

The Philadelphia Parking Authority
701 Market Street, Suite 5400
Philadelphia, PA 19106

RFP No. 24-07

Parking Violation Management System and Customer Support Services
Addendum One

To: See Email Distribution List

From: Shannon Stewart
Manager of Contract Administration

Date: December 12, 2024

No Pages: 14 plus Appendix A

This addendum is issued on December 12, 2024, prior to the proposal due date to add, delete, modify, clarify and/or to respond to questions submitted by Prospective Offerors regarding the work included in the above referenced solicitation.

CHANGES TO THE RFP DOCUMENT

1. **Revised Proposal Form:** The Cost Form in the Proposal Form has been revised, please see Appendix A of this addendum.

QUESTIONS TO BE ADDRESSED IN ADDENDUM #2

1. **Question:** Regarding I-1, The RFP states the system will be "...required to integrate data from other systems such as multi-space kiosks and off-street parking access and revenue control systems that are not included in this Request for Proposal". Please provide the following:
 - a. The approximate size of the data anticipated.
 - b. Whether it will include unstructured data.
 - c. Whether the contractor will be required to perform any data cleansing activities.
 - d. The anticipated frequency of the data import or a real time interface.
 - e. Whether a historical conversion will be required.
2. **Question:** Regarding I-23 Performance Bond, are Offerors required to provide a \$30M bond up front, or could/would Offerors provide a \$6M bond per year for each of the 5 years of the contract?
3. **Question:** Regarding I-23. Performance Bond and Labor and Materials Bond, Performance Bond: If an Offeror otherwise conforms to the RFP requirements, will the Authority consider proceeding without requiring a Performance Bond? If not, can the Authority please amend the performance bond requirement so that its term and duration is equal to the term and duration of the implementation phase.
4. **Question:** Regarding I-23. Performance Bond and Labor and Materials Bond, Labor and Materials Payment Bond: If an Offeror otherwise conforms to the RFP requirements, will the Authority consider proceeding without requiring a Labor and Materials Payment Bond? If not, can the Authority please adjust the labor and material bond amount to a figure that represents the percentage of work that will be delivered by the Offeror's suppliers and contractors?

5. **Question:** Regarding I-23 Performance and Labor and Material Bonds, what threshold amount, if any, will subcontractors be responsible for?

QUESTIONS

1. **Question:** Regarding D.4 Call Center & Cashiers, will customer support be required to schedule hearings for the BAA in the new contract?

Response: Customer support does not currently schedule hearings for BAA, but it may be required in the future.

2. **Question:** Regarding D.4 Call Center & Cashiers, will customer support have to do anything related to handling citizen requests/inquiries regarding ATVs and/or ATV hearings?

Response: Customer support will be required to provide support for any current and/or future ticketing programs, including ATV tickets.

3. **Question:** Regarding D.4 Call Center & Cashiers, will the Parking Violation Branch Saturday hours of operation change from its current hours (9:00 AM – 1:00 PM) to 8:30 AM – 1:00 PM?

Response: The current Parking Violations Branch Saturday hours of operation are 9:00am-1:00pm. Depending on customer needs, the Authority may change the hours, at our discretion, at any customer-facing locations.

4. **Question:** Regarding D.4 Call Center & Cashiers, how many cashier workstations are anticipated at The Authority Impoundment Lot #7 at 6801 Essington Ave?

Response: 1 cashier workstation.

5. **Question:** Regarding D.4 Call Center & Cashiers, does the Authority observed holidays apply to all Customer Service Call Center and Cashiering locations?

Response: Yes.

6. **Question:** Regarding D.4 Call Center & Cashiers, under #9 Additional Requirements: It states, “The offeror must also pay rent and utilities for space occupied in the Parking Violations Branch.” Is this referring to only the Parking Violations Branch location OR other Walk-In Centers?

Response: Rent will only be required for the space at the Parking Violations Branch (currently located at 913 Filbert Street).

7. **Question:** Regarding D.4 Call Center & Cashiers, under #9 Additional Requirements: It states, “The authority expects to add in-person cashiering station locations over the course of this contract term.” Are there additional locations outside of the five (5) mentioned in the RFP?

Response: Yes.

8. **Question:** Regarding D.4 IVR, will the IVR be required to allow citizens to schedule their own hearings for parking violations with BAA and report a broken parking kiosk OR is the IVR required to have these as menu options and then be transferred to a call center representative?

Response: Currently, there are no in-person hearings at BAA. If that changes in the future, the IVR may be required to have the ability for customers to schedule hearings. Broken kiosk reports should be transferred to a call center representative.

9. **Question:** Regarding D.4 IVR, what are the TTY requirements?

Response: The IVR must comply with all ADA requirements.

10. **Question:** Regarding D.4 Lockbox, will the following images be required to be processed in Lockbox; Change of address envelopes, Abandoned affidavits and Change of Responsibility documents?

Response: Yes.

11. Question: Regarding D.4 Data Entry, will data entry be required for the following: Name & Address Change, Abandoned affidavits and Change of Responsibility?

Response: Yes.

12. Question: Regarding D.4 Online Customer Portal & Web-based Correspondence, the current contractor does not process web-based correspondence (webmail), will this be required in the new contract?

Response: Yes.

13. Question: Regarding D.4 Online Customer Portal & Web-based Correspondence, is there a difference between web-based correspondence and email correspondence? If so, what are the differences, and will customer support be required to work both components?

Response: The contract will require web-based correspondence through the online customer portal.

14. Question: Regarding D.4 Online Customer Portal & Web-based Correspondence, if email correspondence is different from web-based correspondence, who is required to provide and manage email?

Response: The contract will require e-mail correspondence with customers.

