



REVENUE  
AUTHORITY  
OF PRINCE  
GEORGE'S  
COUNTY

**REQUEST FOR  
PROPOSALS  
NO. RVA-PMS-04-2026**

**Parking Management System**

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Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George’s County  
Parking Management System

**TABLE OF CONTENTS**

**SECTION I: INTRODUCTION**

SUMMARY STATEMENT..... 3  
PROPOSAL SUBMISSION..... 3  
PRE-PROPOSAL INFORMATION SESSION ..... 3  
QUESTIONS AND INQUIRIES..... 3  
TERM OF CONTRACT ..... 4  
PRICE ESCALATION..... 4

**SECTION II: GENERAL INFORMATION**

BACKGROUND..... 5  
SCOPE OF WORK..... 6  
    Core System Requirements..... 6  
    Operational and Integration Requirements ..... 13  
    Technology, Data, and Analytics..... 19  
    Implementation, Install, and Testing..... 22

**SECTION III : FINANCIAL RESPONSIBILITIES**

TAX CERTIFICATION..... 28

**SECTION IV: EVALUATION AND SELECTION**

SELECTION PROCESS ..... 29  
EVALUATION AND SELECTION COMMITTEE..... 29  
QUALIFYING PROPOSALS ..... 29  
TECHNICAL EVALUATION CRITERIA..... 29  
SUPPLIER DIVERSITY AND PARTICIPATION EVALUATION ..... 29  
FINAL RANKINGS AND SELECTION ..... 29-30  
PROPOSALS PROPERTY OF RVAPGC..... 30

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George’s County  
Parking Management System

**SECTION V: PROPOSAL SUBMITTALS**

TECHNICAL PROPOSAL FORMAT OUTLINE ..... 30  
FORMAT DESCRIPTION .....30

**SECTION VI: GENERAL TERMS**

PREVAILING LAW ..... 32  
THE REVENUE AUTHORITY OF PRINCE GEORGE’S COUNTY HELD HARMLESS..... 32  
TERMINATION FOR DEFAULT ..... 32  
TERMINATION FOR CONVENIENCE..... 32  
ASSIGNMENT OF CONTRACT ..... 33  
NON-DISCRIMINATION ..... 33  
SEXUAL HARASSMENT ..... 33  
ARREARAGES ..... 33  
TAX EXEMPTIONS ..... 34  
CONTRACT ALTERATIONS ..... 34  
INSURANCE REQUIREMENTS ..... 34  
WORKERS’ COMPENSATION ..... 34  
COMMERCIAL GENERAL LIABILITY INSURANCE (CGL)..... 34  
CYBER LIABILITY INSURANCE ..... 35

**SECTION VII: REQUIRED FORMS**

REQUIRED FORMS ..... 36  
ETHICS DECLARATION SHEET ..... 37  
BID PRICE SHEET ..... 38-39  
OFFEROR’S QUALIFICATION STATEMENT ..... 40  
SUPPLIER PARTICIPATION UTILIZATION PLAN..... 41  
SWORN AFFIDAVIT OF CONTRACTOR..... 42  
APPENDIX A ..... 43  
APPENDIX B ..... 44  
APPENDIX C ..... 45

## **SECTION I: INTRODUCTION**

### **SUMMARY STATEMENT**

The Revenue Authority of Prince George's County (hereafter referred to as "RVAPGC" or "Revenue Authority") is seeking to procure and implement a comprehensive, enterprise-grade Parking Management System (hereafter "PMS") to modernize, integrate, and scale parking operations across the County and with its municipal partners. The proposed PMS will serve as a fully integrated, cloud-based platform that unifies all core parking functions into a single ecosystem, including parking enforcement, citation and violation management, digital permitting, payment processing, and advanced analytics. The system will replace or consolidate existing fragmented tools and manual processes, enabling real-time operations, improved compliance, and enhanced transparency.

At its core, the PMS will support end-to-end parking lifecycle management—from permit issuance and enforcement in the field to citation adjudication, collections, and customer engagement. The system will be designed to support License Plate Recognition (hereafter "LPR") technologies, and digital permitting, positioning RVAPGC to operate efficiently at scale while reducing administrative burden and reliance on physical credentials. A key priority of this procurement is interoperability and integration. The PMS must seamlessly integrate with third-party systems including mobile payment providers, financial systems, 311/customer service platforms, and other municipal technologies. The system will be built on an open Application Program Interface (hereafter "API") framework to ensure flexibility, future scalability, and alignment with evolving smart city initiatives.

The PMS will also provide robust reporting, analytics, and business intelligence capabilities, enabling RVAPGC and its municipal partners to make informed policy and operational decisions. This includes real-in dashboards, enforcement productivity tracking, revenue analysis, permit demand forecasting, and spatial mapping insights. These capabilities are critical to supporting RVAPGC's data-driven approach to program design, pilot evaluation, and long-term optimization.

From an operational standpoint, the selected vendor will be responsible for full system implementation, including configuration, data migration, integration, testing, training, and deployment. The vendor must also provide ongoing system support, maintenance, and upgrades to ensure long-term reliability, cybersecurity compliance, and performance in alignment with defined service level agreements (hereafter "SLAs"). This PMS will directly support RVAPGC's municipal partnership model by providing a scalable, configurable platform that can be deployed across multiple jurisdictions with varying needs. Whether supporting residential parking permit programs, commercial corridors, or full-service enforcement operations, the system will enable RVAPGC to deliver consistent, high-quality services.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

**PROPOSAL SUBMISSION**

Proposals must be submitted electronically to [RVA-PMS.RFP@co.pg.md.us](mailto:RVA-PMS.RFP@co.pg.md.us) by June 1, 2026 at 2:00 p.m. Eastern Time to be considered.

RVAPGC reserves the right to reject any or all proposals, to waive technical deficiencies, to accept any proposal that it may deem to be in the best interest of RVAPGC, and to negotiate the terms and conditions of any proposal leading to execution of a Contract.

All proposals will be reviewed for thoroughness and compliance with the required specifications before any notice of award is made and/or Contract negotiation undertaken. Once submitted, the proposal and all supporting and descriptive materials become the property of RVAPGC.

**PRE-PROPOSAL INFORMATION SESSION**

A Pre-Proposal Information Session will be held on April 21, 2026 , at 10:00 a.m. Eastern Time virtually. The information presented will be very informative. Therefore, all potential Offerors are urged to attend in order to enhance their understanding of the RVAPGC's requirements and to prepare acceptable proposals.

Please send an email to [RVA-PMS.RFP@co.pg.md.us](mailto:RVA-PMS.RFP@co.pg.md.us) communicating your intent to attend. An invitation link will be sent to your email address once received.

**QUESTIONS AND INQUIRIES**

All questions and requests for clarification must be in writing, sent by email to [RVA-PMS.RFP@co.pg.md.us](mailto:RVA-PMS.RFP@co.pg.md.us). Offerors are encouraged but not required to submit questions and inquiries by May 1, 2026 at 4:00 p.m. Eastern Time. All questions submitted will be compiled and published on the Agency's official website. The compiled questions and answers, as well as any addenda, are anticipated to be published on May 8, 2026.

**TERM OF CONTRACT**

The initial term of the contract shall be for three (3) years from the date of contract execution. The contract terms may be extended for two (2) additional one (1) year periods upon mutual agreement of the parties.

**PRICE ESCALATION**

All prices shall remain firm/fixed for the initial three (3) year term of the contract. A price increase may be considered upon written request from the Vendor at least 90 days prior to the beginning of any subsequent contract renewals. Price increases shall not, however, exceed the adjusted percentage change in the U.S. Department of Labor Consumer Price Index for the Washington-

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

Baltimore Consolidated Metropolitan Statistical Area using April 2026 as a base index for the ensuing contract period. Any price adjustment will be at the sole option of the RVAPGC.

**SECTION II: GENERAL INFORMATION**  
**BACKGROUND**

RVAPGC is a quasi-public entity established to deliver innovative, efficient, and fiscally responsible solutions that support the County's infrastructure, economic development, and public safety objectives. RVAPGC administers a diverse portfolio of programs that generate revenue through parking operations and automated enforcement initiatives, including red light camera enforcement, speed enforcement, and school bus stop-arm camera enforcement. In addition, the Authority manages the County's False Alarm Reduction Unit, which supports public safety by improving compliance and reducing unnecessary emergency response demands. These programs are designed to enhance roadway safety, promote adherence to local laws, and improve overall quality of life for residents and visitors. With a strong emphasis on technology, data-driven decision-making, and customer service, the Revenue Authority serves as a trusted partner to County agencies, municipalities, and community stakeholders.

