*Request for Proposals*

Virtual Permit Parking Management System



Parking Authority of Baltimore City

200 West Lombard Street, Suite B

Baltimore, MD 21201

443-573-2800

February 13, 2023

**Introduction**

Thank you for your interest in our Request for Proposals (RFP) for a Virtual Permit Parking Management System. The Baltimore City Parking Authority (“The Parking Authority” or “PABC”) is a quasi-public, non-profit corporation, organized under the laws of the State of Maryland, to oversee the management of the City of Baltimore’s (the “City”) On-street and off-street parking facilities and programs. PABC is governed by its five-member Board of Directors, and its staff is employed to administer the agency’s programs and carry out the decisions of the Board. More information about the PABC can be found at [Baltimore City Parking Authority](http://archive.baltimorecity.gov/Government/QuasiAgencies/ParkingAuthority.aspx) .

This RFP should give respondents the criteria and information PABC will use to evaluate all submissions and help form the basis of a contract between PABC and the winning respondent. The effect of any irregularities in this RFP, the submissions received, the review process and/or the award of a contract is within the sound discretion of the Parking Authority. No rights or legal causes of action shall accrue to any bidder due to this process.

PABC is soliciting competitive proposals from qualified software developers for a Virtual Permit Parking Management System (VPP). A Virtual Permit Parking Management System is defined as a system that uses vehicle license plates as parking credentials. This system should be able to issue and track parking permits. It must also be able to communicate with Baltimore City Department of Transportation’s (BCDOT) current system to enforce the parking permits. This document outlines the scope of work and all the desired design specifications for a respondent to offer PABC a Citywide Virtual Permit Parking Management System.

Currently, residents who reside within the 41 Residential Permit Parking (RPP) areas must initially apply for permits and show proof of residency within an RPP Area. PABC staff verifies residency and vehicle information before issuing a Permit. Permits are issued as decals for residents and placards for visitors. Most RPP areas issue a limited number of visitors permits per household, the quantity of which is determined by the RPP area.

PABC desires to engage a single entity to design, develop, supply, install, support, and maintain a secure, complete suite of virtual permit parking management software for the City of Baltimore.

Thank you for your interest,

The Baltimore City Parking Authority

(443) 573-2800

**TABLE OF CONTENTS**

Proposal Cover Page

The **Proposal Cover Page** must be completed and signed by Respondents, and then enclosed in a “sealed” 8 ½ by 11-inch envelope. The sealed envelope is to accompany the Master Copy and seven (7) copies of the Respondent’s proposals submitted in accordance with the procedures detailed in Section IX of this RFP.

The information identified below as “Public Information” on this **Proposal Cover Page** will be publicly disclosed at the Parking Authority’s Board of Directors Meeting on April 11, 2023 at 4:00 p.m.

**RFP NUMBER:** **OPS-02-2023**

**ISSUE DATE**: **February 13, 2023**

**TITLE:** Virtual Permit Parking Management System

**ISSUING AGENCY**: Parking Authority of Baltimore City

200 West Lombard Street, Suite B

Baltimore, MD 21201

**CLOSING DATE:** **March 27, 2023**

**PUBLIC INFORMATION:**

NAME AND ADDRESS

OF FIRM: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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BY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (Signature in ink)

TITLE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CONTRACT PRICE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(See Section VIII, Paragraph #4 of this RFP.)

The Contract Price is the total of all Parking Authority expenses associated with the Respondent’s supply of the VPP System for the initial 7-year term.

Respondent’s Submission Agreement

RFP NUMBER **OPS-02-2023**

ISSUE DATE: **February 13, 2023**

TITLE: Virtual Permit Parking Management System

ISSUING AGENCY: Parking Authority of Baltimore City

200 West Lombard Street, Suite B

Baltimore, MD 21201

Nichelle Bolden

Contract Administrator

(443) 573-2824

CLOSING DATE: **March 27, 2023**

CONTRACT: The selected Prime Contractor will execute a contract with the Parking Authority of Baltimore City. All proposals should contain this Submission Agreement statement, which indicates the Prime Contractor’s willingness to accept a written contract and to agree to the inclusion of this RFP, the Prime Contractor’s proposal, and all subsequent written material relevant thereto in the contract.

SUBMISSION

AGREEMENT: In compliance with this Request for Proposals, and to all the conditions imposed herein, the undersigned agrees to provide a Virtual Permit Parking System in accordance with the attached signed proposal, or mutually agreed upon subsequent negotiations.

FEDERAL EMPLOYEE ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME AND ADDRESS

OF FIRM: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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 (Signature in ink)

TITLE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TELEPHONE NUMBER: (\_\_\_\_\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TELEPHONE NUMBER: (\_\_\_\_\_\_\_\_\_\_\_) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Section I – General Information

1. **Issue Date**

The issue date of this RFP is **February 13, 2023**

For a complete schedule of events for this RFP, see Section II.

1. RFP Coordinator

Upon release of this RFP, all Respondents’ communications must be directed to the RFP Coordinator listed below:

RFP Coordinator: Nichelle Bolden

 Contract Administrator

 Parking Authority of Baltimore City

 200 West Lombard Street, Suite B

 Baltimore, MD 21201

E-Mail: contracts@bcparking.com

(Alternate) Shamir Cole- Butler

 Manager, Residential Permit Parking

 Parking Authority of Baltimore City

 200 West Lombard Street, Suite B

 Baltimore, MD 21201

 E-Mail: shamir.cole-butler@bcparking.com

1. RFP Modification

PABC reserves the right to change the RFP Schedule or issue addenda to the RFP at any time. PABC also reserves the right to cancel or to reissue the RFP, in whole or in part, and for any reason, at the sole discretion of PABC, at any time prior to the execution of the contract. If it is necessary to revise any part of this RFP prior to the due date for submission of the proposals, an addenda will be posted to PABC’s website [Parking Authority / RFP/RFQA&B](http://archive.baltimorecity.gov/Government/Quasi-Agencies/ParkingAuthority/RFPRFQAB.aspx).

