



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

**REQUEST FOR PROPOSALS PARKING MANAGEMENT APPLICATION, BUSINESS INTELLIGENCE PLATFORM, AND
CUSTOMER SUPPORT SERVICES
PROPOSAL No. 18-20**

NOTICE TO OFFERORS

Sealed proposals from qualified offerors for the procurement of a new Parking Management Application, Business Intelligence Platform and Customer Support Services will be received until 2:00 PM on Friday, January 25, 2019, 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, as amended, known as the “Parking Authority Law,” in the offices of the Authority, located at 701 Market Street, Suite 5400, Philadelphia, PA 19106.

Specifically, the Authority intends to:

1. Replace its existing permit and citation management Application with a new, state-of-the-art enforcement, citation, permit and customer relationship management application (Component A: Parking Management Application),
2. Procure a robust business intelligence platform that consolidates, synthesizes and displays data from the Authority’s various data sources into a single system (Component B: Business Intelligence Platform), and
3. Procure contracted customer service support to perform certain functions in support of the Authority as it fulfills its mission (Component C: Customer Service Support).

Documents are available for download at the Parking Authority’s website, www.philapark.org. Vendors interested in downloading the documents from the Authority’s website must first register with Mary Wheeler, Manager of Contract Administration, by submitting your name and contact information to mwheeler@philapark.org.

A mandatory Pre-Proposal Meeting will be held in the offices of the Authority, 701 Market Street, Suite 5400, Philadelphia, PA 19106 on Wednesday, November 28, 2018 at 2:00 PM. Offerors must attend the pre-proposal meeting to be eligible to participate in this solicitation. Offerors are permitted to participate in the meeting via conference call, 215.383.1625, Passcode 139494.

Prospective Offerors are encouraged to submit questions until Wednesday, December 14, 2018 at 2:00 PM. Please forward all questions to Mary Wheeler via email at mwheeler@philapark.org. Only questions submitted in writing will be addressed.

Proposals are due no later than 2:00 PM on Friday, January 25, 2019.