

REQUEST FOR PROPOSALS FOR

Voice Over IP Migration

RFP No. 25-21

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PART I

GENERAL INFORMATION TO OFFERORS

SUMMARY	
When:	Proposals must be submitted by Friday, September 19, 2025 no later than 1:00 PM.
Where:	Philadelphia Parking Authority Attention: Shannon Stewart, Manager of Contract Administration 701 Market Street, Suite 5400 Philadelphia, PA 19106
How:	Proposals must be delivered to Shannon Stewart in a sealed package via mail, by a recognized overnight courier service (e.g., UPS, Federal Express, etc.), with confirmed receipt, or by certified or registered United States mail, postage prepaid, return receipt requested certified mail, or by hand-delivery no later than Friday, September 19, 2025 no later than 1:00 PM. Whether mailed or hand-delivered, all envelopes must display the company's name and must be boldly and clearly handwritten (not typewritten) "RFP No. 25-21 Voice Over IP Migration". All proposals must be presented with one (1) original and nine (9) copies , individually numbered, and an electronic version consisting of one PDF file via USB drive. Please do not password protect the USB drive or file.
Mandatory Pre-Proposal Meeting	<p>A mandatory Pre-Proposal Meeting will be held on Thursday, August 28, 2025 DATE at 11:00 AM at the offices of the Philadelphia Parking Authority at 701 Market Street, Suite 5400, Philadelphia, PA 19106. Prospective Offerors may attend in person or virtually using the Teams meeting information below:</p> <p>Microsoft Teams Need help?</p> <p>Join the meeting now</p> <p>Meeting ID: 296 102 735 860 4</p> <p>Passcode: Mk9Ni7nG</p> <p>Dial in by phone</p> <p>+1 929-346-7319,,694922829# United States, New York City</p> <p>Find a local number</p> <p>Phone conference ID: 694 922 829#</p> <p>Prospective Offerors who are having trouble attending the meeting should contact Shannon Stewart for assistance at 215.837.9025.</p> <p>Please complete the Offeror Registration Form to complete your registration for this solicitation.</p>

I-1. Introduction.

This Request for Proposals (“RFP”) is being issued by the Philadelphia Parking Authority, (“Authority”), a body corporate and politic created under the laws of the Commonwealth of Pennsylvania in accordance with the Act of June 19, 2001, P.L. 287, No. 22, 53 Pd. C.S. § 5501 et seq. as amended, known as the “Parking Authority Law”. The Authority is seeking proposals from highly qualified professional voice over IP (“VoIP”) providers to transition the Authority’s current analog phone system to a modern, cost-effective VoIP system.

As a Request for Proposals, this is not an invitation to bid and although price is important, other pertinent factors will be taken into consideration.

I-2. Mission Statement.

The mission of the Philadelphia Parking Authority is to contribute to the economic vitality of Philadelphia and the surrounding region by effectively managing and providing convenient parking on the street, at the airport, and in garages and lots; effectively administering automated speed and red-light camera systems; regulating taxicabs, limousines and transportation network companies; and other transportation-related activities.

A number of customer-focused actions flow from the PPA mission:

- Improving cooperation and planning with PPA stakeholders, including state and local transportation partners,
- Implementing cutting-edge technology to improve the customer experience and enhance overall management and agency efficiency,
- Emphasizing employee training on industry best practices,
- Maximizing transparency in hiring and procurement,
- Implementing on-street parking management policies that address neighborhood needs throughout the City,
- Encouraging reasonably priced off-street parking through rate setting policies at seven PPA Center City facilities,
- Maintaining and improving neighborhood parking lots to address both residential and commercial demand,
- Providing leadership in partnering with private and public hospitality and tourism entities to enhance the visitor experience,
- Applying the latest technology for a superior customer experience at the parking facilities at Philadelphia International Airport in support of this important regional economic engine,
- Encouraging safe, clean, reliable taxicab, limousine and transportation network company service through sound regulations and consistent enforcement,
- Improving vehicle and pedestrian safety in targeted intersections through automated speeding and red-light enforcement,
- Applying latest technology and continuing staff development to provide the highest quality public service with maximum efficiency.

I-3. Procurement Questions.

Prospective Offerors are encouraged to submit questions concerning the RFP in writing no later than **Tuesday, September 9, 2025 at 12:00 PM**. Questions concerning this RFP are to be submitted via the Question Submission Form using the link below:

<https://app.smartsheet.com/b/form/0196e9dd047278ecb91fd5da5d1d02fb>

Questions must be in Word format and uploaded using the Question Submission Form.

If you are having issues accessing or completing the Question Submission Form, please contact Shannon Stewart, Manager of Contract Administration via email at sstewart@philapark.org.

Only questions submitted via the Question Submission Form will be addressed.

Responses to all questions and clarification requests will be provided through a written addendum that will be emailed to all eligible Offerors and posted to the Authority's website, www.philapark.org. Responses will not be official until they have been verified, in writing, by the Authority.

The Authority will not be bound by any verbal information, nor will it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Authority. The Authority does not consider questions to be a protest of the Work Statement or of the solicitation.

I-4. Clarification of Instructions.

Should the prospective Offeror find a discrepancy in or an omission from the Work Statement or any part of this RFP or be in doubt as to the meaning of any term contained therein, the Offeror will notify Shannon Stewart, Manager of Contract Administration via the Question Submission Form using the link below, prior to the question deadline.

<https://app.smartsheet.com/b/form/0196e9dd047278ecb91fd5da5d1d02fb>

Responses to all questions and clarification requests will be provided through a written addendum that will be emailed to all eligible Offerors and posted to the Authority's website, www.philapark.org. Responses will not be official until they have been verified, in writing, by the Authority.

I-5. Restriction of Contact.

From the issue date of this RFP until the Authority's Board approves the selected Offeror, **Shannon Stewart is the sole point of contact concerning this RFP**. Any violation of this condition by an Offeror may result in the Authority rejecting the offending Offeror's proposal. If the Authority later discovers that the Offeror has engaged in any violations of this condition, the Authority may reject the offending Offeror's proposal or rescind the selection. Offerors must agree not to distribute any part of their proposal to anyone other than Shannon Stewart. An Offeror who shares information contained in its proposal with other Authority personnel and/or competing Offeror personnel may be disqualified.

I-6. Proposal Conditions.

Sealed proposals must be received in the office of the Philadelphia Parking Authority, addressed to Shannon Stewart, 701 Market Street, Suite 5400, Philadelphia, PA 19106, by **Friday, September 19, 2025 no later than 1:00 PM**.

Packages must be delivered and received by Shannon Stewart prior to the due date and time to meet the mandatory responsiveness requirement of received timely as described in Part III. Delayed deliveries will not be accepted if received after the due date and time.