15. Question: Regarding D.5 – Management Information & Control Reporting, will Systems provide a daily report for all correspondence letters mailed such as letter type and amount mailed?

Response: Yes, the successful offeror will be required to provide these reports.

16. Question: Regarding D.7 – Bus Camera Parking Violation Processing, will Lockbox be required to process Bus Camera Parking Violations (payments & correspondence)?

Response: Yes. Bus Camera Parking Violation will be treated the same as a Parking Violation.

17. Question: Regarding D.7 – Bus Camera Parking Violation Processing, if the Bus Camera Parking Violations are processed in Lockbox, will the payments and correspondence be directed to the same PO Boxes?

Response: Payments and correspondence have separate PO Boxes. Bus Camera Violations will be treated the same as a Parking Violation.

18. Question: Regarding D.7 – Bus Camera Parking Violation Processing, will the IVR be required to process Bus Camera Parking Violation payments?

Response: Customer support will be required to provide support for any current and/or future ticketing programs, including Bus Camera Violation payments.

19. Question: Regarding D.7 – Bus Camera Parking Violation Processing, will the In-Person Customer Support/Cashiering locations be required to process Bus Camera Parking Violations?

Response: Yes.

20. Question: Regarding I-1, The RFP states the system will be "...required to integrate data from other systems such as multi-space kiosks and off-street parking access and revenue control systems that are not included in this Request for Proposal". Please provide the following:

- a. The approximate size of the data anticipated.
- b. Whether it will include unstructured data.
- c. Whether the contractor will be required to perform any data cleansing activities.
- d. The anticipated frequency of the data import or a real time interface.
- e. Whether a historical conversion will be required.

Response: This question will be addressed in Addendum #2.

21. Question: Regarding I-23 Performance Bond, are Offerors required to provide a \$30M bond up front, or could/would Offerors provide a \$6M bond per year for each of the 5 years of the contract?

Response: This question will be addressed in Addendum #2.

22. Question: Regarding II-1, please confirm Offerors submitting large proposals can use three ring binders for submission.

Response: Offerors may submit their proposals using three ring binders.

23. Question: Regarding III-3 Evaluation Criteria, based on guidance provided at the pre-bid conference, firms that are bidding as prime contractors that are not themselves Small Diverse Businesses can receive a maximum of 5% of the points in this category. Please confirm. Also, please define how the exact points awarded to a bidder would be determined for this category.

Response: Offerors who are a small diverse business will receive ten points. If the Offeror is not a small diverse business but a subcontractor is, the points will be awarded based on the amount of the contract the subcontractor will receive, as identified on the Small Diverse Business Submittal Form, up to a maximum of five points. For example, if an Offeror is using a small diverse business subcontractor who will receive 50% of the contract amount, Offeror will be awarded the maximum 5 points during scoring.

24. Question: Regarding B.6, 9.e.3, the RFP states the system must provide customer and administrative facing web portals for multiple functions and purposes, including “mobile-friendly web portals that adjust to the mobile phone with no loss of functionality.” While this is certainly applicable to most customer-facing and PPA user screens, please confirm that this requirement may not pertain to certain PPA-user screens, particularly those which involve complex reports, administrative-facing processes or complex workflows, where mobile compatibility may not be practical due to the nature of the tasks.

Response: Confirmed, this only applies to customer-facing portals.

25. Question: D.2 Local Office and Onsite System Support and D.3 Technical Support, Section D.2 Local Office and Onsite System Support states, “The Offeror must provide a minimum of three System support specialists...” and Section D.3 Technical Report states “...a minimum of three fulltime programmers 100% dedicated to the Authority’s contract...” Please confirm that these are distinct individuals (i.e., a single person cannot be both a system support specialist and a programmer).

Response: Yes.

26. Question: Regarding D.4 Customer Service Support, item 8, please confirm that the only location where the Contractor is required to pay rent is the PVB location. Also, for planning purposes, what is the maximum monthly rent (and utilities) that the contractor will be charged in any future facility?

Response: Rent will only be required for the space at the Parking Violations Branch (currently located at 913 Filbert Street).

27. Question: Regarding Appendix A, Proposal Form, Section 5 “Cost Form”, The RFP makes numerous references to future cashiering locations, and the Cost Form provides instructions that the cost provided “must be all inclusive and include but not limited to labor, hardware, software and any other costs associated with the cashier.” However, there are significant differences in staffing levels and requirements at different locations. For instance, a single cashier station at Impound Lot #10 operates for a total of 103 hours per week, whereas a similar cashiering station the Traffic Court Location operates only 45 hours per week.

To account for this differential, would it be acceptable to provide a price that reflects all costs associated with an additional location on a worker shift basis?

Response: Please see Appendix A of this addendum for the updated Cost Form.

28. Question: Regarding Appendix B Sample Contract, for ease of review and redlining purposes, will the Authority provide the Sample Contract in Word format?

Response: A word version of the Sample Contract can be found on the Authority’s website using the link below:

<https://philapark.org/2024/02/rfp-no-24-07-parking-violation-management-system-and-customer-support-services/>

29. Question: In Section B.26 ‘Additional Services Required,’ does the totals for the last three fiscal years of postal mailings include both Notices and Correspondence letters? If so, what is the breakdown of the correspondence letters mailed for the last three fiscal years?

Response:

YEAR	NOTICES MAILED
2021	2,704,077
2022	2,966,834
2023	3,262,031

YEAR	CORRESPONDENCE LETTERS MAILED
2021	259,299
2022	244,572
2023	259,526

30. Question: Regarding D.9 Collections, Violation Noticing, and Correspondence, please provide a detailed breakdown of the number of notices printed and mailed for each notice type. i.e. the number of Notice 1’s printed and mailed, the number of Notice 2’s, etc. Of these counts, please identify which notices have images, how many images and how many text colors per notice are required.

