



Request for Proposals (RFP)

**FOR RESIDENTIAL PERMIT PARKING PROGRAM WEB-BASED
APPLICATION AND DATABASE MANAGEMENT SYSTEM,**

For the City of

BALTIMORE, MARYLAND

Date: August 1, 2010

Prepared By: Parking Authority of Baltimore City

PROPOSALS DUE: 2:00 p.m. October 1, 2010

Dear Interested Party:

The Parking Authority of Baltimore City ("PABC") is soliciting written proposals from qualified firms or individuals to provide Residential Permit Parking Program software and website for the City of Baltimore, Maryland (the "City"). The specifications detailed herein are intended to acquire a product(s) that will offer a customer friendly system while maintaining ease of administration.

IF YOU HAVE DOWNLOADED THIS RFP FROM THE INTERNET, IT IS IMPORTANT THAT YOU SEND AN EMAIL to Alvin.Turner@baltimorecity.gov OR OTHER WRITTEN COMMUNICATION WITH CONTACT INFORMATION TO THE PABC SO THAT YOUR FIRM MAY BE INCLUDED IN THE MAILING LIST FOR ANY ADDENDA OR OTHER COMMUNICATIONS.

The project scope, content of proposal, and vendor selection process are summarized in the RFP (attached). **Proposals must be received at the PABC offices no later than 2:00 pm. (EST), October 1, 2010.** All responses must be sealed and have "**RPP Program**" clearly marked on the outside of the package. Please submit one original, eight (8) copies, and one electronic version (preferably in Microsoft WORD format) of the proposal as follows:

Mail or Hand Deliver To:
Parking Authority of Baltimore City
General Counsel
200 W. Lombard Street, Suite B
Baltimore, MD 21201

Proposals will not be accepted after the date and time stated above. Incomplete proposals or proposals that do not conform to the requirements specified herein may not be considered.

You should note that pursuant to the Baltimore City Code, the PABC is not bound to comply with the general procurement regulations and procedures otherwise applicable to City agencies. Although this RFP has been drafted to reflect a typical procurement procedure, this format is for ease of consideration of proposals and to further a fair and impartial procurement process. The effect of any irregularities in this RFP, the proposals received, the review process and/or the award of a contract is within the sound discretion of the PABC and no rights or legal causes of action shall accrue to any proposer as a result of this process. The PABC will recommend award based on the proposal that represents the "BEST VALUE" to the PABC as outlined in this RFP. Issuance of the RFP does not obligate the PABC or the City to award a contract, nor are the PABC or the City liable for any costs incurred by the proposer in the preparation and submittal of proposals for the subject work. The PABC retains the right to award all or parts of this contract to several bidders, to not select any bidders, and/or to re-solicit proposals. The act of submitting a proposal is a declaration that the proposer has read the RFP and understands all of the requirements and conditions.

For questions concerning the anticipated work, or scope of the project, please submit written questions to: **Alvin.Turner@baltimorecity.gov or via mail to Alvin Turner** at the Parking Authority of Baltimore City, 200 W. Lombard Street, Suite B, Baltimore, MD 21201. All questions will be compiled and answered in the final addendum to this RFP. We look forward to receiving and reviewing your proposal.

Sincerely,

Peter Little, Executive Director

DEFINED TERMS WITHIN THE RFP

Abuse - Misuse or improper use of an RPP decal or visitor permit

Advisory Board – Group of parking representatives who monitor, review and make recommendations concerning the residential permit parking program

Area Name –The specific name associated with each particular Residential Permit Parking Area

Area Number (#) – The specific number associated with each particular Residential Permit Parking area

Address – The dwelling unit where a resident resides within the RPP area

Client/Customer – The resident/occupant of the RPP address within the RPP area.

Customer Name – Full name of resident who is applying for a permit

Contractor Permits –Special permits issued to contractors working on a property within the RPP Area

Commercial Vehicles – Vehicles designed to carry tools, supplies, ladders, etc. that may or may not display one or more logos. Not intended as a passenger vehicle; weight over 7,000 lbs

Database – Organized collection of resident information maintained to facilitate the issuance RPP permits

Decal – An RPP Permit issued to residents to display on their vehicle's windshield as a means of identification

Documentation – Material or evidence presented to the PABC to obtain a permit or decal, to prove residency or vehicle registration/ownership

Driver's License Number – The unique identification number on a driver's license issued by the Motor Vehicle Administration.

Dual Residency – Maintaining two different addresses at one given time

Dwelling – A specific address or unit where an individual lives

False Information – Intentionally untrue documentation

Hosting – Providing space on servers and internet connectivity for the System

In-House Printing – ability to print RPP permits on-site at the PABC office

Lease – A written contract between a homeowner and a tenant

License # - The tag or license plate number displayed on a vehicle issued by the Motor Vehicle Administration

Landlord –The owner of a house that is rented to a tenant for a particular length of time

Make – The manufacturer of a vehicle

Misconduct – Improper or unlawful behavior pursuant to Article 31, Subtitle 10 of the Baltimore City Code

Model – The name of the style of a vehicle

Non Resident Permit (NRP) – A document issued by the Maryland Department of Motor Vehicles which enables a licensed driver to maintain and operate an out of state vehicle for more than 60 days

Occupant –The person who resides in a dwelling unit

One Day Pass –A placard issued to residents of RPP areas to provide guests for a specific day and timeframe

RPP System – The Web based data management and application software anticipated by this RFP

Tenant - A person who rents a dwelling from another person and occupies it for a period of time.