Each Offeror shall submit to the Authority the information and forms required, which forms, and information shall become the property of the Authority and will not be returned to Offerors, unless a written request to withdraw is received prior to the opening of proposals. Failure to attach documents required for submittal at the time of submittal will result in the proposal being rejected.

I-7. Small and Small Diverse Business Participation.

The Authority seeks to increase procurement through small and small diverse businesses for all products, services and construction. To receive points during scoring, Offerors must identify their status as a small or small diverse business by completing the Small and Small Diverse Business Participation Submittal form included in the Proposal Form along with a copy of their Small Business Procurement Initiative certificate issued from the Pennsylvania Department of General Services. Offerors may self-certify at:

<https://www.dgs.pa.gov/Small%20Business%20Contracting%20Program/Pages/default.aspx>

Please note: The Authority encourages small and small diverse business participation. However, this solicitation is open to all eligible Offerors.

I-8. Signatures Required.

The proposals *must* be signed in all spaces where signatures are required. Corporations must sign through a duly authorized officer of the corporation with the officer's title clearly identified. Other business entities must sign through a duly authorized person with the title of the signer and type of entity clearly identified.

I-9. Instructions for Affidavit of Non-Collusion.

1. The Non-Collusion Affidavit is material to any contract awarded through a public solicitation.
2. This Non-Collusion Affidavit must be executed by the member, officer or employee of the Offeror who makes the final decision on terms and prices identified in the proposal.
3. Bid rigging or collusion and other efforts to restrain competition, and the making of false sworn statements in connection with the submission of bids are unlawful and may be subject to criminal prosecution. The person who signs the Affidavit below should examine it carefully before signing and be assured that each statement is true and accurate, making diligent inquiry, as necessary, of all other persons employed by or associated with the Offeror with responsibilities for the preparation, approval or submission of the proposal.
4. In the case of a proposal submitted by a joint venture, each party to the venture must be identified in the proposal documents, and an Affidavit must be submitted separately on behalf of each party.
5. The term "complementary proposal" as used in the Affidavit has the meaning commonly associated with that term in the request for proposal process and includes the knowing submission of proposals higher than the proposal of another firm, any intentionally high or noncompetitive proposal, and any other form of proposal submitted for the purpose of giving a false appearance of competition.
6. Failure to file and attach an Affidavit in compliance with these instructions will result in disqualification of the proposal.

I-10. Insurance Requirements.

The successful Offeror will be required to submit Insurance Coverage as outlined in *Appendix C*. Offerors must submit with their proposal a sample certificate of insurance from a recent project that meets the requirements. If you do not currently carry the level of insurance that is required, you must submit a letter from your insurance company indicating that they will provide the required insurances as outlined in this RFP if awarded a contract.

If you would like to request a waiver or relief for any coverages required, you must submit that request during the question period and allow the Authority to respond via addendum.

Insurance requirements will not be negotiated after the proposal due date.

I-11. Executed Contract Required.

By submitting a proposal in response to this RFP the Offeror agrees that the Authority will not be bound to any contract, performance or payment obligation until the Authority's Board votes to award a contract to the successful Offeror and the Authority's Executive Director signs the written contract.

I-12. Contract Negotiation.

If successful, this procurement process will result in the presentation of a completed final-form contract to the Authority's Board for approval at a public meeting. To advance that goal a sample contract is included as *Appendix B*. Please review the sample contract carefully. Any exceptions or requested changes to the contract **must be clearly noted in the proposal (Tab I)** in order to be considered.

Exceptions or requested changes to the sample contract will be considered a **part of the response**. Exceptions or requested changes to the sample contract should be made with great care. The Authority may reject all or some of those changes or exceptions, in its sole discretion.

I-13. Business Licenses:

The proposal should include the Offeror's Philadelphia Commercial Activities License (formerly Business Privilege License) number and the Offeror's Federal Tax ID number. If the Offeror does not currently have a Philadelphia Commercial Activity License, it must obtain one no later than five business days after notification of selection. If the Offeror does not believe that it needs a Philadelphia Commercial Activities License, an explanation with references to statute and/or the Philadelphia Code should be included with the proposal.

Proof of current registration with the Pennsylvania Department of State's Bureau of Corporations and Charitable Organizations, which authorizes the entity to do business in the Commonwealth of Pennsylvania must be submitted in **Tab B** of your proposal. Offerors must submit the record from the PA Department of State's website at <https://file.dos.pa.gov/search/business>.

I-14. Rejection or Acceptance of Proposals.

An Evaluation Committee comprised of Authority employees will review all proposals as detailed in Part III. Discussions and negotiations may be conducted with responsible Offerors for the purpose of clarification and of obtaining best and final offers. Responsible offers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. The discussions with Offerors will not disclose any information derived from proposals submitted by competing Offerors.

The responsible Offeror whose proposal is determined in writing to be the most advantageous to the Authority, taking into consideration price and all evaluation factors, shall be selected for contract negotiation. In the event the negotiations reveal that the proposal selected for negotiation is not the most advantageous or the Offeror selected for negotiation defaults or withdraws from negotiation, the Evaluation Committee may select another proposal then determined to be the most advantageous to the Authority, taking into consideration price and all evaluation factors, for contract negotiation.

The Authority reserves the right to waive any irregularities in the completion of the forms and papers enclosed in this proposal package; to accept or reject any or all proposals; to re-advertise for proposals if desired, and to accept any proposal which, in the judgment of the Authority, will be in the Authority's best interest.

Any form which is required to be submitted, and which is incomplete, conditional, obscure, contains additions not called for and not approved by the Authority, or which contains irregularities of any kind, may be cause for rejection of the proposal, in the sole discretion of the Authority.

I-15. Request to Withdraw Proposal.

At any time up to the hour and date set for opening of proposals, an Offeror may withdraw its proposal. Such withdrawal must be in writing and delivered to the Authority at the address set forth herein by a nationally recognized overnight courier service, certified mail, return receipt requested, via email to Shannon Stewart at sstewart@philapark.org or delivered in person. Such withdrawal shall be effective only upon receipt by the Authority evidenced by written confirmation of such receipt.

After the scheduled time for opening of proposals, no Offeror will be permitted to withdraw their proposal, and each Offeror hereby agrees that their proposal shall remain firm for the contract period. A proposal made and opened may be withdrawn with the written permission of the Authority, if the Authority determines in its sole discretion that the proposal is inconsistent with the best interest of the Authority.

I-16. Unacceptable Proposals.

The Authority will not consider and will reject any proposal if the Offeror is in arrears or in default to the Authority as to any debt or contract, or whose insurer or banking institution is in default as surety or otherwise upon any obligation to the Authority or has failed in the sole opinion of the Authority to faithfully perform any previous contract with the Authority.

