

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

**RFP No. 24-10
Speed Camera Enforcement
Addendum Two**

To: See Email Distribution List

From: Shannon Stewart
Manager of Contract Administration

Date: July 10, 2024

No Pages: 9

This addendum is issued on July 10, 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.

QUESTIONS

1. **Question:** Regarding Tab L., given the limited number of vendors who can meet the SOC 2 requirements, is the Authority interested in entertaining vendors who are in the process of getting their SOC 2?

Response: No, Offerors must be SOC 2 Type 2 compliant at the time of submission.
2. **Question:** Will the Authority consider proposed fee structures based (in whole or in part) on the unit quantity of tasks or services performed, though not based on quantity of notices of violations issued or amounts of fines imposed?

Response: No, pricing must be per camera, per month and be all inclusive of all costs associated with all tasks to support the program.
3. **Question:** Will the Authority allow both a flat fee and one alternative proposal?

Response: No, cost must be submitted as described in the RFP document.
4. **Question:** Will standard online payment processing charges be allowed by vendor to pass through to payees?

Response: Yes, at a maximum of \$3.50 per transaction. ACH payments will not be imposed a processing fee.
5. **Question:** Regarding section I-27, page 8 and Proposal Form page 9, Item 12, – Certified Apprenticeship Program Participation, is this a requirement at time of proposal submittal or will the Authority accept vendor proof of certification of participation in a program at a later date, i.e. contract signing or prior to program implementation?

Response: This is a requirement at the time of submittal. By submitting a proposal, Offerors agree that they meet the qualification standards that it participates, directly or through its labor for each craft or trade, in an Approved Apprenticeship Program as defined in I-27 of the RFP document.
6. **Question:** Regarding Section II-18, page 12 - PennDOT Data Sharing Agreement (Tab Q), is an executed PennDOT Data Sharing Agreement required at time of proposal submittal or will the Authority accept a copy of the

PennDOT Data Sharing Agreement at a later date and prior to program implementation, once it is received from PennDOT?

Response: The user agreement must be active at the time of the proposal being submitted.

7. **Question:** Regarding I-7 Small Diverse Business Participation, please confirm that all proposed subcontractors must complete the Small Diverse Business Participation Form (Page 10 of the Proposal Form). If an Offeror is not a Small Diverse Business but utilizes Small Diverse Business subcontractor(s), how is the Small Diverse Business Participation criteria (10%) impacted?

Response: Yes, all subcontractors must complete the Small Diverse Business Participation Submittal Form. Offerors utilizing subcontractors who are a Small Diverse Business will be awarded points based on the dollar amount the Small Diverse Business receive under the contract, up to a maximum of 5 points. For example, if Small Diverse Business subcontractors will receive 20% of the contract, the Offeror will receive 1 point for Small Diverse Business Participation.

8. **Question:** Regarding IV-2. A. section 5, as follows:

*The Offeror and all subcontractors must meet and show proof of Level 1 PCI compliance and certification in **Tab L** of your proposal. Each must provide a statement of warranty, and evidence that all services provided are PCI compliant. The selected Offeror(s) will be responsible for any monetary damages incurred by the Authority due to non-compliance or data breach.*

Please confirm that this requirement only applies to subcontractors involved in card payments.

Response: Any contractor/subcontractor that accepts, stores, or transmits cardholder data must be Level 1 PCI compliant.

9. **Question:** Key parts of our solution and pricing depend on the information we receive in the questions we ask and on the items provided in the addenda. Will you extend the proposal deadline for at least 21 days after the final addenda and answers to questions are received so we can offer you the optimal solution and pricing?

Response: No, not at this time.

10. **Question:** To ensure an equitable procurement process and to prevent vendors from being excluded, please confirm that you will accept a portfolio that exceeds the total number of systems and size to be served under the contract.

Response: If an Offeror has a program which includes more than 50 cameras, this will not disqualify an Offeror from this RFP.

11. **Question:** Our automated speed camera enforcement system is in use in multiple states but not in Pennsylvania currently, and we are seeking approval currently from PennDOT. Will evidence of our application be acceptable for this response?

Response: If an Offeror's proposed System is in the approval process by PennDOT, Offeror must submit evidence to show this with their proposal. Offerors must currently have and submit a copy of their executed PennDOT Data Sharing Agreement in order to be considered an eligible Offeror.

