

**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 Two**

To: See Email Distribution List

From: Shannon Stewart  
Manager of Contract Administration

Date: December 23, 2024

No Pages: 7

This addendum is issued on December 23, 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. **Part I-23 of the RFP Document:** Part I-23 has been revised to the following:

**I-23. Performance Bond and Labor and Materials Bond.**

The successful Offeror, prior to the commencement of work under the contract, will be required to furnish a faithful Performance Bond in an amount equal to ~~thirty million dollars (\$30,000,000)~~ **five million five hundred thousand (\$5,500,000)** and a Labor and Material Payment Bond equal to ~~thirty million dollars (\$30,000,000)~~ **five million five hundred thousand (\$5,500,000)**; said bonds must be from a surety company satisfactory to the Philadelphia Parking Authority and qualified to do business in Pennsylvania. The surety executing the bonds must be included in the listing of acceptable sureties contained in Treasury Department Circular 570, as most recently revised, and the amount of the bond must not exceed the underwriting risk of such surety forth in said circular or revision thereof.

The Surety executing the bonds must have a minimum A.M. Best Rating of A-; Class VII or higher.

Should any surety upon such bonds become unsatisfactory to the Authority, the Offeror must promptly furnish such additional security as may be required from time to time to protect the interests of the Philadelphia Parking Authority.

**QUESTIONS TO BE ADDRESSED IN ADDENDUM #3**

1. **Question:** The RFP states, in section B.4 PCI Compliance item 2, “the Offeror and all subcontractors must demonstrate Level 1 PCI compliance and certification in Tab K...”. Level 1 PCI compliance requires companies seeking that status to perform minimum numbers of transactions annually and may not be relevant or obtainable for certain subcontractors. In additional, some subcontractors would not be eligible to obtain this credential as they do not perform any functions related to payments. Accordingly, please confirm that only subcontractors involved in payment processing-related functions are required to provide proof of PCI compliance.

2. **Question:** Please provide the counts & file size of data stored on the database including (A) total tickets records; (B) total correspondence images; (C) total hearing images; (D) total check images; (E) total photo-enforcement images; (F) total photo-enforcement videos; (G) total audio files; (G) other files to be exported, as referenced in the response to question #48 in Addendum #1.
3. **Question:** Based on the response provided to question #48 in Addendum #1, how many Zebra ZT410 thermal printers does PPA currently have? Does PPA require the proposer to refresh this equipment under this contract? Does PPA have a requirement for this hardware to be refreshed on the same, or another, refresh schedule as the enforcement handhelds and printers?
4. **Question:** Regarding Part IV, C.9.4, can the Authority please confirm that offerors are not required to provide or manage the LAN/WAN environment at any location? What types and quantities of equipment are needed for each BAA and PVB?
5. **Question:** Will the PPA require database migration? If so, from how many sources?
6. **Question:** Please provide the name of the software vendor for the Magisterial District Judicial System (MDJS) and what version is being implemented?

## **QUESTIONS**

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.

**Response: The size of the data for parking kiosk transactions (vendor is currently Flowbird) and mobile payment transactions (vendor is currently ParkMobile) is measured in KBs. It is structured data. The need for cleansing is entirely dependent upon the enforcement system that is receiving the information. The data import is real time. A historical conversion will not 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?

**Response: Please refer to the "Changes to the RFP Document" above.**

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.

**Response: See response to Question 2.**

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?

**Response: See response to Question 2.**

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

**Response: The successful Offeror is solely responsible for the bonds.**

6. **Question:** Per Addendum 1, all cashiering sites will observe the same holidays. Currently, Lot 10 does not observe all holidays listed in RFP, will this change in the new contract?

