PURCHASING SECTION
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ADDENDUM No. 3

REQUEST FOR PROPOSAL No.:	**1220-030-2017-056**
TITLE:	**TICKETING SYSTEM**
ADDENDUM ISSUE DATE:	**December 12, 2017**
CLOSING DATE AND TIME:	**ON OR BEFORE THE FOLLOWING DATE AND TIME (THE "CLOSING TIME"):** **TIME: 3:00 P.M. (LOCAL TIME)** **DATE: JANUARY 3, 2018**

INFORMATION FOR PROPONENTS

Proponents are advised that Addendum No. 3 to RFP 1220-030-2017-056 is hereby issued by the City. This addendum shall form part of the Contract Documents and is to be read, interpreted and coordinated with all other parts. The following information is provided to answer questions raised by Proponents for the above named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Proponent or any sub-proponent not being familiar with this addendum. This Addendum No. 3 contains three (3) pages in total.

QUESTIONS AND ANSWERS:

Q1. Can you elaborate on the adjudication process?

A1. Currently, the City of Surrey uses an online bylaw ticket dispute service through our MySurrey Portal which gives the disputant the ability to enter two items from their ticket online and immediately be able to dispute the ticket. After the disputant has entered their information, evidence of the infraction will appear online with the photos of the violation along with a final option for early payment or to continue with the dispute. If disputed, a screening officer reviews the information and makes a decision to reject or accept the dispute. This information queried comes from our current Ticketing System through backend integration and a custom front end design.

Detailed information about our adjudication process is outlined in the Corporate Report (link below).
http://www.surrey.ca/bylawsandcouncillibrary/CR_2016-R160.pdf

Link to the online dispute portal
https://my.surrey.ca/parking-ticket

Q2. What does the City consider an industry standard GIS format?

A2. For data delivered via API, it is preferred that the format be JSON, or GeoJSON. With regards to data contained in files, it is preferred that data be in a common standard format such as JSON, KML, or CSV.

Q3. On average, how many City staff will be accessing the backend system at any given time (concurrent users)?

A3. Less than 50

Q4. How many enforcement officers/devices will be needed? Six was indicated as being the current state. Will that remain the same?

A4. Answer: 40

Q5. Please expand on #1011 and what integration you're looking for. For example, does the City use both PaybyPhone and Passport for pay-by-cell?

A5. The City currently uses Passport Parking and the Passport Parking App. Integration between Passport, the parking meter's backend system and our Ticketing System gives our Officers a list of all paid license plates in the selected zone. The list appears on their handheld devices when they select the zone.

The City had previously used PaybyPhone and now uses Passport Inc however; parking operators are subject to change.

Q6. Please expand on #1051 regarding your single sign-on procedure.

A6. The City uses LoginRadius as its Customer Identity and Access Management (CIAM) solution. The City's strategy is that all online services will be accessed by customers with a single account, when accounts are required. The LoginRadius CIAM is a federated identity solution and is designed to be integrated with vendor solutions and is built on standards such as OpenID Connect/OAuth2 and SAML2.

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Q7. Please indicate if you want ALPR to be included as part of the proposal (#1074).

A7. Yes, ALPR integration should be included but we may or may not use it. Please indicate whether it can be integrated within the handheld or outfitted in a vehicle.

Q8. Please expand on the data migration requirements on what needs to be migrated (#1009), such as: from both POSSE and APARC, how many years, etc.

A8. From POSSE, all information associated with the following tickets:

- Municipal Ticket Information (MTI) – Approximately 8,000 entries since 2005
- Commercial Vehicle Enforcement (CVE) – Approximately 32,600 entries since 2005
- Notice of By-law Infraction (BLI) – Approximately 2,200 since 2005

The information includes: description, ticket number, ticket status, accused name, offence date, location, bylaw number, fine amount, payment status, officer name, notes, disputed date, convicted date, sent to collections date.

From Ticketing System, all information associated with parking infractions – approximately 550,000 entries.

Information includes: citation number, issue date, time, status, officer number/name, location (block/side/street), license plate, make ID, prov/st, vehicle color, vehicle type, vin, penalty amount, comments, photos and owner information.

All Bylaw citation information has a permanent retention, thus all available data must be migrated.

- END OF ADDENDUM -

All Addenda will become part of the RFP Documents.