On-Line Payment - A transaction of compensation for goods via the internet

OSP – Off Street Parking space

PABC – Parking Authority of Baltimore City

Parking Representative/Liaison – An individual chosen by the residents of an RPP area to work with the PABC on their behalf

RPP Permit – An official certificate, either placard or decal that exempts the vehicle from posted parking restrictions

Permit Type – Decal and placards

Permit # - Unique number issued to each permit by the Parking Authority

Policy/Procedures – PABC rules used to implement the RPP Ordinance.

Renewal – The act of processing and reissuing Permits to Residents via the System

Resident – a person who resides in an RPP Area

RPP Advisory Board – A panel consisting of 17 members, 13 of which must be Area Representatives, and one must be appointed by the Executive Director of PABC who meet approximately every 6 weeks to discuss issues related to the RPP program, make recommendations to enhance the program, and monitor their RPP Area for violations.

RPP - Residential Permit Program

RPP Area– Specific location of a community with a Residential Permit Program

RPP Liaison – See Parking Representative/Liaison

RPP Ordinance – Article 31, Subtitle 10 of the Baltimore City Code, initially passed by City Council in 1979 to create restricted parking areas to help reduce competition for on-street spaces for residents and encourage visitors to find alternative parking/transportation options.

Sublease – A lease given to another person by the lessee to rent their premises for a short period of time

Temporary Permit –A permit for a short period of time in lieu of a regular permit

Utility Bill – An invoice mailed to a legal address for services such as gas and electric, water, cable or home phone service

Vehicle – A car, pickup or motorcycle to which a permit is issued

Year – The year a vehicle was manufactured

Vehicle Registration – A certificate of vehicle ownership issued by the Motor Vehicle Administration

VIN # - The serial identification number of a vehicle.

Visitor Permit – Placard issued for the use of guests visiting residents in an RPP Area

Residential Permit Parking Program Request for Proposals 2010

I. INTRODUCTION

The City of Baltimore established its Residential Permit Parking Program (“the RPP”) in 1979. The program was designed to minimize the effect of transient and commuter parking on residential neighborhoods. Prior to implementing the program, parking surveys suggested that parking congestion in residential neighborhoods could be directly attributed to commuters and other non-residents saturating residential neighborhoods with their parked vehicles while they worked or visited nearby hospitals, commercial districts, and universities. Non-resident parking in these neighborhoods was causing a shortage of parking for local residents, making it difficult for them to find available parking near their homes.

Through the RPP, certain areas of the City have employed parking restrictions that apply to non-residents. Residents of neighborhoods participating in the program are required to purchase and display a decal on their vehicle allowing them to park within these restricted areas. Residents of some neighborhoods participating in the program may also purchase visitor permits which may be displayed in vehicles allowing visitors to park within the restricted areas. Those vehicles not displaying the proper corresponding Decal or Visitor Permit for the restricted area in which they have parked may be ticketed or towed.

There are currently 41 areas around the City that participate in the Residential Permit Parking Program (RPP Areas) with 2 to 3 areas pending, and additional areas that we anticipate will join the RPP within the next 5 years. Many of the existing RPP Areas will be growing as new streets join the program. The PABC issues approximately 35,000 RPP Decals and visitor permits annually.

The original Residential Permit Parking On-Line Application and Database (the “Original System”) was created in 2002 and implemented in February 2003. Prior to establishing the Original System, the issuance of decals and permits and the associated transactions were completed manually. That web-based program was designed to facilitate the initial application and renewal of decals and permits for residents, while allowing the PABC some ease of administration of the RPP. The current Residential Permit Parking On-Line Application and Database (the “Current System”) was implemented in April of 2009 and serves the same purpose as the Original System.

Currently, residents must initially apply for permits in person at the offices of the Parking Authority to show proof of residency within an RPP Area. PABC staff verifies residency and vehicle information, then input the necessary data into the System before issuing a permit. PABC staff use the same online application form that is available to the general public.

The decals and visitor permits for 2 to 4 RPP Areas expire each month so that renewals are staggered throughout the year. Currently, there are 4 ways of renewing or applying for an RPP decal or permit. Residents may: 1.) fill out the online application and pay for their decals or permits online by credit card, or 2.) fill out the online application and pay for their decals or permits by sending a check or money order to Parking Authority offices and picking up their decals or permits at the Parking Authority offices or at their neighborhood RPP renewal pick-up, or 3.) fill out the online application and pay at the PABC offices, or 4.) Come into the PABC offices where PABC staff will fill out the application and residents pay for the decals or permits. In all cases, residents must either come to the Parking Authority offices to pick up their decals or permits, or they must pick up their decals and permits at authorized neighborhood RPP renewal pick-up events.

