



## **REQUEST FOR PROPOSALS (RFP)**

### **Permit Parking Management System**

**Date Issued: October 2, 2023**

**PUBLIC PARKING AUTHORITY OF PITTSBURGH  
232 Boulevard of the Allies  
Pittsburgh, PA 15222**

**DAVID G. ONORATO, CAPP  
EXECUTIVE DIRECTOR**

## TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE</u>
1. Introduction.....	3
2. About This Document.....	3
3. General Background.....	3
4. Scope Of Work / Project Timeline.....	3
5. Schedule and Deadline for RFP.....	4
6. Administrative Requirements & Related Information.....	4
7. Clarification of Requirements, Addenda & Modifications.....	5
8. Contract Requirements.....	6
9. Pre-Proposal Meeting.....	7
10. Proposal Requirements.....	7
11. Evaluation and Selection.....	11
• Exhibit “A” (Scope of Work for Professional Services).....	12
• Exhibit “B” (Fee Proposal) .....	13
• Exhibit “C” (MWDBE Participation Commitment Forms) .....	14-15
• Exhibit “D” (Contact Information Form) .....	16
• Exhibit “E” (Standard Agreement example) .....	17-19
• Appendix 1 (PPMS High-Level Requirements) .....	20

## 1. INTRODUCTION

The Public Parking Authority of Pittsburgh ("Authority or PPAP") is soliciting Requests for Proposals for Professional Services (the "RFP") from qualified respondents to initially provide a complete turn-key replacement to the existing Residential Permit Parking Management System.

Qualified respondents are expected to demonstrate substantial experience in providing, installing, and servicing leading-edge and multi-faceted Permit Management System technology and enhancement solutions to clients that own and operate multiple parking facilities in the United States.

## 2. ABOUT THIS DOCUMENT

This document is a Request for Proposals for Professional Services. It differs from an invitation to bid in that the Authority is seeking a solution, not a quotation meeting firm specifications for the lowest price. As such, the lowest price proposal does not guarantee an award recommendation. Instead, proposals will be evaluated based on the criteria set forth herein and factors such as quality, experience in the field, availability, and/or capability may figure into the evaluation.

The request for proposal process allows the Authority to negotiate with select respondents prior to awarding a contract. The Authority will thoroughly review all proposals received in a timely fashion and will utilize its best judgment when determining which respondents, if any, to schedule meetings with after receipt of all proposals. Subject to the other terms and conditions of this RFP, only those respondents that are qualified and responsible, as determined by the Authority, in its sole and absolute discretion, will be considered for an award of a contract hereunder.

## 3. GENERAL BACKGROUND

The Parking Authorities Residential Permit Parking Program currently has over 15,000 active resident permits, and 10,000 visitor passes, an on-going permit parking petitioning process which may expand the system.

The current Residential Permit Parking Management System is provided by GTechna. The proposed Permit Parking Management System must allow integration with the City's current Parking Citation Issuance software and devices, to access permit data in real-time to complement and support enforcement equipment utilized by Authorities Officers, including Android smartphones and Windows based tablets. The Public Parking Authority of Pittsburgh currently uses License Plate Recognition (LPR) technology. Additionally, the Parking Authority is seeking a permit system which will integrate with their LPR solution.

The Parking Authority is seeking a user-friendly, integrated, and easy-to-use Permit Parking Management System that includes an interactive website for residents to easily purchase and renew permits.

## 4. SCOPE OF SERVICES/ PROJECT TIMELINE

- A. Scope of Work: The Scope of Work for the RFP is set forth on **Exhibit A**, attached hereto (the "Scope of Work"). Including **Appendix 1** (PPMS High-level Requirements)

- B. Project Timeline: The contract for these services will be for work performed on the project initiated during the Authority's 2024 Fiscal year. The contract term will be for 3 years with 2, 1yr options.