Within its parking operations, RVAPGC manages nearly 5,000 parking spaces across Prince George's County, including commuter fringe lots, structured parking garages, and on-street parking assets. The Authority oversees the full lifecycle of parking management, including enforcement, permitting, and citation administration, with the issuance of approximately 110,000 citations annually. Through consistent enforcement, strategic parking management, and coordinated operations, RVAPGC plays a critical role in maintaining safe, accessible, and well-regulated parking environments. The Revenue Authority also serves as a municipal partner, working collaboratively with local jurisdictions to design, implement, and manage tailored parking solutions that address community needs, improve compliance, support local economic activity, and reinforce public safety across the County.

## **SCOPE OF WORK:**

### **A. CORE SYSTEM REQUIREMENTS**

#### **1. System Architecture and Platform Requirements**

The Parking Management System (PMS) shall be provided as a secure, enterprise-grade, cloud-based platform that serves as the central system of record for all parking operations administered by RVAPGC. The platform shall unify field enforcement activity, citation processing, permit administration, payment activity, customer interactions, adjudication support, and reporting within a single environment to eliminate duplicate data entry, reduce fragmented workflows, and improve operational visibility across departments.

The system architecture shall be designed to support both current operational needs and future program expansion, including additional parking districts, municipal partnerships, new permit programs, and future integrations with curb management, smart city, and business intelligence tools. The Vendor shall provide a modular platform that allows RAPGC to activate or scale functional components without requiring replacement of the underlying system.

At a minimum, the platform shall:

- a) Operate as a centralized back-office system accessible through secure web-based administration
- b) Allow role-based access by function, department, or user type
- c) Maintain complete audit logs of user actions, status changes, financial transactions, and case activity
- d) Support configurable workflows, fee schedules, notice rules, and escalation timelines without custom code for standard business changes
- e) Provide secure API access and documented integration standards for external systems and future expansion

The system shall also include administrative tools that allow RVAPGC to manage business rules internally, including violation tables, permit zone settings, escalation schedules, user permissions, and correspondence triggers, without overreliance on vendor intervention for routine operational changes.

#### **2. Parking Enforcement and Field Operations**

The PMS shall support a fully integrated field enforcement environment designed specifically for high-volume municipal parking operations. The field solution must combine durable hardware, intuitive mobile software, LPR integration, real-time validation tools, and strong operational reliability so Parking Enforcement Officers can work efficiently in live street conditions without disruption.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

Field Enforcement Capabilities

The system shall support:

- a) Real-time citation issuance from handheld mobile devices
- b) Online and offline operating modes, with automatic synchronization when connectivity is restored
- c) GPS capture of citation location and officer activity
- d) Real-time permit validation by license plate, zone, and address where applicable
- e) Real-time validation of paid parking sessions from integrated mobile payment providers
- f) LPR-assisted workflow to reduce manual entry and improve enforcement speed
- g) Supervisory visibility into officer activity, issuance volumes, patrol coverage, and field status

Mobile Application and Usability

The mobile enforcement application shall be optimized for field usability and speed. The interface shall support one-handed operation where practical, minimize keystrokes, and display clear prompts for officers working in bright sunlight, adverse weather, and high-volume environments. The application shall include a large, user-friendly on-screen keypad, structured citation entry screens, and simplified navigation to reduce input errors and improve issuance speed.

Hardware and Peripheral Compatibility

The solution shall provide ruggedized handheld devices and Bluetooth citation printers suitable for municipal enforcement operations. Bluetooth printer support shall include printer connectivity monitoring, battery status, and paper status visibility within the application. The Vendor shall describe device compatibility, replacement procedures, warranty terms, spare inventory availability, and remote device management capabilities.

LPR Integration

The PMS shall be fully compatible with RAPGC's existing Genetec LPR system and shall support real-time, bi-directional information exchange between the PMS and LPR environment. Officers must be able to access LPR-derived scan information, hotlists, and permit status within a unified workflow rather than separate disconnected systems. LPR scan data shall populate enforcement workflows without requiring redundant manual entry.

Field Support and Continuity

To minimize operational downtime, the mobile application shall include built-in mechanisms for field issue escalation, such as embedded support ticketing, image or error-log attachment, and secure communication with support personnel. The Vendor shall describe field support response procedures, escalation protocols, and methods for resolving device or application issues without requiring officers to suspend active patrol operations.

### **3. Citation Management**

The PMS shall provide a comprehensive citation management module that controls the full lifecycle of a citation from issuance through payment, adjudication, escalation, collections, closure, or dismissal. The system must maintain a complete chain of record so that every enforcement action, status change, notice event, appeal, payment, adjustment, and disposition is captured in one unified citation history.

The system shall support configurable violation codes, fine schedules, escalation rules, and penalty timelines based on RVAPGC policy and applicable law. RVAPGC must be able to administer and revise citation business rules without requiring significant vendor customization for ordinary program changes.

#### Core Citation Management Capabilities

The system shall:

- a) Create and store citation records in real time from field issuance devices
- b) Support configurable violation types, base fines, late fees, and penalty progression
- c) Immediately update citation status when paid, dismissed, appealed, held for court, referred to collections, or otherwise modified
- d) Maintain clear visibility into citation age, balance, eligibility status, and enforcement history
- e) Support citation linking by vehicle, motorist, account, permit, or related case activity
- f) Provide structured photo evidence, officer notes, GPS data, and timestamped activity logs as part of the official record
- g) Prevent duplicate citation records and maintain consistent status control across all modules

The citation module shall support both operational efficiency and legal defensibility. It shall produce a complete, auditable record suitable for internal review, customer service response, administrative hearings, formal adjudication, and collections referral.

#### Status and Escalation Controls

The system shall automatically apply policy-driven citation progression, including late fees, delinquency status, pre-collection notices, collection referral flags, and boot/tow eligibility where applicable. Receipt of an appeal or trial request shall only alter escalation behavior if specifically configured by RVAPGC policy.

### **4. Residential Parking Permit Program (RPP)**

The PMS shall provide a full-cycle permit management solution to support RVAPGC's Residential Parking Permit (hereafter "RPP") program and other current or future permit types. The permit module shall support eligibility validation, digital issuance, renewals, enforcement

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

verification, administrative oversight, and reporting within a single integrated system.

The system must be capable of supporting plate-based digital permitting as the default operating model, while preserving flexibility for physical credentials only if required by future policy. The permit platform shall be configurable by zone, permit type, issuance limits, household caps, waitlist rules, and document requirements without requiring redevelopment for normal program changes.

#### Application and Eligibility Management

The system shall support:

- a) Online permit applications and renewals
- b) Applicant account creation and status tracking
- c) Upload and review of residency or eligibility documentation
- d) Internal review workflows for approval, denial, hold, or exception handling
- e) Configuration of permit zones, permit caps, household limits, waitlists, and effective periods
- f) Administrative review tools for incomplete, disputed, or exception-based applications

#### Digital Permit Issuance and Enforcement Validation

The permit module shall issue permits tied to vehicle license plates and make permit status available instantly to enforcement personnel in the field. Officers must be able to verify permit eligibility by tag, zone, address, or permit type in real time. The system shall integrate permit records directly into enforcement workflows and LPR validation so that officers are not required to search disconnected systems or rely on static exports.

#### Permit Types and Flexibility

The system shall support multiple permit classes, including:

- a) Residential permits
- b) Visitor permits and guest pass programs
- c) Temporary permits
- d) Short-term exemptions
- e) Special event or special circumstance permits
- f) Any future RVAPGC-defined permit category

#### Contact Center Support

If RVPGC elects to require vendor-managed contact center services for RPP, the Vendor shall provide staffing, training, quality assurance, reporting, and operational controls for a turnkey service environment. Services may include inbound and call handling, email response management, online chat, bilingual support, document assistance, and payment support. All interactions must be logged directly within the PMS and tied to a user account or case record for accountability.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

Each permit type shall allow RVAPGC to configure its own rules, fee structures, validity periods, issuance limits, and documentation requirements.

## **5. Payments and Financial Management**

The PMS shall include a secure, multi-channel payment and financial control module that supports citation payments, permit payments, lockbox processing, reversals, refunds, adjustments, reconciliation, and auditable financial controls.

The system shall support payment acceptance through web, phone, mail, lockbox, and any other authorized channel adopted by RVAPGC. All payment channels shall feed into a single financial record environment to ensure consistency between balances due, payment status, and financial reporting.

