REVENUE AUTHORITY OF PRINCE GEORGE'S COUNTY

CONTRACTOR QUESTIONS AND ANSWERS

Remote Security Guard Services for CRMC Parking Garage and Fringe Parking Lots

Request for Proposals No. RVA-SEC-08-2026

Purpose. This document consolidates contractor questions and the Revenue Authority's responses. Duplicate and substantially similar questions have been combined for clarity.

Solicitation reference. The correct solicitation number is RVA-SEC-08-2026.

Clarification. These responses are based on information provided by the Revenue Authority for this Q&A. The RFP and any formally issued addenda remain controlling. Where a response refers to approvals, access, procedures, or the final contract, those conditions apply.

A. Existing Parking and Security Technology

Question. What parking management equipment and software are currently in use at the CRMC Hospital Parking Garage?

Answer: The garage uses FlashParking hardware, including eight entry/exit kiosks, five point-of-facility (POF) units with cloud-connected touchscreens, eight license plate recognition (LPR) cameras, security barriers and gates, and Windcave credit card readers. The software includes FlashOS, FlashIQ, Flash Validations, digital payment processing, and Windcave payment processing.

Question. Does the existing FlashParking system support LPR, gated access, payment processing, validations, and customer assistance?

Answer: Yes. FlashParking supports LPR, gated access, payment processing, and validations, and integrates with the Revenue Authority's customer assistance helpline.

Question. What video management system is installed, and how many cameras are monitored?

Answer: The Authority monitors 121 cameras across the CRMC Hospital Parking Garage and its open parking lots through the Avigilon Unity platform, software version 7.14.0.16. Most of the cameras are located within the parking garage.

Question. Will the Authority consider enhancements or alternative technology solutions?

Answer: Yes. The Authority will consider enhancements to the existing infrastructure, as well as alternative or supplemental solutions, based on operational needs and project requirements.

Question. Will equipment inventories and system architecture documentation be made available?

Answer: Available equipment inventories and system architecture documentation—including information about cameras, recording systems, Code Blue emergency call stations, fire alarm systems, and network infrastructure—will be provided to the awarded contractor.

Question. Are all 121 cameras currently operational and properly licensed?

Answer: Yes. The Authority confirms that all 121 cameras are currently operational and properly licensed.

Question. Are voice-down speakers and two-way audio systems installed at all required locations?

Answer: No. Voice-down speakers and two-way audio systems are not currently installed at all required locations.

Question. Are the existing Avigilon, FlashParking, Code Blue, and intercom systems integrated?

Answer: No. Yes. The existing Avigilon, FlashParking, Code Blue, and intercom systems are integrated.

Question. Will the contractor need to install additional software, VPN connections, dedicated workstations, or other hardware at its monitoring center?

Answer: No additional software, VPN connections, dedicated workstations, or other hardware are anticipated to be required at the contractor's monitoring center.

Question. Will the Authority provide network access information and technical details?

Answer: Yes. The Authority will provide the awarded contractor with the information necessary to support system access and connectivity, subject to applicable permissions and security requirements.

Question. Who is responsible for managing existing software licenses and upgrades?

Answer: The selected contractor will be responsible for managing the software licensing and upgrades required for the systems within its scope of services.

Question. Will third-party remote monitoring platforms, such as Immix or SureView, be permitted?

Answer: Yes. Third-party monitoring platforms may be used, subject to the Authority's review, approval, and applicable solicitation requirements.

B. Code Blue Emergency Communication System

Question. Are the existing Code Blue emergency phones analog or IP-based?

Answer: The existing Code Blue phones are digital.

Question. Is there a ToolVox server located at each of the ten locations?

Answer: No. There are no ToolVox servers located at the individual locations.

Question. Where are the Code Blue emergency phones located?

Answer: Code Blue emergency phones are located near stairwells and elevators.

Question. Will Code Blue calls be routed directly to the contractor's Security Operations Center (SOC)?

Answer: Yes. Code Blue emergency calls will be routed directly to the contractor's SOC.

Question. What procedures must the contractor follow when a Code Blue call is received?

Answer: The Revenue Authority will provide the awarded contractor with a detailed standard operating procedure (SOP) governing the handling of Code Blue calls.

Question. How will the contractor coordinate with Hospital Security, 911, and County personnel?

Answer: The contractor will be required to develop a coordination plan for working with on-site personnel and emergency responders. The Authority will also provide an SOP to guide these procedures.

C. Remote Monitoring, Staffing, and Response Standards

Question. Does the Authority prefer a dedicated SOC or will a shared monitoring center be acceptable?

Answer: The Authority prefers a dedicated monitoring approach. Contractors should describe their proposed monitoring-center structure and explain how it will meet all solicitation requirements and service standards.

Question. Is there a minimum number of operators required per shift?

Answer: No minimum staffing level has been specified. The contractor should determine the number of operators needed to meet the project requirements and applicable performance standards.

Question. Does the 30-second response requirement apply only to customer intercom calls?