For Respondents to receive an **“email alert”** of the addenda, responses to questions, or other documentation of changes or modifications with respect to the RFP posted on PABC’s website, please email the RFP Coordinator your contact information.

Respondents are encouraged to sign up for **“email alerts**” as soon as possible after the Issue Date.

1. **Questions and Inquiries**

Questions and inquiries must be submitted in writing (email is acceptable) to the RFP Coordinator, at contracts@bcparking.com by **4:00 p.m. on March 6, 2023.**  Questions or requests received after this deadline shall not be considered.

A summary of all substantive questions and answers will be posted on PABC’s web site [Parking Authority / RFP/RFQA&B](http://archive.baltimorecity.gov/Government/Quasi-Agencies/ParkingAuthority/RFPRFQAB.aspx) on or before **March 13, 2023**. All Respondents who have signed up to receive **“email alerts”** will receive an alert when the summary of questions has been posted to the website.

1. **Closing Date for Proposals**

**The deadline for receipt of proposals is 4:00p.m., March 27, 2023.** Respondents who submit their proposals by mail or delivery service should allow sufficient mailing and delivery time to ensure receipt by the RFP Coordinator by the time and date stated above.

The **Proposal Cover Page**, located on Page 4 of this RFP, must be completed, signed by Respondents, and then enclosed in a “sealed” 8 ½ by 11-inch envelope, marked “Cover”. The sealed envelope is to accompany the Master Copy and seven (7) copies of the Respondent’s proposals submitted in accordance with the procedures detailed in Section IX of this RFP.

The information on the **Proposal Cover Page** will be publicly disclosed at the Parking Authority Board of Directors Meetings at **4:00 p.m., on April 11, 2023.**

1. **Issuing Office**

The Baltimore City Parking Authority issues this RFP. All proposals, whether mailed or hand delivered, must be received by **4:00 p.m.**, **March 27, 2023 at**:

Baltimore City Parking Authority

200 West Lombard Street Suite B

Baltimore, Maryland 21202

Attention: Nichelle Bolden

All responses to this RFP shall be based on the material contained in this RFP, and any addenda or amendments which may be made to the RFP.

Final Selection

PABC reserves the right, at its sole discretion, to reject any or all proposals for any reason, prior to the execution of a contract, with no penalty to PABC. PABC reserves the right to refrain from contracting with any Respondent. The issuance of this RFP does not compel PABC to procure any services or to enter into contract negotiations. The final selection, if any, will be the proposal that, in the opinion of PABC, best meets the requirements set forth in this RFP and is in the best interest of the Parking Authority and the City of Baltimore.

Errors in Response

PABC will **no**t be held liable for any errors in proposals from Respondents. Respondents may not alter proposal documents after the deadline for submission of the proposals. PABC reserves the right to waive minor irregularities in the responses, or to make corrections or amendments to the response due to errors identified by PABC or the Respondents. This type of amendment will only be allowed for errors such as typing, transposition, omission, or any other obvious error. Any changes will be date and time stamped and attached to the response. All changes must be coordinated in writing with, authorized by, and made by the RFP Coordinator. Respondents are liable for all errors or omissions contained in their responses.

**9. Incurring Expenses**

Neither PABC nor the City shall be responsible for any cost incurred by any Respondent in preparing and submitting a proposal or any requested supplemental information in response to this RFP.

1. **Duration of Proposal**

Proposals, including terms, conditions, and prices, are valid and irrevocable for one hundred and twenty (120) days following the final date for submission of proposals.

1. **Public Information Act Notice**

PABC is subject to Maryland law regarding public access to records and information. Responses to this RFP and any contract executed in response to this RFP shall be a public record, as defined in Maryland State Law. Any specific information that is claimed by a Respondent to be confidential or proprietary must be clearly identified as such. To the extent consistent with Maryland law, PABC shall maintain the confidentiality of all such records marked confidential or proprietary. If a request is made to view any information deemed confidential or proprietary by Respondent, PABC will promptly notify the affected Respondent(s) of the request and the date that such records will be released to the requestor unless the Respondent deeming those records proprietary or confidential obtains from a Maryland court a protective order or other injunctive relief from disclosure. If the Respondent fails to obtain a court order protecting the disclosure prior to the release date, PABC will release the information to the requestor.

The scope of service included in the RFP response of the successful Respondent will be included in the resulting contract. Therefore, as part of a public quasi-city PABC contract; the entirety of the Respondent’s response will be subject to public disclosure regardless of any claim of confidentiality or previously applicable statutory exemption. Nevertheless, should the Respondent obtain a court order from a court of competent authority prohibiting disclosure of parts of its proposal, PABC will comply with the court order. The burden is upon the Respondent to evaluate and anticipate its need to maintain confidentiality and to proceed accordingly.

The PABC’s sole responsibility shall be limited to maintaining the above data in a secure area and to notify Respondent of any request(s) for disclosure within a period of three (3) years from date of award. Failure to adequately notify PABC of materials or records that are deemed “confidential” as required above, or failure to timely respond after notice of request for public disclosure has been given, shall be deemed a waiver by the Respondent of any claim that such materials are exempt from disclosure.

1. **Compliance with the Law**

By submitting an offer in response to this RFP, the Respondent selected for award agrees that it will comply with all Federal, State, and City laws, rules, and regulations applicable to its activities and obligations under this RFP and the Contract.