Permits for the RPP are issued in the form of decals for residents and placards for visitors. Most RPP Areas issue a limited number of visitor permits per household, the quantity of which is determined by the RPP Area. The colors of the permits are changed each year so that parking enforcement agents can more easily determine expiration dates. Permits display the Area Number, the name of the Area, the expiration date and the Permit #. The first and last characters of the tag number are punched out on each Decal. This allows Parking Enforcement agents know which permit belongs on which vehicle. Decals are affixed to the inside of the front lower driver’s side windshield and are non-transferrable. Visitor permits are placards that are to be placed on the driver’s side dashboard and are transferrable.

The current System also provides a range of reports. Daily reports are printed by each PABC staff member and are reconciled with their daily revenue totals. A daily report is generated to indicate the entire day's work. Reports are also available to indicate the number of permits issued for each area where revenue is captured. The current level of reporting has evolved as necessity has required and although adequate, the initial System design did not anticipate certain reporting responsibilities.

The PABC has been researching companies that provide software for in-house printing of decals and permits. In-house printing would enable the inclusion of full license plate numbers and the make and model of the vehicle on decals, which would assist parking enforcement by preventing residents from lending or selling their decals. PABC currently purchases decals and permits in September for the following year. Since the decals and permits are ordered in advance based on the previous year's demand, we often have deficits and surpluses.

II. SCOPE OF SERVICES

A. General Specifications Through this Request for Proposals (RFP), the PABC is interested in receiving proposals for the replacement of all computer based facets of the RPP program - the entire RPP application and database management system (the System).

This RFP is to solicit proposals from qualified vendors to provide the City with a new web-based System addressing the following needs for three different users, as illustrated below:

1. For the RPP Customer, the System should:
 - a. Be web-based
 - b. Be user-friendly (i.e. with intuitive features, large font, and easy to navigate with step-by-step instructions)
 - c. Provide 24 hour, 7 days a week, 365 days a year on-line access
 - d. Provide a "shopping cart" feature that allows multiple permits to be purchased in one transaction, while limiting the number of permits that can be purchased for one address (as RPP Area dictates)
 - e. Allow for online credit card payments, via Mastercard, Discover, Visa, and Amex
 - f. Provide a "Frequently Asked Questions" (FAQ) page and help menu which may be revised by PABC and Vendor
 - g. Provide a "forgot password" function with security question to directly and automatically email password and user name to the RPP Customer.
 - h. Protect private information (i.e. credit card information; telephone numbers; email addresses) from unauthorized uses
 - i. Allow partially completed on-line applications for permits to be "saved" and completed at another time
 - j. Allow for a partially completed on-line application or purchase to be "abandoned", and re-started later
 - k. Provide a "drop-down" menu of customary choices for particular fields of entry (i.e. state; city; vehicle make, model, or color; street names in that RPP area). Very common entries (i.e. Maryland for state) should be pre-populated, with a drop-down menu for other choices. Drop-down menus for addresses should include only street names and directions (i.e. East Cross Street; West Cross Street) that are eligible for RPP permits in that RPP area.
 - l. Provide receipts for permits purchased on-line that contain sufficient information (i.e. customer's name and address; permit numbers; date of purchase; make, model, color and license plate number of vehicles for which decals are purchased) to ensure the correct distribution of permits. The System should allow specific notes to be added by PABC staff to receipts provided to Residents in a certain RPP Area or multiple RPP Areas.
 - m. Clearly identify when the maximum number of decals and/or visitor permits have been acquired for one's property