**Response: The holidays for which Lot 10 does not observe, for cashier purposes, are President's Day, Good Friday, Indigenous Peoples' Day and Veterans Day. Cashiers are needed on these days. As stated in the in the RFP, the Authority must approve any additional observance days. In the event a federal holiday is observed on a date other than when it is normally scheduled, the Authority will notify the Offeror.**

7. **Question:** Regarding D. 8 Payment Processing, it states "The System will be utilized for the following payment activities: multiple violations; multiple registrations; payment plan payments; research items; and exception items." What is considered an exception item?

**Response: Corrections for misapplied postings, refunds, chargebacks, returned checks, deposit corrections found by the bank, etc.**

8. **Question:** Are SOC 2 Type 2 credentials only required for subcontractors performing skip-tracing duties and not as a general requirement?

**Response: Anyone accessing VRI information (registration information) must comply with SOC 2 Type 2.**

9. **Question:** Given that Offerors may include proprietary and confidential information in their proposals, can Offerors submit a USB drive containing a redacted version of our proposal which would exclude such protected content?

**Response: Offerors can include a redacted version of their proposal on the USB but must include a non-redacted version as well.**

10. **Question:** Given that certain key items were deferred to the second addendum, should further clarification be warranted regarding related Q&A responses, would the Authority open the Q&A period for an additional ten (10) calendar days to allow Offerors have all required information to submit a compliant response?

**Response: No, the question period will not be extended.**

11. **Question:** Regarding Part III-4, Evaluation Criteria, Small Diverse Business Participation, are we correct in interpreting that Proposers will be awarded one point in the evaluation for every 10% of Small Diverse Business Participation as documented on its Small Diverse Business Participation Submittal forms?

**Response: If an Offeror is a Small Diverse Business, they will receive all 10 points. If the Offeror is using a subcontractor who is a Small Diverse Business, points will be awarded based on the percentage of the contract the subcontractor will receive. For example, if a subcontractor will receive 20% of the contract amount, the Offeror will receive 1 point for that category. Partial points will not be awarded.**

12. **Question:** The RFP states, in section B.4 PCI Compliance item 2, "the Offeror and all subcontractors must demonstrate Level 1 PCI compliance and certification in Tab K...". Level 1 PCI compliance requires companies seeking that status to perform minimum numbers of transactions annually and may not be relevant or obtainable for certain subcontractors. In addition, some subcontractors would not be eligible to obtain this credential as they do not perform any functions related to payments. Accordingly, please confirm that only subcontractors involved in payment processing-related functions are required to provide proof of PCI compliance.

**Response: This question will be addressed in Addendum #3.**

**13. Question:** Regarding Appendix A; Proposal Form, Section 5 Cost Form, proposers must account for inflation risk in proposals given the relatively long potential term of this contract. To prevent proposers from having to make excessively high projections based on recent history, would it be possible for the proposed per ticket fee to be subject to increased based on the actual CPI change over the contract term?

**Response: Yes.**

**14. Question:** What are the contract end dates for the contract between the Authority and Duncan, as well as between the Authority and PRWT?

**Response: Both contracts will end on March 19, 2025. There is a 1-year extension available to the Authority for both contracts.**

**15. Question:** If an Offeror wishes to propose additional value-add solutions/services, how should the Offeror propose those details, and any additional costs associated with delivering those solutions, for PPA's consideration?

**Response: As referenced in Section II-22 of the RFP document, value-add solutions can be submitted using Tab U of the proposal. Costs must be identified for each item by referencing the impact it would have on the proposed per-ticket fee that the Offeror is submitting.**

**16. Question:** Please confirm there are no requirements associated with page counts, font sizes/preference, margin-based requirements.

**Response: There are no page count or margin requirements. The minimum font size is 11.**

**17. Question:** What is the workflow/process associated with ticketing ATVs, and how is the responsible party identified, as referenced in the response to question #26 of Addendum #1.