**Section II – RFP Schedule**

|  |  |
| --- | --- |
| **Event** | **Date** |
| * Issue Request for Proposals (RFP)
 | **February 13, 2023** |
| * Deadline for Questions
 | **March 6, 2023** by 4:00 p.m. |
| * Addendum (if any)
 | **March 13, 2023** |
| * Deadline for Proposals
 | **March 27, 2023** by 4:00 p.m. |

Section III – Purpose and Goals

PABC is soliciting competitive proposals from qualified contractors to design, implement, support, and maintain a secure, web- based virtual permit parking management system for the City of Baltimore.

The goals of this RFP are as follows:

1. To implement a full Virtual Permit Parking Management System including the following features (listed here for illustrative purposes only and not meant to be an all-inclusive list):
2. E-commerce sale of Parking Permits.
3. An on-line customer website and call center allowing permit parking transactions 24 hours per day, 7 days a week, 365 days a year. The vendor needs to demonstrate compliance with payment card industry (PCI) level 1 standards to protect credit card transactions.
4. The customer website should be designed to support desktop and mobile operation systems.
5. The ability to check if Maryland Registered vehicles are registered to an RPP eligible address using an API integration with the Maryland Motor Vehicle Administration (the “MVA”) as part of processing permit applications.
6. Lists terms of use for visitor permits and other permit types for each area while preventing customers from violating the terms of use.
7. A Phone Application (Android and IOS compatible) to provide all features of the customer website & an optimized interface for using and allocating use of visitor permits.
8. To connect and integrate the VPP Software with all existing Parking Enforcement software and hardware.
9. Provide data in real time to Parking Enforcement devices with minimal keystrokes and allow 24/7 enforcement operations. Real time data should identify which vehicles have valid permits in the RPP area that is being queried and what permit type is associated with the vehicle.

**Section IV – Scope of Services and Design Criteria**

The Vendor will provide and comply with the Scope of Services and the Design Intent provided in this Section.

1. **Scope of Services – Personnel, Project Management and Coordination**
2. Provide key personnel, including Project Manager, Lead Developer, Software/Systems Tester, and Data Security Manager.
3. Participate in a kick-off meeting with PABC and pertinent agency stakeholders.
4. Prepare a comprehensive project plan, project schedule, a requirements document, and work breakdown structure.
5. Provide in-depth administrative training along with training materials.

1. Coordinate all aspects and phases of the project from software design and development, to testing, and then full implementation.
2. Engage; be contractually responsible for; and oversee the work of all subcontractors.
3. Provide outreach and marketing support to communicate with the public.
4. Provide resources and staffing to assist in developing and implementing an outreach, training, and marketing strategy.
5. Produce and provide a comprehensive branding and marketing plan, which must be approved by the Parking Authority’s Communication Manager.
6. Implement outreach materials for training, such as how-to brochures and training videos.
7. Provide examples of reporting and pictures of system graphics and User interface for PABC review.
8. Provide 15 licenses for PABC Administrative use.
9. Provide an administrator tool to allow the ability to modify and configure simple workflows.
10. Allow a testing period and system revisions for the system service components before deployment to test functionality and customer use.
11. Provide graphic design support to plan, analyze, and create visual solutions for communication and training; to include but not limited to illustration, photography, animation, video and various print and layout techniques; produce promotional displays, communication materials (brochures, posters, fact sheets, etc.), and signage systems.
12. Respond to and address comments received during the permit review process to ensure all concerns are addressed.
13. **Scope of Services – Design Criteria, and Standards**

As stated in Section III, PABC seeks to implement a Virtual Permit Parking management system.

The VPP System shall be ODBC compliant. Any data converted or prepared pursuant to this Agreement (including existing data converted for import into the System) shall be accessible via ODBC and must be able to be imported to PABC windows-based software for internal reporting/analysis.

The System shall use online application form(s) and graphic interfaces developed by the vendor. All the fields required by PABC’s current permit application shall be incorporated into the VPP System. Scheduled maintenance will be announced and performed at intervals that will minimize interruptions or access to the system. The System must integrate with Active Directory for administrative roles.

Online credit card payments made by permit applicants shall be sent through PABC’s third party credit card processor (accepting Visa, Mastercard, Discover and American Express).

PABC shall be able to monitor all credit card activity on-line to reconcile permits and transactions with revenue (a transaction number associated with each application would be most desirable). Residents will be able to purchase all permits with one transaction. PABC should be able to refund Residents all or a portion of their payments when necessary, and the System shall be able to recognize and reconcile refunds in the revenue stream.

The customer website shall have 24 hours, 7 days a week, 365/366 days (about 1 year) a year access for customers to perform permit parking transactions.

The VPP System should support real-time data transfers using API translations to all connected parties, including data export in SQL or.csv formats to parking enforcement partners. ‘Real time’ connections, as referenced in this RFP, is defined as approved permit data being transferred from the VPP system to enforcement systems and handhelds within 100 seconds (about 1 and a half minutes) of creation at least 99.9% of the time.

VPP system must be able to manage virtual and paper permitting (hybrid).

The VPP System shall include a business continuity plan to ensure a Recovery Point Objective of every 12 hours, 8 hours, 4 hours, 1 hour and 15 min. Please include the cost for each time limit. Also, a Recovery Time Objective of every 24 hours, 12 hours, 8 hours, 4 hours, 2 hours, and High Availability. Please include cost for each time limit.

The vendor must indemnify the City against all adverse intellectual property claims arising out of the software used to build the system.

The VPP System must be operational no less than 99.9% of the time, measured monthly, and be able to accommodate high daily customer volume demand of upwards of 23,000 customers using the system a day.

The VPP system must have specified time limits for system upgrades so that it does not interfere with Parking Enforcement Operations. i.e., 2 am – 6 am.

The VPP system must alert administrators of system outages/ errors immediately to provide customer notification.

The VPP System must allow for customizable email responses to be sent to customers when approving or denying applications, or to inform customers that more documentation is needed.