**5. SCHEDULE AND DEADLINES FOR RFP**

EVENT	TIME AND/OR DATE
<b>RFP Issued</b>	Monday, October 2, 2023
<b>Mandatory Pre-Proposal Conference (via Teams)</b>	Thursday, October 19, 2023 at 2:00 p.m. EST <i>virtual via Teams</i>
Deadline for Respondents to Submit Questions and Requests for Clarification/Interpretation/ Modification ("Request for Clarification Due Date")	Friday, October 27, 2023, at 3:00pm EST
Projected date that the Authority will respond to Request for Clarifications (Addendum)	Friday, November 3, 2023 by 4:00 pm EST
<b>Deadline for Receipt of Permit Parking Management System (Proposal Due Date)</b>	Friday, November 17, 2023 at 2:00 p.m. EST
Notification of Short-Listed Proposers (tentative)	Monday, November 27, 2023
Oral Interviews for Short-listed Proposers (tentative)	December 11th thru December 15th 2023
<b>Anticipated Board Action</b>	Thursday, December 21, 2023

**6. ADMINISTRATIVE REQUIREMENTS AND RELATED INFORMATION**

- A. To be considered responsive, respondents must submit (a) one (1) electronic copy via email to [cholt@pittsburghparking.com](mailto:cholt@pittsburghparking.com) & [tsowinski@pittsburghparking.com](mailto:tsowinski@pittsburghparking.com) this electronic copy of the proposal must be in a final PDF format and be presented as a complete document. The PPAP must receive one (1) electronic copy of the respondent's proposal by **2:00 PM EST, on Friday, November 17, 2023.**
- B. Any proposals received after **2:00 PM EST, on Friday, November 17, 2023,** will be rejected.
- C. The Authority reserves the right to extend or postpone the date and time for accepting proposals through an addendum to this RFP.
- D. All proposals shall be signed by an individual authorized to bind the respondent and execute contracts on its behalf. A completed Contact Information Form shall be submitted with the proposal, please refer to **Exhibit D** of the RFP.
- E. All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all electronic media, reports, charts, and other documentation submitted by a respondent shall become the property of the Authority when received. Nothing submitted shall be considered confidential or proprietary.
- F. The Authority reserves the right to request additional information which, in the Authority's opinion, is necessary to assure that the respondent's competence, business organization, and/or financial resources are adequate to perform in accordance with this

RFP and any resultant contract.

- G. The Authority may make such investigation as it sees fit to determine the ability of the respondent to perform the professional services specified herein, and the respondent shall furnish the Authority with all such information and data for this purpose as requested by the Authority. The Authority reserves the right to reject any proposal if the proposal submitted by, or investigation of, such respondent fails to satisfy the Authority that such respondent is properly qualified to carry out the obligations of a subsequent contract with the Authority and to satisfactorily perform the professional services specified herein.
- H. The Authority reserves the right to reject any or all proposals, waive any irregularities or defects in any proposal, and modify or postpone or terminate the project detailed herein in its entirety or with respect to any respondent, at any time, for any reason or no reason.
- I. All costs and expenses incurred by a respondent in the preparation and delivery of a proposal will be the sole responsibility of the respondent. The Authority will not be liable for any amounts to any respondent in any manner, under any circumstances, including without limitation, as a result of the termination of the RFP process.
- J. The receipt of proposals or other documents by respondents during any stage of the process will in no way obligate the Authority to enter into any contract with any respondent or make the Authority liable for any respondent costs. This RFP is a solicitation only and is not intended to be nor should it be construed to be an offer to enter into any contract or other agreement.
- K. No respondent, team member, employee, servant, agent, advisor, consultant, or representative of that respondent may communicate with any other respondent, team member, employee, servant, agent, advisor, consultant, or representative of any other respondent about the preparation of proposals. Each proposal shall be prepared without any connection, knowledge, comparison of information, or arrangement with any respondent, team member, employee, servant, agent, advisor, consultant, or representative of any other respondent. Each respondent is responsible to ensure that its participation in this RFP process is conducted fairly and without collusion or fraud.

