We have attempted to answer all received questions to the best of our ability. The questions are listed here exactly as they were received and answers are provided in purple.

1. Whether companies from Outside USA can apply for this? (like,from India or Canada)Answer: UNA welcomes all competition but will need support and training when required, if provider can provide evidence of the ability to maintain full support as required the location may not matter.

2. Whether we need to come over there for meetings? Answer: At least once a year for annual review or if there are consistent issues that cannot be addressed remotely.

3. Can we perform the tasks (related to RFP) outside USA (like, from India or Canada)? See above responses.

4. Can we submit the proposals via email? Answer: No, please see RFP instructions.

5. How many copies of the bid documents should be submitted? Do you want a digital copy included? Answer: RFP only requests one copy. If you wish to provide more than one for convenience and /or a digital copy you may.

6. Clarify the number of administrative users that would be logged in concurrently. In one section it says three administrative users with 2 enforcement staff. In another section it lists a minimum of 5 users. We separate those out. So, I just need to know if there will be three concurrent back end users or five. Answer: Concurrently, we will have 2 backend users (office) + 2 enforcement staff (maximum). The 5th is for a back-up user or if we added staff.

7. Does the Police Department take money and therefore have a need for a receipt printer and/or cash drawer? Answer: We do take money; handwritten receipts are given for cash/check. It would be preferred to require all payments on-line payable within our system.

8. Can you clarify what is being sought with "Boot Vehicle Recognition"? Answer: We would like for the system to "alert" the enforcement officers in field, when they are eligible for a Boot, as detailed in our parking guidelines.

9. Does the University have an S-ORI or ORI (Originating Agency Identifier) that you will authorize the chosen vendor to utilize to obtain Registered Owner information in order to send notices on cited plates via NLETs? Answer: No, we will not authorize any vendor use of NLETs.

10. What percentage of the ~10,000 citations the University issues go uncollected each year? Answer: approximately 15%

11. What is the escalation schedule for citations? Answer: an escalated late fee may be applied defined by time and type. This is part of the customization requested within software.

12. What is the average fine for each citation and the penalty fine for each escalation period? Answer: This question isn't relevant to the system, nor would the answer dictate the system purchased.

13. What type of handheld unit is the University currently using for the enforcement officers to write the citation and send to the Zebra printers? Answer: Samsung Galaxy Tab E with Zebra printers in the field.

14. Is the University open to a completely digital permitting system? Answer: The University is open to the exploration of any solutions.

15. Has the university considered utilizing an LPR equipped vehicle to aid in the enforcement process? Answer: The UNA campus may not currently be large enough to consider the added cost of this model.

16. Is the University interested in receiving pricing information for an LPR system? Answer: The University is open to the exploration of any solution

17. What does the University charge for permits? Answer: This question isn't relevant to the system, nor would the answer dictate the system purchased.

18. How many copies of the bid would the University like for respondents to provide? Answer: RFP only requests one copy. If you wish to provide more than one for convenience and /or a digital copy you may.

19. Does UNA plan to add visitor/temporary parking fees in the future? Answer: Potentially.

20. Will Passport or UNA be the merchant of record? Answer: UNA.

21. Are there old citations that that UNA may want to collect on? If so, how many? Answer: The University isn't looking for collection services.

22. Does UNA desire a flat file transfer, the use of Banner 9 APIs, or Ethos to facilitate the transfer of information? Answer: The use of Banner 9 API would be preferred, but we are not opposed to working with a flat file transfer.

23. Is there any other information that will transferred other than customer holds? For instance, the transfer of permit and citation charges to Banner AR or payroll deduction? What customer demographic information will need to be transferred? Answer: Only holds.

24. What Zebra printer model is currently being used by UNA? Answer: GK420t – used in office to print custom labels to adhere to custom made permits; iMZ320 – used to print citations.

25. PG1, Directions for mailing. States only one bid per envelope. Does this mean you can submit multiple options? IE: subscription instead of a fixed cost? Answer: Yes, any bidder may submit more than one response. They may be mailed within one package, but should be separated within unique envelopes to distinguish them as different proposals.

26. PG 2, item 2, exact specifications... Can we provide alternate solutions? For example all in one device (Handheld/printer in one unit) as a separate bid? If there are options available, how do you want those listed? Answer: Certainly, alternative solutions are welcome.

27. PG 8, Zebra printers. Which model do you currently have? Answer: GK420t – used in office to print custom labels to adhere to custom made permits; iMZ320 – used to print citations.

28. PG 8, Zebra printer, what software/handheld/phone are you using to print citations on the Zebra printer? Answer: In house developed interface.

29. PG 8, Zebra printers. Do you want new printers quoted or use the existing printers? Answer: not unless they are free.

30. PG 8, "Customizable programming features...". Can you expand on what you mean here? Answer: Ability to make changes to various things such as late fee escalation process, fee structure, etc.

31. PG 9, bullet #10, APP. Are you referring to the ability to run the application on the phone? Answer: The intent is not for application on phone but for user interface by phone to pay citation, file for appeal, check status, etc.

32. If you're using a phone, what model is it? Are you looking to replace the current phone? If so, is this based upon the vendor's recommendation for Parking Management Software or is there a specification here? IE: Must be Android or IOS, etc? Answer: Not using phones.

33. What is the carrier (IE: ATT/Sprint/Verizon) for your cell phone plan? Answer: Bluetooth to printer & WIFI only.

34. If a vendor is using a cell phone for the citation application, will cell phone be supplied by the University using their data plan and suppliers (lowest cost)? Answer: Not using phones.

35. Do you want to be able to use Tablets? Answer: Using Samsung Galaxy Tab E with Zebra printers in the field.