A data migration of all historical data into the new system will be necessary, according to PABC preferences. All data includes:

* + All property information
	+ RPP area information, such as eligible properties and number of allowed permits at each property.
	+ Existing Customer accounts,
		- vehicle information
		- Parking permit data.

The following design criteria and standards shall govern this RFP.

**Customer Application:**

* The Customer application site should include, but not be limited to, the following characteristics:
* Since the vendor will be processing, storing, and transmitting personally identifiable information (PII), the vendor needs to agree to the security requirements in the City’s security contract rider.
* Each customer will have a profile that maintains their address, phone number, e-mail address and messages sent to them.
	+ - When a permit application is submitted, modified, or approved, notification is sent to the customer’s account & to their personal e-mail.
		- When a visitor pass is allocated for use, notification is sent to the customer’s account and to their personal e-mail.
* Allows for sale of all parking permits to customers via the public website. That includes vehicle permits, visitor permits, and specialty permit types.
* Sets a maximum number of permits that may be sold per property, by permit type, annually. Each property will have several limited permits available for controlled sale. Each property will have permits available based on the RPP Area in which it is designated.
* Clearly identify when the maximum number of permits have been acquired for a residence.
* Allowing for permit sale contingent upon another permit’s sale. Permits must be offered to customers online in one transaction along with all other desired permits.
* Allow for online credit card payments, via Mastercard, Discover, Visa and American Express through PABC’s designated merchant services provider.
* Include a “shopping cart” feature that allows the maximum number of permits to be purchased in one transaction, according to the rules and limitations of the permit area. This shopping cart should be visible to online customers during all stages of purchasing permits; and should display the number of items in the cart along with the subtotal.
* Provide a “Frequently Asked Questions” (FAQ) page and help menu which may be revised by PABC
* Provide tutorials that will be posted on the customer portal. Tutorials should provide clear and concise instructions for purchasing new permits, renewing permits, sharing, and scheduling visitor permits and updating vehicles/plate numbers.
* Provide customers a mechanism to self-service “Forgotten Login IDs and Passwords’ using industry best practices. The function should include a security question to automatically email password reset link and username to the customer in separate emails.
* Prevent customers from purchasing a Permit in any way that violates policy.
* Protect private information from unauthorized access
* Allow partially completed on-line applications for permits to be saved and completed at another time.
* Provide a drop-down menu of customary choices for particular fields of entry. Very common entries should be pre-populated, with a drop-down menu for other choices. Drop-down menus for addresses should include only street names that are eligible for permits.
* Provide printable receipts for permits purchased online that can be customized to PABC specifications. The System should allow specific notes to be added by PABC staff.
* Allow for easy customer login to the customer portal, which utilizes email addresses or usernames as log-in credentials. Customers at the login screen should be prevented from entering driver’s licenses for this field.
* Provide “RPP Area Pages” that Residents of each RPP Area can refer to and easily find information regarding their area, such as:
	+ - Expiration date for current permits
		- Display starting and ending dates for permit renewal periods
		- Contact information for RPP Liaison/Area Representative for that RPP area, including a hyperlink to the RPP Liaison/Area Representatives’ email address.
		- Hyperlinks to the RPP Required Documents page and to the site for purchasing permits
		- The maximum number of Resident Permits and Visitor Permits that may be acquired per eligible property for that specific RPP Area
* Provide the ability to post various informational web links on the customer portal
* Allow Customers to designate the vehicle that will park in an available off-street parking space and which vehicle will receive a Permit.
* Assign visitors’ license plates to virtual visitor passes
* Check if Maryland Registered vehicles are registered to an RPP address using an API integration with the MVA as part of processing applications.
* Require customers to fulfill off-street parking requirements in eligible areas before decal purchase in the areas which this applies.
* Ability to share visitor permit use privileges with anyone who resides at same RPP property.
* A Phone App (Android and IOS compatible) to provide all features of the customer website & an optimized interface for using and allocating the use of visitor permits.
* Provide a plate-checker feature for residents to confirm permit registration. Plate-checker feature is an online site or app that allows residents to check if a vehicle has a valid permit to park in the area.

**Call Center**

Throughout the Term, the vendor will operate a 24-hour, toll-free, call center for Residential Permit Parking Customers. This call center will allow existing RPP customers to renew their existing parking permits and request/pay for new permits. This call center will also allow new permit applicants to apply for parking permits as first-time customers using solely the call center.

* + - Residential Permit Parking customers can call in to request visitor passes and party passes throughout this service contract.
		- There will be a touch-tone directory that allows RPP customers to ask for a live person. Once a touch-tone selection is made, customers will be informed of current wait times.
		- All call center staff, who work with PABC customers and/or data, must be fully trained and have an online training manual available to them.
		- An audible alert that will identify projected customer wait time before speaking with a representative.
		- Call Center to submit bi-weekly reports to PABC about average handle time (AHT) while speaking to an operator and average wait time (AWT) before being helped by an operator.

**Online Administrative Site**

The System should have an accessible administrative site with restricted levels of access. PABC should be able to set the security levels of access. The System should allow for standard predefined and ad hoc reporting, administrative approvals, denials, and changes to residential permit applications. These should be available daily and provide a clearly defined audit trail from transaction initiation to completion. PABC should be able to change and modify the customer portal webpage or administrative site at any time.