- n. Provide “RPP Area Pages” that RPP Customers/Residents of RPP Areas can refer to in order to easily find information regarding their area, such as:
 - i. Expiration date for current permits
 - ii. Starting and ending dates for permit renewal periods
 - iii. Dates, times, and locations of community permit distributions (aka “community pick-ups”)
 - iv. Contact information for RPP Liaison/Area Representative for that RPP area, including a hyperlink to the RPP Liaison/Area Representative’s email address.
 - v. Hyperlinks to the RPP Rules & Regulations page and to the site for purchasing permits
 - vi. The maximum number of decals and visitor permits that may be acquired per eligible property for that specific RPP Area
 - o. Provides the ability for “email blasts” to be sent by PABC to residents of an RPP area or to residents of multiple RPP Areas to remind them of upcoming permit renewal periods, and to provide them with other RPP-related news and information
2. For PABC, the System should:
- a. Send credit card transactions through PABC merchant service provider
 - b. Provide financial reports and revenue/permit reconciliation capabilities
 - c. Allow staff to add, delete, override and refund revenue – tracking such actions
 - d. Provide real-time ability to cross reference existing data to avoid duplicate inputs
 - e. Force all alphabetical data to be in capital letters to maintain uniformity of data
 - f. Not allow dashes and spaces in driver’s license number to maintain uniformity
 - g. Separate all parts of an address into separate fields (i.e. street direction, street name, building number, suite number, apartment number, etc.)
 - h. Integrate with other public agency databases (i.e. State MVA, Zoning/Planning, Real Property Tax Database, Parking Enforcement Agent hand-held devices and software)
 - i. Prevent non-existent or ineligible addresses from obtaining permits by comparing addresses entered during the on-line application process to a table, maintained in the system, of eligible addresses for each RPP Area
 - j. Limit the number of Visitor Permits issued to each property according to RPP Area specifications, which should be able to be changed from time to time
 - k. Limit the number of decals issued per property, which should be able to be changed from time to time
 - l. Allow PABC staff to indicate the number of available off-street parking spaces for each address
 - m. Allow Customers to indicate the vehicle that will park in an available off-street parking space and which vehicle will display decal.
 - n. Reduce the number of permits allowed when off-street parking spaces exist, according to each Area’s specifications
 - o. Provide drop down menus for street name, street type, City/State to prevent typing errors
 - p. Allow staff to flag specific vehicles (i.e. commercial vehicles) that are not able to obtain a permit
 - q. Allow staff to flag a specific address or property that is not in the program
 - r. Prevent entire apartment buildings within certain RPP Areas from obtaining permits (block addresses)
 - s. Allow staff to search by different fields (i.e. customer name, address, permit number, vehicle license plate)
 - t. Allow staff to easily add, delete and edit Customer accounts/records (i.e. customer name, address, vehicle information, notes, etc.), while tracking by staff-member who performed the changes and when the changes were made.
 - u. Have the ability to document bulk permit pick-ups by Liaisons
 - v. Allow staff to indicate when, where and by whom the permit(s) was/were issued (i.e. Parking Authority Office or Neighborhood Pick-Up)
 - w. Allow staff to add notes that will also print on the receipt provided to Customers
 - x. Provide a drop down menu to indicate what documentation a resident presented when obtaining permit(s) which remains in the resident’s account history
 - y. Show all activity history, including staff edits
 - z. Allow staff to easily send mass emails to residents of each area concerning their renewal and provide administrative support of that function if necessary

- aa. Use a color coded system within a resident's account to indicate returned, expired or current information (i.e. permits, vehicles, addresses)
- bb. Provide multiple levels of access (i.e. staff, residents, liaison/representatives)
- cc. Provide different levels of access for PABC staff, supervisors and finance
- dd. Allow for permits to be printed either off-site or on-site
- ee. Provide ample administrative support and training before, during, and after system launch
- ff. Provide a help page to walk PABC staff through any problems
- gg. Provide email and telephone support to be answered within a reasonable set time frame
- hh. Allow for the tracking of transactions by number, employee, date, etc.
- ii. Provide ample support during data transfer/migration and assist with data conversion
- jj. Provide ample testing of system prior to "go live" date

3. For RPP Liaisons, the System should:

- a. Provide reports that may be sorted by available fields and may be downloaded from the web-based system, after security login, enabling RPP Liaisons/Area Representatives to assist the Parking Authority in identifying and reporting abuses of the RPP programs, or mistakes in the issuance of permits, such as:
 - i. Unauthorized vehicles displaying an RPP decal (i.e. a decal acquired for one vehicle, but displayed on another)
 - ii. RPP decals or visitor permits fraudulently obtained by, or mistakenly issued to, a resident of a property that is ineligible for that area's decals or permits.
 - iii. Too many decals or visitor permits issued to a particular property.
 - iv. The issuance of RPP decals to properties that have not designated enough vehicles to off-street parking spaces in RPP areas that require the designation of vehicles to off-street parking before RPP decals can be issued.
 - v. Provide reports for RPP Liaisons such that they are exportable in .csv format.
 - vi. Provided reports with search capabilities that include wildcard search criteria (i.e. visitor permits issued to properties in the 600 block of Elm Street).
 - vii. Provide the ability for RPP Liaisons to create predefined reports through administrative access, subject to restrictions defined by PABC and State Law. This may include vehicle decal reports, visitor permit reports, or a required off-street parking space report.

B. Technical Specifications:

- 1. Database management software package
 - a. A robust database with a SQL back end
 - b. Customize an existing permit management system to meet PABC's needs
 - c. Capable of easy transfer of information to other programs (ie. Access, Excel)
- 2. Hosting facility
 - a. Vendor-owned machines
 - b. Or, pure host through third party
 - d. Demonstrate business continuity through failover systems
 - f. Service level agreement with 99% uptime, and two (2) hour response time, and penalties for failures
 - g. the cost of hosting should be detailed in the cost proposal and included in the monthly fee
- 3. Security
 - a. Industry-standard security with upgrades. The System must be PCI compliant upon installation and the System must maintain PCI compliance throughout the term of the Agreement.
 - b. The Selected vendor must provide proof of an IT audit, Physical Security Audit and System Security Audit, if the Vendor is hosting the System.
 - c. Vendor must notify the PABC within 24 hours of any potential or actual compromise of the System. The vendor will have 7 days to forward to the PABC a preliminary report describing the compromise, and informing on the solution to eliminate future occurrences.

