



Request for Information

Pay by Cell Parking Payment System

RFI # 002-2014

Issue Date: August 25, 2014

The Philadelphia Parking Authority is requesting information concerning the current availability of proven Pay by Cell Parking Payment Systems that demonstrate strategic, technical and functional capabilities. The Authority invites all interested parties to submit a written response to this Request for Information (RFI).

This RFI is being sought strictly for the purpose of gaining knowledge of current systems available and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI.

Information submitted in response to this RFI will become the property of the Philadelphia Parking Authority and be subject to Pennsylvania's Right to Know Law (65P.S. §§ 67.101-67.3104).

The Authority will not pay for any information herein requested nor is it liable for any cost incurred by the vendor.

RFI responses must be received by September 15, 2014 at 2:00 PM at the following address:

Philadelphia Parking Authority
Serena Blanco/Michael McKeown
Contract Administration
701 Market Street
Suite 5400
Philadelphia, PA 19106

RFI CONTENTS

1. Introduction
2. Purpose of RFI
3. Background & Functionality Goals
4. RFI Process
 - A. Questions
 - B. Responses

1. INTRODUCTION

The Philadelphia Parking Authority is contemplating acquiring a Pay by Cell Parking Payment System for metered, garage and lot parking in the City of Philadelphia.

The Philadelphia Parking Authority (“the Authority”) is a public body politic created under the laws of the Commonwealth of Pennsylvania in accordance with the Act of June 19, 2001, P.L. 287, No. 22, as amended, known as the “Parking Authority Law,” and located at 701 Market Street Suite 5400, Philadelphia, PA 19106.

The mission of the Philadelphia Parking Authority is to support the region’s economic vitality through the provision of comprehensive parking, regulatory and transportation services. A focus on improved access, greater mobility, and increased vehicular and pedestrian safety are the guiding principles of our programs.

The Authority manages more than 1,000 multi-space meters, 8,000 single head meters, and 18 pay by space meters located at various locations throughout Philadelphia. The Authority currently operates six parking garages (soon to be seven) and various flat surface lots throughout the city.

The Philadelphia Parking Authority does not currently utilize a Pay by Cell Parking Payment System.

2. PURPOSE OF RFI

The purpose of this Request for Information (RFI) is to establish an information base from which the Authority may decide to develop a comprehensive Request for Proposal (RFP) for a Pay by Cell Parking Payment System.

The requirements of this RFI are in no way final or represent what may be contained in a Request for Proposal (RFP) or other procurement vehicle. This issuance does not constitute a commitment to issue a request for proposal/bids, award a contract, or pay any costs incurred in preparation of a response. Furthermore, the Authority requires that all responding vendors abstain from providing any quotes or prices in response to this RFI.

This input will assist the Authority in preparing for the potential procurement and implementation of a Pay by Cell Parking Payment System.

3. BACKGROUND AND FUNCTIONALITY GOALS

The Authority is seeking information regarding an effective and efficient Pay by Cell Parking Payment System. Reporting and allowing real time access to reports and documentation is paramount for any solution offered. The system should be capable of seamlessly forwarding pertinent transactional data to PPA computer systems. This data feed must be instantaneous so all departments have real-time information, as their respective missions may dictate. The system should also allow for easy customization by the Authority in regards to street closures, changes in maximum parking duration, hourly parking rates, etc.

Below are examples of features and functions that the Authority is interested in:

Customer/Front End User Features and Functions

- iOS and Android compatible
- Reminder Feature
- Real Time Payment
- User Friendly Interface
- Secure Connection

Enforcement User Features and Functions

- Uptime reliability
- Grace time functionality
- Supply a compatible device list

Administrative/Back End User Features and Functions

- Flexible/Customizable Report Writer
- Mass Update Reporting
 - Export capable- Please list formats
 - PCI compliant credit card security- Must be able to provide all compliant documentation
- Robust Customer Service options
- Simple system maintenance