12. **Question:** Please provide the following information from your current program, from 2023-present, on a monthly basis:

- a. Volume of events per location (a single direction of travel) per month - **Available on the Authority's website at philapark.org under the Speed menu tab.**
- b. Volume of violations per location per month - **Available on the Authority's website at philapark.org under the Speed menu tab.**

c. Citations per location per month - **Available on the Authority's website at philapark.org under the Speed menu tab.**

d. Number of rejections by location per month – **Please see chart below:**

	Banks Way	F Street	Deveraux	Harbison	Strahle	Grant	Red Lion	Southampton	9th	Pratt
Apr-22	1,980	2,016	2,640	152	639	252	1,190	956	-	-
May-22	1,964	2,231	2,472	145	683	264	1,276	927	-	-
Jun-22	1,889	1,895	935	107	673	287	1,360	1,040	4,301	6,948
Jul-22	2,148	2,621	1,297	166	833	316	1,403	1,031	4,477	7,324
Aug-22	1,909	2,851	1,430	239	793	305	1,179	984	3,905	6,200
Sep-22	1,545	1,841	2,083	203	751	353	1,339	1,011	3,121	4,930
Oct-22	1,543	1,924	1,657	245	700	256	1,117	925	2,736	4,668
Nov-22	1,631	1,468	1,827	243	679	246	1,106	869	2,561	4,416
Dec-22	1,477	1,715	1,652	269	512	139	817	679	2,227	4,079
Jan-23	1,723	1,897	1,638	203	503	193	869	693	2,255	4,043
Feb-23	1,556	1,781	1,532	149	457	147	843	710	1,991	3,850
Mar-23	1,574	1,984	1,508	168	545	206	988	835	2,285	4,162

e. Traffic volumes per location month – **Available on the Authority's website at philapark.org under the Speed menu tab.**

f. Violation rejection categories and number rejected: **Please see list below:**

1. **EXCEEDING VIO-CAP FOR THE INTERVAL - 584**
2. **GLARE FROM FLASH - 26**
3. **SPEED CAN NOT BE VERIFIED - 33,164**
4. **VIDEO MISSING - 496**
5. **VIDEO SKIPPING OR POOR QUALITY - 152**
6. **DMV - ADDRESS MISSING-UNAVAILABLE - 33**
7. **DMV - NO MATCHES OR RECORDS - 54,965**
8. **PLATE - NO PLATE/TEMPORARY PLATE - 36, 408**
9. **PLATE - STATE UNREADABLE OR NON-US - 2,864**
10. **PLATE UNREADABLE / MARRED - 10,517**
11. **PLATE/VEHICLE OBSTRUCTED - 13,239**
12. **VIOLATION DATE IS PAST ENFORCEABLE DATE - 15,575**
13. **EMT/POLICE/FIRE/GOV/DIPLOMAT - 7,829**
14. **NON CAR - 257**
15. **OTHER - 7,531**

g. Number of current telephone calls, their resolution, and wait time – **This information is handled by the Authority's current Contractor and is not available.**

- h. The number of adjudication hearings scheduled – **This information is handled by the Authority’s current Contractor and is not available.**
- i. The determinations for the adjudication hearings – **This information is handled by the Authority’s current Contractor and is not available.**
- j. The equipment hours of service - **The current cameras have not had any downtime since the program started.**
- k. The downtime reasons for cameras – **See response to j. above.**
- l. Payment statistics reports for the past year - **Available on the Authority’s website at philapark.org under the Speed menu tab.**
- m. Officer approval reports for the past year - **7/1/23 to 6/30/24 - 209,609**
- n. The number of each type of correspondence sent for the current program for the correspondence types outlined in IV.E.9.a-r. – **This information is handled by the Authority’s current Contractor and is not available.**
- o. The amount of correspondence received from citizens each month – **This information is handled by the Authority’s current Contractor and is not available.**

Response: Due to legislative restraints, we can only supply 2022 statistics above. Offerors can visit www.philapark.org to review all end of the year reports in reference to the Speed Camera Program.

13. Question: The RFP states that the end date for the program is 9/27. What is the targeted start date for the program?

Response: The selected Offeror will start the transitioning process of the current cameras on September 1, 2024.

14. Question: Does the Authority own the current permits for the speed camera installations or does the current vendor own them?

Response: The current Contractor owns the permits.

15. Question: Proposal Form page 9 describes the Certified Apprenticeship Program Participation. For those Contractors and Subcontractors who are not participants currently, can they begin participating upon award of contract; or can they submit evidence of their application to participate in this submittal?