### Payment Processing Capabilities

The system shall support:

- a) Pay-by-web in required languages
- b) Pay-by-phone in required languages
- c) Display of citation or permit details prior to payment confirmation
- d) Real-time or near-real-time posting of approved payments
- e) Lockbox processing for checks and money orders
- f) Payment receipt generation and retention
- g) Secure storage of transaction history and payment audit records

### Financial Controls

The system shall provide strong internal controls for managing payment exceptions and account corrections. Authorized users shall be able to:

- a) Transfer overpayments
- b) Correct misapplied payments
- c) Process refunds to the original payment source when applicable
- d) Reverse payments and automatically reopen affected citations when warranted
- e) Identify and manage non-sufficient funds transactions
- f) Restrict future payment methods for flagged accounts when authorized by policy
- g) Separate and track payments by program, contract, fund, or operational category for reporting and reconciliation

All financial actions shall be auditable by user, date, time, reason, and transaction effect. The system shall maintain a clear distinction between original balance, penalties, fees, payments, adjustments, and remaining liability.

### Operational Reconciliation

The payment module shall support daily balancing, settlement reporting, exception review, and ability to export data RVAPGC's financial platform, MIP Fund Accounting. Financial data shall

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

be available for operational staff, finance staff, and management reporting without requiring manual spreadsheet reconciliation as a normal business practice.

Customer Account and Interaction Management

The system shall support:

- a) Centralized customer account records
- b) Logging of phone, email, portal, and chat interactions
- c) Tracking of inquiry type, issue status, assigned staff, and resolution history
- d) Integration of customer records with related citations, permits, payments, and appeals
- e) Internal notes and escalation tracking for customer follow-up
- f) Timestamped audit trails for all service activity

Self-Service Capabilities

The PMS shall provide a secure customer portal through which customers may:

- a) View citation and permit records
- b) Submit payments
- c) Apply for or renew permits
- d) Upload supporting documents
- e) Submit appeals or requests for review where authorized
- f) Receive notices, status updates, and determinations

**6. Correspondence, Notices & Mail Processing**

The PMS shall provide comprehensive correspondence management, including automated notice generation, delinquency tracking, and secure mail processing.

System-Generated Notices & Trial Letters

The system shall:

- a) Automatically generate notices and trial letters based on configurable timelines
- b) Allow the Vendor to send notices at appointed intervals established by RVAPGC
- c) Support consolidated correspondence by license plate, allowing one notice to include multiple citations associated with the same vehicle
- d) Support creation and modification of templates for all correspondence types, including notices, trial letters, delinquency communications, and general informational mailings

All notice triggers (initial notice, delinquent notice, trial notice, escalation notice, collection referral) must be configurable by RVAPGC policy.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

The system shall allow authorized users to:

- a) Reprint notices and correspondence
- b) Cancel or suspend scheduled mailings (e.g., weather closures, scheduling errors, administrative adjustments)
- c) Document cancellation reason with user ID and timestamp

## **7. Court & Administration Review Management**

### Trial Requests & Appeal Logic

The PMS shall allow motorists to submit trial requests online through a secure portal. The system must include configurable business rules to automatically disable the online trial request option once a citation reaches twenty-five (25) days of age or another Prince George's County-defined threshold.

Receipt of an appeal or trial request shall not automatically freeze penalty escalation unless explicitly configured by County policy. The system must allow the RVAPGC to continue penalty progression consistent with established ordinances and procedures.

### Verdict Entry & Financial Reconciliation

The PMS must allow adjudicators or authorized staff to enter verdicts directly into the system during or immediately following hearings. The system shall support entry of like verdicts across multiple citations simultaneously when appropriate.

Upon verdict entry, the system must automatically:

- a) Adjust fine amounts based on outcome
- b) Apply reductions where ordered
- c) Apply or remove court fees as applicable

The system must maintain clear separation between:

- a) Original citation amount
- b) Reductions or adjustments
- c) Court-imposed fees

All financial changes must be auditable and tied to the adjudicator or authorized user entering the disposition.

### Administrative Review Management

If RVAPGC elects to require vendor-managed in-house administrative hearings or pre-court review, the system shall support evaluation of citation records, photo evidence, officer notes, submitted motorist documentation, written determination entry, and notice generation.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

Administrative outcomes must remain distinct from formal court outcomes and must be fully auditable.

## **B. OPERATIONAL AND INTEGRATION REQUIREMENTS**

### **1. Enterprise Integration Framework**

The Parking Management System (PMS) shall operate as a fully integrated enterprise platform capable of seamless interoperability across RVAPGC systems, external agencies, enforcement technologies, and third-party applications. The system shall eliminate data silos, reduce manual data entry, and ensure real-time, bi-directional data exchange across all operational units.

To support this environment, the Vendor shall provide a standards-based integration architecture utilizing secure APIs, web services, and/or secure file transfer protocols. The platform shall be designed to ensure consistent, reliable data exchange and maintain a single system of record across all operational functions.

In support of these objectives, the system shall:

- a) Enable real-time data exchange across all PMS modules and integrated systems
- b) Maintain a unified system of record for enforcement, financial, and administrative data
- c) Support secure, standards-based integration methods aligned with RVAPGC IT requirements

### **2. Enforcement and Citation Lifecycle Integration**

The PMS shall provide seamless integration across the full parking enforcement lifecycle, ensuring that all operational components function within a unified system. Enforcement activity initiated in the field must flow continuously through citation processing, adjudication, and collections without delay or manual intervention.

To ensure a consistent and synchronized lifecycle, the system shall:

- a) Synchronize field enforcement devices, citation processing workflows, booting integrations, towing modules, adjudication systems, and collections management
- b) Provide immediate availability of citation data upon issuance
- c) Automatically update citation status across all modules (e.g., paid, dismissed, appealed, referred to collections)
- d) Provide real-time visibility of boot and tow eligibility across enforcement and LPR systems
- e) Enable supervisory visibility into officer activity, citation status, and compliance escalation
- f) Eliminate duplicate data entry and manual reconciliation processes

### **3. License Plate Recognition (LPR) Integration**

The PMS shall provide native, real-time integration with RVAPGC's existing Genetec LPR system, ensuring that LPR data is fully embedded within enforcement workflows. This integration shall allow officers to leverage LPR intelligence directly within the citation process, eliminating the need for separate systems or manual lookups.

To support this level of integration, the system shall:

- a) Synchronize hotlists between PMS and LPR systems in real time
- b) Automatically identify scofflaw vehicles, permit violations, and boot-eligible vehicles
- c) Populate LPR scan data directly into citation workflows without manual entry
- d) Capture and store scan activity for reporting, analytics, and audit purposes
- e) Ensure secure, encrypted data exchange is compliant with applicable privacy standards

### **4. Mobile Payment Platform Integration**

RVAPGC currently uses the Park Mobile platform as its primary mobile payment solution. The PMS must integrate with this existing partner, as well as support integration with additional mobile payment platforms. This ensures that all active paid parking sessions are visible and verifiable in real time during enforcement. Such integration is essential to maintaining enforcement accuracy and preventing incorrect citations.

To achieve this, the system shall:

- a) Synchronize payment session data in real time
- b) Support multiple payment providers within a non-proprietary environment
- c) Provide immediate visibility of active sessions within enforcement devices
- d) Eliminate delays between payment initiation and enforcement validation
- e) Enable direct validation of paid sessions within citation issuance workflows

#### Open API and Future-Proof Architecture

The PMS shall provide an open and extensible integration framework that supports RVAPGC's long-term technology strategy. The system shall be designed to accommodate future integrations without requiring system replacement or major redevelopment.

### **5. Motor Vehicle Data Integration (MVA and Nationwide)**

The PMS shall integrate with the Maryland Motor Vehicle Administration (MVA) and other state motor vehicle databases to support enforcement and compliance actions. This integration shall ensure accurate vehicle identification and support enforcement tools such as registration flagging and cross-jurisdictional data access.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

To support these capabilities, the system shall:

- a) Perform automated vehicle registration lookup during citation issuance
- b) Support registration flag placement, correction, and release
- c) Provide access to nationwide vehicle registration data
  
- d) Comply with all applicable data-sharing agreements and legal requirements

## **6. Booting (Immobilization) Integration & Towing Support**

### Booting

The PMS shall support seamless integration with third-party booting vendor, Paylock, to enable efficient identification, tracking, and release immobilized vehicles. The system shall provide real-time or near real-time data exchange..

### Towing Support

The PMS shall include a comprehensive towing module to support the full cycle of towing operations, from authorization through final disposition. The system shall enable real-time initiation linked to eligible citations or enforcement actions, with seamless integration with RVAPGC's third-party vendor(s) to ensure coordinated booting and towing workflows.