**Response:**

**Observation and Documentation:**

**Officers observe the ATV in operation or parked in violation of city ordinances or state laws. Details such as location, time, and vehicle description (make, model, VIN, and license plate, if present) are documented.**

**Initiating Enforcement Action:**

**If the ATV is in operation:**

- **Officers will attempt a stop if it can be done safely, following departmental policies (e.g., Directive 9.4 on vehicular pursuits).**

**The operator is cited for violations such as driving an unregistered vehicle, reckless driving, or noise violations.**

**If the ATV is unattended:**

- **The vehicle may be ticketed for parking or ordinance violations (e.g., 12-1133) and subject to seizure if unregistered or in violation of Live Stop regulations.**

**Ticket Issuance:**

**For attended ATVs:**

- **Tickets are issued directly to the operator at the scene. The operator's identification is confirmed via a driver's license or other ID.**

**For unattended ATVs:**

- **Tickets are linked to the registered owner (if registration exists) using the vehicle's VIN or license plate.**
- **If no registration is available, the ATV is impounded for investigation.**

**Seizure and Impoundment:**

**Unregistered ATVs or those with altered VINs are confiscated and transported to a designated impound lot.**

**A property receipt is issued for each impounded vehicle, documenting the circumstances and any citations issued.**

**Identifying the Responsible Party:**

**If the operator is present, their information is documented for ticketing and possible further legal action.**

**For impounded ATVs, ownership is identified through VIN tracing or other investigatory methods by the Major Crimes Unit or related divisions.**

**If the owner claims the ATV, they must provide proof of ownership and compliance with regulations before release.**

**Follow-Up and Compliance:**

**Tickets and citations are entered into the city's enforcement system.**

**Repeat offenders or unclaimed vehicles are flagged for further investigation or auction, as applicable.**

**Public Awareness and Deterrence:**

**Details of enforcement actions are communicated to the public to emphasize the city's commitment to reducing nuisance ATVs and illegal operations.**

- 18. Question:** Based on the response provided to question #23 in Addendum #1, could the Authority please confirm that points for SDB subcontractor participation would scale up to the 5 points for 50%, including decimals? i.e. 43% SDB participation would award 4.3 points; 20% SDB participation would award 2 points; etc.?

**Response: See response to Question #11.**

- 19. Question:** Please provide the counts & file size of data stored on the database including (A) total tickets records; (B) total correspondence images; (C) total hearing images; (D) total check images; (E) total photo-enforcement images; (F) total photo-enforcement videos; (G) total audio files; (G) other files to be exported, as referenced in the response to question #48 in Addendum #1.

**Response: This question will be addressed in Addendum #3.**

- 20. Question:** Based on the response provided to question #48 in Addendum #1, how many Zebra ZT410 thermal printers does PPA currently have? Does PPA require the proposer to refresh this equipment under this contract? Does PPA have a requirement for this hardware to be refreshed on the same, or another, refresh schedule as the enforcement handhelds and printers?

**Response: This question will be addressed in Addendum #3.**

- 21. Question:** Regarding Part IV, C.9.4, can the Authority please confirm that offerors are not required to provide or manage the LAN/WAN environment at any location? What types and quantities of equipment are needed for each BAA and PVB?

**Response: This question will be addressed in Addendum #3.**

- 22. Question:** Regarding Part IV, C.9.4, what are the number of printers needed, and what are the Authority's preferences for equipment brands/types?

**Response: The number of printers will need to mirror the number of cashiering stations needed at each facility. There is no preference regarding equipment brands.**