Response: Any subcontractors proposed to perform work, must currently participate.

16. Question: The Small Diverse Business Participation form is included as Proposal Form, page 10. Is there a minimum or target participation requirement for SBPI subcontractors if the submitting firm is not an SBPI?

Response: No, there is not a minimum participation requirement however, the Offeror will receive points based on the amount of the contract the subcontractors will receive. Please refer to the response to Question 7 for how points will be awarded to Offerors whose subcontractors are Small Diverse Businesses.

17. Question: Regarding II-4, “The Offeror must include all positions in the organization including the number of staff and location.” Is this for the entire organization or for those employees who will be supporting the program?

Response: Only include individuals who will be assigned to this contract.

18. Question: Regarding the Mobile System, will a trailer-based solution be acceptable for the mobile system?

Response: Yes.

19. Question: IV.2.A.3 states, "Offerors must submit a copy of their executed PennDOT's Data Sharing Agreement in Tab Q of their proposal." Can you provide us with the PennDOT contact information to ask questions about this agreement and how it is approved?

Response: The Authority does not have this information.

20. Question: IV.2.A.6 states, "The list of users must be complete, accurate and approved by the Authority. Whenever the Contractor's users change, the Authority must be notified immediately in writing." Will the processing center be located in Philadelphia?

Response: The processing center does not have to be in Philadelphia, but the customer service/walk in center must be located in Philadelphia.

21. Question: IV.2.C.2 mentions flash strobes, does the city require flash strobes or can we propose another solution that is less distracting, and therefore safer, for drivers?

Response: Yes.

22. Question: IV.2.C.3. states, "The style, design and specifications for poles used in relation to the Camera and Equipment will be designated by the Authority. The Authority will be responsible for the providing and installation of all sign poles and signs at the Camera System locations. The Contractor will be solely responsible for reimbursing the Authority for any and all monetary costs associated with the purchasing of and installation of the poles and signs." Please provide the current model and cost for:

- a. The poles on which the camera and equipment are mounted - **Contractor will supply the poles that the Authority approves.**
- b. The poles used for signs - **Square TE poles, \$33.58 per pole, base \$11.87.**
- c. The signs themselves - **Photo enforcement signage 30 x 36 \$54.65, mile per hour signs 30 x 36 \$32.78, traffic all photo enforced 30 x 36 \$45.70, End sign 36 x 18 \$8.74.**
- d. Also, please indicate how many signs and poles are in place for the 40 current systems. - **130 poles, 60 photo enforced signs, 36 - 40 mph signs, 24 - 45 mph signs, 60 photo enforced signs, 102 traffic all photo enforced signs, 6 end signs.**

23. Question: Does the Authority or the current vendor own the poles?

Response: The Authority owns the poles that support the signage.

24. Question: If the Authority owns the poles, are the poles reusable?

Response: The poles owned by the Authority may be used for signage but not the camera systems.

25. Question: Does the Authority own any of the below infrastructure that the Contractor can use:

- a. Conduit
- b. Power wires
- c. Meters
- d. Communication wires (fiber/cable/etc.)

Response: The Authority owns the conduit only.

26. Question: IV.2.C.6. states, "The Contractor will be responsible for the installation and maintenance of high-speed internet/communication for event transmission at each location." Do you consider 4G LTE as high-speed? If not, what are the minimum requirements?

Response: The high-speed internet/communication minimum requirements are 5G.

27. Question: IV.2.D.1. states, “The removal of obstructions that interfere with clear vision of signs and signals will be the responsibility of the Contractor. The Contractor will be responsible for all costs related to the removal of obstructions or other measures to alleviate obstructions.” Does the Contractor have the authority to remove obstructions as they see fit or do they have permission from the Authority beforehand?

Response: Any removal of obstructions must first be presented to and approved by the Authority in writing prior to removal.

28. Question: IV.2.D.7 states, “Maintenance of each Camera and Equipment must be accomplished with minimal traffic lane obstruction. The Authority/City reserves the right to limit the days, hours and locations at which service vehicles may park to perform Camera and Equipment maintenance.” IV.2.D.12 states, “For malfunctions, errors or failures specific to the Camera and Equipment, these items must be repaired within forty-eight (48) hours. The invoice deductions will be based off of one hundred percent (100%) of the base fine of each lost violation, based off of the data of each particular location where data was lost.” Do the invoice deductions start immediately or after the 48-hour repair period? If we are unable to access the camera according to the restrictions described in IV.2.D.7, can we ask for the credit time to be adjusted to reflect the access schedule?