The System must:

* Allow staff to add, delete, override, and refund revenue – tracking and recording such actions.
* Provide distinct levels of access for PABC staff, management, and finance team. There should be at least 3 in-house PABC accounts that have financial and permit control to override rights. At least one call center staff member should be designated as well.
* Allow staff to easily add, delete and edit Customer accounts/records while tracking and showing change history.
* Provide the ability for customizable email blasts to be sent by PABC to residents of one or multiple RPP Areas, simultaneously, to provide them with news and information.
* Set and limit the number of visitors permits issued to each property according to each RPP Area’s specifications.
* Provide a live chat feature that will give administrators the ability to dialogue with customers regarding their applications. This tool would be used by PABC Staff, during normal business hours.
* Be able to provide a paper permitting option for a hybrid system.
* Allow PABC staff to accept check, money order, or credit card payments including EMV chip credit cards and or swiping of magnetic strip on credit cards for in office sale of permits. All transactions must be compliant with Personal Credit Card Data Safety Standards for all transactions.
* Audit and track changes of all system information and system setting changes performed by administrators or customers.
* Allow PABC staff to indicate the number of available off-street parking spaces for each address in participating areas.
* Allow staff to search from different fields, with accessible drop-down menus.
* Set dependencies for online and in-house sales and ensure prerequisites are met.
* Allow PABC Staff to flag or prohibit specific Vehicles and/or properties from obtaining a permit.
* Check to see if a vehicle has a current permit, and what type of permit. Real time.
* Allow time limitations and frequency of use of permits to be set.
* Provide the ability to set-up one day passes with restrictions established by area.
* Integrate with the following public agency databases:
	+ Maryland Motor Vehicle Administration (MVA)
	+ Baltimore City Zoning/Planning
	+ Baltimore City Real Property Tax Database

**Training and support**

The Vendor should provide online training materials, to be made in partnership with PABC. This handbook will be made available to PABC administrators and the vendor’s designated Call Center staff. The Vendor should provide email and telephone support to PABC staff with reasonable response times.

**Reporting**

The system should provide a basic system structure of information on each of the main data categories 1-Customers, 2-Vehicles, 3-Properties, 4-RPP permit area, 5-Permits, 6-Notes.

All interlock with each having interrelated dependencies on the number of permits available, what type of permits are available to each vehicle type, and the ability to change each.

Reporting should follow the same level of administrative access.

The System should generate the following reports:

Can perform quick, ad hoc reporting to search all stored data in the system, including but not limited to:

* + - Vehicles with active permits over selected date range.
		- Permits sold over date range & number of permit orders placed by customers per day.
		- Vehicles with active permits by RPP area &/or RPP block face over date range or current.
		- Number of permits sold over date range for entire system, number of permits sold over date range by RPP area.
		- Number of pending applications, number of completed permit applications over a date range.
		- Reports generated using this system should be displayed in the software provided and allow for sorting in the software without having to export as a csv file that must be opened in Excel or Access.
* Reporting analysis for administrators with modifiable search parameters capable of ad hoc reporting plus standard report types. Standard reporting types to include:
* Financial daily reconciliation, showing order number, credit card transaction ID, the amount paid for each order, and payment type, with a display of financial corrections.
* RPP area report showing active permits for said area, active permits per property, and active permits per permit type.
* The off-street parking report displays the number of properties with off-street parking spaces by RPP area. Also, displays the number of active permits assigned to each space.
* Address/Permit Report: report shows what properties in an RPP area have On-street parking requirements alongside eligibility and fulfillment of visitor & resident vehicle parking permits.
* Permit Report by Block face: report shows what vehicles have area permits per block face.
* Active Permit Report: verify how many permits are active in an RPP area by time including type of permit used, and with vehicle tag information.
* Automatically generated daily reports to include, but not limited to:
	+ - Number of customers applied to the system as NEW over past 24 hours
		- Number of properties added to system by administrators
		- Number of customers added to the system by administrators,
		- How many documents are reviewed,
		- How many messages were sent to customers
		- How many permits were approved/denied.
		- A daily report shall be provided to PABC administrators to see what call center transactions were performed and what average wait times are for customers. PABC must also be able to run reports to see the average transaction time.

**Parking Enforcement**

* The Permit management system will:
	+ Connect and integrate with all existing parking enforcement software and hardware including License Plate Recognition Cameras and Handheld devices. If there are any certifications or fees required to integrate with Enforcement’s Vendor, this will be paid for by the Vendor awarded this contract. At the time of this document’s creation the Vendor used by BCDOT Enforcement is GTechna.
	+ Provide Real- time data to Enforcement devices with minimal keystrokes and allow 24/7 enforcement operations. Real-time data should identify what vehicles have permits, in what RPP areas the permits are valid, and what permit type is associated with the vehicle.
	+ 99% of the time there must be no more than a 100-second lag time from input & approval of permit applications to when the data is shared with parking enforcement handhelds.
	+ Real-time sharing between databases, allowing for seamless display of vehicle information and permit eligibility in existing software, with no more than 5-minute refresh rates.
	+ Software will allow administrators to see timestamps of when a vehicle received its parking permit.

**Section V –** **Contractual Requirements**

Respondent should be prepared to accept a contract with PABC resulting from this RFP, which will incorporate the following requirements:

1. A 7-year contract with two optional 1-year extensions.
2. The contract will incorporate all City and Other Requirements stated in Sections VI and VII of this RFP, respectively.
3. The final contract document will be submitted to the Baltimore City Board of Estimates for approval. Approval by the City of Baltimore Board of Estimates is a condition precedent, required for any contract or other transaction resulting from this RFP. Any supplemental contracts or subsequent agreements shall also require approval of the Baltimore City Board of Estimates as a prerequisite.
4. The project shall commence no later than thirty (30) days after the contract is approved by the Baltimore City Board of Estimates.
5. During the evaluation and/or negotiation process, the PABC has the right to require any clarification or change it needs to understand the Contractor’s approach to the project and view of the scope of the work. Any changes to the proposal will be made before executing the contract and will become part of the final contract. The recommended Contractor must complete all questionnaires provided by the PABC and/or the City, including current contracts, reference contact information, and history.

**Section VI – City Requirements**

PABC intends that the winning Contractor will comply and/or satisfy the City Requirements applicable to the project. All Respondents to this RFP will be expected, as part of their proposals, to provide the certifications or other documentation detailed in this Section, as evidence of compliance. It is the responsibility of the Respondent to ensure that that all necessary documents evidencing compliance with the City Requirements listed below are completed. Failure to submit the completed documents may result in a proposal being rejected as “non-responsive”.