Response: All the notices are currently black and white and do not include photo images and text colors. Following is a count of the number of notices mailed by type during the past 12 months:

Notice	# Mailed
1	958,359
2	452,414
3	339,240
4	227,837
5	227,443
8	155,707
19	13,260
43	173,027

Notice	# Mailed
44	139,203
45	92,978
46	75,321
51	7,546
54	150,632
72	60,671
75	149,262
80	48,916

31. Question: D.9 Collections, Violation Noticing, and Correspondence, Bus Camera Enforcement Warning Notices, will the Offeror be responsible for mailing the initial notice of infraction for all Bus Camera Enforcement violations after warning period?

Response: Yes. Offeror will be responsible for mailing the initial notice of infraction for all Bus Camera Enforcement violations.

32. Question: Regarding B.26 Additional Services Required, 11) Capacity, please clarify how many emails were sent by the current Offeror in 2021, 2022, and 2023 for each type of email notice.

Response: We are not currently sending notices by email. These are just system generated notifications such as payment confirmations, dispute confirmations, RPP application confirmations, etc.

33. Question: Regarding III-4 Evaluation Criteria, if a Small Diverse firm is a sub-contractor how does the prime qualify for the 5 points? During the bidders’ conference, the Authority noted that if a Small Diverse Business is a subcontractor, points will be awarded based on contract value. Can the Authority please clarify what contract value is required to receive maximum points?

Response: Please see response to Question 23.

34. Question: Regarding Appendix B COMPENSATION 6.7. Convenience Fee, “Contractor may not charge a convenience fee for any ACH payment”, please provide the annual # of credit card and debit card transaction made on the Payment Portal and by telephone for each 2021, 2022 and 2023.

Response:

CREDIT / DEBIT			
	2022	2023	2024
Web	795,611	920,951	865,141
IVR	67,949	91,781	94,182
TOTALS	863,560	1,012,732	959,323

35. Question: Regarding Appendix B COMPENSATION 6.7. Convenience Fee, “Contractor may not charge a convenience fee for any ACH payment”, please provide the annual # of ACH payments made online and by telephone for each 2021, 2022 and 2023.

Response:

ACH			
	2022	2023	2024
Web	-	-	155,324
IVR	506	-	-
TOTALS	506	-	155,324
ACH payments via web portal began in July 2023.			
ACH payments were taken via telephone for a few months and then discontinued.			

36. Question: Regarding Appendix B COMPENSATION 6.7. Convenience Fee, “Contractor may not charge a convenience fee for any ACH payment”, please provide the annual # of e-check, cash, credit card, or debit card made at a Customer Service Center for each 2021, 2022 and 2023.

Response:

CUSTOMER SERVICE CENTER			
	2022	2023	2024
Cash	4,333	38,491	41,961
Check/MO	150,588	149,606	136,538
Credit/Debit	99,971	115,690	131,206
TOTALS	254,892	303,787	309,705

37. Question: Regarding Ticketing Operations Equipment, would the Authority consider a replacement schedule that better aligns to the total contract term of 5 base plus 5 option years. As drafted, the vendors are forced to build into the proposal costs a cost replacement in year 0, 3, 6 and 9. Year 9 upgrade will only be used for one year meaning the equipment will have useful life that the Authority will not receive however they will have paid for.

Recommend a schedule that reduces that exposure by either reducing the replacement term to 2.5 years (Year 0, 2.5, 5, 7.5) or a less costly option for a replacement term of 3.5 years (Year 0, 3.5, 7) so one less asset refresh which will reduce the costs to the Authority significantly.

Response: The Authority would accept a replacement schedule that better aligns to the contract term of 5 base plus 5 option years by requiring replacements in 3.5 years.

38. Question: Regarding I-23. Performance Bond and Labor and Materials Bond, Performance Bond: If an Offeror otherwise conforms to the RFP requirements, will the Authority consider proceeding without requiring a Performance Bond? If not, can the Authority please amend the performance bond requirement so that its term and duration is equal to the term and duration of the implementation phase.

Response: This question will be addressed in Addendum #2.

39. Question: Regarding I-23. Performance Bond and Labor and Materials Bond, Labor and Materials Payment Bond: If an Offeror otherwise conforms to the RFP requirements, will the Authority consider proceeding without requiring a Labor and Materials Payment Bond? If not, can the Authority please adjust the labor and material bond amount to a figure that represents the percentage of work that will be delivered by the Offeror’s suppliers and contractors?

Response: This question will be addressed in Addendum #2.

40. Question: Regarding Appendix C – Section 17, can the Authority please amend the requirement that all subcontractors meet the same insurance criteria as required of Offeror, so that it requires that subcontractors carry amounts that are proportional and appropriate to their respective statements of work, at Offeror’s discretion.

Response: No, subcontractors are required to meet the insurance requirements in the RFP document.

41. Question: Regarding Additional Services Required Section B.26.11 Capacity, does the chart of Parking Violations Issued by Year include Red Light and Speed violations? If so, can the PPA identify what % of parking violations are Red Light and Speed? If not, please identify many red-light violations and speed violations are issued annually?

Response: Red Light and Speed violations are not included in the Parking Violations totals. In the past 12 months a total of 197,586 Red Light violations and 113,693 Speed violations have been uploaded to the system.

42. Question: Regarding Section D.9.8 Collection Agencies, what is the selection criteria for assignment of debt to collection agencies?

Response: In the Request for Proposals on page 110, it is explained that violations collections will initially be fully within the purview of the successful Offeror. Tickets that have received the requisite number of notices will be placed in contingency stage. The successful Offeror will then have an opportunity to earn commission by successfully collecting payments on these violations. If their efforts to collect these tickets are unsuccessful after six months in contingency status, the tickets will be assigned to collection agencies. Most of the time, this will occur when tickets are aged between 10 and 12 months.