## 7. CLARIFICATION OF REQUIREMENTS, ADDENDA & MODIFICATIONS

- A. Any respondent in doubt as to the true meaning of any part of this RFP may request clarification, interpretation, and/or modification thereof from the Contact Person (as hereinafter defined). At the request of the respondent, or in the event the Authority deems the response to the request to be substantive, the clarification, interpretation, and/or modification shall be made by an addendum. **Requests for clarification, interpretation, and/or modification concerning this project must be submitted in writing to the Contact Person by Friday, October 27, 2023, by 3:00 PM EST** and any request received after this deadline will not be considered.
- B. Inquiries regarding the RFP and all requests for clarification, interpretation, or modification of the RFP must be directed in writing via e-mail, to Christopher Holt at [cholt@pittsburghparking.com](mailto:cholt@pittsburghparking.com) and [tsowinski@pittsburghparking.com](mailto:tsowinski@pittsburghparking.com) (the "Contact Persons").

- C. If any alleged errors are noted in the RFP, a respondent should immediately notify the Contact Person and, if confirmed, an addendum shall be issued.
- D. The Authority will not accept telephone calls or any other forms of communication pertaining to this RFP, except as set forth in this Section 7.
- E. This RFP may be updated, supplemented, or amended at any time by the Authority. Any changes, additions, deletions, or clarifications to the RFP will be made by addendum issued by the Authority.
- F. Any addendum issued by the Authority shall be considered part of the RFP.
- G. Addenda will be sent via e-mail to the contact representative listed on the sign in sheet from the mandatory pre-proposal meeting. The Authority will make reasonable efforts to notify respondents in a timely manner of modifications to the RFP. Notwithstanding the foregoing, each respondent shall be responsible for ensuring that its proposal reflects all addenda issued by the Authority prior to the proposal due date deadline.
- H. Respondents must officially acknowledge in their proposal the receipt of every addendum issued by the Authority relating to this RFP.

## **8. CONTRACT REQUIREMENTS**

Each respondent, in its proposal, must agree to be bound by the following requirements, should it be awarded a contract about this RFP:

- A. Except for the gross negligence or willful misconduct of the Authority, the respondent shall indemnify and hold harmless the Authority, its successors and assigns, from and against any and all loss, damage, and liability and for any and all claims for damages on account of or by reason of bodily injury, including death, which may be sustained or claimed to be sustained by any person, including employees of the respondent, and from and against any and all damages to property, including the property of the Authority, its successors and assigns, caused by or arising out of or claimed to have been caused by or to have arisen out of any act or omission in connection with the contract respecting this RFP, whether or not occasioned by the negligence of the Authority, respondent, or either party's agents, servants, or employees. For purposes of enforcing this provision, the respondent hereby waives any or all immunities it may have under the Pennsylvania Workers' Compensation Act or otherwise. This indemnification obligation shall survive termination or expiration of the contract.
- B. Respondent shall maintain, always until the termination of the contract, the following insurance.

TYPE	AMOUNT
Workers Compensation	Statutory (in conformance with Pennsylvania's Worker's Compensation Act)
Contractor's Public Liability including Bodily Injury and Property Damage	Per Occurrence \$1,000,000.00
Automotive Property Damage and Bodily Injury	Per Occurrence \$1,000,000.00
Professional Errors & Omissions	Per Occurrence \$1,000,000.00
Umbrella Liability	Annual Aggregate \$1,000,000.00
Cyber Liability – 1 <sup>st</sup> and 3 <sup>rd</sup> Party Coverage	Per Occurrence \$1,000,000.00

- C. Respondent shall include the Authority as an "Additional Insured" on the insurance described in Section 8.
- D. Respondent waives all rights of subrogation against the Authority, its subsidiaries, agents, officers, directors, and employees for recovery of damages to the extent covered by any insurance applicable to the project and will secure appropriate waivers from the insurers providing coverage applicable to the project.
- E. Insurance will be written through financially responsible companies with an A.M. Best rating of A-VII or better.
- F. By specifying the above minimum insurance requirements, the Authority does not represent that coverage and limits will necessarily be adequate to protect the respondent, and such coverage limits will not be deemed as a limitation of the respondent's obligations hereunder.