1. **MBE/WBE Goals**: It is the policy of the City of Baltimore that minority and women–owned business enterprises should have the maximum opportunity to participate in any and all components of the Project.

The MBE/WBE Goals for the project established by MWBOO are as follows:

MWBOO has waived this requirement. While MWBOO has been waived, it is recommended that respondents seek to be responsive as possible.

If Respondents have any questions regarding the MBE/WBE certifications or other questions regarding the MBE/WBE goals, please contact:

Minority and Women’s Business Opportunity Office

City Law Department

Room101, City Hall

100 North Holliday Street

Baltimore, MD 21202

 (410) 396-4355

1. **Baltimore Apprentice Trainee Program (BATP)**: the City of Baltimore has established an Apprentice Training Program for all City construction projects of $1 Million dollars ($1,000,000.00) or more to participate in an Apprenticeship “On the Job” Training Program certified by the State of Maryland.

If BATP is applicable to a proposal being submitted under this RFP, see **Exhibit E** for **BATP Certification** forms.

The Baltimore City Department of Human Resources is responsible for management and oversight of the BATP. For additional information, please contact the BATP Project Manager, at (410) 396-1411.

1. **Local Hiring Law, Employ Baltimore, and Youth Works Executive Order Goals:**

In responding to this RFP, the Contractor covenants and agrees to comply with the City’s Local Hiring Law, Executive Order regarding Employ Baltimore, and Baltimore City Youthworks, and to work cooperatively with the Mayor’s Office of Employment Development (MOED). For additional information about any MOED program, contact the Business Services Program Manager, at (443) 984-3014.

* 1. **Local Hiring Law**: pursuant Article 5, Subtitle 27 of the Baltimore City Code, , effective December 23, 2013, the Local Hiring mandates that, at least 51% of the new jobs required to complete the contract, must be filled by Baltimore City residents. The Local Hiring Law applies to every contract greater than $300,000, unless MOED grants an exception under the Local Hiring Law.

Within two (2) weeks of the Board of Estimates approval of the contract, the Contractor shall contact MOED to arrange an employment analysis and review the workforce plan required for the contract. The Contractor will not receive any payment under the contract unless the employment analysis is performed by MOED. See **Exhibit G** for documentation related to the Local Hiring Law.

If the **Local Hiring Law** is applicable to a proposal greater than $300,000, the Respondent shall submit a written statement, **Local Hiring Statement of Compliance,** confirming their agreement to comply and work cooperatively with MOED to satisfy the requirements of the Local Hiring Law, or to seek a waiver.

If the **Local Hiring Law** governs the Prime Contractor’s response to this RFP, Respondents should skip Paragraph b, **Employ Baltimore, below** and go directly to Paragraph c.

* 1. **Employ Baltimore**: Pursuant to Executive Order, dated June 9, 2011, all contracts between $50,000.01 and $300,000.00 shall submit an **Employ Baltimore Certification** Statement, attached as **Exhibit G**, with its RFP response agreeing to post all new job openings with MOED and to provide periodic employment reports during, and at the end of the contract.
	2. **Baltimore Youthworks**: Pursuant to a Mayor’s Executive Order, the Prime Contractor submit the **Baltimore Youthworks Certification,** attached as **Exhibit H**, as part of RFP Submission.

**Section VII – Other Requirements**

1. The Prime Contractor shall procure and maintain during the life of this contract the following required insurance coverage:

|  |  |
| --- | --- |
| Commercial General Liability:  | $1,000,000 combined single limit each occurrence for bodily injury and property damage. $3,000,000 aggregate and completed operations. |
| Umbrella Excess Coverage | $5,000,000 |
| Workers’ Compensation | Coverage A – StatutoryCoverage B - $1,000,000 |
| Business Automobile Liability: | $1,000,000 combined singe limit |

1. The Mayor and City Council of Baltimore, its elected/appointed officials, and its employees; and the Baltimore City Parking Authority and its employees shall be covered, by endorsement, as additional insureds with respect to liability arising out of activities performed by, or on behalf of, the Prime Contractor in connection with the prospective Agreement.
2. The Contractor shall furnish the Parking Authority a Certificate of Insurance with a copy of the additional insured endorsement as verification that coverage is in force. The Parking Authority reserves the right to require complete copies of insurance policies at any time.
3. The Contractor’s insurance shall apply separately to each insured against whom claim is made and/or lawsuit is brought, except with respect to the limits of the insurer’s liability. To the extent of the Contractor’s negligence, the Contractor’s insurance coverage shall be primary insurance as respects the City, its elected/appointed officials, employees, and agents. Any insurance and/or self-insurance maintained by the City, its elected/appointed officials, employees, or agents shall not contribute with the Contractor‘s insurance or benefit the Contractor in any way.
4. Coverage shall not be suspended, voided, canceled, reduced in coverage or in limits, except by the reduction of the applicable aggregate limit by claims paid, until after forty-five (45) days prior written notice has been given to the Parking Authority. There will be an exception for non-payment of premium, which requires ten (10) day notice of cancellation.
5. Insurance is to be placed with insurers with a Best’s rating of no less than A: VII, or, if not rated with Best’s with minimum surpluses the equivalent of Bests’ surplus size VII and must be licensed/approved to do business in the State of Maryland.
6. Failure to obtain insurance coverage as required or failure to furnish Certificate(s) of Insurance as required may render the prospective contract null and void; provided, however, that no act or omission of the Authority shall in any way limit, modify or affect the obligations of the Contractor under any provision of the prospective contract.
7. Neither the Contractor nor the Parking Authority shall be liable to the other for having caused or contributed to any occurrence which gives rise to a casualty or claim required to be insured under the prospective contract. All policies of insurance to be obtained by the Contractor shall provide that any loss shall be payable notwithstanding any act or omission of the Authority or Contractor that might otherwise result in a forfeiture or disclaimer of such insurance by the carrier. The insurance carried by the Contractor shall provide for (i.e., consent to) the waiver of subrogation against the Authority.
8. The Contractor shall indemnify, defend, and hold harmless the Parking Authority, the City, its elected/appointed officials, employees, agents, and volunteers from any and all claims, demands, suits, and actions, including attorney’s fees and court costs, connected therewith, brought against the Parking Authority and/or City, its elected/appointed officials, employees, agents, and volunteers, arising as a result of any direct or indirect, willful, or negligent act or omission of the Contractor, its employees, agents, or volunteers, EXCEPT for activities caused by the sole negligent act or omission of the Parking Authority and/or City, its elected/appointed officials, employees, agents, and volunteers arising out of the prospective Agreement.
9. Bonding will not be required by the Parking Authority for the project.