43. Question: Section D.9.9 Collection Strategy states, “Offerors must present their plan to maximize revenue collections.” Can Offeror propose partnership with their own collection agency network or does the offeror need to use the PPA's collection agency services?

Response: Yes, Offerors can propose partnerships with their own collection agency network during the first phases of the collection process i.e., until violations are in contingency stage for 6 months without receiving payments. After that time, violations will be assigned to collection agencies under contract to PPA.

44. Question: Regarding Appendix A, Proposal Form 5. Cost Form B. Contingency Fee, “Excluded from Commission Eligibility”, can the PPA provide the annual % of payments that originate from the following:

1. Boot/Tow vehicles
2. Suspend Effective Tickets
3. Collection Contractors
4. Fleet program
5. Payment plans

Response: 34%. It is also noted that the criteria for violations to be placed in contingency stage enabling successful Offeror to earn commission on payments collected are stated on page 110 of the RFP. Currently, payments meeting these criteria average \$31,761 on weekdays and \$14,689 on weekends and holidays.

45. Question: Regarding B.28 Parking Kiosk Management, will the Authority require the contractor to have integrations with any other equipment vendors other than Cale?

Response: Cale is the only integration required for Parking Kiosk Management.

46. Question: Regarding B.28 Parking Kiosk Management, how does PPA manage/monitor meter outages and repairs today?

Response: The Authority manages all outages and repairs that are entered through Duncan's backend system ParkLoyalty by various PPA employees. ParkLoyalty communicates with AutoProcess anytime a citation is attached to a meter outage. Technicians fill out daily paperwork and printouts which are sent to the Analysts to update outages/repairs in ParkLoyalty.

PRWT enters complaint information with ticket number, date and meter number, etc. into the AutoPROCESS system. Any meter outages with a citation attached are coded as 450, 449, or 459. The 450 suspends are handled by meter technicians on their daily ParkLoyalty printouts and 449/459 suspends are handled by the Analysts through AutoProcess.

47. Question: I-1 Introduction states, "required to integrate data from other systems such as multi-space kiosks and off-street parking access and revenue control systems that are not included in this Request for Proposal." What Off Street parking management and revenue control systems exist today, in the future and what level of integration is required for this/these systems?

Response: We utilize HUB Parking for Off Street garages. Level of integration is unknown as this time.

48. Question: I-1 Introduction and A-1 Introduction states, "The System must include the back-office database, cloud-based storage, handheld enforcement devices, parking violations printers, and handheld personal computers as necessary for the Authority to complete its work." Please clarify if the "handheld personal computers" are distinct from the "handheld enforcement devices"? If so, please clarify what type of handheld personal computer the Authority is seeking, and how many?

Response: A handheld personal computer would be needed in the event that the handheld enforcement device solution is incapable of having the necessary programing installed on it to perform any tasks related to the processes of the Towing and Impoundment Department. The type of handheld personal computer would then have to be unique to the Towing and Impoundment department and would need to have the full 75 count complement.

49. Question: C.9 (6) Ticket Operation Equipment states, "The Offeror must submit at least three such devices to the Authority for consideration." PPA is currently using consumer grade mobile phones as enforcement devices. Is it the PPA's desire to continue using this type of device? Is the PPA interested in reviewing other form factors such as hardened mobile computers, or all in one devices?

Response: The Authority generally is satisfied with the performance of the equipment currently in use. However, we would be open to reviewing any device the offeror believes is better suited for parking enforcement.

50. Question: C.9 (6) Ticket Operation Equipment states, "The Offeror must supply 400 electronic handheld parking violation issuing devices (handheld enforcement devices)." Does the 400 count include spares to be kept on hand as replacements when primary devices are in need of repairs? If not, how many spares are the Authority requiring to be on-site?

Response: The 400 count includes spare equipment to be used while primary equipment is being repaired.

51. Question: C.9 (7) Towing and Impound Equipment states, "The Offeror must supply 75 handheld enforcement devices and required associated equipment to the Towing and Impoundment Department." Are the 75 devices expected to be the same device make/model as the 400 parking violation issuing devices? If not, what device formfactor(s) are in use today (i.e. phones, hardened mobile computers, tablets, etc.)?

Response: Yes, the handheld devices are expected to be the same device make/model as the 400 parking violation issuing devices.

52. Question: C.9 3 Site Equipment states, “The Offeror must provide and maintain end-user equipment and scaled local area networks (LAN) to provide data communications to and from the System at but not limited to the Authority, BAA, PVB, PMC-TD and PPD.” What specific protocols/ports need to be allowed and to what locations?

Response: Default ports for secure internet access.

53. Question: C.9 3 Site Equipment states, “The System must enable communication with the Pennsylvania Department of Transportation (PennDOT).” Can you clarify what communications must be enabled? Would a site-to-site VPN or point to point line be required between the locations?

Response: No, the Authority already has an established connection with PennDOT.

54. Question: C.9 3 Site Equipment states, “The Offeror must maintain the WAN environment in its entirety, and the LANs everywhere except at 701 Market Street (HQ).” What are the requirements, detailed specifications of the WAN environment?

Response: The Authority manages the LAN/WAN environment.

55. Question: C.9 4.b. Site Equipment Notes states, “The System must provide a data communication link for the Authority's e-mail system and other systems that transmit data between HQ and remote locations for delivery of automated scheduled reports by email.” Can you clarify the requirements of the data communication link? Does this require a data communication link, or can it be sent straight through email?

Response: The Authority manages the communication link for the Authority's e-mail system and other systems that transmit data between HQ and remote locations.