The PMS shall allow:

- a) Towing rotation and authorization based on RVAPGC policy triggers
  
- b) Real-time entry of tow details (tow company, driver, time, location)
- c) Capturing, uploading and storage of photographic evidence
- d) Tracking of storage location and release status

The system must generate required documentation for:

- a) Tow rotation and authorization
- b) Vehicle inventory (if applicable)
- c) Release authorization

All towing actions must be auditable and linked to the underlying citation or abandoned vehicle case.

## **7. Abandoned Vehicle Unit (AVU) Management and Integration**

The PMS shall seamlessly integrate with the County's Salesforce-based 311 platform to enable end-to-end management of Abandoned Vehicles Unit (hereafter "AVU") service requests. This integration shall support the initiation of cases directly from 311 requests, real-time tracking of case status across systems and continuous compliance monitoring throughout the lifecycle.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

311 System Integration

The PMS must integrate with the County's 311 system to allow seamless intake, tracking, and status updates of abandoned vehicle complaints submitted by residents.

At minimum, the integration shall:

- a) Automatically receive abandoned vehicle service requests from the County's 311 platform
- b) Create a corresponding AVU case within the PMS without duplicate data entry
- c) Capture key 311 data elements, including:
  - a. Service request number
  - b. Complainant information
  - c. Location details
  - d. Vehicle description
  - e. Date and time of report
- d) Provide real-time or near-real-time status updates back to the 311 system
- e) Allow case closure status to sync with the 311 platform

The integration must eliminate manual re-entry of service requests and ensure accurate cross-system tracking. All linked records must maintain audit traceability between the 311 request ID and the PMS case number.

The Vendor shall describe the proposed integration method (API, secure data exchange, middleware) and any technical requirements necessary to support seamless interoperability.

Case Creation & Tracking

The system shall allow:

- a) Creation of abandoned vehicle cases from officer observation or 311 intake
- b) Linking of cases to tag, VIN, and precise GPS location
- c) Capture of photo evidence and field notes
- d) Assignment to specific officers or units
- e) Status tracking through the full lifecycle

Cases must move through defined stages, including:

- a) Initial observation or complaint intake
- b) Notice placement
- c) Compliance period tracking
- d) Re-inspection
- e) Towing authorization
- f) Final disposition

Each stage must be timestamped and auditable.

## 8. Integration with Enforcement & Towing Modules

Abandoned vehicle cases must integrate directly with:

- a) Citation issuance
- b) Booting and towing records
- c) Storage and release tracking

The system shall prevent duplicate records and ensure all enforcement actions are tied to a unified vehicle history.

## 9. Collections Management Integration

### Collections

RVAPGC currently uses Penn Credit Corporation as its third-party collections vendor for delinquent citations. The PMS shall include seamless, secure, and automated integration capabilities.

At a minimum, the system must support:

- a) Batch or real-time electronic referral of delinquent accounts based on RVAPGC-defined business rules.
- b) Secure transmission of all required account, debtor, and citation information using industry-standard encryption protocols.
- c) Automated ingest of payment updates, status changes, settlement information, and other relevant data provided by the external vendor.
- d) Automatic posting of collection payments to the appropriate citation(s) with accurate allocation and financial reconciliation.
- e) Full tracking of referral dates, recall actions, vendor activity outcomes, and recovery performance.
- f) Warm transfer from the collections vendor for outstanding citations which have not been referred to the collections vendor

The system must include safeguards to prevent duplicate referrals and allow RVAPGC to recall accounts from collections promptly and accurately when needed. Records of referral and recall actions must remain visible and auditable within the PMS.

## 10. Court and Adjudication System Integration

The PMS shall integrate with the County's court systems through Tyler Technologies to support a seamless adjudication lifecycle for parking citations. This integration shall enable the electronic transmission of citation data, scheduling and management of hearings, and real-time updates on case status, and rulings. The PMS shall ensure bi-directional data exchange to

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

maintain data integrity, reduce manual processing, and support compliance with judicial requirements.

Court System Integration

To ensure alignment between court systems and PMS records, the system shall:

- a) Generate and export electronic dockets
- b) Integrate with court case management systems
- c) Update citation records in real time based on hearing outcomes
- d) Automatically apply fine adjustments and case dispositions

Data Synchronization and System Integrity

The PMS shall ensure consistent and reliable data synchronization across all modules and integrated systems. All users must operate from accurate, current information regardless of their function or system access point.

To maintain data integrity and consistency, the system shall:

- a) Maintain a single system of record for all parking operations
- b) Provide real-time or near-real-time updates across all functional areas
- c) Prevent duplicate or conflicting data records
- d) Maintain full auditability of all system activity

**C. TECHNOLOGY, DATA, AND ANALYTICS**

The Parking Management System (PMS) shall provide a modern, cloud-based technology environment that enables RVAPGC to operate as a data-driven organization. The system must not only support transactional operations, but also deliver actionable intelligence, enterprise data governance, and advanced analytics capabilities that improve operational efficiency, policy decisions, and revenue performance.

The PMS shall function as the single source of truth for all parking-related data across enforcement, permitting, adjudication, and collections, ensuring data integrity, accessibility, and real-time visibility across all operational units.

**1. System Architecture & Cloud Environment**

The PMS shall be delivered as a fully hosted, cloud-native Software-as-a-Service (hereafter “SaaS”) solution designed for high availability, scalability, and security.

The system shall:

- a) Operate within a secure, redundant cloud environment
- b) Provide automatic system updates, patches, and feature enhancements without service disruption

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

- c) Support elastic scaling to accommodate peak enforcement periods, citation volumes, and user demand
- d) Ensure system accessibility across desktop, tablet, and mobile devices without performance degradation

The Vendor shall clearly define system architecture, hosting environment, uptime guarantees, and disaster recovery capabilities, ensuring alignment with RVAPGC Information Technology (hereafter "IT") standards and continuity of operations expectations.

## **2. Data Governance, Ownership & Accessibility**

RVAPGC shall retain full ownership of all data generated, stored, or processed within the PMS.

The system shall:

- a) Provide unrestricted access to all operational, financial, and enforcement data without vendor dependency
- b) Support on-demand export of all operational, financial, and enforcement data in standard, non-proprietary formats (e.g., CSV, JSON, XML)
- c) Maintain clear data structures and schemas to support external reporting and analytics tools

The Vendor shall ensure that data is never locked within proprietary systems and that RVAPGC maintains long-term control and portability of all records.

## **3. Real-Time Dashboards & Operational Intelligence**

The PMS shall provide a configurable, real-time dashboard that deliver visibility into key operational metrics across all program areas.

The Dashboard shall:

- a) Display enforcement activity (citations issued, locations, officer productivity)
- b) Provide real-time revenue tracking (payments, outstanding balances, collections status)
- c) Show permit activity (applications, approvals, renewals, utilization)
- d) Track adjudication outcomes and case backlogs
- e) Monitor booting/towing activity and compliance escalation

Users shall be able to configure dashboards based on role (executive leadership, operations, finance, enforcement supervisors) with drill-down capability from summary metrics to individual records.

#### **4. Reporting**

The PMS shall include robust reporting capabilities that support both standard reporting and advanced analytics.

The system shall:

- a) Provide a library of pre-configured reports aligned with parking operations (citations, permits, revenue, adjudication, collections)
- b) Allow users to build custom reports without requiring vendor support
- c) Support scheduled and automated report distribution to designated stakeholders
- d) Enable cross-module reporting to analyze relationships between enforcement, compliance, and revenue outcomes

Reports must be structured to support operational management, financial reconciliation, policy evaluation, and executive-level decision-making.

#### **5. Spatial Data**

The PMS shall support use, visualization, and analysis of spatially referenced data to enable location-based operational insight and decision making.

The system shall:

- a) Map citation activity, permit zones, and enforcement coverage
- b) Support visualization of Residential Parking Permit (RPP) zones and boundaries
- c) Enable spatial analysis of parking demand and violation hotspots
- d) Capture and store geolocation data (e.g.GPS coordinates) associated with enforcement actions and system records

#### **6. Data Security & Privacy**

The Vendor shall implement and maintain a comprehensive, risk-based information security program that provides the highest industry-standard level of protection for all data housed within the platform, regardless of its classification.