I-17. Subcontracting.

Any use of subcontractors by an Offeror must be identified in the proposal and include a description of the services the subcontractor will provide. During the contract period, use of any subcontractors by the selected Offeror, which were not previously identified in the proposal, must be approved in advance in writing by the Authority.

I-18. Notification of Offeror Selection.

The Authority will study and evaluate all proposals which are received in accordance with the instructions set forth in the proposal package and will seek to select an Offeror and notify all other Offerors of the award within ninety (90) days after the date proposals are opened. Written notice will be mailed to the address furnished by each Offeror in the Transmittal Letter.

The selected Offeror shall not start the performance of any work prior to the effective date of the Contract and the Authority shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the effective date of the Contract. Costs incurred by the Offeror in the preparation of the proposal or during any review or negotiations shall be borne exclusively by the Offeror.

I-19. Standard Practices.

All work performed under the contract shall be subject to inspection and final approval by the Authority, through the Executive Director or his designee.

I-20. Document Disclosure.

While documents exchanged by or with the Authority or its agents during this process may be protected from public release by certain terms of Pennsylvania's Right to Know Law (65 P.S. §§67.101–67.3104), Pennsylvania's Procurement Code, or other laws, many documents may not be protected. All Offerors are advised to seek counsel or otherwise educate themselves regarding open records laws and regulations in Pennsylvania. The determination to award a contract will occur at a Sunshine Act meeting.

I-21. Statement of No Proposal.

All Prospective Offerors that do not intend to submit a proposal are asked to complete the Proposal Decline Form enclosed in the proposal documents.

This document must be emailed to the attention of Shannon Stewart, Manager of Contract Administration at sstewart@philapark.org.

An electronic version of this form can be accessed using the link below. Specific comments and observations are encouraged.

<https://app.smartsheet.com/b/form/0196e9dd04f573a6aff53d032049a430>

I-22. Shipping and Delivery.

The Offeror will be responsible for all shipping and delivery costs of the specified items required to support the proposal.

I-23. Financial Statements.

If requested, Offeror may be required to provide complete financial statements for the last three years, which have been audited or reviewed by an independent Certified Public Accountant who is not an employee of the Offeror.

Complete financial statements must include, at a minimum, a balance sheet, income statement, reconciliation of equity, and a cash flow statement. Offeror may only submit one copy of their financial statements either with the original proposal or in a separate envelope marked "confidential".

The Authority will maintain the confidentiality of financial information submitted by an Offeror. That information will be reviewed by professionals in the Authority's Finance Department and will not otherwise be released, disseminate, or shared with any third party absent legal mandate and advanced notice to the Offeror.

Financial information submitted in response to an RFP is generally exempt from disclosure under Pennsylvania's Right to Know Law. 65 P.S. § 67.708(b)(26). The Authority will not sign non-disclosure agreements related to an Offeror's financial information.

I-24. Prevailing Wages and Benefits.

Current prevailing wages and benefits for industry and trade will be paid at all times for the duration of this project.

I-25. Certified Apprenticeship Program Participation.

All Offerors must meet the qualification standards by certifying that it participates, directly or through its labor for each craft or trade, in an approved Apprenticeship Program which is currently registered with the U.S. Department of Labor or a state apprenticeship agency for each craft or trade that will be engaged in the Work.

The Authority will rely on the U.S. Department of Labor personnel assigned to oversee apprenticeship programs in Pennsylvania and, if necessary, on the appropriate Pennsylvania Department of Labor personnel assigned to the relevant apprenticeship programs.

I-26. Payment Bond

The successful Offeror, prior to the commencement of work under the contract, will be required to furnish a faithful Payment Bond in an amount equal to **100% of the contract amount that will be performed by subcontractors**, bond must be from a surety company satisfactory to the Philadelphia Parking Authority and qualified to do business in Pennsylvania. The surety executing the bond 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 bond must have a minimum A.M. Best Rating of A-; Class VII or higher.

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

PART II

INFORMATION REQUIRED FROM OFFERORS

II-1. Proposal Format.

All proposals submitted must conform to the following format requirements. **Tabs A-C must not exceed 5 pages.** Please do not provide duplicate answers.

Please refrain from using binders and/or special binding when submitting your proposals. Binder clips are preferred when feasible.

An electronic version of the Proposal Form is available on the Authority's website.

The tab requirements are as follows:

- Tab A - Transmittal Letter
- Tab B - Qualifications and Experience
- Tab C - Key Personnel
- Tab D - Proposal Form and Cost Proposal
- Tab E - Technical Response
- Tab F - Sample Project Schedule
- Tab G - Proposed Device Specifications
- Tab H - Evidence of Insurance
- Tab I - Proposed Amendments to Contract
- Tab J - Disclosure of Legal Actions
- Tab K - Additional Information

Tabs that extend beyond the 8.5" x 11" paper, must be used.

II-2. Transmittal Letter (Tab A). (Page Count: 1 page)

Offerors must submit a cover letter, signed by an officer or individual with authority to bind the Offeror, which provides an overview of the Offeror's proposal, as well as the name, title, email address and phone number of the person to whom the Authority may direct questions concerning the proposal.

II-3. Qualifications and Experience (Tab B). (Page Count: 1-2 pages)

Offerors must have a minimum of **five (5) years'** experience in providing the services described in the Work Statement.

Provide a summary of your experience providing the services as described in the Work Statement. Describe your areas of specialization, including the resources your organization possesses in support of these areas.

Highlight unique qualifications, experience, approach, background, added services, technologies, innovations, or other characteristics of your company that make it the best choice.

Proof of current registration with the Pennsylvania Department of State's Bureau of Corporations and Charitable Organizations, which authorizes the entity to do business in the Commonwealth of Pennsylvania must be submitted in **Tab B** of your proposal. Offerors must submit the record from the PA Department of State's website at <https://file.dos.pa.gov/search/business>.

II-4. Key Personnel (Tab C). (Page Count: 1-2 pages)

Offerors must identify the primary employee anticipated to be the project manager for this contract. Include any personnel or services that set you apart from other Offerors and why it would be most advantageous for the Authority to contract with your company.

Provide an organizational chart of the team who will be servicing the Authority's account. Include through a resume, or similar document, education and experience providing the goods/services as described in the Work Statement. Indicate the responsibilities each will have and how long each has been with your company. Do not list personnel who will not be assigned to this contract.

Resumes are to include educational qualifications and previous work assignments that relate to this RFP. The primary employee anticipated to represent the Authority must be named. Resumes are not included in the page count limit.

II-5. Proposal Form and Cost Proposal (Tab D).