Answer: No. Calls, alarms, emergency calls, and system notifications requiring a response must be acknowledged within 30 seconds or sooner, consistent with the applicable service requirements.

Question. How will response times be handled when multiple calls or alarms occur simultaneously?

Answer: Simultaneous calls or alarms will be evaluated on a case-by-case basis, taking into account the circumstances and applicable response requirements.

Question. Is the contractor responsible for providing physical security, mobile patrol, or on-site emergency response?

Answer: No. The contractor is not responsible for providing physical security, mobile patrol, or on-site emergency response. The contractor is expected to coordinate with on-site personnel and emergency responders as required.

Question. Will existing on-site security personnel and maintenance staff remain available?

Answer: Yes. Existing on-site security personnel and maintenance staff will remain available.

Question. What are the consequences if the contractor does not meet the required performance standards?

Answer: The Authority will evaluate the contractor's performance throughout the contract. If performance is unsatisfactory, the Authority may consider terminating the contract or declining to exercise an available renewal option.

Question. May subcontractors provide remote monitoring and SOC services?

Answer: Yes. A qualified subcontractor may provide continuous remote monitoring and SOC services while the prime contractor retains overall contractual and operational responsibility, subject to the solicitation requirements.

Question. Will subcontractor experience and references be considered?

Answer: Yes. The qualifications, completed projects, and references of proposed subcontractors may be considered in the technical evaluation to the extent permitted by the solicitation and its evaluation criteria.

Question. May the prime contractor supplement its experience with the capabilities of proposed subcontractors or teaming partners?

Answer: Yes. For example, USP Security's security operations experience may be supplemented by Spot Parking's parking technology expertise and Netwatch's remote monitoring capabilities, subject to the solicitation requirements. The prime contractor remains responsible for meeting the solicitation's requirements and for overall contract performance.

Question. Will the awarded contractor be required to coordinate with existing service providers?

Answer: Yes. The awarded contractor will be expected to coordinate with existing service providers and may be required to integrate with or replace existing services, as appropriate and subject to the Authority's approval.

D. FlashParking and Garage Operations

Question. Will the contractor be authorized to remotely open and close parking gates?

Answer: Yes. The contractor will be authorized to remotely open and close parking gates in accordance with the Authority's procedures.

Question. May the contractor issue courtesy exits and assist employees with parking access?

Answer: Yes. The contractor may issue courtesy exits and assist employees with parking access, subject to the Authority's established procedures.

Question. What procedures will govern remote gate operations, courtesy exits, and employee access assistance?

Answer: The Authority will provide the awarded contractor with an SOP covering garage and fringe-lot operations, including the applicable authorization procedures.

Question. Does FlashParking currently provide customer assistance and equipment troubleshooting?

Answer: Yes. FlashParking currently provides customer assistance and equipment troubleshooting.

Question. Who is responsible for repairing or replacing proprietary Flash Parking equipment, such as gate motors, payment terminals, controllers, and ticket dispensers?

Answer: The Revenue Authority will be responsible for the repair or replacement of proprietary Flash Parking equipment, including gate motors, payment terminals, controllers, and ticket dispensers.

E. Maintenance, Repairs, and Equipment Replacement

Question. What is included in quarterly preventive maintenance?

Answer: Quarterly preventive maintenance includes cleaning, testing, adjustments, lift equipment, and replacement parts.

Question. Will major repairs and replacement equipment be included in the fixed monthly price?

Answer: No. Major repairs and replacement equipment will be handled separately and will require authorization by the Revenue Authority.

Question. Who is responsible for the cost of replacement cameras, Code Blue phones, network switches, servers, and other failed equipment?

Answer: The Revenue Authority will be responsible for the cost of replacement cameras, Code Blue phones, network switches, servers, and other failed equipment.

Question. What are the required on-site technician response times for critical and noncritical equipment failures?

Answer: The Revenue Authority will coordinate with the applicable technicians to arrange for equipment repairs. Specific on-site technician response times have not been established in the responses provided.

Question. Will the Authority provide information about existing equipment conditions and known deficiencies?

Answer: Yes. The Authority will provide the awarded contractor with detailed information regarding the existing equipment.

Question. How will the Authority address outages involving Comcast, utility services, or other third-party systems that may affect uptime?

Answer: The Authority will coordinate with the applicable service providers to address outages and other issues affecting system availability.

Question. Will bidders be permitted to conduct technical site surveys before submitting final pricing?

Answer: Yes. Bidders may conduct technical site surveys before submitting final pricing, subject to the Authority's scheduling and access requirements.

F. Pricing and Contract Requirements

Question. Is there a required pricing form or preferred pricing structure?

Answer: Contractors should provide a detailed cost proposal and clearly explain the basis for all proposed costs.

Question. Should contractors submit one monthly price for all locations or separate prices by location?

Answer: Contractor s may determine the pricing structure for their proposals. However, Contractors may provide separate pricing for the parking garage and the fringe parking lots.

Question. How should contractors break out pricing by location, equipment, or staffing?