56. Question: C.9 4.b. Site Equipment Notes states, “A POTS ("plain old telephone service") line and modem must be provided for remote diagnostics of the router.” Is POTS the only acceptable solution? Can we do this with a cellular out of band management solution?

Response: The Authority manages the LAN/WAN environment.

57. Question: D.7 Bus Camera Parking Violation Processing states, “The offeror must establish an interface with the Authority’s bus camera enforcement vendor ...” Does the Authority’s bus camera enforcement system produce citations which have been reviewed/vetted and are ready for noticing? If not, is the offeror expected/required to provide a subsystem to review events captured by the bus enforcement system which will allow the enforcement team to confirm/reject these events as citable violations?

Response: Yes, Authority staff will review and approve the citation first before it is sent to your system.

58. Question: C.9 (7) Towing and Impound Equipment states, “The Offeror must supply 75 handheld enforcement devices and required associated equipment to the Towing and Impoundment Department.” What other ‘associated equipment’ is expected to be required to support the Towing and Impoundment Department?

Response: Other equipment would be any corresponding printers, scanners or equipment to be used by the Towing and Impoundment Department to perform the duties and processes outlined in the RFP document.

59. Question: D.4-10 (a-d) Service Level Agreements states, “Service Level Agreements - The Offeror will be expected to adhere to mutually established Service Level Agreements (SLA). Offerors must describe their processes for capturing and reporting information that includes, at a minimum:” What, if any, Liquidated Damages are to be associated with each of these SLAs?

Response: Section 10 of the Sample Contract addresses Service Levels and Service Credits.

60. Question: B.31 Tow Lot Inventory System states, “The System must include a tow lot inventory system, for vehicles in custody at the tow lots, which complements and integrates into the boot and tow support system.” What are Philadelphia Parking Authority’s annual tow volumes YTD 2024 and over the past 3 years (2023, 2022, 2021)?

Response:

FY 2021	45,305 Tows
FY 2022	49,089 Tows
FY 2023	52,601 Tows

61. Question: In reference to B.33 Philadelphia Municipal Court Interface, who is the vendor and what is the software product line and version?

Response: Currently, Trellint supports the Philadelphia Municipal Court Interface, however, there is a speculative date of January 2025 that the system will be changed to Magisterial District Judicial System (“MDJS”).

62. Question: D.6 - Parking Violation Processing states, “The Authority currently issues parking violations produced by handheld electronic devices, while the Philadelphia Police Department (PPD) and other agencies issue handwritten parking violations.” We understand that 120,000 handwritten tickets are issued each year. Also understanding that ticket stock may last for several years when distributed, what is the expected amount of ticket stock to purchase each year?

Response: The Authority orders up to the following quantities annually, with each book containing 25 tickets (except for Handwritten Training Tickets, which contain 50 per book):

Blue Handwritten Ticket Books: up to 180,000
Red Handwritten Ticket Books: up to 70,000
Handwritten Training Ticket Books: up to 20,000

63. Question: Regarding I-23 Performance and Labor and Material Bonds, what threshold amount, if any, will subcontractors be responsible for?

Response: This question will be addressed in Addendum #2.

64. Question: Regarding Appendix E. 24., are subcontractors required to carry the same insurance coverage as the Prime? If not, what are the minimum acceptable threshold amount

Response: Please see response to Question 40.

65. Question: Regarding B. 31 Tow Lot Inventory System, who is the current vendor and what equipment do they supply? Please provide the make and model of the handheld devices and how many are needed.

Response: The Authority’s current vendor is Duncan Solutions who utilize a sub called UR International. They had supplied handheld devices, protective cases for the handheld devices and label printers for impoundment lot inventory tracking. The handheld devices tow operators currently use are predominantly Samsung Note 22 devices, however there are still some Note 9 devices, which were supplied by the current vendor, also being used by staff. The label printing machines which were supplied are Zebra ZT410 machines. The number of handheld devices the department needs is 75.

66. Question: Regarding B.34 Police Tow Lot Support, does the system require full integration with the PPD dispatch, tow and impoundment software?

Response: Yes.

67. Question: Regarding B.35 Unclaimed Vehicle Auction Support, please provide current vendor, software product and version.

Response: The current vendor who provides these services is Duncan Solutions sub UR International through their DLMS system.

68. Question: Regarding B.35 Unclaimed Vehicle Auction Support, will the PPA accept value add solutions for Vehicle Auctioning in addition to or for replacement?

Response: The Authority is always interested in input and information on the latest technological advances of systems and processes.

69. Question: Regarding D.12.3 Straight Towing (Impoundment), please provide annual tow requests over past 3 full years (2023, 2022, 2021) for each of the following agencies: PEOs, PSP, PPD.

Response: For tracking purposes, the Authority combines towed Straight Tow requests from the Authority's PEOs and PPD. Requests from the PSP are tracked separately. The following are the statistics for each.

2021	24,913 (PEO & PPD)	2,608 (PSP)
2022	29,058 (PEO & PPD)	2,823 (PSP)
2023	29,436 (PEO & PPD)	2,147 (PSP)

70. Question: Regarding D.12.3 Straight Towing (Impoundment), how many tow trucks does PPA deploy? Are they owned or contracted to 3rd party operators? If both, please provide a breakdown?

Response: The Authority's Towing and Impoundment department operates 24 hours a day, 365 days a year. The number of trucks deployed per day and per shift vary with a minimal number of 4 and upwards of 20 per shift. For an entire day, the amount tow trucks deployed would be approximately 40. The Authority only deploys their own tow trucks and is not involved with dispatching 3rd party operators currently.

71. Question: Regarding D.12.4-5 Live Stop and PSP Towing, do tow operators get issued city-owned mobile devices? If so, are they iOS, Android or a mix? How many are currently deployed?