The Proposal Form attached as *Appendix A* must be submitted in its entirety (except for the Proposal Decline Form). All signature lines must be executed. Electronic signatures are acceptable.

Offerors must provide **a total fixed fee and line-item detail for the proposed solution for the initial term that meets the requirements in the Work Statement.** The initial term will commence on the effective date and will end five years after final system acceptance. Line-item detail must include, but is not limited to, implementation, hardware, software, licensing, implementation and post-implementation training. Any services required as part of the proposed solution must be included in the total fixed fee for the proposed solution for the initial term of the contract.

Offerors must identify all associated costs with each milestone, deliverables and a milestone payment schedule. Deliverables must be submitted and approved by the Authority prior to submitting invoice. The sum of all milestone payments must be equal to the initial term total fixed fee.

Offeror must identify up to three different phone models and the unit cost for each included in their proposal. The Authority estimates 250 phones for the initial term. The unit cost will be used for any additional phones needed throughout the contract term.

Offerors must propose an annual price escalation percentage, which may not exceed 3% each year of the contract. The price escalation percentage will only apply to the ongoing costs as identified in the Cost Form.

Any additional costs for additional solutions not required in the Work Statement but included in the Offeror's solution must be identified as alternate options.

II-6. Technical Response (Tab E).

Provide a detailed explanation of the Offeror's ability to provide the goods and services detailed in the Work Statement.

Although the Work Statement in this RFP represents the Authority's anticipated needs, there may be instances in which it is in the Authority's best interests to permit exceptions to the Work Statement and accept alternatives.

Offeror must demonstrate a complete understanding of the Authority's requirements, demonstrate their ability to meet all requirements and outline a clear and concise plan to meet the requirements. Proposals should describe the approach to providing and implementing VoIP services to meet the Authority's needs.

The proposal should make clear why the Authority should select the Offeror instead of one of its competitors. Highlight unique qualifications, experience, approach, background, added services, technologies, innovations, or other characteristics of your company that make it the best choice.

II-7. Sample Project Schedule (Tab F).

Include a project schedule that includes milestone tasks, deliverables and milestone payments.

Provide a Migration Plan detailing how and in what sequence the existing phone system will be phased-out and how the new system will be phased-in. Explain how both systems (new & existing) will operate, ensuring zero disruption to normal business operations until the new system is fully integrated.

Include a training plan that meets the requirements described in the Work Statement.

The final project schedule will be finalized between the Authority and the selected Offeror at the kick-off meeting.

II-8. Proposed Hardware and Software Specifications (Tab G).

Provide the specifications of all hardware and software included in your proposal.

II-9. Insurance Requirements (Tab H).

The successful Offeror will be required to submit Insurance Coverage as outlined in *Appendix C*. Offerors must submit with their proposal a sample certificate of insurance from a recent project that meets the requirements. If you do not currently carry the level of insurance that is required, you must submit a letter from your insurance company indicating that they will provide the required insurances as outlined in this RFP if awarded a contract.

If you would like to request a waiver or relief for any coverages required, you must submit that request during the question period and allow the Authority to respond via addendum.

Insurance requirements will not be negotiated after the proposal due date.

II-10. Proposed Amendments to Contract (Tab I).

If successful, this procurement process will result in the presentation of a completed final-form contract to the Authority's Board for approval at a public meeting. To advance that goal a sample contract is included for review as *Appendix B*. Please review the sample contract carefully. Any exceptions or requested changes to the contract **must be clearly noted in the proposal** in order to be considered.

II-11. Disclosure of Legal Actions (Tab J).

Provide a summary and the status of any current or ongoing legal actions, suits, proceedings, claims or investigations pending with any governmental agency with which the Offeror has had or currently has a contractual relationship. The existence of any such pending actions, suits, proceedings, claims or investigations may be a factor considered by the Authority in determining which Offeror should be awarded that contract but will not automatically disqualify the Offeror from consideration. Should there be no legal actions, suits, proceedings, claims or investigations pending with any governmental agency with which the Offeror has had or currently has a contractual relationship, a statement to that effect will be included.

II-12. Additional Information (Tab K).

Any additional information or alternative solutions not specifically requested in this RFP but which the Offeror deems important and relevant should also be submitted.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal shall be (a) submitted by an Offeror who was represented at the mandatory pre-proposal meeting; (b) timely received from an Offeror; (c) properly signed by the Offeror.

III-2. Technical Nonconforming Proposals. The three (3) Mandatory Responsiveness Requirements set forth in Section III-1 above are the only RFP requirements that the Authority will consider to be non-waivable. The Authority reserves the right, in its sole discretion, to waive any other technical or immaterial nonconformities in the proposal, allow the Offeror to cure the nonconformity, or consider the nonconformity in the evaluation of the proposal.

III-3. Proposal Evaluation. Proposals will be reviewed, evaluated and rated by an Evaluation Committee consisting of Authority employees. The Evaluation Committee will recommend the proposal determined to be most advantageous to the Authority as determined by the criteria listed below to the Authority Board.

During the evaluation process, the Evaluation Committee may require an Offeror to answer questions with regard to the proposal and/or require certain Offerors to make formal presentations to the Evaluation Committee.

III-4. Evaluation Criteria. The Authority determined that it is not advantageous for it to use a bidding process in order to secure the services of detailed in this RFP because it wished to consider criteria other than price in the award process, in particular, the Offeror's qualifications and experience.

Proposals will be evaluated consistent with the requirements of this RFP to determine the most responsive Offerors as follows:

- a. Responsiveness of the proposal to the submission requirements set forth in the RFP. **Weight: 5%**
- b. Qualification and experience of the Offeror with regard to the Work Statement outlined in the RFP. **Weight: 25%**
- c. The technical ability and capacity of the Offeror to meet the terms of the contract as evidenced by technical response, sample project plan, training plan, reference feedback and past performance. **Weight: 40%**
- d. Proposed schedule, fees, costs, and changes to the proposed contract although the Authority is not bound to select the contractor who proposes the lowest fees. **Weight: 20%**
- e. Small and Small Diverse Business participation. **Weight: 10%**

PART IV

WORK STATEMENT

IV-1. General.

The Authority is seeking proposals from highly qualified Offerors to transition the Authority's current analog phone system to a modern, cost-effective Voice over IP ("VoIP") system at all Authority locations throughout Philadelphia. This shift will improve communication efficiency and reduce long-term operational costs.

Current Environment: The Authority currently maintains approximately 600 endpoints distributed across 18 locations throughout the City of Philadelphia. Additional locations may be added throughout the contract term. The existing infrastructure consists of:

- Approximately 400 endpoints used for staff communications
- Approximately 200 endpoints dedicated to specialized functions including:
 - Credit card processing machines
 - Elevator emergency lines
 - Toll booth communications
 - Garage gate operations
 - Other operational equipment

The Authority anticipates reducing the number of endpoints to approximately 400 and the number of lines to 140-180, across all Authority locations, please see Appendix D for a list of Authority locations.