**Section VIII – Proposal Content**

Proposals should be prepared simply and concisely, providing straightforward descriptions of capabilities, scope of services, design intent, product data, pricing, schedules etc. to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content. Each copy of the proposal shall be contained in a single volume and bound (except for the Master Copy) with a comb binding or similar binding. All documentation submitted with the proposal should be contained in that single volume.

Proposals should be organized into nine sections, as described below, to be considered responsive. All pages of the proposal should be numbered, and the sections should be separated by a tab or divider. The proposal should contain a table of contents which cross references the nine sections or Tabs listed below.

Additional information which the Respondent wishes to present that does not fall within any of the requirements of the RFP should be inserted in an appropriate place or be attached at the end of the proposal and designated as additional material.

Proposals should be prepared on 8 ½ x 11-inch paper; however, 11 x 14-inch paper is permissible for drawings, renderings, charts, spreadsheets, etc.

1. **Cover Page** (TAB 1 Limit to one page.)

Submit the **Respondent’s Submission Agreement**, located on Page 6 of this RFP, and signed by a representative of your organization who can officially represent the Respondent for this submission.

The copy containing the original signatures on the **Respondent’s Submission Agreement** should be included in the unbound “Master Copy.” See Section IX, Paragraph #4 for additional instructions.

The Contract price is the total of all Parking Authority expenses associated with the Respondent’s supply of the VPP System for the initial 7-year term.

1. **Contractor’s General Qualifications, Previous Experience, and Identification of Team (**TAB 2 Limit to ten pages.)

Respondents must demonstrate in the proposal, using previously completed projects and references, their qualifications in developing and implementing Virtual Permit Parking Management Systems. To be considered responsive, Respondents must, at the time of the proposal, be an established business with all required licenses, facilities, equipment, and trained personnel necessary to perform the work as specified in this RFP.

Please provide the following:

1. History and organization of the Contractor firm (i.e., ownership, location, size of company, number of years in business, etc.) that demonstrates the business and general ability of the Respondent to perform the project.
2. Identify the Project Manager for the Virtual Permit Parking Management System project including his or her bio or resume.
3. Identify any other key or team members from the Contractor’s firm who will be involved in the project.
4. Identify all subcontractors or service providers that will be part of the project team.

Include for each subcontractor or service provider the following: the area of the job or service that will be handled by the subcontractor or service provider, their office location, and the name of the subcontractor’s project manager

1. Identify work on the project that the Contractor intends to self-perform.

1. For the Contractor, list and describe three completed Virtual Permit Parking Management Systems.
2. Provide three (3) references. Please include the name of the individual to be contacted, the name of the business or the project, description of the project, telephone number and email address.
3. **Description of Scope of Work proposed by Contractor**

(TAB 3 There is no limit on the number of pages that may be included under this section.)

Respondents must give detailed descriptions of the scope of work under the proposal.

A document containing detailed specifications of the System the Respondent offers and how the Vendor’s System will meet each aspect of the Scope of Services (section II of this RFP) including the General Specifications, Technical Specifications, Operational Specifications, Evaluation Testing, System Implementation, and Technical Support and Maintenance.

A Complete description of equipment and materials to be provided and services to be performed. This should include a detailed description of the hosting service and all aspects of the application and database management package.

1. **Contract Price**

 (TAB 4 Limit to one page)

1. PABC (anticipates a monthly fee contract for the project. Please utilize the one-page spreadsheet, attached hereto as **Exhibit J**, which must list the cost of each trade and service to be provided by the Contractor or any Subcontractor.
2. **Duration and Schedule** (TAB 5)

Provide a forecast of the time that it will take to complete the project, with as much detail as is available at this stage of the proposal. The schedule of implementation should be detailed in the form of a qualified timeline that begins from a commencement date outlining the schedule of necessary steps to be undertaken toward fully operational implementation of the System.

1. **MBE/WBE Commitment** (TAB 6 Submit all applicable forms.)

Submit **Commitment to Comply** executed by Prime Contractor and a **Statement of Intent** executed by each MBE or WBE Subcontractor and the Prime Contractor. See **Exhibit C** for forms.

1. **Prime Contractor Certification** (TAB 7 Limit to one page.)

Respondent is required to make the following certifications and assurances, in writing, as a required element of their proposal, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award and continuation of the contract resulting from this RFP.

The Respondent certifies that it and/or its authorized representative do not have:

1. Any affiliations with person(s) recognized by law enforcement officers as being habitual criminals or members of criminal cartels.
2. Any convictions or judgments (civil or criminal) for fraud, deceit, or crimes involving moral turpitude.
3. A petition under the Bankruptcy Act, or any state insolvency law, filed by or against any of the named entities.
4. Any order, judgment, or decree of any federal or state authority barring, suspending, or otherwise limiting the right or license of the Respondent to engage in any business practice or activity.
5. A subsidiary or intermediate company, parent company or holding company that was, during the last two (2) years, the subject of any order, judgment, or decree of any federal or state authority barring, suspending or otherwise limiting the right of the Respondent or such other party as listed above to engage in any business, practice, or activity.