Additional Questions

- What is the anticipated length of implementation?
- Would training be provided for PPA personnel?
- What sort of design modifications will be necessary for current parking signage?
- What type of internet browsers are compatible with your solution?
- What type of payments are accepted?
- Who hosts the solution?
- What are the usual terms and conditions for Customer/Front End Users?
- In your business model, who would pay for the credit card transaction fee?
- Will customers be able to pay via text message, voice call or web browser, or will Smart Phone application be the only format?
- Will a pre-registered credit card be the only means of payment, or can a “pre-paid” account be set up as well?
- Will your system be NFC enabled?
- What are the best practices employed in cities where your system is in place regarding: ensuring parking turnover, size of parking zones, public information programs, composition and posting of signs, assignment of fees, enforcement guidelines and any other parking management principles?

4. RFI PROCESS

This RFI is being issued by the Authority to seek initial vendor input through a written response. Once the responses have been received, the Authority may request a vendor to present their solution in person. This presentation is informational or for clarification only, for the purpose of determining feasible solutions and recommendations that could be included in a potential future procurement. The invitation does not indicate the Authority is engaged in a pre-selection process for an implementation vendor.

All vendors participating in this Request for Information process must register with the Authority by sending contact information to Serena Blanco at sblanco@philapark.org and Michael McKeown at mmckeown@philapark.org.

A. QUESTIONS

Questions can be submitted to:

Serena Blanco, Manager of Contract Administration: sblanco@philapark.org

Michael McKeown, Manager of Contract Administration: mmckeown@philapark.org

Please write "Pay by Cell RFI Question" in the subject line. The final deadline for written questions is September 8, 2014 at 5:00 PM, no questions will be accepted after that date.

B. RESPONSES

RFI responses are due by September 15, 2014 at 2:00 PM.

The Authority will not accept submissions after the stated date and time.

All interested parties should submit by mail ten (10) printed copies and one (1) electronic copy. Electronic submissions can be on a CDR, DVR or a USB flash key.

Submissions must be addressed to:

Philadelphia Parking Authority
Serena Blanco/Michael McKeown
Contract Administration
701 Market Street
Suite 5400
Philadelphia, PA 19106

It is anticipated that the Request for Information and responses thereto will be deemed records of the Authority for purposes of Pennsylvania's Right to Know Law (65P.S. §§ 67.101-67.3104).

Respondents are encouraged to identify information believed to be exempt from disclosure in their response to the RFI.

1. RESPONSE FORMAT

The purpose of the following section is to describe the format all interested parties should use when responding to this RFI.

- A. Please mark the title page of your response:

**Pay By Cell Parking Payment System
Request for Information (RFI # 002-2014)**

Name of Company

- B. Responses should be submitted on standard letter size paper (8 ½" X 11") and contain a one inch margin. For exhibits, 11" x 17" paper is acceptable.
- C. The sections which should be included in your response to the RFI are:

1. **Tab 1- Transmittal Letter**

The transmittal letter should be in the form of a standard business letter and should be signed by a vendor-authorized individual. It should note if any proprietary information is included.

2. **Tab 2- General Vendor Information**

- a. Identify company name, address, phone number and website.
- b. Identify name, title, address, phone number and e-mail address of the primary contact person for this RFI.
- c. Provide a brief overview of your company including number of years in business, number of employees, nature of business and description of clients.
- d. Give a brief description of past experience providing similar systems. Include the date of the first installed site and major developments which have occurred (e.g. new versions, new modules, specific features). Describe any previous ownership, if appropriate.
- e. Provide a list of cities when a current contract exists, along with the number of meters/kiosks and/or parking garages and lots.

3. **Tab 3- Response**

Information regarding your Pay by Cell Parking Payment System. All interested parties are asked to include the following information:

- a. Provide a recommendation of what kind of statistics, documentation and information that the Authority should furnish in a future solicitation.
- b. List potential problems/risks that may be encountered during the implementation phase and/or ongoing operations.
- c. Any ideas or suggestions about how such problems/risks should be addressed in a solicitation.
- d. Any additional clarifications or areas for discussion that should be considered, all input is valuable to us.

4. **Tab 4- Attachments**

Product literature, white papers and other publications.