This program must ensure continuous compliance with all applicable regulatory frameworks (including but not limited to PCI-DSS, HIPAA, and Global Privacy Laws) and utilize only current, non-deprecated, and validated cryptographic modules. The Vendor further commits to cryptographic and operational agility, ensuring that all security controls and data handling practices are proactively updated to defend against emerging threats and to maintain alignment with the most recent authoritative governance standards throughout the life of the contract.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

The system shall:

- a) Encrypt all data in transit and at rest using industry-recognized, non-deprecated cryptographic modules and protocols
- b) Comply with applicable data protection regulations and standards
- c) Support multi-factor authentication (hereafter "MFA") for system access
- d) Maintain role-based permissions and access logging

The Vendor shall clearly define incident response procedures, mitigation plans, breach notification protocols, and data protection responsibilities.

## **7. Future Scalability & Innovation**

The PMS shall be designed to support RVAPGC's long-term growth and evolving parking management strategies.

The system shall:

- a) Support expansion into new program areas: (e.g., curb management, dynamic pricing, smart city integrations)
- b) Allow configuration of new policies, zones, and fee structures without system redevelopment
- c) Integrate with emerging technologies such as sensors, smart meters, and mobility platforms
- d) Provide a roadmap for future enhancements and system innovation

The Vendor's solution should be capable of supporting future expansion and potential interoperability with RVAPGC managed program, including but not limited to automated speed enforcement, red light enforcement, school bus camera, and False Alarm Reduction Unit. Vendors are encouraged to describe how their solution could accommodate future alignment, data exchange, or functional expansion with these or similar programs.

## **D. IMPLEMENTATION, INSTALL and TESTING**

The Vendor shall provide a comprehensive, structured, and fully managed implementation and operations approach to ensure the successful deployment, adoption, and long-term sustainability of the PMS. The implementation must minimize operational disruption, ensure data integrity, and position RVAPGC for immediate and sustained operational success. The Vendor shall act as a strategic implementation partner not solely a technology provider responsible for planning, execution, training, transition, and ongoing operational support.

## **1. Implementation Governance & Project Management**

The Vendor shall provide a formal project governance structure to guide implementation from initiation through full system stabilization.

The Vendor shall:

- a) Assign a dedicated Project Manager responsible for end-to-end delivery
- b) Establish a joint governance team including RVAPGC leadership, IT, operations, and finance stakeholders
- c) Develop a detailed Project Management Plan (hereafter "PMP") outlining scope, schedule, milestones, deliverables, risks, and dependencies
- d) Conduct recurring status meetings that shall occur weekly during implementation, and monthly after go-live
- e) Maintain a centralized issue log, risk register, and decision tracker

The Vendor shall utilize industry-standard project management methodologies and clearly define escalation protocols for risks that may impact timeline, cost, or operations.

## **2. Implementation Phasing Strategy**

The implementation shall follow a phased, structured deployment approach to reduce risk and allow for validation at each stage.

Phases shall include, at minimum:

### **A. Discovery & Requirements Validation**

- a) Review of current RVAPGC workflows, policies, and system configurations
- b) Validation of functional requirements across enforcement, permitting, adjudication, and collections
- c) Identification of process gaps and optimization opportunities

### **B. System Configuration & Design**

- a) Configuration of citation types, fee schedules, escalation rules, and permit structures
- b) Setup of user roles, permissions, and workflows
- c) Configuration of dashboards, reporting, and correspondence templates

### **C. Integration & Interface Development**

- a) Coordination with third-party systems (LPR, payments, courts, collections, 311, MVA, booting)
- b) Testing of data exchange, synchronization timing, and system interoperability

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

D. Data Migration & Validation

- a) Migration of historical and active citation, permit, and customer data
- b) Data cleansing, deduplication, and validation
- c) Parallel testing to ensure accuracy and completeness

E. User Acceptance Testing (UAT)

- a) Execution of real-world scenarios across all functional areas
- b) Validation by RVAPGC operational staff
- c) Documentation and resolution of defects prior to go-live

F. Go-Live & Stabilization

- a) Coordinated system cutover with minimal service disruption
- b) On-site and remote Vendor support during go-live
- c) Monitoring of system performance and issue resolution

G. Post-Implementation Optimization

- a) System tuning based on operational feedback
- b) Workflow adjustments and performance enhancements
- c) Transition to steady-state operations

### **3. Data Migration & System Transition**

The Vendor shall be responsible for the secure, accurate, and complete migration of all relevant legacy data into the new PMS.

The Vendor shall:

- a) Develop a detailed Data Migration Plan, including mapping, transformation rules, and validation processes
- b) Migrate active and historical records, including citations, payments, permits, adjudication outcomes, and customer accounts
- c) Perform data reconciliation to ensure financial and operational accuracy
- d) Maintain full auditability of migrated data

The Vendor shall support parallel system operation, if required, to ensure continuity during transition and minimize risk of operational disruption.

### **4. Training**

The Vendor shall provide a comprehensive training and change management program to ensure

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

successful system adoption across all RVAPGC user groups.

Training shall include:

- a) Role-based training for enforcement officers, supervisors, administrative staff, finance personnel, and leadership
- b) Hands-on system training using real-world scenarios
- c) Training materials including user manuals, quick reference guides, and video tutorials

The Vendor shall ensure all users are fully trained and confident prior to system go-live.

## **5. Operational Readiness & Go-Live Planning**

The Vendor shall develop a detailed Go-Live Plan that ensures operational readiness across all functional areas.

The plan shall include:

- a) Final system validation and readiness checklist
- b) Communication plan for internal staff and external stakeholders
- c) Staffing plan for go-live support

The Vendor shall provide on-site and remote support during go-live to ensure:

- a) Immediate issue resolution
- b) Minimal disruption to enforcement and customer service operations
- c) Continuity of revenue collection and system access

## **6. Ongoing Operations & System Administration**

Following implementation, the Vendor shall provide ongoing operational support to ensure system performance, reliability, and continuous improvement.

The Vendor shall:

- a) Provide system administration support, including configuration updates and user management
- b) Maintain system uptime in accordance with defined service levels
- c) Perform regular system updates, patches, and enhancements
- d) Provide a dedicated account manager for RVAPGC

## **7. Help Desk & Technical Support**

The Vendor shall provide a comprehensive help desk and technical support structure. The

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

maximum response time for support requests must be no more than 2 hours for Tier 1 issues, 4-6 hours for Tier 2 issues, and 12 hours for Tier 3.

Support services shall include:

- a) Multi-channel support (phone, email, web portal)
- b) Defined service hours, including options for extended or 24/7 support
- c) Tiered support structure with escalation protocols
- d) Issue tracking and resolution monitoring

The Vendor shall provide clearly defined SLAs, including:

- a) Response time for critical, high, medium, and low priority issues
- b) Resolution time targets
- c) System uptime guarantees

Penalty or service credit calculation of 5% for recovery point objective failure interruption off a future month service for each consecutive block of 12 hours of failure to meet recovery

point objective. All support interactions shall be logged and auditable within the system or support platform.

## **8. Maintenance, Updates & Continuous Improvement**

The Vendor shall provide ongoing system maintenance and continuous improvement services.

The Vendor shall:

- a) Deliver regular system updates and feature enhancements
- b) Provide advance notice of planned maintenance or system changes
- c) Ensure backward compatibility and minimal disruption during updates
- d) Incorporate user feedback into future system improvements

The Vendor shall maintain a product roadmap and provide RVAPGC with visibility into upcoming features and enhancements.

## **9. Performance Monitoring & Operational Reporting**

The PMS shall support ongoing monitoring of operational performance and system effectiveness.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

The Vendor shall:

- a) Provide operational reports related to system usage, uptime, and performance
  
- b) Support monitoring of key operational workflows (enforcement, permitting, adjudication, collections)
- c) Identify system inefficiencies or process bottlenecks

RVAPGC shall use this information to support continuous improvement and data-driven decision-making across parking operations.

### **10. Business Continuity & Disaster Recovery**

The Vendor shall provide a comprehensive Business Continuity and Disaster Recovery (BC/DR) plan to ensure uninterrupted system operations.

The Vendor shall:

- a) Maintain redundant system infrastructure
- b) Provide defined Recovery Time Objectives (hereafter "RTO") and Recovery Point Objectives (hereafter "RPO")
- c) Conduct regular backup and recovery testing
- d) Provide contingency procedures for system outages

The PMS shall ensure that critical functions such as enforcement, payments, and citation processing can continue during system disruptions.

### **11. Knowledge Transfer & Long-Term Sustainability**

The Vendor shall ensure that RVAPGC is fully equipped to manage and sustain the system long-term.

The Vendor shall:

- a) Provide comprehensive system documentation
- b) Deliver administrative and technical training for internal staff
- c) Support transition from implementation team to steady-state support team

The objective is to reduce long-term reliance on the Vendor while maintaining access to advanced support and innovation.

