REVENUE AUTHORITY OF PRINCE GEORGE'S COUNTY, MD.

Request for Information (RFI): Cloud-Based Integrated Management Parking System

RFI No.: RFI-1001-RA-20

August 19, 2020

1. INTRODUCTION

The Revenue Authority (RAPGC) is a Quasi-County Government Agency that is responsible for Parking Enforcement Program on behalf of Prince George's County, Maryland.

RAPGC currently has thirty-five (35) Parking Enforcement Officers along with twenty-eight (28) Parking Enforcement Vehicles (nine are Electric Chevy Bolts). The Parking Enforcement Program consist of Parking Enforcement, the Abandoned Vehicle Unit, the Digital Permit Program, Booting and the Parking Complaint Team. This program issued over one hundred and twenty-five thousand (125,000) citations in 2018 and over one hundred and twenty-eight (128,000) thousand citations in 2019.

Prince George's County is a suburb of Washington, DC, and is the second largest county in the state of Maryland with a population of over 1 million residents.

2. PURPOSE

The purpose of this RFI is to solicit information from various vendors who can provide a robust Cloud-Based Parking Enforcement Management System on an open-API Platform.

3. PROCESS

Members of the Revenue Authority will review the information obtained in the RFI's submitted and may develop a formal Request for Proposals (RFP) to be issued at a later date. In addition, members of the Revenue Authority may contact businesses for additional information or clarification of any aspect of their RFI submission, prior to issuing the Request for Proposal (RFP).

4. SCOPE OF INFORMATION

Currently, the RAPGC Parking System is operating several programs, which do not also communicate with each other easily. RAPGC is seeking to integrate the Back Office, Citation Processing, Analytics and Collection Process, Parking Citation Issuance System and License Plate Recognition (LPR) System, Digital Permit Program, Vehicle Immobilization System, Abandoned Vehicle Unit & Towing, Court Docket/Preliminary Court Adjudication Process, and access to Red Light/Speed Enforcement Citations for collection purposes. Interested companies should complete the attached questionnaire. Responses may be provided on separate pages, however, should not include more than five (5) additional typed pages.

5. DUE DATE

The RFI responses must be received by Friday, September 18, 2020, no later than 1 pm EST. at **RFIIntegrateParkingManageSystem@co.pg.md.us**

6. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY

This RFI is issued solely for information and planning purposes. This request for information does not commit RAPGC to a contract for any service, whatsoever. RAPGC is not seeking price proposals and will not accept unsolicited proposals. Not responding to this RFI does not preclude participation in any future RFP submission. If a solicitation is released, it is the responsibility of the potential offerors to monitor the website for additional information pertaining to this requirement.
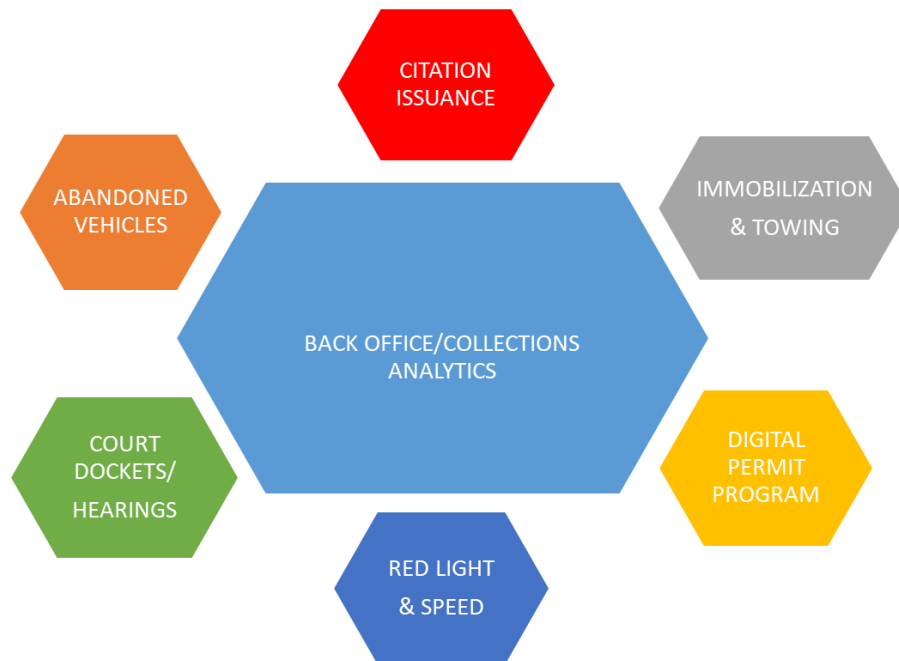
RFI Questionnaire

Interested companies shall review the following questions, then submit responses in accordance with the instructions.

Companies may submit a response to all, or only part of, this RFI questionnaire. Those electing to provide a partial response are asked to state "No Response" to any portion they chose not to respond to. Information may be provided on separate pages, but responses should include no more than five (5) additional typed pages.

1. **Company Information**

    A. Please provide the following information:
        a. Company Name and Mailing Address
        b. Contact Person, telephone, and email
        c. Company Website URL
        d. Number of staff members/ Name and number of subcontractors associated with your business
        e. Type of Organization (Corporation, Partnership, etc.)
        f. How long has your company/s been in business?
        g. How many clients does your company have? Please list the names of the agencies.

2. **Experience**

    A. Please describe your organization's experience in the parking industry:

        a. Does your organization have experience in establishing an API Integrated-Platform with three or more programs?
        b. How has your organization made quality improvements with the engineering and integration of your programs with your clients?
        c. Why is your program better than your competitors?
        d. How has your organization's engineering changed during this Covid-19 Pandemic period?