6. Help Desk Support must be available to the PABC staff to assist with solutions and answer questions

7. Migration

- a. System must have the ability to migrate the database of valid addresses, details of customers' accounts and all associated data from the current System to the new System (from an existing SQL database to another).
- b. As part of the migration, the new System should break down the address and property fields into the their individual components (i.e. building number, apartment number, street direction, street name, etc.)
- c. System should have the ability to standardize data form and formatting (i.e. all capital letters, all single spacing between parts of entered data)

C. Operational Specifications:

1. On-line Application Form

The current on-line application form performs in a satisfactory manner. It was developed for the convenience of the PABC and the public. All of the fields utilized by the existing form should be incorporated into the new form, along with any suggested modifications and additions. The PABC would like to keep the form as simple and user friendly as possible with "help" available to Residents throughout the process.

As Residents input their data, the data should be incrementally saved automatically or allow for an applicant to save inputted data during the process so that they may return and complete the application at a later time. The ability to cross reference data while a Resident is applying is important because residents often forget passwords and resubmit applications (apply as a new Resident) rather than renew under their old password. This leads to duplicate data and complicates the administration of the program.

The on-line application form must have 24 hour, 7 days a week, 365 days a year access, yet have the ability to lock-out renewing Residents from RPP Areas that are not currently scheduled for renewals.

2. The System should provide the following controls on the issuance of RPP decals and visitor permits:

- a. Limit the number of decals issued per property according to RPP Area specifications, which should be able to be changed from time to time
- b. Limit the number of visitor permits that may be issued to each property according to RPP Area specifications, which should be able to be changed from time to time
- c. Require that enough vehicles are designated to off-street parking at a particular property, in RPP areas that mandate the designation of vehicles to off-street parking, before RPP decals can be issued to that particular property. This would be accomplished through the following:
 - i. Allowing PABC staff to indicate number of designated off-street parking spaces at a particular property
 - ii. Allowing Customers/Residents of RPP Areas to indicate the vehicle(s) that will park in a designated off-street parking space(s), and which vehicle(s) will display decal(s).
 - iii. Reducing the number of permits allowed when designated off-street parking spaces exist, according to each Area's specifications.
- d. Provide a drop-down menu for street name and street type (i.e. street, avenue, lane, etc.) eligible for permits in an RPP area, and City and State to prevent typing or abbreviation errors
- e. Prevent non-existent or ineligible addresses from obtaining permits by comparing addresses entered during the on-line application process to a table, maintained in the system, of eligible addresses for each RPP Area
- f. Distinguish between residential and business properties
- g. Allow PABC staff to "flag" specific vehicles (i.e. commercial vehicles) via VIN and/or License Plate # that are not eligible to obtain a permit, thereby preventing the issuance of a permit to those vehicles

- h. Allow staff to “flag” a specific address or property that is not in the RPP program, thereby preventing the issuance of any permits to that address or property
- i. Prevent entire apartment buildings, which are not eligible for permits, from obtaining permits
- j. Have the ability to document bulk permits pick-ups (i.e. for neighborhood pick-ups)
- k. Allow staff to indicate when, where, and by whom, a permit was issued (i.e. Parking Authority office or neighborhood pick-up)
- l. Provide a field with a drop-down menu to indicate what documentation a resident presents to obtain a permit. This information should remain in the account history.
- m. Provide and save activity history for each account, including PABC staff edits

3. On-line Payment

Ease of use is critical and the maximum reasonable security is desired. On-line credit card payments should be sent through the PABC's third party credit card processor (accepting Visa, Mastercard, Discover and American Express). The PABC shall have the ability to monitor all of the credit card activity on-line in order to reconcile permits and transactions with revenue (a transaction number associated with each application would be most desirable). This ability should be requested of any third party processor. Residents should be able to purchase all permits with one credit card transaction. PABC should have the capability to refund Residents all or a portion of their payments when necessary

4. Administrative Site/Reports

The System must have an administrative site with restricted levels of access (PABC shall have ability to set security levels to at least 3 levels: Administrator, Supervisor, Staff) where reports can be generated and necessary changes to resident data can be made. The System must be able to create standardized predefined reports as well as ad hoc reports concerning RPP operations on a daily basis. The ability to provide a clearly defined audit trail from transaction initiation to completion is required. Management software shall, at a minimum, have the ability to generate the following reports:

- Revenue by employee, should be able to be produced in specific time frames both individually and combined
- Transactions by employee should be able to be produced during specific time frames both individually and combined
- Transactions by method of payment, should be able to be broken down according to payment type, date, area and time frame
- Revenue by RPP Area should be able to be broken down into specific time frames and permit type
- Revenue by date(s) per area or permit type
- Transactions within a given time frame (month, week, day, hour)
- Permit inventory and reconciliation specifically by area, permit type, or time frame
- Ability to pull a report that will indicate all records on a particular street
- Data must be able to be exported in a common database format

5. Data Backup and Recovery Procedures

Vendor shall provide a detailed description of their back-up systems and their specific plan/procedures for data recovery.