IV-2. Specific.

The selected Offeror will be required to perform the following:

1. Replace the existing analog phone system with a comprehensive VoIP solution across all Authority locations, while ensuring zero disruption to normal business operations.
2. Provide training for up to ten end-users to ensure smooth adaptation to the new system.
3. Leverage VoIP capabilities to enhance communication features. At minimum all 400 endpoints must have call waiting and voicemail.
4. Ensure scalability for future growth and ease of integration with other IT systems.

A. Milestone 1: Assessment & Planning

1. **Current System Evaluation:** The selected Offeror will be required to perform an assessment of the Authority's existing analog phone system at all Authority locations, including the number of phone lines and devices at each location. The purpose of the assessment is to identify the challenges with the current setup and gather requirements for the new VoIP system.
2. **Needs Analysis Assessment**

The selected Offeror will work with the Authority to understand communication requirements and desired VoIP features.

 - a. **Requirements Analysis:** The selected Offeror will need to perform the following to identify the requirements for the new VoIP system:
 1. Collaborate with the Authority to define specific requirements for the new VoIP system.
 2. Document feature requirements for different user groups and locations.

3. Determine specialized requirements for non-standard lines (credit card machines, elevators, toll booths, etc.)
4. Identify any compliance or regulatory requirements specific to Authority operations.
- b. **Infrastructure:** Offerors must provide a stand-alone ISP at all locations to fully support all VoIP services. Offerors will be responsible for providing premium fiber internet service providers (“ISPs”) at each location. Cloud-based services are required. The selected Offeror will be responsible for providing all switches and firewalls.
- c. **Internet Speed:** Offerors must include the monthly cost of each internet speed identified below in their cost proposal. The internet speed recommended for each location must be included in the Assessment Report:
 1. Less than 50 mbps
 2. 50 mbps
 3. 100 mbps
 4. 200 mbps
 5. 300 mbps
 6. 400 mbps
 7. 500 mbps
 8. 1GB
3. **Risk Management:** Identify and mitigate potential risks during the migration process, such as downtime, service interruptions, or data loss.
 - a. Develop contingency plans to address potential issues during migration.
 - b. **Goal:** To reduce the number of endpoints while still operating at peak efficiency. The Authority intends to eliminate analog phone services and replace with a VoIP system. There are approximately 5 complex phone lines that will remain on the analog system, if the VoIP system is unable to handle the complexities associated with those lines.
4. **Deliverable: Assessment Report** - Upon completion of assessing each location, the selected Offeror must provide a summary of their findings and recommended solutions that best fit the location’s needs, including but not limited to:
 - a. Number of current phone lines at location
 - b. Number of lines needed at location for VoIP system.

The selected Offeror will collaborate with the Authority’s project manager to review and finalize the recommended solution for each location.

B. Milestone 2: System Design & Configuration

1. **VoIP System Design:** The selected Offeror will design the architecture for the new VoIP system, including the number of phone lines, necessary internet speeds, user accounts, and necessary hardware in collaboration with the Authority for each location.
2. **Public Facing Numbers:** The Authority has approximately 60 public facing phone numbers that will need to remain the same. These public facing numbers are owned by another governmental agency, and they have agreed to transfer ownership to the Authority. The remaining phone numbers will need to be manufactured and supplied by the selected Offeror. The Authority will need to approve the new numbers provided.

3. **Hardware and Software:** Provide all necessary VoIP hardware (IP phones, adapters, switches, firewalls, etc.) and software (licenses, management tools, etc.). Offerors must include, in their **Tab D** of their proposal, up to three different phone models, each with different levels of features. The Authority anticipates needing approximately 250 new phones compatible with the VoIP system.
4. **Configuration:** Set up and configure the VoIP system, including:
 - a. User provisioning and call routing.
 - b. Configuration of phone features (voicemail, call forwarding, call queuing, call recording, etc.).
 - c. Configure voice switches and firewalls.
 - d. The Authority will be responsible for patching CAT-6 to all endpoints.
5. **Network Configuration:**
Configure Quality of Service (QoS) settings, firewall adjustments, and network settings to prioritize voice traffic and ensure call quality.
6. **Deliverable: System Design and Configuration Report** - The selected Offeror will provide a report that details the system design and configuration for each location as described in this section. Network and system readiness must be included in this report.

C. Milestone 3: Implementation & Training

1. Deliverable: Transition Plan

Develop and implement a detailed migration plan that includes:

- a. Timeline for cutover to ensure there are no disruptions to Authority operations.
- b. Step-by-step migration for each department.

2. Pilot Program: Run a pilot program to test the VoIP system with a small group of users to identify and correct any issues before full deployment.

- a. **Deliverable:** Provide a report identifying any issues and detail the steps taken to correct these issues.

3. Training: Provide training for VoIP system for Authority personnel as described below:

a. Administrator Training

1. **Deliverable:** Provide comprehensive training for the Authority's project manager (Administrator) on VoIP system administration, PDF versions of training materials, documentation for ongoing management and troubleshooting.
2. Conduct training sessions on system design.

b. End-User Training

1. The Authority's project manager will train end-users.
2. Develop customized training materials for Authority staff.
3. **Deliverable:** Provide PDF versions of training materials, quick reference guides and self-help resources.
4. **Specialized training:** The Authority's receptionist, Communications department and Auctions department will require specialized training that consists of answering multiple lines and transferring calls throughout the Authority's locations. Department representatives throughout the Authority's locations may require specialized training in using call-forwarding and any additional features identified by the Authority's project manager.

- c. **Deliverable: Post-Implementation Report** – Provide a Post-Implementation Report for the location that includes the lines installed and indicate the name and/or title for each line.

D. Milestone 4: Deployment and Testing

1. **Full Deployment:** Migrate all departments to the new VoIP system and ensure that all users are transitioned to VoIP system without interruption.
2. **System Testing:** Conduct post-deployment testing to ensure that all features are working as expected, including call quality, call forwarding, and voicemail systems.
 - a. Perform load testing to ensure system stability under peak conditions.
 - b. Validate emergency services functionality (911/E911 compliance).
3. **Additional Optional Services**
 - a. Assist the Authority with the disconnection of the legacy phone system with Verizon.

E. Milestone 5: Post-Implementation Maintenance and Support

1. **Technical Support:** Provide ongoing technical support during normal business hours, Monday – Friday, 8:00 AM to 5:00 PM, to resolve any issues that arise after migration, including onsite services for potential hardware and data line issues.