Response: At the start of their shift, a tow operator is supplied with a Samsung Note 22 or Note 9 device, the operating systems are Androids. Devices are only deployed to actively working employees, so the number deployed per day can vary.

72. Question: How many tow operators are on the PPA rotation list?

Response: The Authority currently does not utilize a rotational list for towing as it conducts its own towing operations. The Authority does have a contract with a Towing vendor that provides Vehicle Recovery and Heavy-Duty Towing when needed.

73. Question: How is tow dispatch/management handled today? Please explain the process workflow.

Response: The workflow can depend on the reason a vehicle is towed.

A) Live Stops

The Authority has a Communications department which receives requests for vehicles to be towed. These requests can come from telephone calls by the Philadelphia Police and/or other law enforcement agencies. The location of the request and any pertinent information is obtained by an Authority dispatcher (who works in the Communications department). The dispatcher reviews the boot and tow system to see what Tow Operators currently do not have an active vehicle in tow. They then radio to an available a tow operator, the tow request they received. Through the current Boot and Tow system, the information of the request is sent to the Tow Operator's handheld who accepts the assignment and proceeds to the location. The tow operator then arrives on location and enters the pertinent information of the vehicle into their handheld, takes photographs of the condition of the vehicle and proceeds with the physical action of towing the vehicle. The vehicle is brought to an impoundment lot at which time the impoundment lot staff complete the intake of the vehicle.

B) Boot Tows

Vehicles which already booted are in the boot and tow subsystem. A dispatcher will radio to a tow operator that they are sending them to a tow a booted vehicle. The dispatcher will then send the information of the booted vehicle to the tow operator's handheld. The tow operator then arrives on location and enters the pertinent information of the vehicle into their handheld, takes photographs of the condition of the vehicle and proceeds with the physical action of towing the vehicle. The vehicle is brought to an impoundment lot at which time the impoundment lot staff complete the intake of the vehicle.

C) Straight Tows

Straight Tows are vehicles which have a received a parking citation and are parking in a posted/designated tow away zone. These can be dispatched in three different ways.

Tow operators can receive alerts on their handheld of a vehicle that was issued a parking violation while parked in a posted tow away zone.

Tow operators can be dispatched to tow from locations called into radio by Parking Enforcement Officers after a ticket has been issued. Using radio transmissions, the Communications department would call over the radio for an available Tow Operator.

Requests for towing can received by the Authority's Communication department via telephone from outside enforcement/government agencies. A dispatcher would create a dispatch record and send it to an available Tow Operator's handheld.

In each of these events, the tow operator arrives on location and enters the pertinent information of the vehicle into their handheld, takes photographs of the condition of the vehicle and proceeds with the physical action of towing the vehicle. The vehicle is brought to an impoundment lot at which time the impoundment lot staff complete the intake of the vehicle.

D) State Police Tow Requests

The Authority's Communications department receives requests for vehicles to be towed from the Pennsylvania State Police Philadelphia Polic. The location of the request and any pertinent information is obtained by an Authority dispatcher (who works in the Communications department). The dispatcher reviews the boot and tow system to see what Tow Operators currently do not have an active vehicle in tow. They then radio to an available a tow operator, the tow request they received. Through the current Boot and Tow system, the information of the request is sent to the Tow Operator's handheld who accepts the assignment and proceeds to the location. The tow operator then arrives on location and enters the pertinent information of the vehicle into their handheld, takes photographs of the condition of the vehicle and proceeds with the physical action of towing the vehicle. The vehicle is brought to an impoundment lot at which time the impoundment lot staff complete the intake of the vehicle.

E) Relocation Tow

Due to weather events, scheduled public events, and emergency work, the Authority receives requests for vehicles to be relocated. These requests are received by the Authority's Communications department by telephone and are dispatched to an available Tow Operator's handheld.

Upon arriving at the scene, the tow operator arrives on location and enters the pertinent information of the vehicle into their handheld, takes photographs of the condition of the vehicle and proceeds with the physical action of towing the vehicle. The vehicle though is not taken to an impoundment lot. Instead, the Tow Operator simply moves the vehicle to another location which is a legal parking spot. The Tow operator is required to enter new the location of the vehicle and take photographs of the vehicle's condition.

74. Question: Are tow zones utilized? If so, how many and how are they broken out?

Response: Tow zones are utilized. The City of Philadelphia Traffic Code dictates designated towing zones/areas. A definitive number of posted tow away zones throughout the City of Philadelphia can vary based on regulation changes so a definitive cannot be provided at this time.

75. Question: What/How many software integrations are needed?

Response: Specific to Enforcement, the backend system would need to be able to communicate with the online auctioneer system managed by ASPITE, who is the Authority's online auctioneer vendor. Being that the Authority's conducts Live Stops, the system will need to communicate with the Philadelphia Municipal Court Traffic Division's citation vendor. As of this moment, they currently have Conduent and utilize the e-Tims. This system may change at the discretion of the Municipal Court. Additionally, the system will need to communicate with PennDOT's system for information pertaining to vehicle registration plates eligible for registration suspend. The system will need to communicate with the Authority's LPR vendor SecureWatch24 and the Genetec software they utilize for Booting and Ticketing operations.