Response: The invoice deductions begin after the 48-hour repair period.

29. Question: IV.2.D.11 states, “The invoice deductions will be based off of one hundred percent (100%) of the base fine of each lost violation that could not be issued based off of the average of the prior three months issuance for the System.” What hours per month/per year will the Authority set aside without penalty for maintenance?

Response: For general maintenance the Contractor must conduct this practice regularly and the camera can not be out of operation for long periods during this exercise. If they follow this guideline, the Contractor will not be charged down time while performing general maintenance.

30. Question: IV.2.D.13 states, “The Contractor must provide a preliminary verbal analysis of Camera downtimes or the Camera and/or Equipment malfunctions to the Authority within two (2) hours of discovery followed by a written analysis within forty-eight (48) hours to the Authority. All outages must be listed in a weekly and monthly report. If the Camera and/or Equipment is inactive for more than twenty-four (24) hours without a report, then the monthly invoice will be decreased by the agreed upon formula the Camera was inactive.” The calculation for this one is unclear. Can you please provide an example?

Response: The monthly invoice will be decreased by 100% of the loss of violations during the downtime. Please refer to IV-2. D. 7 for additional information regarding the calculation.

31. Question: Please reconcile the 48-hour timeframe as stated in IV.2.D.12 with the 24-hour timeframe as stated in IV.2.D.14.

Response: Within 48 hours an analysis or explanation as to the downtime or malfunction must be submitted to the Authority, after 24 hours the deductions will begin.

32. Question: Are there credits associated with the malfunctions described in IV.2.D.14? How do those apply?

Response: No credits are associated, but deductions will be made to the invoice.

33. Question: IV.2.E. Project Management. We offer an online payment option on our Back-End software. Will violators use that payment portal or pay through the Authority’s Parking Management System?

Response: Violators will pay on the Offeror’s payment portal for violations that are current.

34. Question: IV.2.E.5. states, “The Offeror must have demonstrated experience in establishing, staffing, and operating a customer service operation with trained customer service representatives (“CSR”) to handle the call volumes and citizen questions about the program or a particular traffic violation. CSRs will be paid the prevailing industry wage, The call center must accept live calls from 8 am to 8 pm EST.” Can the call center be located in another state, or is it required to be located in Pennsylvania?

Response: The call center does not have to be located in Pennsylvania but must be located within the U.S.

35. Question: IV.2.E.6.b asks for a description of the automated correspondence sent. Is the expectation that the types sent match the types listed in IV.E.9.a-r (or a subset of those types) and are there more types requested that are not listed in this section?

Response: The Authority would like to see what is available as part of your System.

36. Question: IV.E.9.o includes requirements for returned checks. Is the expectation that the physical check be mailed back, or is a scanned copy sufficient?

Response: Scanned copy is sufficient.

37. Question: IV.2.E.12 states, "All violation processing services required must be provided out of the Violation Processing Center. The Violation Processing Center must conform to all local, state, and federal zoning and building code requirements and will continue operation until 60 days after the contract expiration. Upon conclusion of the contract and the 60 days thereafter, the Offeror will forward all records to the Authority for disposition of the remaining cases." Is the expectation that this center be in Philadelphia? We use remote workers (US-based) to process some of our cases. Is that allowed for this contract?

Response: Yes.

38. Question: Regarding IV.2.E.15, will the Customer Service Reps for in-person service be employees of the Parking Authority or of the Contractor? Will the Customer Service reps for in-person service process payments through the Parking System or the Back End Software (the Contractor software)?

Response: Customer Service Reps will be employees of the Contractor. Payments will be process on the Contractor's payment site.

39. Question: Regarding IV.2.I.12, will sample images captured under different conditions be considered responsive to this question?

Response: Yes, with an explanation of how the System adjusts to all weather conditions and speeds.

40. Question: IV.2.L.1 states, "Certification must be supplied to the Authority's project manager when completed." To clarify, is this certification for the annual third-party calibration or the daily calibration or are these other certifications?

Response: This is in reference to the annual third-party and daily calibration. The Authority is not aware of other certifications.