6. Mass emailing notification/letter generation

The administrative site should be user friendly and have the ability to generate mass email messages and form letters based on selected criteria such as RPP area(s), date of permit application etc. These email messages/letters should be easily generated from the administrative site and allow for customization of

content (ability to paste a word document into the system for this purpose). Rejected email addresses should be identified so the PABC can send a letter.

D. Evaluation-Testing

1. System Acceptance – PABC reserves the right to determine if the requirements of the Scope of Work have been met.
2. PABC should have the ability to perform User Acceptance Testing in a test environment
3. PABC should control the test scripts
4. System must be fully tested and approved by PABC before implementation

E. System Implementation

Vendor shall explain in detail how the entire system will be deployed and name the individual(s) responsible for maintaining the various components. The System should be fully implemented within 9 months of execution of the contract.

The PABC expects to collaborate with the Vendor on development and testing of software and/or hardware upgrades.

F. Technical Support and Maintenance

1. Vendor must have technical support readily available and capable of handling responses within 15 minutes.

2. Training

The successful Vendor(s) shall propose an adequate number of training hours in their cost proposal which shall cover all functions and include:

- a. Operations
- b. Troubleshooting
- c. Maintenance
- d. Finance
- e. Management
- f. Administrative

Vendor shall provide a thorough outline of the training content and provide a training schedule. The schedule shall include periodic refresher training (continuing education), including, but not limited to, emphasis on particular areas of the PABC's choice and upgrades of software. Additional training/support is required when going live with the new System. Vendor shall provide user and training manuals for all aspects of System operations.

3. Optional Features

Additional features are not required, but vendors are encouraged to offer upgrades and services beyond the initial requirements outlined by the PABC. Vendors who provide optional features must explain how their company is situated to provide support and development services that will help the PABC realize its vision.

G. MBE/WBE Requirements:

At the time of issuance of this RFP, the City's MWBOO office is reviewing MBE/WBE goals for this contract. Goals will be established via addendum within two weeks of the date of issuance.

III. SUBMISSION REQUIREMENTS

*All proposals submitted shall conform to the following format requirements. Deviation from these requirements may result in a reduced score or rejection of the proposal for lack of conformity with the RFP. Responses shall be provided in a presentation folder or binder with index tabs to separate sections. A transmittal letter signed by a person authorized to engage your company in a contract shall accompany your proposal. Vendors who wish to be considered for this project must submit one original and **eight (8)** copies of their proposal. In addition, a CD-ROM containing an electronic version is required. Each proposal must include the following information in the order shown below:*

A. **Executive Summary:**

The executive summary should contain a brief summation of the highlights of the proposal and the overall benefits of the proposal to the PABC and to the City. This summation will include a discussion of any and all methodologies or approaches. The summation should be easily understood.

B. **Client References:**

Provide a minimum of five (5) client references. References should be for projects similar in size and scope. Provide the designated person's name, title, organization, address, telephone number, fax number, email address and the project(s) that were completed under that client's direction.

C. **Contract Terminations:**

If your organization has had a contract terminated in the last five years, for any reason whatsoever, describe such incident. In addition, specify if any such termination was a termination for default. "Termination for default" is defined as notice to stop performance due to the vendor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the vendor, or (b) litigated and such litigation determined that the vendor was in default. Submit full details of the terms for default including the other party's name, address, and phone number. Present your position on the matter. The PABC will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience.

If the firm has not experienced any such termination for default or early termination in the past five years, so indicate.

D. **Cost Proposal:**

This section must identify all services and their associated fees. For each proposed price, itemize all services, including hourly rates for all professional, technical and support personnel, and other charges related to completion of the work. In particular, the PABC requires pricing in at least the following manners:

1. Total Cost of implementation of the System to include all required customization and training
2. Monthly (subscription) fee for the five (5) year term of the Agreement
3. Monthly/annual hosting fee

E. Technical Proposal:

A document containing detailed specifications of the System the Vendor 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.

F. Schedule:

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.

G. Contractor Identification:

The name of the firm, the firm's principal place of business, the name and telephone number of the contact person and company federal tax identification number.

H. Qualifications and Experience:

A description of the capabilities of the Vendor that pertain to this RFP. This description should include a detailed summary of the Vendor's experience. Describe the Vendor's organization (including any and all affiliates and subsidiaries, whether located inside or outside the City) and staff, the proposed plans to handle the additional business if awarded this contract, with details on additional personnel, organizational changes and equipment required.

I. Financial Statements:

Vendor must provide copies of two most recent audited or reviewed financial statements, completed by an accredited CPA firm. Financial statements must have been reviewed within the past five (5) years.