**9. PRE-PROPOSAL MEETING**

- A. A mandatory pre-proposal meeting will be held electronically on **Thursday October 19, 2023, at 2:00 p.m. virtually via Teams**. This virtual Teams Pre-Proposal meeting is mandatory, and each attendee must sign in via an online form. The Teams link will be posted alongside the RFP document and advertisement on the Authority's website at [www.pittsburghparking.com](http://www.pittsburghparking.com)

**10. PROPOSAL REQUIREMENTS**

Each proposal should be in the format set forth below and not exceed forty-five (45) pages and will be rated on a 100-point scale. Rating will be according to the degree to which a respondent demonstrates its capacity to satisfy the requirements set forth herein. Each proposal should include the following parts, which will be assigned the indicated point values:

- A. **Cover Page & Letter:** Please prepare a cover page similar to the one shown at the beginning of this RFP. Following the cover page includes a cover letter. The cover letter shall briefly identify and describe the respondent firm and/or team. Include a statement that the respondent's proposed solution will meet the requirements outlined in the RFP and/or a list of exceptions to the requirements in the RFP. (Note that the Authority reserves the right to reject any proposal containing such exceptions, or to require modifications before acceptance.) A principal or officer authorized to execute

contracts or other similar documents must sign the letter. Name, mailing address, phone, fax, email, and website address should be included. The contact information form shall be filled out and signed by the contact representative. Reference **Exhibit “D” (Total Possible Score: 5 points)**

**B. Statement of Qualification and Experience: (Total possible score: 15 points)** Provide a brief narrative description of the respondent’s history and capabilities relevant to the Project. The Statement of Qualifications and Experience shall address each of the following:

- i. Provide a general description of the firm along with an organizational chart that identifies the individuals who will be performing the Services and key team members.
- ii. Provide a description of the qualifications, relevant experience and resume for each individual who will be providing the Services. Briefly outline the roles of each such individual in providing Services.
- iii. Provide a list of at least three (3) relevant projects and references (including name, title, address, telephone number and e-mail address) from organizations that can attest to the relevant qualifications and capabilities of your organization.

**C. Understanding of Project and Implementation (Total Possible Score: 15 Points):**

Describe your company’s project management approach to implementing your proposed Permit Parking Management System. This RFP provides outlines for desired systems along with specific minimal technical specs. At a minimum, please describe the following:

- i. General project understanding and implementation plan, schedule, and project approach, including the following processes: education, development, approval and site surveying, any necessary programming, and an integration plan with our current infrastructure and software platforms.
- ii. Program items that include, but are not limited to, photos, drawings, etc. for the processes listed above.
- iii. Project management approach, communication strategies. And process for gaining Authority approval on necessary items.
- iv. Availability to expedite a Permit Parking Management System technology installation turnaround to meet the Authority’s timeline.
- v. Complete the provided excel spreadsheet **Appendix 1**

**D. System Operation Solution and Management (Total possible Score: 15 points):**

Provide a flow-chart diagram and brief narrative that describe the Permit Parking Management System. Include an explanation of how the Authority’s transition to the Proposer’s cloud-based solution will be beneficial from the standpoint of customer service, facility operations, data management/analytics, support service, maintenance, and procurement cost and ongoing account charges and the same differs from that which applies to the Authority’s existing “on-premise” Permit Parking Management System. At a minimum, please describe the following:



- i. Licensing, if any
- ii. Networking infrastructure requirements for required cloud connectivity.
- iii. Setup requirements and day-to-day administration.
- iv. Transaction processing speed and latency.
- v. Cloud-based system security and connectivity redundancy
- vi. Permit Parking Management System software updates and system bug fixes
- vii. Enhancements to customer and client-facing processes
- viii. System Performance Analytics (i.e., Historical, Real-Time, and Predictive)
- ix. Technical and policy support for potential problems experienced by the Authority staff.
- x. Annual system maintenance and auditing

**E. Customer/User Interface and Experience (Total Possible Score: 15 Points):**

Describe how the cloud-based Permit Management System technology solution will offer existing and potential users and service providers (i.e., yearly residential permits, visitor passes, monthly lot lease holders, out of service meter requests, construction permits, medical permits, etc.) new features to improve business operations. Please describe the features and ease of administration, etc. of the following experience elements. Provide screenshots of the actual process whenever possible:

- vi. User account setup
- vii. User account management
- viii. Technical support process for system issues
- ix. System functionality and automation setup processes

**F. Fee Proposal: (Total Possible Score: 15 points)**

Please organize your proposal so that it addresses each of the following items.