Answer: Contractors should provide as much detail as possible and identify costs by location. The proposal should clearly explain the services and cost assumptions included in each price.

Question. Is the contract intended to be fixed-price, time-and-materials, or a hybrid?

Answer: The anticipated contract structure is hybrid.

Question. Will the Authority consider volume discounts or alternative pricing models?

Answer: Yes. The Authority will consider alternative pricing structures. Contractors should clearly describe their proposed pricing model, assumptions, and any applicable discounts.

Question. Can the Authority disclose the current provider's rates or historical contract expenditures?

Answer: No. The Authority will not disclose the current provider's rates or historical contract expenditures. The Authority will discuss its expectations with the awarded contractor.

Question. What is the anticipated contract start date and initial contract term?

Answer: The anticipated contract start date is January 2027. The initial contract term will be three years, with the option to extend for up to two additional years in one-year increments.

Question. Will there be a transition or pilot period before full service begins?

Answer: Yes. A transition period will be provided before full service begins. Further details will be coordinated with the awarded contractor.

G. Supplier Participation, Qualifications, and Licensing

Question. Can the same subcontractor's work count toward both the 20% County-Based MBE and 30% County-Based Small Business participation goals?

Answer: The Authority will consider this issue in accordance with the applicable supplier participation requirements. The prime contractor should ensure that it has the experience required by the RFP. Contractors should clearly identify the certifications and proposed participation of each firm in their Supplier Utilization Plan.

Question. Can a certified prime contractor count its own work toward either supplier participation goal?

Answer: Yes. A certified prime contractor may count its own eligible participation toward the applicable supplier participation goal, subject to the RFP and applicable County requirements.

Question. Does an MDOT MBE certification qualify a company for the local preference?

Answer: To be considered for the local preference, the contractor should be based in Prince George's County, subject to the applicable preference requirements in the solicitation.

Question. May a waiver of the supplier participation requirements be submitted with the initial proposal?

Answer: Yes. A waiver request may be submitted with the initial proposal, in accordance with the solicitation's requirements.

Question. Must subcontractor agreements and certifications be submitted with the proposal?

Answer: Yes. Required subcontractor agreements and certifications must be submitted with the proposal.

Question. Must the prime contractor independently satisfy the three-year remote security experience requirement, or may subcontractor experience be used?

Answer: The prime contractor and its proposed subcontractors should meet the experience requirements applicable to their respective roles under the RFP. Contractors should clearly document the experience and qualifications of each proposed team member.

Question. Does remote-only monitoring require a Maryland State Police security guard agency license?

Answer: The contractor must possess all licenses, permits, and qualifications necessary to perform the services in compliance with the RFP and applicable requirements.

Question. Must the SOC be located in Maryland, and what licensing requirements apply to remote operators?

Answer: The contractor must be able to perform the services efficiently and must obtain and maintain all licenses and qualifications necessary to perform the work. The response materials do not specify a required SOC location.

H. Administrative and Solicitation Clarifications

Question. Which solicitation number should contractors use?

Answer: The correct solicitation number is RVA-SEC-08-2026.

Question. Which email address should contractors use for questions and proposals?

Answer: The email address provided for this solicitation is RVA-SEC-REP@co.pg.md.us. Contractors should refer to the solicitation and any addenda for submission instructions.

Question. How will contractors be notified of additional addenda or updates?

Answer: All solicitation updates and addenda will be posted on the Revenue Authority's website. Contractors are responsible for checking the website for updates.

Question. When must the selected contractor submit insurance documentation?

Answer: Required insurance documentation must be submitted when the proposal is awarded, in accordance with the solicitation and award instructions.

Question. Does the County living wage requirement apply to this contract?

Answer: Contractors are responsible for researching and determining the wage requirements applicable to their proposed services and for including any associated costs in their proposals.

Question. Will the Authority provide reporting templates and other required documents?

Answer: Yes. The Authority will provide the awarded contractor with the necessary documents and reporting materials.

Question: Specific makes and models of the Code Blue phones.

Answer: IA Series

Question: Identity of the incumbent Code Blue/intercom provider.

Answer: The Revenue Authority is not identifying the current incumbent contractor as part of this solicitation

Question: Whether Avigilon AI analytics licenses are currently enabled.

Answer: No, not at this time

Question: How MBE/CBSB participation percentages are calculated.

Answer: The Revenue Authority will increase the total evaluated score of Offerors that include participation in their Proposal by MBE(s) that have been certified by SDDD. The total evaluated score of such Offerors will be increased by the percentages set forth below:

- 4 percentage points where MBE Participation is between 30% and 39%
- 6 percentage points where MBE Participation is between 40% and 49%
- 9 percentage points where MBE Participation is 50% or above. Question 19:

Question: Specific SOC location and Maryland licensing requirements.

Answer: The SOC may be located outside of the State of Maryland, provided the Contractor maintains all licenses, certifications, and registrations required to perform the services under this contract. The Contractor must possess a valid Maryland Security Guard Agency License and comply with applicable licensing requirements in the state where the SOC operates.