Overall, the system will also feature integrations for the Red-Light Camera program (Modaxo, Verra), Speed Camera Program (Verra), aged receivables collection (Harris & Harris, TSI, Duncan), multi-space parking kiosks (Flowbird), mobile metered space payment (ParkMobile), and garages (HUB Parking)

76. Question: What are the current tow fees and rates?

Response:

a. Vehicles under 11,000 pounds – Straight Tows

Tow Fee - \$175.00

Storage Fee: \$25.00 plus 25% tax every 24 hours

b. Vehicles under 11,00 pounds – Live Stops

Tow Fee - \$225.00

Storage Fee: \$25.00 plus 25% tax for every 24 hours

c. Vehicles over 11,000 pounds to 17,000 pounds – Straight Tows

Tow Fee - \$250.00

Storage Fee: \$40.00 for each 24 hours plus 25% tax

d. Vehicles over 11,000 pounds to 17,000 pounds – Live Stop

Tow Fee - \$300.00

Storage Fee: \$40.00 for each 24 hours plus 25% tax

e. Vehicles over 17,000 pounds – Straight Tows

Tow Fee - \$360.00

Storage Fee: \$75.00 for each 24 hours plus 25% tax.

f. Vehicles over 17,000 pounds – Live Stops

Tow Fee - \$410.00

Storage Fee: \$75.00 for each 24 hours plus 25% tax

END OF ADDENDUM ONE

RFP No. 24-07 Addendum #1
Appendix A - Revised Proposal Form

**THE PHILADELPHIA PARKING AUTHORITY
701 MARKET STREET – SUITE 5400
PHILADELPHIA, PA 19106**

**PARKING VIOLATION MANAGEMENT SYSTEM AND CUSTOMER SUPPORT SERVICES
RFP No. 24-07**

PROPOSAL FORM

1. The undersigned submits this proposal in response to the above referenced **RFP No. 24-07 Parking Violation Management System and Customer Support Services** being familiar with and understanding the advertised notice of opportunity, General Information, Work Statement, Proposal Form, Affidavit of Non-Collusion, and Addenda if any (the “Proposal Documents”), as prepared by the Philadelphia Parking Authority and posted on the Authority’s Internet website and on file in the office of the Authority at 701 Market Street, Suite 5400, Philadelphia, PA 19106. The party submitting a proposal is the “Offeror”.
2. The Authority reserves the right to withdraw and cancel this RFP prior to opening or to reject any and all proposals after proposals are opened if in the best interest of the Authority, in the Authority's sole discretion. If the Authority accepts Offeror’s offer, Offeror agrees to execute a contract memorializing the proposal’s terms if the contract is delivered to Offeror within 60 days of the proposal opening date. This provision will not be interpreted to preclude the execution of a contract related to this proposal outside of that 60-day period.
3. Offeror acknowledges receipt of the following addenda:

Addendum	Date
_____	_____
_____	_____
_____	_____

4. **Contract Term.** The initial term of the Contract will commence on the Effective Date and will end five (5) years after Go-Live. The Effective Date is the date the Contract has been awarded by the Authority’s Board, executed by the Contractor, and then executed by the Authority. Go-Live is defined in the attached sample contract. After the conclusion of the Initial Term, the Authority may extend the term of the Contract for up to five (5) additional one-year periods.

5. **Cost Form:** The Offeror must submit a Per Violation Fee and Contingency Fee. The Offeror's combined Per Violation Fee and Contingency Fee must cover its operating expenses, overhead and profit.

A. Per Violation Fee: The Per Violation Fee will be based on the quantity of legitimate parking violations processed. Legitimate parking violations exclude voided parking violations. Offerors must propose a fee for each legitimate violation processed. This fee must include all hardware and software upgrades and ongoing programming costs associated with the System as implemented by the Offeror must be built into the Offeror's per-violation fee. Startup and mobilization costs must be built into the Offeror's Per Violation Fee. The Per Violation Fee will be the primary compensation.

\$ _____

B. Contingency Fee: The Authority intends to implement opportunities for the successful Offeror to earn Contingency Fees for the collection of delinquent violations, as described below. This arrangement would promote the following objectives:

1. Provide a source of funding for the Offeror to offset expenses associated with evolving program needs, especially programming for new initiatives.
2. Provide a strong incentive to increase collections performance, especially during the first year of the notice and collection cycle.

Offerors will propose a commission rate for paid violations meeting these criteria:	
Successful Offerors will retain violations reaching contingency stage for six (6) months. Violations not paid after six (6) months would then be reassigned to Authority collection contractors.	
Contingency Fee Criteria	
Parking Violations	After three notices mailed + 30 days
Red Light or Speed	After four notices + 30 days
Excluded from Commission Eligibility - Payments on:	
Booted or towed vehicles	
Suspend Effective Tickets	
Tickets assigned to collection contractors	
Auction Fee or "99 tickets"	
Tickets whose responsible party is a company enrolled in the Authority's Fleet Program	
Tickets on installment payment plans	
Performance Incentive Clause	
Quarterly \$20,000 for each of the following:	
	1 year closure rate 83%
	2 year closure rate 86%
	3 year closure rate 88%

3. **Contingency Fee for Parking Violations:** _____%

4. **Contingency Fee for Red Light or Speed:** _____%

C. Additional Cashiering Costs: Provide the costs associated with adding a cashiering station to a location.

Hourly rate per Cashier : \$ _____

Hardware and software costs: \$ _____

6. **Requirement Statement:** The undersigned Offeror agrees to provide a parking violation management system and customer support services as specified in the Work Statement, any Addenda, if issued and the response submitted.

Signature

Name
(Please Print)

Title

Date

7. **Execution of Agreement and Furnishing Bonds:** Within ten (10) calendar days after receipt of written Notice of Award of Contract, the Offeror agrees to execute and deliver the form of Agreement included as one of the Contract Documents, and to furnish a Performance Bond in an amount of thirty million dollars (\$30,000,000) and a Labor and Material Payment Bond in an amount of thirty million dollars (\$30,000,000).

Signature

Name
(Please Print)

Title

Date

8. **Insurance Requirements:** The undersigned Offeror agrees to the insurance requirements as specified in Appendix C, *Insurance Requirements* and any Addenda, if issued.