### **SECTION III: FINANCIAL RESPONSIBILITIES**

#### **TAX CERTIFICATION AND GOOD STANDING**

If a business entity conducting business in the State of Maryland, must be registered and in “Good Standing” with the Maryland State Department of Assessment and Taxation. The successful Offeror shall truthfully execute the attached Form A, “Certification of Corporation Registration and Tax Payment.” (See Attachment D and submit this form, together with a copy of its Certificate of Good Standing, as applicable, within seven (7) days of the RVAPGC Notice of Intent to Award.)

### **SECTION IV: EVALUATION AND SELECTION**

#### **SELECTION PROCESS**

A contract will be awarded to the responsive and responsible Offeror whose Technical Proposal will provide the “Best Value” to the RVAPGC’s requirements at the time of award and whose qualifications and fee structure is in the best interest of the RVAPGC.

#### **EVALUATION AND SELECTION COMMITTEE**

An Evaluation and Selection Committee, referred to as the Proposal Analysis Group (hereafter “PAG”), will evaluate all proposals received by the closing deadline. The PAG may request additional technical assistance from any source.

#### **QUALIFYING PROPOSALS**

The PAG will first review each Technical Proposal for compliance with the mandatory requirements of this RFP. Failure to comply with the requirements of this procurement may disqualify an Offeror’s Technical Proposal. The RVAPGC reserves the right to waive a requirement and/or minor irregularities. Proposals will not be available to the public or other Offerors.

#### **TECHNICAL EVALUATION CRITERIA**

Each Proposal will be evaluated based on the completeness and thoroughness of the Offeror’s submittal and “Best Value” to the RVAPGC. The evaluation criteria for this RFP is listed below:

- Experience & References (maximum of 25 points)
- Compliance & Responsiveness (maximum of 15 points)
- Technical Approach (maximum of 40 points)
- Proposed fees and costs (maximum of 20 points)

## **SUPPLIER DIVERSITY AND PARTICIPATION EVALUATION**

- A. County-Based Small Business Enterprise (hereafter "CBSB") and Minority Business Enterprises (hereafter "MBE") Preference Percentage Points: It is the policy of the RVAPGC that CBSBs and MBEs have the maximum opportunity to participate as prime contractors or subcontractors in the provision of goods and services to RVAPGC. The following preference point system is designed to meet the foregoing policy.
- B. The RVAPGC will increase the total evaluated score of the Offerors that include participation in their Proposal by CBSB(s) certified by the Office of Central Services Supplier Development and Diversity Division (hereafter "SDDD"). The total evaluated score of such Offerors will be increased by the percentages set forth below (Example: A Proposal that earns a total evaluated score of 80 points and that subcontracts 45% of the proposed Contract value to a CBSB(s) will be awarded additional points in the amount of 8% times 80 for a total evaluation score of 86.4 points (80x.08=6.4 additional points)).
- 5 percentage points where CBSB Participation is between 30% and 39%
  - 8 percentage points where CBSB Participation is between 40% and 49%
  - 10 percentage points where CBSB Participation is 50% or above.
- C. The RVAPGC 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.

Where Offerors qualify as both a CBSB and MBE, the Proposals are entitled to receive the greater of the participation percentage points allowed under either subsections B or C above. Supplier participation must be evidenced by submitting the Supplier Participation Utilization Plan attached hereto in the Proposal.

## **FINAL RANKINGS AND SELECTION**

The evaluation criteria contained herein shall be scored by the PAG. The PAG will make recommendations to the Procurement Officer for award of the Contract to the responsible Offeror whose Proposal is determined to be the best value to the RVAPGC, considering technical and cost factors set forth in this RFP.

Based on the PAG's initial review of Proposals, the RVAPGC may invite, without cost to itself, ranking finalists to make a presentation of their Proposal and their capabilities as a further consideration in the selection process. The PAG reserves the right to make an award with or without negotiations or to request best and final offers. Only those Offerors who are deemed reasonably susceptible to being selected for award shall be offered the opportunity to participate in this process.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

A one hundred (100) point scale will be used to create the final evaluation recommendation.

**PROPOSALS PROPERTY OF RVAPGC**

All proposals submitted in response to the Request for Proposals will become the property of RVAPGC.

**SECTION V: PROPOSAL SUBMITTALS**

**TECHNICAL PROPOSAL FORMAT OUTLINE**

1. Title Page
2. Transmittal Letter
3. Table of Contents
4. Statement of Qualifications
5. Proposal Responses
6. References
7. Affidavits, Forms, Addendums, Appendices, Certifications and Affirmations
8. Cost Proposal

**FORMAT DESCRIPTION**

Title Page: Each proposal shall begin with a Title Page. It shall display the words **Parking Management System Request for Proposals NO. RA-PMS-04-2026**. It shall also have the name of the company, contact name, title, business address and telephone number of the person authorized to obligate the company.

Transmittal Letter: The proposal shall include a transmittal letter prepared on the Offeror's business stationery. The purpose is to transmit the proposal; therefore, it should be brief. The letter must be signed by an individual who is authorized to bind the firm to all statements, including services and prices contained in the proposal.

Table of Contents: The proposal shall contain a "Table of Contents" with page numbers indicated.

Section I – Statement of Qualifications: The Offeror shall provide a detailed description of its qualifications to deliver the services described in Section II of this RFP, including how the Offeror meets the minimum qualifications of this RFP.

Section II – Proposal: The Offeror shall present its proposal responses in the order as displayed in the Scope of Work, Section II of this RFP.

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

References: The Offeror shall provide a minimum of three (3) references for programs similar in size and scope to this RFP with the contact details of at least one (1) reference at each program. List the contact individuals' addresses, phone numbers, length of time of contract relationship and services provided.

Affidavits, Forms, Addendums, Appendices, Certifications and Affirmations: The Offeror shall submit with the proposal any certifications, affirmations, addendums, and appendices required by this RFP. These forms shall be completed and submitted with the proposals by all Offerors.

Cost Proposal: The Cost Proposal is to be clearly marked and submitted as the final content of the Proposal. The Cost Proposal shall include all costs and fees associated with the services detailed in this RFP for the initial contract period and any subsequent extensions.

**SECTION VI: GENERAL TERMS AND CONDITIONS, IF AWARDED CONTRACT  
PURSUANT TO THIS SOLICITATION**

If awarded a contract pursuant to this solicitation, the following are the standard general terms and conditions that will apply to the contract awarded.

**PREVAILING LAW AND SUBMISSION TO JURISDICTION**

The Contract shall be governed by the laws of Prince County and the State of Maryland. The parties hereby agree that any suit, action, or proceeding seeking to enforce any provision of, or based on any matter arising out of or in connection with, this Contract or the transactions contemplated hereby, whether in contract, tort, or otherwise, shall be brought in the federal or state courts located in Prince George's County. Each of the parties hereby irrevocably consents to the jurisdiction of such courts (and of the appropriate appellate courts therefrom) in any such suit, action, or proceeding and irrevocably waives, to the fullest extent permitted by law, any objection that it may now or hereafter have to the laying of the venue of any such suit, action, or proceeding in any such court or that any such suit, action, or proceeding that is brought in any such court has been brought in an inconvenient forum.

**INDEMNIFICATION**

Contractor shall indemnify, defend, and hold harmless RVAPGC, its officers, directors, agents and employees (each, including RVAPGC, a "Covered Person") from and against any and all pending or threatened claims, losses, liabilities, litigation, damage, penalty, expense and demands of every kind and nature whatsoever (any of the foregoing a "Loss"), including, without limitation, the costs as and when incurred of defending any such Loss, and including, without limitation, reasonable attorneys' fees and disbursements therefore, incurred by a Covered Person resulting from or arising in connection with the performance of this Contract, caused in part or in whole by a breach of contract or any negligent or willful act or omission of Contractor, its officers, agents, employees or representatives. The duty to defend pursuant to this section is independent from the duty to indemnify, arises immediately upon the presentation of a claim by any party, and exists regardless of whether fault is ultimately apportioned to RVAPGC by any forum. The Contractor expressly understands and agrees that any performance bond or insurance protection required by this Contract or otherwise provided shall in no way limit the responsibility to indemnify, keep and save harmless and defend RVAPGC as herein provided. RVAPGC does not waive any right or defense, or forebear any action, in connection herewith.

The RVAPGC shall not indemnify, defend, or hold harmless the Contractor for any claim, damage, or expense, including attorney fees. Any limitation of liability in this Agreement does not apply to Contractor's indemnification obligations, breach of confidentiality, or intellectual property infringement.