J. System Description

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

K. Warranty/Maintenance

A description of all warranty provisions and maintenance operations.

L. Training Plan

A plan for training of all PABC/City employees and subcontractors in the operation of the System and all of its component parts contained in the proposal.

M. Insurance Certificate

Vendor's insurance certificates as specified in the RFP.

N. Fidelity Bond

The successful Vendor shall maintain throughout the term of this contract, at no expense to the City, a Blanket Fidelity Bond or a Blanket Crime Policy (Employee Dishonesty Coverage) covering all officers,

employees and subcontractors, in an amount not less than \$50,000 per occurrence, with any deductible not to exceed \$1,000, and including City and the PABC as additional obligees or loss payees as their interest may appear.

IV. EVALUATION AND SELECTION CRITERIA

A panel of review will evaluate the proposals. The process will include 3 phases - a Screening phase for initial review of the Proposals followed by two phases of evaluation. The panel of review will select Proposals from the Phase 1 Evaluation to move forward to the Phase 2 Evaluation process. The successful vendor(s) will be selected based on the outcome of the Phase 2 Evaluation process. The following criteria will be considered, although not exclusively, in determining which firm is hired. The following criteria are:

A. Screening

The PABC will screen each proposal according to the following criteria. Proposals that do not meet the criteria will be rejected as non-responsive.

1. Responsibility

The Vendor must be a person, firm or corporation that:

- Is a Maryland business, or is registered to conduct business in the State of Maryland and current in all required filings
- Has met the insurance and bonding requirements
- Has the ability to perform all of the requirements herein
- Assures delivery of service and software within the specifications contained in the RFP (and addenda)
- Has adequate service personnel to satisfy any service problems during the contract
- Has the necessary facilities and financial resources to complete the contract within the anticipated timeframe

2. Responsiveness

The proposals will be examined to determine and ensure that the Vendor has submitted the required documentation requested in this RFP and that the proposed equipment, service and software are responsive to the specifications and other requirements contained in this RFP.

B. Phase One - Evaluation and Ranking

Proposals that are passed on from the Screening phase will be evaluated by the review panel based upon their ability to meet the desired criteria. Proposals will be scored based on their references and ability to demonstrate capabilities, expertise, experience, and successes related to the Scope of Services. The Proposals shall be ranked based on the total points received from all performance areas. Up to three (3) of the highest ranked Proposals will go forward to the Phase 2 Evaluation process.

1. System Specifications

The Proposals will be evaluated based on their demonstrated ability to meet the criteria for the System.

2. Experience of the Respondent and References

Prospective Respondents must possess adequate project management experience in the supply, delivery and implementation of comprehensive systems of this nature.

3. Cost Proposal

Vendors shall provide detailed costs (see section III, D) as part of the proposal submittal by the date stated in the RFP. Proposals will be evaluated and ranked based upon the costs provided. The review panel reserves the right to request best-and-final pricing from respondents.

C. Phase Two - Oral Presentation/Interview

Following the evaluation in Phase 1, the panel of review may elect, at its option, to invite vendors receiving the highest scores to an oral presentation and interview. The scores at that time will not be communicated to the participating vendors. The oral interview will consist of standard questions asked of each of the vendors and specific questions regarding the specific proposal, as well as additional information that the vendor may provide to further clarify its ability to provide the equipment and services required. The panel may further ask for "best and final" offers from the presenting vendors on which a final decision may be based. After any Phase Two presentations, or provision of additional information, the Selection Committee will review and may rescore the proposals.

In the sole discretion of the panel of review, the Phase Two evaluation process may be bypassed altogether, and the Selection Committee's recommendation may be based on the evaluation conducted in Phase One.

D. Recommendation

The Selection Committee will then make a recommendation to the PABC Board of Directors. Respondents must understand that the PABC Board of Directors is not bound to accept the recommendation of the Selection Committee and may, instead, substitute its own judgment and select whatever proposal it deems most advantageous to the PABC and City and/or reject any or all proposals at its sole discretion.

The City's M/WBE office will be provided the M/WBE package submitted with the selected vendor's proposal for review. If the selected vendor's proposal fails to meet the M/WBE requirements of the RFP, the selected vendor's proposal may be rejected and the next highest scoring proposal would become the selected vendor. This process may continue until the highest scoring M/WBE compliant proposal is established.

V. NEGOTIATION AND CONTRACTING

A. Negotiation of Final Agreement

The Vendor(s) selected by the PABC Board of Directors and approved by the M/WBE Office, shall cooperate with the PABC in good faith to promptly negotiate, execute and deliver the Final Contract document. The PABC shall draft the final Agreement and require the selected vendor to attend a contract negotiation conference to discuss any and all possible revisions to the technical terms and conditions, pricing and any part of the proposal, as well as any additional provisions that may be added to the final Agreement, as required by City ordinance, resolution or policy by applicable federal or state laws, rules and regulations or by mutual agreement of the parties.

