

**REQUEST FOR STATEMENT OF QUALIFICATIONS (RFQ) NO. 681-SH  
PARKING CITATION PROCESSING SERVICES**

**ATTACHMENT 1 TO BULLETIN NUMBER TWO  
QUESTIONS AND ANSWERS (Q&A)**

QUESTION NUMBER	RFQ LANGUAGE (IF PROVIDED)	PROPOSER'S QUESTION	COUNTY'S RESPONSE
1.		Please clarify if the PCPS must be fully hosted and operated by the contractor or if LA County will provide the infrastructure (server, database, networks) will be available?	Awarded Contractor is responsible for a complete PCPS solution, including a PCPS system (e.g., server, databases, networks, etc.), an electronic payment processing system, and support personnel responsible for processing not less than 276,000 parking citations per year, located at Contractor's corporate center.
2.		The county historically struggled with low collection rates on parking citations. How does the county define success in this RFQ, and what specific collection rate or delinquency targets should the PCPS system be designed to meet?	This Q&A document is restricted to questions regarding the current RFQ. Respondent's qualifications listed in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of the RFQ. As such, the County will not respond to questions regarding any future Request for Proposals (RFP).

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3.		Are there specific features the county wants to prioritize to improve collections, such self-service dispute resolution (on sight hearing). <b>How much flexibility does the county allow in designing these features to balance revenue optimization with fairness and transparency?</b>	Please refer to the County's response to question #2.
4.		We have decades advising defendants on how to challenge and reduce liability for parking citations. How should we present our deep understanding of systemic issues (common errors, dispute- prone citations) as a strength in designing a fair accurate efficient system, rather than a conflict of interest.	Please refer to the County's response to question #2.
5.		Are there common reasons why tickets go unpaid?	Please refer to the County's response to question #2.

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6.		Are there any specific capabilities or features that current or past citation-processing vendors have that the county particularly likes or wants to continue?	Please refer to the County's response to question #2.
7.		Are there any pain points or limitations that LA County has experienced with previous vendors (system downtime, weak reporting) that a new vendor should specifically address?	Please refer to the County's response to question #2.
8.		After the SOQ due date, what is the expected timeline for shortlisting qualified firms and moving to the next phase?	The RFQ review process is anticipated to take up to 4 weeks from the due date. The County anticipates releasing an RFP in summer 2026.
9.		Does the County require onsite support personnel for citation collections and/or any other task related to the RFQ?	Please refer to the County's response to question #1.