The indemnification provisions set forth in this Section shall survive termination or expiration of this Contract. Contractor shall take proper safety and health precautions to protect their work, their employees, the public and the property of others from any damages or injury resulting solely from the performance of their work described herein.

### **TERMINATION FOR DEFAULT**

If the Contractor fails to fulfill its obligations under this Contract properly and on time or otherwise violates any provision of the Contract, RVAPGC may terminate the Contract by written notice to the Contractor. The written notice shall specify the acts or omissions relied on as cause for termination. RVAPGC shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount for damages caused by the

Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor shall remain liable after termination, and RVAPGC can affirmatively collect damages or deduct from monies due the Contractor on this or other RVAPGC Contracts. Damages may include excess re-procurement costs.

### **TERMINATION FOR CONVENIENCE**

The performance of work under the Contract may be terminated by RVAPGC with 30 calendar days' advance written notice, or such time as mutually agreeable to the parties not to exceed 30 days, in accordance with this clause in whole, or from time-to-time in part, whenever RVAPGC shall determine that such termination is in the best interest of RVAPGC. RVAPGC will pay fair and equitable compensation for satisfactory performance prior to receipt of notice of termination. However, the Contractor shall not be paid any damages or reimbursed for any anticipatory profits that have not been earned up to the date of termination.

### **ASSIGNMENT OF CONTRACT**

All covenants and agreements herein contained shall extend and be obligatory on the successor and assigns of the Vendor. It is mutually understood and agreed that the Contractor shall not assign, transfer, convey, sublet or otherwise dispose of its Contract or its right, title or interest herein, or its power to execute such Contract, to any other person, firm or corporation, without the previous written consent of RVAPGC, but in no case, shall such consent relieve the Contractor from the obligations, or change the terms, of the Contract.

### **NON-DISCRIMINATION**

A Contractor who is the recipient of RVAPGC funds, or who proposes to perform any work or furnish any goods under this Contract shall not discriminate against any worker, employee or applicant, or any member of the public because of religion, race, sex, sexual orientation, age, physical or mental disability, or perceived disability. Discriminatory practices based upon the foregoing are declared to be contrary to the policy of RVAPGC. Contractor agrees to be in full compliance with the Federal mandates of the Americans with Disabilities Act. Contractor further agrees that this article will be incorporated by Contractor in all Contracts entered into with suppliers of materials or services; and Contractors and subcontractor and all labor organizations,

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

furnishing skilled, unskilled and craft union skilled labor, or who may perform any such labor services in connection with this Contract. Contractor and its subcontractors shall post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

**SEXUAL HARASSMENT**

RVAPGC is committed to providing a work environment that is free from discrimination, insults intimidation, and other forms of harassment. RVAPGC prohibits sexual harassment. Sexual harassment may cause others unjustifiable offense, anxiety, and injury. Unwelcome sexual advances or requests for sexual favors and other verbal or physical conduct of a sexual nature constitutes sexual harassment. Sexual harassment by Contractor or Contractor's employees is prohibited. Sexual harassment may also constitute violations of criminal and civil laws of the State of Maryland and the United States. Any violation of sexual harassment constitutes a breach of Contract, and thus the Contractor shall be required to remove the offender from the jobsite.

**ARREARAGES**

By submitting a response to this solicitation, Offeror represents and warrants that it is not in arrears in the payment of any obligations due and owing RVAPGC or the State, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of the Contract.

**TAX EXEMPTIONS**

RVAPGC is exempt from the following taxes: (a) State of Maryland by Certificate No. 3000-124-3.

**CONTRACT ALTERATIONS**

No amendments, alterations or variables in the terms of the Contract shall be valid or binding upon RVAPGC unless made in writing and signed by RVAPGC or its authorized agent.

**INSURANCE REQUIREMENTS**

The Contractor represents, warrants, and covenants that it shall comply with the insurance requirements established for the Contract. The Contractor agrees to provide evidence of such insurance coverages to RVAPGC upon RVAPGC's request and in the form acceptable to the RVAPGC to the RVAPGC's sole satisfaction.

**WORKERS' COMPENSATION**

The Contractor's insurance policy must comply with the requirements of the statutes of the jurisdiction(s) in which the work will be performed, and if there is any exposure to the Contractor, or any of the Contractor's personnel, due to the U.S. Longshoremen's and Harbor Workers' Act, Jones Act, Admiralty Laws or the Federal Employers' Liability Act, the Contractor shall provide coverage for these exposures on an "if any basis." The coverage under such an insurance policy or policies shall not have limits less than:

<b><u>Workers' Compensation:</u></b>	<b><u>Statutory Limit's (State of Maryland)</u></b>
Employer's Liability:	\$500,000
Each Accident	\$500,000
Disease Policy Limits	\$500,000
Disease - Each Employee	\$500,000

**COMMERCIAL GENERAL LIABILITY INSURANCE (CGL):** The Contractor must have an insurance policy covering the liability of the Contractor for all work or operations under or in connection with this project; and all obligations assumed by the Contractor under this Contract. Products, Completed Operations and Contractual Liability must be included.

**The coverage under such an insurance policy or policies shall not have limits less than:**

BODILY INJURY AND PROPERTY DAMAGE LIABILITY	\$1,000,000 / \$5,000,000 Per occurrence / aggregate
PREMISES MEDICAL PAYMENTS	\$5,000
FIRE LEGAL LIABILITY	\$1,000,000
PERSONAL INJURY/ADVERTISING	\$1,000,000 or combined single limit not less than \$5,000,000

**CYBER LIABILITY INSURANCE:** The Contractor shall have a Cyber Liability Insurance policy including Network Security / Privacy Liability with breach response coverage: Liability should have a minimum of \$5 million limit and include breach response, inclusive of defense costs. If the cyber liability policy or policies are written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

**RVAPGC must be included as an additional insured under the general liability and cyber liability insurance policies with respect to activities related to this Contract.**

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

**SECTION VII: REQUIRED FORMS**

This section outlines the mandatory forms that must be completed and submitted as part of the Proposal. All required forms shall be fully executed and signed where applicable and included in the Proposal at time of closing.

Proposers shall complete and submit the following forms as part of their Proposals:

1. Ethics Declaration Sheet
2. Bid Price Sheet
3. Offeror's Qualification Statement
4. Supplier Participation Utilization Plan
5. Sworn Affidavit of Contractor
6. Appendix A
7. Appendix B
8. Appendix C

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

The Procurement Officer requests that any Offeror that may receive a Contract or award from the Revenue Authority of Prince George's County shall affirm under oath as below. Receipt of such certification, under oath, shall be a prerequisite to the award of Contract and payment thereof.

**I (We) hereby declare and affirm under oath and the penalty of making a false statement that if the Contract is awarded to our firm, partnership or corporation that no officer or employee of RVAPGC whether elected or appointed, is in any manner whatsoever interested in, or will receive or has been promised any benefit from, the profits or emoluments of this Contract, unless such interest, ownership or benefit has been specifically authorized by resolution of the Prince George's County, Maryland Board of Ethics; and**

**I (We) hereby declare and affirm under oath and the penalty of making a false statement that if the Contract is awarded to our firm, partnership or corporation that no member of the elected governing body of the County or of RVAPGC or members of his or her immediate family, including spouse, parents or children, or any person representing or purporting to represent any member or members of the elected governing body has received or has been promised, directly or indirectly, any financial benefit, by way of fee, commission, finder's fee, political contribution, or any other similar form of remuneration and/or on account of the acts of awarding and/or executing this Contract, unless such officer or employee has been exempted by Section 1002 of the Charter of Prince George's County, Maryland.**

Handwritten Signature of Authorized Principal(s):

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Request for Proposal No. RA-PMS-04-2026  
 Revenue Authority of Prince George's County  
 Parking Management System

**Bid Price Sheet**

Proposal submitted by(name of firm) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Fax \_\_\_\_\_ Phone \_\_\_\_\_

E-mail \_\_\_\_\_

The undersigned agree(s) to provide all labor, materials, services, etc., necessary and incidental to the solicitation indicated at the top of this page, as described herein and at the pricing shown below.