- 23. Question:** Regarding Part IV, D.4-1, is online and/or chat support required? If chat support is required – will 24x7 automated chat bot support suffice?
- Response: Yes, online chatbot support is required. 24x7 automated chatbot is acceptable, with live customer service representatives available for escalated assistance during regular business hours.**
- 24. Question:** Regarding Part IV, D.4-1, Does PPA require Live Agent chat support during specific hours?
- Response: Yes, please see response to Question #23.**
- 25. Question:** Please confirm that any and all postage costs associated with mailing notices, correspondence letters, or any type of mailing will be a reimbursable cost to be paid by PPA/PPD.
- Response: The successful Offeror will be responsible for all printing and mailing costs including postage. This will not be a reimbursable cost.**
- 26. Question:** Would PPA accept a two-week extension with a due date of February 13, 2025?
- Response: No, the proposal deadline will remain January 30<sup>th</sup>, 2025.**
- 27. Question:** Regarding D.9 Collections, Violation Noticing, and Correspondence, what is the turnaround time for the letters received each day?
- Response: Please refer to section D.9 on page 83 of the RFP Document. Note: weekend and holidays do not count towards this time requirement.**
- 28. Question:** Regarding D.9 Collections, Violation Noticing, and Correspondence, of the 17 versions, is the page count the same for each, or are there different specs per version and do all pages contain variable content?
- Response: Most notices have one page. Several notices have multiple pages depending on the number of tickets contained in the notice.**
- 29. Question:** Regarding D.9 Collections, Violation Noticing, and Correspondence, is data transmitted five, six or seven days per week?
- Response: Data is transferred five days per week.**
- 30. Question:** Regarding D.9 Collections, Violation Noticing, and Correspondence, what agency is handling Return Mail and is a State of PA mailing account and indicia being used?
- Response: Currently, PRWT Services is handling return mail, and yes, PA mailing account and indicia are being used.**
- 31. Question:** Regarding D.9 Collections, Violation Noticing and Correspondence, are all seventeen notices 8.5 X 11 and do they all get perforated?
- Response: Yes, all notices are 8.5 x 11, and currently none get perforated.**
- 32. Question:** Regarding D.9 Collections, Violation Noticing and Correspondence, do they all insert into the supplied #10 left window envelopes?
- Response: Yes.**
- 33. Question:** Regarding D.9 Collections, Violation Noticing, and Correspondence, do any other notices besides #1 get a supplied BRE insert?
- Response: No.**
- 34. Question:** Regarding D.9 Collections, Violation Noticing, and Correspondence, do any notices get special envelopes (colors other than white or special printing on the face or teaser copy)?

**Response: Yes, in addition to a standard City of Philadelphia envelope, there are five special envelopes that are used for various notices.**

**35. Question:** Are there exclusive tow trucks and booting trucks, or can one truck potentially be available to do both/either?

**Response: Authority tow trucks only tow and Authority booting trucks only boot. There is no one singular vehicle that does both. The Authority has light duty tow trucks, flat bed tow trucks and heavy-duty wrecker tow trucks that are utilized for towing operations based on the type, size and situation of a tow.**

**36. Question:** What equipment types does the PPA use (light, medium, heavy duty, flat bed, etc.) to make a tow request?

**Response: Light, Flat Bed and Heavy-Duty Wrecker tow trucks are used to perform the actual towing process but do not make the actual request.**

**37. Question:** Who provides the software support for PPA auctions?

**Response: The current vendor, Duncan Solutions, utilizes a sub-contractor, UR International. Their system communicates with the system utilized by the Authority's Online Auctioneer Vendor Aspite Auto Auctions.**

**38. Question:** Will the PPA require database migration? If so, from how many sources?

**Response: This question will be addressed in Addendum #3.**

**39. Question:** Please provide the name of the software vendor for the Magisterial District Judicial System (MDJS) and what version is being implemented?

**Response: This question will be addressed in Addendum #3.**

**40. Question:** Please provide additional information on what specific data elements would be needed for the following requested reports:

A. Authorized boots not confirmed

B. Daily inquiry report

**Response: This would be a report of scanned vehicle license plates by a booting crew which are boot eligible but never entered a booted status into the system.**

**41. Question:** Please provide a timeline sequence of notice generation for the PPD?

**Response: The first notice is generated upon vehicle first being impounded at the Police Tow Lot. The second notice is generated once the Police deem the vehicle eligible for release and enter additional information into the system authorizing its release.**

**END OF ADDENDUM TWO**