Signature

Name
(Please Print)

Title

Date

9. Offeror Signatures: Complete one section below.

If proposal is by a corporation, form must include the date and be signed here by (a) President or Vice President, and (b) Secretary, Assistant Secretary, Treasurer, Assistant Treasurer, or Officer. If this form is not so signed, a corporate resolution authorizing form of execution must be attached to this proposal.

Signature

Typed or Printed Name

Title

Business Name of Offeror

Street Address

City/State/ZIP Code

Email Address

Telephone Number

Signature

Typed or Printed Name

Title

Date

If offer is by a business entity other than a corporation form must be dated and signed here:

Authorized Signature

Typed or Printed Name

Title

Date

Type of Entity

Business Name of Offeror

Street Address

City/State/ ZIP Code

Telephone Number

10. Affidavit of Non-Collusion:

State of: _____
County of: _____

RFP No. _____

I state that I am _____ (Title) of _____ (Name of my organization) and that I am authorized to make this affidavit on behalf of my firm, and its owners, directors, and officers. I am the person responsible in my firm for the price(s) and the amount of this proposal and I have placed my signature below.

I state that:

(1) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other contractor, Offeror or potential Offeror.

(2) Neither the price(s) nor the amount of this proposal, and neither the terms nor the approximate price(s) nor approximate amount of this proposal, have been disclosed to any other firm or person who is an Offeror or potential Offeror, and they will not be disclosed before proposal opening.

(3) No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal in response to this Proposal, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.

(4) The proposal of my organization is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal. I have read, understand and will abide by the Authority's Contractor Integrity Provisions.

(5) _____ (my organization's name) its affiliates, subsidiaries, officers, directors and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as follows:

I state that _____ (my organization's name) understands and acknowledges that the above representations are material and important and will be relied on by The Philadelphia Parking Authority when awarding the contract for which this proposal is submitted. I understand and my organization understands that any misstatement in this affidavit is and shall be treated as fraudulent concealment from The Philadelphia Parking Authority of the true facts relating to the submission of proposals / proposals for this contract.

SWORN TO AND SUBSCRIBED
BEFORE ME THIS ____ DAY
OF 20__

Signature

Printed Name

Notary Public
My Commission Expires: _____

11. Qualifications:

- a. **Type of business:** Individually owned
Check one Partnership
Corporation
Other

- b. **Number of employees:** Under 25
Check one Under 50
Under 100
Over 100

c. **If you have had previous contracts with the Authority, list date and product or service provided:**

i.....

ii.....

iii.....

d. **Philadelphia Commercial Activities License Number:** _____

e. **Federal EIN Number:** _____

LIST OF SUBCONTRACTORS AND MATERIAL SUPPLIERS

(copy page as needed)

Undersigned agrees, if notified of the acceptance of this proposal, that you will utilize the following material suppliers, for the following noted types of work. No substitutions shall be made in the employment of material suppliers without written approval from the owner. The undersigned acknowledges that the Philadelphia Parking Authority reserves the right to reject any material suppliers listed below after bids are opened at no additional cost to Owner.

MATERIAL SUPPLIER

SUBCONTRACTOR OR MATERIAL SUPPLIER		
Name:		
Type of Work:		
Phone:	E-mail:	
Address:		
City:	State:	ZIP Code:
Union Affiliation (if any):		
Signature of Individual, Owner or Partner:		
Name and Title of Signer:		
Name of Firm:		
Date:		
SUBCONTRACTOR OR MATERIAL SUPPLIER		
Name:		
Type of Work:		
Phone:	E-mail:	
Address:		
City:	State:	ZIP Code:
Union Affiliation (if any):		
Signature of Individual, Owner or Partner:		
Name and Title of Signer:		
Name of Firm:		
Date:		

Philadelphia Parking Authority

SMALL DIVERSE BUSINESS PARTICIPATION SUBMITTAL (Copy as needed)

RFP Name and Number: _____

Offeror/Subcontractor: _____

Contact Name: _____ Email: _____

OFFEROR INFORMATION:

Does the Offeror/subcontractor hold a Small Business Procurement Initiative certificate issued by the Pennsylvania Department of General Services? Yes No (**MUST** check one)

If yes, please identify each category that applies to your business:

1. _____.
2. _____.
3. _____.
4. _____.
5. _____.

If this form is being completed for a subcontractor, please indicate the percentage and dollar amount of the contract the subcontractor will receive if Offeror is awarded the contract.

\$ _____ %

The Offeror will need to attach a copy of their SBPI certificate and the subcontractor's SBPI certificate, if applicable. Offeror and/or subcontractor will be required to maintain their status as a certified Small Diverse Business throughout the entire term of the contract.

This form must be completed and submitted with your proposal. If you do not participate in the Small Business Procurement Initiative, please check the box for "No" and submit with your proposal.

MANAGER OF CONTRACT ADMINISTRATION
THE PHILADELPHIA PARKING AUTHORITY
701 MARKET STREET, SUITE 5400
PHILADELPHIA, PA 19106



Proposal Decline Form: RFP No. 24-07 Parking Violation Management System and Customer Support Services

If you did not submit an offer to the Authority for this solicitation, please return this form immediately.

The undersigned contractor declines to submit an offer for this project.

Name: _____

- Requirements too "tight" (explain below)
- Unable to meet time period for responding to this RFP
- We do not offer this product or service
- Our schedule would not permit us to perform
- Work Statement unclear (explain below)
- Unable to meet Insurance Requirements
- Unable to meet Contract Requirements (explain below)
- Other (specify below)

Comments:

Upon completion of this form, please email the form to Shannon Stewart, Manager of Contract Administration, at sstewart@philapark.org. A link to the electronic version of this form can be found on our website or by clicking this link, <https://app.smartsheet.com/b/form/4fd4f986bf074db884e72971fb93cc47>.