ability to print the paperwork from the ticket processing application. This information will need to consist of the violator name, ticket number, amount paid, date paid, field to allow clerk to enter the amount of the refund, an area for comments, and an area for the person receiving the refund and the clerk to sign the form after printing. The system should reduce the amount paid on the ticket by the amount entered on the refund form.**

- Page 47, Citation processing e: “purge unpaid citations greater than one year old”. Would the City be open to a ‘flag delete’ versus ‘purge’ for historical reporting purposes?  
**The archive program for citation tickets must remove any unpaid citation ticket that is greater than 1 calendar year old unless the statute has been tolled by the setting of a court date. Any citation ticket with a court date will not be purged. The total amount due for the purged tickets will also be removed from the financial reports. As a side note, the Clerk’s Office is required by State law to physically destroy the citation tickets that are purged because the statute of limitations has passed. The City would be open to ‘flag delete’ if it gave us the results we need. The archive program must generate a “dismissal docket” consisting of each ticket number and the date it was issued, with the total number tickets to be purged and total dollar figure to be purged.**
- Page 47, Noticing c: What type of statistical reporting is desired?  
**A report that gives totals by type of notice with a range of dates.**
- Page 48, Payment processing v: Please clarify how payer of the ticket is captured?  
**Currently, as a system of checks and balances, all incoming mail is entered on an Excel spreadsheet that consists of payer name, ticket number and amount, then the amounts are totaled. Each spreadsheet consists of 25 entries. When the mail cashier processes the mail, the total on the spreadsheet is checked against the total processed. We would like, if possible, some type of spreadsheet in the replacement system that allows us to enter the same type of information, retain it for a specific length of time and once all the incoming mail has been entered on the spreadsheet and verified, the system processes the payments to the ticket record and prints an error report for any items that could not be processed and the reason why it was not processed.**
- Page 51, Citation Processing, f: What is the estimated file size of the archived and history files? How many years of historical data need to be migrated?  
**The current archive files consist of approximately 3 million plus records. Of that number any citation ticket purged for statute of limitations dated 2006 and older may be completely purged. Historical data 5 years old or less**

**needs to be readily available and historical data greater than 5 years may be written to CD for use as needed.**

- Page 52, System Interfaces f: Should the input of the TVB receipts information into the Oracle Enterprise Accounting System be an automated process?  
**Yes, as much as it is possible. It is unlikely that there will ever be a total automatic reconciliation, but additional reports structured to coincide with bank deposit information is necessary. This structure will provided to the successful vendor.**
- Page 52, System Interfaces, b: Ability to copy active ticket files to laptops and mobile devices. Does the City expect to use and interface to this data?  
**No, this is no longer necessary.**
- Page 52, Database, c: Please define what is meant by forward recovery.  
**Forward recovery is also called Roll-forward. Changes of some failed transactions are applied to the database in order to roll it forward, thus the database becomes updated with all the changes confirmed.**
- Page 52, Section 3.3, Technical Requirements/General Operations, subsection b: Is the City requiring that the Offeror provide licenses for Crystal Reports? If so, how many?  
**The City is requiring the Offeror provide licenses for Crystal Reports or an equivalent report writing program. We currently have 5 licenses for Crystal Enterprise.**