B. Contract Award

The Final Contract document will be submitted to the Baltimore City Board of Estimates for approval. Approval of the Baltimore City Board of Estimates is a condition precedent required for any contract, purchase order, lease or other transaction resulting from this RFP. Without such Board of Estimates approval, any negotiations and contract documents are null, void and of no legal consequence. All work done under the direction of the PABC, supplemental agreements or subsequent contracts will be negotiated with specific rates as a basis of payment.

Any such supplemental agreements or subsequent contracts shall also require approval of the Baltimore City Board of Estimates as a condition precedent.

C. Terms

During the evaluation and/or negotiation process, the PABC has the right to require any clarification or change it needs to understand the Vendor'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 vendor contract. Vendors shall supply complete specifications and literature for the System offered, prior to award of the contract. The successful vendor shall provide a minimum of ten (10) copies of the operating manuals.

D. Conflict of Interest

In the sole judgment of the PABC, any and all proposals are subject to disqualification on the basis of a conflict of interest. The PABC/City may not contract with a vendor if the vendor or an employee, officer or director of the proposer's firm, or any immediate family member of the preceding, has served as an elected official, employee, board or commission member of the PABC and/or the City who influences the making of the contract. The City, at its sole option, may disqualify any proposal on the basis of such a conflict of interest. **Please identify any person associated with the firm that has a potential conflict of interest.**

Vendor, including any of its principals, members or officers may not have any outstanding financial obligations to the City of Baltimore or the Parking Authority.

VI. OTHER REQUIREMENTS

A. Insurance

The selected Vendor will be required to maintain general liability and auto insurance in the minimum amount of \$100,000.00 per occurrence to cover any claims arising out of the performance of the contract. The general liability and automobile insurance must name The Mayor and City Council of Baltimore and the Baltimore City Parking Authority, as "additional insureds," and their respective elected/appointed officials, employees, and agents shall be covered, by endorsement.

1. The Vendor'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 Vendor's negligence, the Vendor's insurance coverage shall be primary insurance as respects the City and the PABC, and their respective elected/appointed officials, employees, and agents. Any insurance and/or self-insurance maintained by the City or the PABC's, their respective elected/appointed officials, employees, or agents shall not contribute with the Vendor's insurance or benefit the Vendor in any way.
2. 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 PABC. There will be an exception for non-payment of premium, which is ten (10) days notice of cancellation.
3. 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.
4. The Vendor shall furnish the PABC with a Certificate of Insurance" with a copy of the additional insureds endorsement as verification that coverage is in force at least (10) days prior to the submission of the purchase order/contract to the Baltimore City Board of Estimates for approval. The City and the PABC reserve the right to require complete copies of insurance policies at any time.

5. Failure to obtain insurance coverage as required or failure to furnish Certificate(s) of Insurance as required may render the prospective Agreement null and void; provided, however, that no act or omission of the City or PABC shall in any way limit, modify or affect the obligations of Vendor under any provision of the prospective Agreement.

B. Waiver of Subrogation:

Waiver of Subrogation - Neither Vendor, City, or PABC 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 Agreement. All policies of insurance to be obtained by the Vendor shall provide that any loss shall be payable notwithstanding any act or omission of the City, PABC or Vendor that might otherwise result in a forfeiture or disclaimer of such insurance by the carrier. The insurance carried by the Vendor shall provide for (i.e., consent to) the waiver of subrogation against the City and PABC.

C. Indemnification:

The Operator shall indemnify, defend, and hold harmless the City, the Agent, and their respective 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 City, Agent, and/or their respective elected/appointed officials, employees, agents, and volunteers, arising as a result of any direct or indirect, willful, or negligent act or omission of the Operator, its employees, agents, or volunteers, EXCEPT for activities caused by the sole negligent act or omission of the City, Agent, or their respective elected/appointed officials, employees, agents, and volunteers arising out of the prospective Agreement.

D. No Agency.

Nothing contained in this RFP or in the Agreement shall be construed to constitute or create any employment or agency with the City or Agent. The Operator is not, and shall not be, an agent or employee of the City or Agent.

E. Worker's Compensation Insurance:

A selected Vendor who employs 10 or more persons shall maintain workers' compensation insurance in accordance with state requirements.

F. Business License

A selected vendor must apply for and obtain, prior to the execution of the Final Contract document and at Vendor's sole expense, any business license, and authorization by the State of Maryland, required to comply with the applicable law as related to this scope of work.

VII. SCHEDULE (dates are subject to change)

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| ☐ Issue RFP to potential proposers: | August 1, 2010 |
| ☐ Pre-Proposal Meeting | August 16, 2010 |
| ☐ Written Questions Due from potential proposers: | August 20, 2010 |
| ☐ Addenda (if any) issued | September 2, 2010 |
| ☐ Proposals due from potential bidders | October 1, 2010 |

Thank you for your interest in working with the Baltimore City Parking Authority for this request. We look forward to receiving your proposal.