



May 12, 2026

## Parking Management System

### **NO. RVA-PMS- 04-2026 ADDENDUM NO. 2**

#### **Question 1:**

RVAPGC currently uses Penn Credit Corporation as its third-party collections vendor, is the RVAPGC interested in pricing for those services or will it continue to use Penn Credit Corporation?

**Response: Yes, RVAPGC is open to offerings from other vendors.**

#### **Question 2:**

Is the RVAPGC interested in passing any of the costs associated with the system along to the violators in the form of a convenience fee when the violator pays their citation?

**Response: Yes, RVAPGC is interested in passing on any of the costs associated with the system to the violators.**

#### **Question 3:**

What is the agency's current credit card processing rate?

**Response: The Agency's current credit card processing rate is between 3 - 5 %.**

#### **Question 4:**

Does the agency pay the credit card processing fee, or is this fee passed off to end users?

**Response: Yes, the agency currently pays the credit card processing fees.**

#### **Question 5:**

What is the agency's current payment processing system?

**Response: The Agency is not obligated to disclose this information.**

#### **Question 6:**

What are the payment processing rates established by the existing payment processor?

**Response: The Agency is not obligated to disclose this information.**

**Question 7:**

Please provide a sample recent merchant processing statement (including percent per transaction, cost per transaction, card brand fees, etc.)

**Response: The Agency is not obligated to disclose this information.**

**Question 8:**

Does the agency pay payment processing fees, or are these paid by the end user?

**Response: The Agency currently pays the payment processing fee.**

**Question 9:**

What percentage of payments are completed online vs. in-person?

**Response: The Agency is not obligated to disclose this information.**

**Question 10:**

What is the total annual departmental revenue generated from transactions in 2025?

**Response: Total annual departmental revenue generated from transactions is between 14 and 15 million dollars.**

**Question 11:**

What is the agency's budget for this project?

**Response: The Agency is not obligated to disclose this information. Question 12:**

What is the annual contract value of the existing software?

**Response: The Agency is not obligated to disclose this information. Question 13:**

What is the total annual contract value of the current software system?

**Response: The Agency is not obligated to disclose this information.**

**Question 14:**

What is the agency's desired go-live date for the new system?

**Response: November 1, 2026**

**Question 15:**

What is the estimated award date for this solicitation?

**Response: July 9, 2026**

**Question 16:**

Is the Bid Price Sheet intended to be the same as the vendor's Cost Proposal, or are they separate?

**Response: For clarification purposes, the Bid Price Sheet shall be considered a required component of the Cost Proposal. The Cost Proposal must include the completed Bid Price Sheet, along with any supporting price documentation, assumptions, implementation costs, recurring fees, optional services, and other associated costs necessary to provide the services described in the solicitation.**

**Question 17:**

Does the County require vendors to submit any proposed exceptions or redlines to the General Terms and Conditions (Section VI) as part of the initial proposal submission, or can contract terms be negotiated post-award?

**Response: Yes, please submit proposed exceptions and redlines as part of your initial proposal submission.**

**Question 18:**

How is the percentage of work provided by a minority-owned business subcontractor calculated for purposes of determining points in the evaluation?

**Response: The RVAPGC will increase the total evaluated score of Offerors that include participation in their Proposal by MBE(s) that have been certified by SDDD. The total evaluated score of such Offerors will be increased by the percentages set forth below:**

- **4 percentage points where MBE Participation is between 30% and 39%**
- **6 percentage points where MBE Participation is between 40% and 49%**
- **9 percentage points where MBE Participation is 50% or**

**above. Question 19:**

Section B.5 references MVA integration for "registration flagging and cross-jurisdictional data access" — can RVAPGC clarify the intended use case for cross-jurisdictional data access? Is this referring to out of state lookups or does it relate to sharing data across county jurisdictions?

**Response: We are referring to out of state look up.**

What is the specific use case for the MVA handheld lookup requirement?

**Response: This requirement is hereby struck from the solicitation. Vendors are instructed to disregard this information for the purpose of their proposal submission.**

**Question 21:**

Who is the RVAPGC's current parking enforcement vendor?

**Response: The Agency is not obligated to disclose this information.**

**Question 22:**

What are the requirements and expectations for integration with Tyler Technologies?

**Response: The integration shall enable the electronic transmission of citation data, scheduling and management of hearings, and real-time updates on case status, and rulings. The PMS shall ensure bi-directional data exchange to maintain data integrity, reduce manual processing, and support compliance with judicial requirements.**

**Question 23:**

Is the expectation that the PMS and Tyler are fully automated in their data exchange, or is some degree of manual staff involvement expected in managing the handoff between systems?

**Response: The expectation is a fully automated data exchange.**

**Question 24:**

What resources will be assigned to the project team and which departments will be key stakeholders from the county?

**Response: The Agency will assign a Project Manager to serve as the primary contact. Technical subject matter experts (SMEs) will be available during the implementation phase.**

**Question 25:**

What are the biggest challenges or pain points experienced by staff and/or users with the current software?

**Response: The Agency is not obligated to disclose this information.**

**Question 26:**

What are the specific requirements for lockbox and Pay by Phone services? Is the vendor expected to provide lockbox services directly?

**Response: Lockbox for entry of mailed payments, checks and money orders. Pay by Phone services required for motorists who don't have the ability to Pay by Web.**

**Question 27:**

Is the vendor required to provide adjudication/appeals review services? If so, what is the scope?