<b>Software &amp; Licensing</b>						
<b>Item</b>	<b>Year 1 Cost</b>	<b>Year 2 Cost</b>	<b>Year 3 Cost</b>	<b>Year 4 Cost</b>	<b>Year 5 Cost</b>	<b>Total Cost</b>
Core PMS Platform						
Citation Management Module						
Permit Management Module						
Mobile Enforcement App						
Reporting & Analytics						
Customer Portal						
_____						
_____						
<b>TOTAL SOFTWARE / LICENSING</b>						

<b>Integration Costs</b>	<b>Year 1 Cost</b>	<b>Year 2 Cost</b>	<b>Year 3 Cost</b>	<b>Year 4 Cost</b>	<b>Year 5 Cost</b>	<b>Total Cost</b>
<b>Integration</b>						
Genetec LPR						
PayLock Booting						
ERP / Financial System						
Tyler Technologies / Court						
311 / CRM (Salesforce)						
Collections Management						
DMV / Out-of-State Lookup						
_____						
_____						
<b>TOTAL INTEGRATIONS</b>						

Request for Proposal No. RA-PMS-04-2026  
 Revenue Authority of Prince George's County  
 Parking Management System

	Quantity	Unit Cost	Total Cost
<b>Hardware Costs</b>			
<b>Item</b>			
Handheld Devices			
Bluetooth Printers			
LPR Cameras			
Vehicle Mounts			
Networking Equipment			
_____			
_____			
<b>TOTAL HARDWARE</b>			

**Grand Total** \_\_\_\_\_

Parking Management System

Compensation indicated must include all start-up, installation, conversion, travel and lodging expenses, etc. costs to the Vendor.

\_\_\_\_\_  
 Signature of Authorized Representative Date

Title: \_\_\_\_\_

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

**OFFEROR'S QUALIFICATION STATEMENT**

Offeror's Qualification Affidavit of "No Conviction" for bribery, attempted bribery, or conspiracy to bribe. This signed form must be submitted with the Proposal.

1. I am the \_\_\_\_\_ of \_\_\_\_\_ a party interested in obtaining a contract with the Revenue Authority of Prince George's County under conditions set forth in documents for RFP No. \_\_\_\_\_.
2. Upon examination of relevant records and to the best of my knowledge, no officer, director, partner or employees of the aforementioned business entity has on the basis of acts committed after July 1, 1977, been convicted of, or entered a plea of nolo contendere to, a charge of bribery, attempted bribery or conspiracy to bribe under the laws of the State of Maryland, any other state, or the federal government other than those listed on the attachment to this affidavit (attachment should list name, title, offense, place and date of conviction or plea);
3. I have been authorized to make this statement on behalf of the aforementioned party.

\_\_\_\_\_  
(Signature)





Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

**APPENDIX A**

**SUBCONTRACTOR PARTICIPATION STATEMENT**

SUBMIT ONE FORM FOR EACH SUBCONTRACTOR

In the event \_\_\_\_\_ is awarded under RFP NO. \_\_\_\_\_  
(Insert Prime Contractor Name)

the Prime Contractor and \_\_\_\_\_, intend to enter into a  
(Insert Subcontractor Name)

contract by which Subcontractor shall: (describe work and staffing of project)

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No - Bond(s) are not required of Subcontractor

Yes - The following amount and type of bond(s) will be required of Subcontractor at time of award:

\_\_\_\_\_  
Prime Contractor Signature

\_\_\_\_\_  
Subcontractor Signature

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County  
Parking Management System

**APPENDIX B**

**REFERENCE SHEET – AT LEAST 3 ARE REQUIRED**  
**(This page may be copied for additional references)**

Contract Name \_\_\_\_\_

Location \_\_\_\_\_

Agency \_\_\_\_\_

Contact \_\_\_\_\_ Person

Contact	Person's	Telephone	Number
_____	_____	_____	_____

Contact Person's Email \_\_\_\_\_

Year(s) Service Provided \_\_\_\_\_

Begin and End Date of Contract \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George’s County  
Parking Management System

**APPENDIX C**

**Specifications Compliance Matrix**

Section	Requirement	Compliant	Non-Compliant	Proposal Reference Page (if compliant)
A. Core System	Provide a secure, cloud-based, enterprise PMS serving as the centralized system of record	<input type="checkbox"/>	<input type="checkbox"/>	
A. Core System	Provide a modular, scalable architecture supporting expansion	<input type="checkbox"/>	<input type="checkbox"/>	
A. Core System	Provide role-based access, audit logging, and configurable workflows	<input type="checkbox"/>	<input type="checkbox"/>	
A. Core System	Provide secure API framework and admin tools	<input type="checkbox"/>	<input type="checkbox"/>	
A. Enforcement	Provide mobile enforcement with real-time citation issuance and offline capability	<input type="checkbox"/>	<input type="checkbox"/>	
A. Enforcement	Provide real-time permit and payment validation	<input type="checkbox"/>	<input type="checkbox"/>	
A. Enforcement	Provide LPR-integrated workflows	<input type="checkbox"/>	<input type="checkbox"/>	
A. Enforcement	Provide supervisory monitoring tools	<input type="checkbox"/>	<input type="checkbox"/>	
A. Enforcement	Provide rugged hardware and Bluetooth printing	<input type="checkbox"/>	<input type="checkbox"/>	
A. Enforcement	Provide embedded support and troubleshooting	<input type="checkbox"/>	<input type="checkbox"/>	
A. Citation	Provide full lifecycle citation management	<input type="checkbox"/>	<input type="checkbox"/>	
A. Citation	Support configurable violation and escalation rules	<input type="checkbox"/>	<input type="checkbox"/>	
A. Citation	Maintain auditable citation records	<input type="checkbox"/>	<input type="checkbox"/>	
A. Citation	Provide real-time updates and prevent duplicates	<input type="checkbox"/>	<input type="checkbox"/>	
A. Citation	Support automated escalation	<input type="checkbox"/>	<input type="checkbox"/>	
A. Permits	Provide full-cycle digital permit system	<input type="checkbox"/>	<input type="checkbox"/>	
A. Permits	Support plate-based permitting with configurable rules	<input type="checkbox"/>	<input type="checkbox"/>	
A. Permits	Provide real-time permit validation	<input type="checkbox"/>	<input type="checkbox"/>	
A. Permits	Support multiple permit types	<input type="checkbox"/>	<input type="checkbox"/>	
A. Permits	Provide optional contact center services	<input type="checkbox"/>	<input type="checkbox"/>	
A. Payments	Provide multi-channel payment processing	<input type="checkbox"/>	<input type="checkbox"/>	
A. Payments	Provide real-time payment posting	<input type="checkbox"/>	<input type="checkbox"/>	
A. Payments	Maintain auditable financial records	<input type="checkbox"/>	<input type="checkbox"/>	
A. Payments	Support reconciliation and financial integration	<input type="checkbox"/>	<input type="checkbox"/>	

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County

Section	Requirement	Compliant	Non-Compliant	Proposal Reference Page (if compliant)
A. Payments	Provide centralized customer account management	<input type="checkbox"/>	<input type="checkbox"/>	
A. Payments	Provide customer self-service portal	<input type="checkbox"/>	<input type="checkbox"/>	
A. Correspondence	Provide automated notice generation	<input type="checkbox"/>	<input type="checkbox"/>	
A. Correspondence	Support customizable templates	<input type="checkbox"/>	<input type="checkbox"/>	
A. Correspondence	Allow reprinting and tracking of correspondence	<input type="checkbox"/>	<input type="checkbox"/>	
A. Adjudication	Provide online trial request submission	<input type="checkbox"/>	<input type="checkbox"/>	
A. Adjudication	Support adjudication workflows	<input type="checkbox"/>	<input type="checkbox"/>	
A. Adjudication	Maintain auditability of adjudication actions	<input type="checkbox"/>	<input type="checkbox"/>	
A. Adjudication	Support administrative review processes	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Provide real-time integrated platform	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Eliminate data silos	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Provide lifecycle integration across modules	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with Genetec LPR	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with ParkMobile	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with MVA & out of state databases	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with PayLock	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with Salesforce 311	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate AVU workflows	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with Penn Credit	<input type="checkbox"/>	<input type="checkbox"/>	
B. Integration	Integrate with Tyler Technologies	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide cloud SaaS platform	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide full data ownership and export	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide dashboards	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide reporting and BI tools	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide spatial data	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide data security and compliance	<input type="checkbox"/>	<input type="checkbox"/>	
C. Technology	Provide scalability and innovation	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide full-service implementation	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide phased implementation	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide data migration	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide training	<input type="checkbox"/>	<input type="checkbox"/>	

Request for Proposal No. RA-PMS-04-2026  
Revenue Authority of Prince George's County

Section	Requirement	Compliant	Non-Compliant	Proposal Reference Page (if compliant)
D. Implementation	Provide go-live support	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide ongoing support	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide help desk with SLAs	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide continuous improvement	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide performance monitoring	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide disaster recovery	<input type="checkbox"/>	<input type="checkbox"/>	
D. Implementation	Provide knowledge transfer	<input type="checkbox"/>	<input type="checkbox"/>	