The Authority currently has 3 critical locations that will require technical support 24 hours/7 days:

- a. Headquarters - Communications: 3 lines
- b. Impoundment Lot 1: 1 line
- c. Impoundment Lot 10: 1 line

Offerors must identify in **Tab C** of their proposal a dedicated project manager who will directly address any issues reported by the Authority. The project manager must respond via email to any Authority requests within one hour of receiving the request and provide a resolution timeframe for the issue reported to the Authority's project manager.

2. **Optimization:** Monitor system performance and adjust, as necessary, to ensure optimal call quality and system performance.
3. **Deliverable:** Provide a complete diagram of the VoIP system setup, including network configurations, user guides, and troubleshooting procedures.
4. **System Uptime:** System must have 99.999% uptime.
5. **Outages:** In the event of an outage, list procedures to rectify issues and expected timelines. Also, provide outage history for similar services.

E. Deliverables: The following deliverables will be required for each location. The selected Offeror cannot begin Milestone 4 until Milestone 3 has been completed and approved by the Authority for all locations.

1. **Milestone 1:** Assessment Report
2. **Milestone 2:** System Design and Configuration Report
3. **Milestone 3:** Transition Plan, Pilot Testing Report, Training materials and Post-Implementation Report
4. **Milestone 4:** No deliverables for this milestone.
5. **Milestone 5:** Provide a complete diagram of the VoIP system.

- F. Management Configuration Portal:** Offeror must provide a portal for authorized users, identified by the Authority, to view, make changes, and customize the system according to the Authority's needs. The Authority prefers the ability to make real-time changes to users and access levels.

The portal must include the following information by location:

- a. List of phone numbers
- b. Users and the capabilities assigned to each user
- c. Billing information

The following portal features and capabilities are preferred but not required:

- a. Ability to make real-time changes, including creating new users, assigning extensions, and managing contact information.
- b. Accurate billing information if lines are moved between departments.
- c. **Reporting Capabilities:** Identify any reporting capabilities within the portal that the Authority can self-perform.

- G. Invoicing:** Invoices will be monthly and contain the total cost for all lines for all Authority locations. Invoices must provide a breakdown of the total cost by each location and by department and cost center. Cost centers will be provided to the selected Offeror prior to the start of Milestone 1 for each location.

If changes are to be made to the master account, the account manager will specify to which department the changes are occurring in real time.

- H. Timeline:** The Authority anticipates completion of Services within 15 months. Each location will be treated as a phase and each phase will require Milestones 1-3 to be completed prior to beginning the next phase, or with prior written approval by the Authority's project manager. Please see **Appendix D** for a list of locations and departments. Offerors must identify in **Tab F** of their proposal the milestone tasks, deliverables and milestone payments associated with each phase.

PART V

CONTRACT TERMS AND CONDITIONS

V-1. Sample Contract. A sample contract is attached to this solicitation as *Appendix B*. Please review the sample contract carefully. Any exceptions or requested changes to the contract **must be clearly noted in the proposal (Tab I)** in order to be considered.

Exceptions or requested changes to the sample contract will be considered a part of the response. Exceptions or requested changes to the sample contract should be made with great care, because the number of changes made or the need for subsequent negotiations will factor into the scoring of the proposal.

The Authority's Contractor Integrity Provisions are attached to the proposed form of contract as Exhibit "A". Those Provisions apply to every Authority contractor and any party seeking to contract with the Authority. By submitting a proposal to this public procurement process the potential contractor agrees to comply with the Contractor Integrity Provisions.

V-2. Contract Term. The term of the contract shall commence on the effective date and will end five years after final system acceptance, unless it is terminated earlier pursuant to the terms of the contract. The term of the contract may be extended by and at the sole option of the Authority for up to 5 (five) additional 1 (one) year terms.

Appendix A

Proposal Form

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

VOICE OVER IP MIGRATION
RFP No. 25-21

PROPOSAL FORM

1. The undersigned submits this proposal in response to the above referenced **RFP No. 25-21 Voice Over IP Migration** 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 term of the contract shall commence on the effective date and will end five years after final system acceptance, unless it is terminated earlier pursuant to the terms of the contract. The term of the contract may be extended by and at the sole option of the Authority for up to 5 (five) additional 1 (one) year terms.

5. **Cost Form:** Offeror must indicate the total fixed fee for the initial term based on the information below:

The Authority anticipates approximately 400 endpoints, 140-180 lines and 250 basic phone models across all Authority locations during the initial term. All lines must include call-waiting and voicemail. Any additional endpoints, lines, line features and phones added during the contract will be billed at the unit cost listed in the line-item detail section below.

- A. **Proposed Solution:** Offerors must provide a total fixed fee and line item detail for the proposed solution for the initial term that meets the requirements in the Work Statement. Initial term will commence on the effective date and will end five years after final system acceptance. Line-item detail must include, but is not limited to, implementation, hardware, software, licensing, lines, line features, implementation, post-implementation training and maintenance and support. Any services required as part of the proposed solution must be included in the total fixed fee.

Initial Term Total Fixed Fee (1a+1b)	\$
1a. Initial Term One-Time Costs	\$
1b. Initial Term Ongoing Costs	\$

Initial Term Line Item Detail: Provide the line-item detail of the total fixed fee listed above and indicate if the costs are one-time fees or ongoing. Add additional lines as needed.

Line Item Description	Cost	One-Time/Ongoing
	\$	
	\$	
	\$	

- B. **Phone Options:** Offerors must identify up to three phone models and unit cost included in their proposed solution. The initial 250 phones must be included the initial term total fixed fee, Offerors should include the model that meets the requirements in the Work Statement. The unit cost listed below will be for additional phones needed throughout the contract term.

Phone Make and Model	Unit Price
	\$
	\$
	\$

- C. **Annual Price Escalation:** Offerors must propose an annual price escalation percentage, which may not exceed 3% each year of the contract. The price escalation percentage will only apply to the ongoing costs.

Annual Price Escalation: _____%

- D. Internet Speed:** The Offeror is responsible for providing premium fiber ISPs at each location. The internet speed needed at each location will be determined during the Needs Analysis Assessment for each location. Offerors must indicate the monthly cost for each internet speed identified below. The cost for internet will be in addition to the initial term total fixed fee.

Internet Speed	Monthly Cost
Less than 50 mbps	\$
50 mbps	\$
100 mbps	\$
200 mbps	\$
300 mbps	\$
400 mbps	\$
500 mbps	\$
1 GB	\$

- E.** Offerors must include hourly rates for key personnel for additional services that may be identified during the term of the contract and are not included in proposal. Name and title of each key personnel must be included. Add additional lines as needed.