**Response: Adjudication review service may be required for an in-house review process. This process would be used prior to a motorists request for District Court**

**Question 28:**

What is the intended use case for the Motor Vehicle Administration (MVA) integration and the "cross-jurisdictional data access" referenced in the RFP? Specifically, is the MVA handheld lookup intended for PEOs to issue tickets for improperly registered vehicles?

**Response: Regarding the MVA (registration) handheld lookup, this requirement is hereby struck from the solicitation. Vendors are instructed to disregard this information for the purpose of their proposal submission.**

**Question 29:**

Can RVAPGC walk us through what the ideal end-to-end court workflow looks like from the moment a motorist requests a trial to final disposition?

**Response: This process is currently manual. The ideal end-to-end court workflow would be a majority electronic/integrated process.**

- **Motorists submit trial requests via mail, in person, and online**
- **Courts provide a calendar of availability as well as times and room numbers to be used.**
- **RVAPGC Processing Staff presets scheduling calendar once with dates received from the courts *or* integration with courts to complete this process**
- **RVAPGC Processing Staff schedules court dates based on order of receipt**
- **Docket generated and forwarded to the courts electronically**
- **Officer Docket and evidence provided electronically**
- **Court clerks complete the docket electronically based on verdict**
- **Docket returned to RVAPGC electronically/real time**
- **Docket verdicts entered in PMS electronically or by RVAPGC Processing Staff**

What are the requirements for a citation to be sent to court? For example, aged past 90 days unpaid, violator requests court date, etc.

**Response: Violator requests court date.**

**Question 31:**

Will admin users schedule hearings in PMS or Tyler system?

**Response: Admin users will schedule hearings in the PMS.**

**Question 32:**

Once a citation has been submitted to the court, does RVAPGC expect that record to continue to live and be managed within the PMS throughout the hearing process, or does ownership of that citation effectively transfer to Tyler until a verdict is reached and the case is returned?

**Response: The record continues to live and be managed within PMS throughout the hearing process.**

**Question 33:**

Can RVAPGC walk us through what the ideal end-to-end workflow looks like for an abandoned vehicle complaint — from the moment a resident submits a request through 311 all the way through to final case resolution?

**Response:**

- 1. Service request is entered by resident (by phone, online, mobile app).**
- 2. A service request number is assigned then pushed to appropriate agency (RVAPGC).**
- 3. Sales Force (PGC311) is currently integrated into our Tow Management System (TMS) where a record is created from the original service request.**
- 4. ServiceRequest is digitally distributed through automated means to a PEO for investigation and enforcement (preset criteria determines which officer based on locale).**
- 5. After officer assessment, photos/comments/notes and enforcement action are entered into the TMS/311 integrated system.**
- 6. TMS system provides officer with alerts for follow up (time to tow, new notice etc.)**
- 7. When impound action is needed, TMS system allows input of or automatically generates the following process data to include:**

- **Tow Rotation and selection of preselected tow vendors based on proximity and availability (creates equity)**
- **VIN**
- **MAKE/MODEL**
- **Location**
- **Tow Vendor**
- **Date/Time/location of impoundment**
- **Citations issued to vehicle**
- **Teletype information**
- **Additional photos, notes, etc.**

**Back End (Administrative Process when vehicle has been impounded):**

- 1. TMS system automatically populates officer record for admin processing (assigns Tow # and tracks each user and process)**
- 2. TMS system is prompted by admin to produce and ready for mailing the following pre-scripted records/notices:**
  - **Registered Owner Notification**
  - **Lien Holder Notification**
  - **Insurance Company Notifications**
- 3. The TMS system can process “Show Cause Hearings” and record verdict information.**
- 4. The TMS can populate payment data, and citation records related to the impounded vehicle.**

**Question 34:**

Is the expectation limited to call center and customer-facing activities, or does RVAPGC envision the vendor performing back-office functions such as payment processing, lockbox management, or data entry on their behalf? If data entry services are required, how many manual tickets are entered monthly? How many payments are manually processed monthly?

**Response: Lockbox services are for payment processing. We receive 200+ mailed payments per month.**

**Question 35:**

What is the average monthly inbound call volume for parking-related inquiries?

**Response: Incoming calls average between 1,300 and 1,500.**

What is the average monthly volume of customer inquiries received via email and online chat?

**Response: Email and online inquiries are minimal.**

**Question 37:**

What percentage of current contact center interactions require bilingual service, and which languages beyond English are needed?

**Response: On average 10% of our monthly call volume is Spanish.**

**Question 38:**

The RFP states the vendor may be asked to provide adjudication review services, can RVAPGC clarify whether this is expected to be a required component of the contract, and if so what is the anticipated volume of administrative reviews or appeals expected monthly?

**Response: Adjudication and review services are expected to be a component of the contract.**

**Question 39:**

What languages are pay-by-web and pay-by-phone required to be in?

**Response: English and Spanish**

**Question 40:**

What are the intended requirements for a 311 integration?

**Response: to allow seamless intake, tracking, and status updates of abandoned vehicle complaints submitted by residents.**

**Question 41:**

Can you clarify the requirement for an administrative tool for exception-based applications and the MIP fund accounting financial export?

**Response: This function allows staff to review and manage RPP applications that cannot be automatically processed due to missing information, disputes or exception requests. The system should support manual review workflow, case tracking, internal notes, and approvals for administrative decision making.**

**Requirements for the financial export include predetermined export formats, automated and scheduled exports and integration compatibility with the agency's financial platform such as MIP Accounting.**

**Question 42:**

How is the vendor expected to work with the court system?

**Report: Provide a solution for an end-to-end electronic workflow and integration.**