



THE CITY OF
SAN FERNANDO

CITY COUNCIL

Date: February 20, 2019

MAYOR
JOEL FAJARDO

VICE MAYOR
SYLVIA BALLIN

COUNCILMEMBER
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COUNCILMEMBER
ANTONIO LOPEZ

COUNCILMEMBER
HECTOR ANDRES PACHECO

RESPONSE TO QUESTIONS

Administrative Citation Processing Services Request for Proposals

1. Under the Scope of Service, it is stated, "The qualified firm will be able to provide customer service in both Spanish and English." Is this a mandatory requirement to have someone on our team that will be able to speak Spanish?

Response: The selected firm must meet the requirement outlined in Item #20 in the Scope of Service: Customer service representatives shall be available in both English and Spanish to provide instructions and information on general administrative citation policies and procedures, to handle complaints, and how to pay or contest citations.

2. Does the scope of this Request for Proposals include parking enforcement and parking citations?

Response: The scope of this Request for Proposals includes neither parking enforcement nor parking enforcement citations.

COMMUNITY
DEVELOPMENT
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