Hourly Rates for Key Personnel	
Name, Title	Hourly Rate
	\$
	\$
	\$

- F. Any additional costs for solutions not required in the Work Statement but included in Offeror's proposal must be identified as alternate options and indicate if the cost is a one-time fee or ongoing.**
- G. As stated in section II-7 of the RFP Document:**

Include a project schedule that includes milestone tasks, deliverables and milestone payments. Offerors must identify all associated costs with each milestone, deliverables and a milestone payment schedule. The sum of all milestone payments must be equal to the initial term total fixed fee.

Milestone task detail must include, but is not limited to, all milestones detailed in the Work Statement.

6. Requirement Statement: The undersigned Offeror agrees to provide VoIP services as specified in the Work Statement, any Addenda, if issued and the response submitted.

Signature

Name
(Please Print)

Title

Date

7. **Insurance Requirements:** The undersigned Offeror agrees to provide their certificate of insurance that meets the insurance requirements as specified in Appendix C, *Insurance Requirements* and any Addenda, if issued, within ten (10) calendar days after notification of award.

Signature

Name
(Please Print)

Title

Date

8. 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 proposal is by a business entity other than a corporation form must be dated and signed here:

Authorized Signature

Typed or Printed Name

Title

Date

Business Name of Offeror

Street Address

City/State/ ZIP Code

Telephone Number

Type of Entity

9. 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: _____

- 10. References:** Offerors must provide a minimum of three (3) references, to whom similar services were provided within the last 3 years. The references must include the name of the organization, address, email address, telephone number, individual contact person, the dates services were performed, and a description of the services provided. The Authority will contact the references provided via email.

1. Company Name: _____

Company Address: _____

Reference Contact Name and Title: _____

Contact Phone Number: _____

Contact Email Address: _____

Dates services were performed: _____

Description of Services: _____

2. Company Name: _____

Company Address: _____

Reference Contact Name and Title: _____

Contact Phone Number: _____

Contact Email Address: _____

Dates services were performed: _____

Description of Services: _____

3. Company Name: _____

Company Address: _____

Reference Contact Name and Title: _____

Contact Phone Number: _____

Contact Email Address: _____

Dates services were performed: _____

Description of Services: _____

11. Certified Apprenticeship Program Participation:

Contractors and subcontractors must be currently participating in an approved Apprenticeship Program which is currently registered with the U.S. Department of Labor or a state apprenticeship agency for each craft or trade that will be engaged in the Work. Bidders shall employ apprentices whose training and employment are in full compliance with the Apprenticeship and Training Act, approved July 14, 1961.

- 1) Does the contractor or subcontractor participate in an approved Apprenticeship Program which is currently registered with the U.S. Department of Labor or a state apprenticeship agency for each craft or trade that will be engaged in the Work? (Attach appropriate documents evidencing participation and enrollment in Apprenticeship Program[s])

____ Yes ____ No

- 2) Is the contractor or subcontractor a signatory to a collective bargaining agreement for each craft or trade that will be engaged in the Work? (Attach appropriate documents evidencing the relevant agreement[s])

____ Yes ____ No

If Bidder answered "Yes" to questions 1 or 2, please answer question 3 (including sub-parts) below.

- 3) Does Bidder, or its labor for each craft or trade, have apprentices and trainees currently participating in said Apprenticeship Program[s]?

____ Yes ____ No

- (a) If yes, has Bidder, or its labor for each craft or trade, graduated at least one (1) enrollee in each of the past three (3) years?

____ Yes ____ No

- (b) If yes, has Bidder (or its labor for each craft or trade) successfully graduated at least 75% of the program enrollees in each of the past three (3) years*? (Graduation rate is calculated by dividing graduates in a calendar year by the number of enrollees in that year.)

____ Yes ____ No

The Undersigned hereby certifies that it participates, directly or through its labor for each craft or trade, in an approved Apprenticeship Program which is currently registered with the U.S. Department of Labor or a state apprenticeship agency for each craft or trade that will be engaged in the Work; that the attached documentation is true and correct proof of its current participation; and will continue to participate in applicable apprenticeship programs for each craft or trade for the full duration of the Work.

Authorized Signature

Print Name of Signer

Title of Signer

Date

12. 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:** _____

Philadelphia Parking Authority

SMALL AND 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 the 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 and 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. 25-21 Voice Over IP Migration

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/0196e9dd04f573a6aff53d032049a430>.

Appendix B

Sample Contract

Sample Contract will be released via addendum

Appendix C

Insurance Requirements

Insurance Requirements will be released via addendum

Appendix D

Locations and Departments

RFP No. 25-21 Voice over IP Migration
Appendix D - Locations

Location
Headquarters - 701 Market Street
Airport Main - 1 Main Toll Plaza
Taxi and Limousine Division - 2415 S Swanson Street
Bureau of Administrative Adjudication - 913 Filbert Street
Residential Parking Permit - 35 N 8th Street
Impoundment Lot 1 - 2501 Weccacoe Street
Impoundment Lot 2 - 2535 S Swanson Street
Impoundment Lot 6 - 4601 Bath Street
Impoundment Lot 7 - 6801 Essington Avenue
Impoundment Lot 10 - 6 E Oregon Avenue
Parkade Garage - 801 Filbert Street
Fashion District Garage - 44 N 9th Street
Gateway Garage - 1540 Vine Street
Family Court Garage - 1503-11 Arch Street
Jefferson Garage - 14-18 S 10th Street
Ben Franklin Bridge Lot - 100 N 2nd Street
Independence Mall Garage - 41 N 6th Street
Olde City Garage - 125 S 2nd Street

PLEASE NOTE: Locations may be added/changed throughout the contract term.