3. **Administration**

    The administration of the Parking Management System (PMS) is critically important:

        a. Will your Parking Management System provide the ability to set up multiple types of user permissions, permitting one employee to access certain modules and certain data within those modules, while another employee could have read-only access to certain data with an administrator having full access, etc.?

b. Will the user permissions be established by the system administrator?

c. Will the back-end auditing module included in the Parking Management System have the ability to track who logs-in and out along with what each user did while being logged in?

d. Will any changes to the Parking Management System be logged?

e. Will every financial transaction be completely tracked and be able to be reconciled at any time?

4. **Parking Enforcement**

A. Please describe how your Parking Enforcement System (hardware and software) operates:

a. Does your Parking Enforcement System have an integrated License Plate Recognition (LPR) process?
b. Does your parking system have the capability of providing a Gateless Parking process?
c. What are the best features of your Parking Program?
d. Does your Parking Issuance Program use Smart Phone and/or a handheld device?
e. Does your Parking Enforcement System have Digital Chalking capabilities?
f. Will the Parking Enforcement System provide data/charts and graphs by utilizing Google Maps and outlining activity performed in each of our nine (9) County Council Districts as well as county wide activity?
g. How can Parking Enforcement Personnel verify a vehicle has paid a meter/paystation (space number, license plate number, etc.)?
h. Are daily, weekly and monthly reports prepared automatically and forwarded to designated members of the client's staff?
i. Describe to what extent RAPGC can configure or customize printed tickets.
j. Will the Parking Enforcement Staff be able to lookup parking ticket records remotely (via mobile app, etc.)?
k. Can previous ticketing records be imported into your system?
l. Does your system support a feature that allows customers to contest a ticket? Please describe this process.
m. Currently, we have nine (9) EV Chevy Bolts for enforcement. Will the LPR and laptop drain the electric battery on a daily basis?
n. Has your agency previously worked with clients that have EV Chevy Bolts?

5. **Permit Management**

A. Describe the capacity of your system to manage parking permits:

a. Will customers have the ability to log-in to the Parking Management System by using a public-facing web portal, where they can manage their own parking accounts while providing the following functionality:
    (i)   Will citizens be able to add & modify customer contact information including address, phone numbers and email addresses?
    (ii) Will citizens be able to add, modify & deactivate vehicles in their account?
    (iii) Will citizens be able to view and pay all citations in the system?

b. Will the permit program provide analytics automatically and forward the results to designated members?
c. Will the permit program have a Customer Service Office available seven (7) days a week and 24 hours a day?
d. Will the Parking Management System have a full parking enforcement module, which enables RAPGC to issue, enforce, and adjudicate tickets, fees and accept payments?

6. **Third Party Integration**

    Describe the extent to which your system can integrate Third Party Software and Hardware:

A. Does your system interface with physical hardware, such as smart meters and multi-space kiosks, that accept credit/debit card payments? Please describe in detail.

    a. Can you provide or source these devices (apps) as part of your parking management system?

B. Does your system interface with mobile Automatic Number-Plate Recognition (ANPR) or mobile License Plate Recognition (LPR) hardware for enforcement? Please describe in detail.

    a. Can you provide or source these devices as part of your parking management system?
    b. Does your system interface/communicate with Enterprise Resource Planning (ERP) software? Please describe any key functions or features of the integration.

7. **Performance Metrics**

A. What Performance Metrics will your agency include in the proposal to chart your agency's performance:

    a. What level of performance will be delivered by the proposed organization from day one (maintaining existing levels of performance that are clearly defined, agreed upon and priced accurately); and through the term of the agreement and renewal (improving the current levels of performance to a new set of defined service levels as a result of the implementation of the new agencies solutions).

8. **Program Integrations**

    A. Will your program be able to integrate with the following systems?

        a. The Department of Motor Vehicle Administration (MVA) for the State of Maryland?
        b. RAPGCs contract Collections Agency?
        c. The 311 Complaint Unit for Prince George's County?

    B. Will your program be able to perform Tag Lookups?

    C. The following are proposed Integrations on the API-Platform:
        a. Back Office-Financial Reports-Analytics
        b. Parking Issuance Program-Google Mapping-Analytics
        c. Digital Permit Program- Various types of permits (Residential, business, Purple Subway line, Metro Subway Enforcement (1/4 of a mile perimeter))
        d. Abandoned Vehicle Unit- Analytics and Google Maps
        e. Immobilization Program
        f. Court Dockets/ Informal Adjudication Process (Proposed Development)
        g. District Court of Maryland (Proposed Development)
        h. Global Positioning System (GPS) 40 Vehicles-Analytic/EV Vehicle Charge Level
        i. Red Light/Speed Citations – Scofflaw/Immobilization Eligibility
        j. Meter and Paystations
        k. 311 Complaint System
        l. Tag Lookups
        m. Department of Motor Vehicle Administration (MVA)
        n. Flagging Program
        o. Previous Citation Program File Access

9. **Program Design and Development**

    A. Will your organization be able to design the following programs or work in partnership with other agencies to accomplish the goal of integration?

        a. Will your organization be able to provide an Abandoned Vehicle Unit (AVU) Software for the unit with GEO-Mapping capabilities along with analytics and automatically generating daily, monthly and annual activity report with various charts and graphs.
        b. District Court of Maryland (Maryland State Government)
        c. County 311 Complaint System (County Government)
        d. Prince George's County Teletype System (County Government)