1. **List of Exceptions** (TAB 9 Limit to two pages)

This section should contain any exceptions to or deviations from the requirements of this RFP. Respondent must clearly state in writing and explain any exceptions. If there are no exceptions, a statement to that effect must be made.

**Section IX – Submission Procedures for Proposals**

1. Respondents must submit eight (8) hard copies of the proposal. One (1) copy must have original signatures (“Master Copy”) and seven (7) copies may have photocopied signatures.
2. The **Proposal Cover Page**, located on Page 5 of this RFP, must be completed, signed by Respondents, then enclosed in a “sealed” 8 1/2 by 11-inch envelope and marked as “cover page”. The sealed envelope is to be placed on top of Master Copy and the seven (7) copies of the Respondent’s proposals.

The information on the **Proposal Cover Page** will be publicly disclosed at the Parking Authority Board of Directors Meetings on **April 11, 2023,** at 4:00 p.m.

1. Respondents must submit one (1) electronic copy of the proposal, in either Adobe Acrobat (.pdf), or Microsoft Word (.doc) format.
2. The copy containing original signatures must be unbound and must be marked “Master Copy.” The Master Copy of the proposal must be accompanied by the original Respondent’s Submission Agreement (page 6 of this RFP) completed and signed by the Respondent’s representative authorized to bind the Respondent contractually.
3. A check, in the amount of One Hundred and Fifty Dollars ($150.00), made payable to the Baltimore City Parking Authority must be submitted with the proposal.
4. The proposals must be received by the RFP Coordinator by 4:00 p.m., Eastern Standard Time, on **March 27, 2023**. The RFP Coordinator will not accept faxed or emailed proposals.
5. Terms and prices included in the response must be guaranteed for 180 days from the date of receipt.
6. Late proposals will not be accepted, nor will time extensions be granted. It is the sole responsibility of the Respondent to ensure receipt of proposals by the RFP Coordinator by the specified date and time and at the specified location.
7. All proposals and accompanying documentation become the property of PABC and will not be returned.
8. Proposals which are deemed incomplete by PABC may be disqualified from further consideration.

**Section X – Evaluation of Proposals and Selection Criteria**

1. Evaluation Procedures

The respondent must satisfy the mandatory requirements of this RFP to qualify for further consideration. The evaluation process will determine the merits of the Respondent’s proposal, the approach, and the relative competitive position.

1. Basis for Evaluation

The responses covering general qualifications and previous experience of the project team, scope and quality of the project, compliance with City and all other legal requirements, and the Contract Price will be evaluated based on information provided in the proposal.

1. Advisory Panel

All proposals will be reviewed by an Advisory Panel that will consist of designated PABC representatives and other City or outside professionals. The Advisory Panel will consider how well the respondent meets all RFP requirements as described in this RFP document.

The Advisory Panel will recommend award of a contract based on the proposal that represents the “Best Value” to the Parking Authority and to the City. Respondents may be short-listed (at PABC discretion) and/or requested to make a presentation to the Advisory Panel.

1. Evaluation Criteria

The following criteria and weights will be used by the Advisory Panel to evaluate each written proposal:

1. Contractor Qualifications **30%**
2. Design, Quality and Scope as presented in Proposal **40%**
3. Price **30%**
4. Award of Contract

After its review and evaluation, the Advisory Panel will make a recommendation to the Parking Authority Board of Directors. The proposals and the recommendation of the Advisory Panel shall be considered by the Board of Directors, and the Respondent whose proposal is determined to represent the “Best Value” to the Parking Authority and to the City shall be selected.

The Contractor recommended by the Board of Directors shall cooperate with PABC staff in good faith to promptly negotiate, execute and deliver the final contract document. If PABC staff and the selected Contractor fail to negotiate an agreement deemed acceptable by PABC staff, the Parking Authority reserves the right to negotiate a contract with the Contractor that it determines will provide the next best value. The negotiated contract will be presented to the City’s Board of Estimates for approval, and that approval may or may not succeed.

1. Conflict of Interest

In the sole judgment of the Parking Authority, all proposals may be subject to disqualification based on conflict of interest. The Parking Authority, at its sole option, may disqualify any proposal based on such a conflict of interest.

Section XI – Rights Reserved by the Parking Authority

1. The Parking Authority reserves the right in its sole discretion to recommend or not recommend the award of a contract related to this RFP based upon the written proposals received by the Parking Authority; to waive minor irregularities; and to conduct discussions with any or all Respondents to serve the best interests of the Parking Authority and the City. All portions of this RFP and the Respondent’s proposal will be considered a part of the contract and will be incorporated by reference.
2. The Parking Authority reserves the right, in its sole and absolute discretion, to accept or reject all proposals received as a result of this RFP.
3. No proposal may be withdrawn for a period of one hundred and twenty (120) days subsequent to the Proposal Due Date without the consent of the Parking Authority.
4. No interpretation, explanation, or clarification of the contract will be binding on the Parking Authority unless reduced to writing and signed by the Executive Director of the Parking Authority.

Exhibit J

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|   | Year 1  | Year 2  | Year 3   | Year 4  | Year 5  | Optional Year 1  | Optional Year 2  |
| Monthly subscription fee (To include all costs of system subscription, technical support, maintenance, and 1000 monthly minutes of 24/7 call center support  |   |   |   |   |   |   |   |
| Price per minute of 24/7 call center support if monthly support exceeds 1000 minutes in any given month   |   |   |   |   |   |   |   |
| RTO Pricing  |   |   |   |   |   |   |   |
| RPO Pricing   |   |   |   |   |   |   |   |