Departments	Location	Public Facing Number(s)	Fax	Current Number Of Lines	Estimated Number of Lines for VoIP
Airport Operations and Management	1 Main Toll Plaza, Philadelphia International Airport	215-683-9840 and 215-683-9842	Yes	24	2-3 Lines
Airport Revenue	1 Main Toll Plaza, Philadelphia International Airport	215-683-9826	Yes	7	1-2 Line
Olde City Garage	125 S 2nd Street	215-683-9407	No	1	1 Line
Jefferson Garage	14-18 S. 10th Street	215-683-9410	No	1	1 Line
Family Court Garage	1503-1511 Family Court Garage	215-683-9716	No	1	1 Line
Gateway Garage	1540 Vine Street	215-246-0300	No	1	1 Line
19th and Callowhill Street Lot	1901 Callowhill Street	215-683-9780	No	1	1 Line
Ben Franklin Bridge Lot	224 N 3rd Street	215-683-9780	No	1	1 Line
On-Street - Auctions	2415 S Swanson Street	215-683-9726	No	5	1 Line
Registration Suspend	2415 S Swanson Street	215-683-9685	No	5	1 Line
Taxi and Limo Administration	2415 S Swanson Street	215-683-9440	Yes	4	1-2 Lines
Taxi and Limo Director	2415 S Swanson Street	No	No	2	1 Line
Taxi and Limo Enforcement	2415 S Swanson Street	No	No	13	1 Line
Taxi and Limo Legal	2415 S Swanson Street	215-683-9441	No	1	1 Line
Taxi and Limo Lost and Found	2415 S Swanson Street	215-683-9494	No	1	1 Line
Taxi and Limo Main	2415 S Swanson Street	215-683-9400	No	1	1 Line
Taxi and Limo Published	2415 S Swanson Street	215-683-9498	No	1	1 Line
Lot 1	2501 Weccacoe Ave	215-683-9555	No	1	1 Line
Lot 1 Management	2501 Weccacoe Ave	215-683-9558	No	1	1 Line
On-Street - Towed Vehicles	2501 Weccacoe Ave	215-683-9550	No	1	1 Line
On-Street - Auctions Lot 2	2535 S Swanson Street	215-683-9570	No	1	1 Line
RPP	35 N 8th Street	215-683-9730 (Ask for Listening)	Yes	16	1-2 Lines
Independence Mall Garage	41 N. 6th Street	215-683-9408	No	1	1 Line
Fashion District Garage	44 N. 9th Street	215-683-9409	No	1	1 Line
Lot 6	4601 Bath Street	215-683-9510	No	1	1 Line
Lot 10	6 E. Oregon Ave	215-683-9601	No	1	1 Line
Airport Facilities Maintenance	6801 Essington Ave	No	Yes	2	1-2 Lines
Facilities - Lot 7	6801 Essington Ave	No	Yes	4	1-2 Lines
Facilities Management	6801 Essington Ave	No	No	4	1 Line
Fleet	6801 Essington Ave	No	Yes	9	1-2 Lines
Fleet Management	6801 Essington Ave	215-683-9634	No	1	1 Line
Lot 7	6801 Essington Ave	215-683-9880	No	1	1 Line
On-Street - Boating Department	6801 Essington Ave	215-683-9750	No	5	1 Line
Communications	701 Market Street	215-683-9777, 215-683-9773	No	7	4 Lines
Construction Management and Capital Projects	701 Market Street	No	No	6	1 Line
Contract Administration	701 Market Street	No	No	3	1 Line
Customer Service	701 Market Street	No	No	8	1 Line
Distribution Room	701 Market Street	No	Yes	2	1-2 Lines
Elevators	701 Market Street		N/A	19	~19
Executive	701 Market Street	No	No	1	1 Line
Executive	701 Market Street	No	No	2	1 Line
Executive	701 Market Street	No	No	1	1 Line
Executive	701 Market Street	No	No	1	1 Line
Executive	701 Market Street	No	No	2	1 Line
Executive Fax	701 Market Street	No	Yes	1	1 Line
Finance Department	701 Market Street	No	Yes	19	1-2 Lines
Human Resources	701 Market Street	No (Terry Number alone)	Yes	9	2-3 Lines
IT	701 Market Street	No	No	3	1 Line

Departments	Location	Public Facing Number(s)	Fax	Current Number Of Lines	Estimated Number of Lines for VoIP
Legal	701 Market Street	No	Yes	11	1-2 Lines
Live Stop Refund	701 Market Street	215-683-9714	No	1	1 Line
Loading Valet	701 Market Street		No	2	1 Line
Main Number	701 Market Street	215-683-9600	No	1	1 Line
Media	701 Market Street	215-882-2658	No	1	1 Line
Meter Operations	701 Market Street	No	No	15	1 Line
Monthly Garage	701 Market Street	215-683-9780	No	1	1 Line
Neighborhood Enforcement	701 Market Street	215-683-9620, 215-683-9876	No	5	2 Lines
Off-Street	701 Market Street	No	Yes	12	12 Lines
Off-Street	701 Market Street	215-683-9636	No	1	1 Line
On-Street - Contractor Parking	701 Market Street	215-683-9745	No	1	1 Line
On-Street - Disability	701 Market Street	215-683-9746, 215-683-9602	No	1	1 Line
On-Street - Disabled Persons	701 Market Street	215-683-9736	No	1	1 Line
On-Street - Ticketing Analyst	701 Market Street	No	No	12	1 Line
On-Street - Ticketing Management	701 Market Street	No	No	3	1 Line
On-Street Deputy Executive Director	701 Market Street	No	No	2	1 Line
On-Street Director	701 Market Street	No	No	2	1 Line
On-Street Director	701 Market Street	No	No	2	1 Line
On-Street Director	701 Market Street	No	No	1	1 Line
On-Street Management	701 Market Street	No	No	1	1 Line
On-Street Management	701 Market Street	No	No	1	1 Line
On-Street Management	701 Market Street	No	No	1	1 Line
On-Street Management	701 Market Street	No	No	5	5 Lines
On-Street Project Manager	701 Market Street	No	No	1	1 Line
On-Street Support	701 Market Street	215-683-9642	No	1	1 Line
Payroll Department	701 Market Street	No	Yes	7	1-2 Lines
Planning and Analysis	701 Market Street	No	No	5	1 Line
Procurement/Invoicing	701 Market Street	No	Yes	7	1-2 Lines
Public Engagement	701 Market Street	No	No	3	1 Line
Red Light	701 Market Street	215-683-9650	Yes	12	2-3 Lines
Revenue Director	701 Market Street	215-683-9643	No	1	1 Line
Revenue Management	701 Market Street	215-683-9534	No	1	1 Line
Revenue Management	701 Market Street	No	No	2	1 Line
Revenue Money Room	701 Market Street	No	No	1	1 Line
Revenue Staff	701 Market Street	215-683-9687	No	8	1 Line
Right to Know Requests	701 Market Street	215-683-9677	No	1	1 Line
Risk Management	701 Market Street	No	Yes	9	1-2 Lines
Risk Management Claims	701 Market Street	215-683-9723, 215-683-9517	No	2	1 Line
Security	701 Market Street	No	No	4	1 Line
Steer Clear Line	701 Market Street	215-683-9617	No	1	1 Line
Toll Free	701 Market Street	215-222-9100	N/A	1	NA
Toll Free	701 Market Street	1-888-596-3636	N/A	1	NA
Toll Free	701 Market Street	1-855-686-1675	N/A	1	NA
8th and Chestnut Lot	801 Chestnut Street	215-683-9780	No	1	1 Line
8th and Filbert Garage	801 Filbert Street	215-683-9800	No	1	1 Line
Bureau of Administrative Adjudication	913 Filbert Street	215-683-9580	Yes	12	2-3 Lines