41. Question: IV.2.L.2 states, "The Camera and Equipment must be capable of allowing Authority personnel to complete remote downloads, verify calibration and shut down the Camera and Equipment. The Contractor must maintain the correct calibration on all speed Cameras annually from the installation date. Contractor must provide documentation to the Authority on an annual basis to ensure each Camera has proper calibration and follows PennDOT requirements." Please explain what information would be contained in a remote download.

Response: The Authority wishes to download the calibration reports and verify that the System is functioning.

42. Question: Regarding IV.2.N.2, will the Authority work with an already-selected collections agency or will they use the Contractor's agency?

Response: The Contractor will send the first two notices within the first 30 days of receiving the registered owner information. If the violation is not paid within the first 30 days, the violation will be forwarded to our Parking Violation Management system for additional noticing and collections.

43. Question: IV.2.N.16.b. states, "The Authority must have access to the Notice Report in the Back End Network." Is the "Notice Report" the citation itself or the mailing 15 days post-citation?

Response: The notice report must supply information on both.

44. Question: IV.2.N.28. “The Authority must have the ability to search and view events that have not been issued, allowing for multiple users to view the same event at the same time if needed. The ability for a supervisor to reclassify an event, reinstate events or reject events that have not been issued.” Does “not issued” mean rejected events?

Response: Yes.

45. Question: To price accurately, we would like more detail of how the parking management system is expected to interface with our back-end software. Can you share any requirements documents, use cases, testing scenarios or data flow diagrams that you have?

Response: The Contractor will need to have an interface with the Authority’s Parking Violation Management system for the following scenarios:

- **Violations that have reached default status in the Speed Camera system must be exported to the Parking Violation Management system.**
 - **This interface must include all necessary data regarding the violation including, but not limited to:**
 - **Violation/ticket number**
 - **Date and time of issuance**
 - **License Plate and State**
 - **Violation fine amount**
 - **Violation description**
 - **Violation location**
 - **First notice mail date**
 - **Second notice mail date**
 - **Registered owner (Last Name, First Name, Middle Name, Name Suffix)**
 - **Registered owner address (Address1, Address2, City, State, Zip)**
 - **Liable/Responsible party if different from registered owner (Last Name, First Name, Middle Name, Name Suffix)**
 - **Liable/Responsible party address if different from registered owner (Address1, Address2, City, State, Zip)**
- **Balance changes for violations exported to the Parking Violation Management system (this file is also sent from the Parking Violation Management system to the Speed Camera Enforcement System).**
 - **This interface must include all necessary data regarding the transaction including, but not limited to:**
 - **Violation/ticket number**
 - **License Plate and State**
 - **Transaction ID/number**
 - **Amount of payment/reduction**
 - **Transaction type (payment, reversal of prior payment, refund, NSF, etc.)**

- **Violations being recalled from the Parking Violation Management system.**
 - **This interface must include all necessary data regarding the violation including, but not limited to:**
 - **Violation/ticket number**
 - **License Plate and State**

46. Question: IV-2.C.8 states, "All radar equipment must be certified by PennDOT and published in the PA Bulletin. Certificate from PennDOT must be provided to the Authority upon approval." By when does PennDOT need to approve the offeror's radar speed detection technology?

Response: Please start this process as soon as possible.

47. Question: IV-2.D.7 states, "Maintenance of each Camera and Equipment must be accomplished with minimal traffic lane obstruction. The Authority/City reserves the right to limit the days, hours and locations at which service vehicles may park to perform Camera and Equipment maintenance. If the contractor is not able to service or make a repair to a system, does that count towards their downtime and possible invoice reductions?"

Response: No, not if the Authority is hindering you from performing that function.

48. Question: IV-2.E.9.O: Does the original check have to be sent back or a digital copy?

Response: Please see response to Question 36.

49. Question: IV-2.F.1 States, "Offerors will be required to install PennDOT approved Systems within ninety (90) days of approved notification by PennDOT. Any other Systems will be installed at the discretion of the Authority, with ninety (90) days' notice." Does the 90 days start after all permits are acquired and approved?

Response: Yes.

50. Question: If the Offeror does not host its own credit card payment processing website but instead integrates its solution with qualified subcontractors who can provide all the necessary attestations, is that acceptable?

Response: Yes.

51. Question: To encourage more competition, can the \$2M performance and payment bonds be waived or at least be decreased proportionate to the total number of cameras deployed?

Response: The bond requirements remain unchanged.

END OF ADDENDUM TWO