- i. Provide a Combined Total Fee amount which will be paid at the times and in the amounts listed on **Exhibit “B”** (Fee Proposal) for providing the Professional Services and within the guidelines of **Exhibit “A”** (Scope of Work) of the RFP.
- ii. Professional Services should be all inclusive of any incidental expenses and anticipated expense reimbursements, if any.
- iii. Provide a supplemental schedule that reflects your proposed hourly pricing mode for providing the Professional Services, organized by level of experience.

**G. Value Added Items: (Total Possible Score: 10 points)**

Provide a detailed list of value-added items that the respondent is offering (at no additional cost) that would enhance the goods or services requested in this RFP.

**H. MBE/WBE Participation: (Total Possible Score: 10 points)**

The Authority is committed to the ideal of providing all citizens equal opportunity to participate in the Authority’s contacting opportunities. It is therefore the Authority’s goal to encourage increased participation of minority groups and women in all Authority contracts. The Authority requires that all respondents demonstrate good faith efforts to obtain the participation of Minority-Owned Business Enterprise (MBE’s) and Women-Owned Enterprises (WBE’s) work to be performed under Authority contracts. The levels of participation MBE and WBE participation will be monitored by the Authority’s Department of Project Management. In order to ensure that there are opportunities for historically disadvantaged minority groups and woman to participate on Covered Contracts, and consistent with the Authority’s current equal employment opportunity practice and goals, the Authority will review contracts to include an evaluation of a consultant’s employment of minority groups and women, encourage goals of twenty-five (25) percent and ten (10) percent respectively. It is the Authority’s goal to encourage participation by veteran-owned small businesses in all contracts. The Authority shall have an annual goal of not less than five (5) percent participation by veteran-owned small businesses in all contracts. The participation goal shall apply to the overall dollar amount expended with respect to the contracts. The levels of veteran-owned participation will be monitored by the Authority’s Department of Project Management. Provide tangible evidence that your organization has made a good faith effort to satisfy these goals. Respondents can contact the Pennsylvania Unified Certification Program (PAUCP) at their website [www.paucp.com](http://www.paucp.com) for listings of certified professional services. Please refer to **Exhibit “C”** of the RFP for the required MWDBE Participation Forms. Failure to submit a properly completed form along with documentation of Good Faith Commitment may result in rejection of the proposal.

<b>Proposal Requirements</b>	<b>Max Score</b>
<b>A. Cover Sheet &amp; Letter</b>	5
<b>B. Statement of Qualifications and Experience</b>	15
<b>C. Project Understanding and Implementation</b>	15
<b>D. System Operation Solution and Management</b>	15
<b>E. Customer/User Interface and Experience</b>	15
<b>F. Fee Proposal</b>	15
<b>G. Value Added</b>	10
<b>H. MWDBE</b>	10
<b>TOTAL POSSIBLE PROPOSAL SCORE</b>	100

## **11. EVALUATION AND SELECTION**

The Authority will form a selection committee (the "Selection Committee") to review and recommend proposals. The Board of Directors of the Authority has the final authority, in its sole and absolute discretion, for authorizing a contract with the Authority.

- i. A shortlist of respondents may be scheduled for a structured oral presentation or interview and for discussions regarding best and final offers. Any such presentations shall be at no cost to the Authority. The Authority also reserves the right to visit the respondent's facilities. The oral interview may be recorded or videotaped by the Authority. At the end of the oral presentation/interview process, if any, any shortlisted respondents may be required to submit revised proposals to be reviewed again in accordance with Section 10 and this Section 11. Subject to the other terms and conditions of this RFP, the successful respondent will be recommended for contract negotiation.
- ii. Upon selection of a company, the Authority and selected company shall attempt to negotiate the Agreement. If an agreement cannot be reached, the Authority will end negotiations with the selected company and may enter into negotiations with the next most qualified company.
- iii. The Authority reserves the right to reject any and all proposals, to waive any informality and to reject the lowest cost proposal or for any other reason, including the inability to negotiate a contract for the type of services required for the project at a price determined by the Authority to be fair and reasonable.
- iv. The Authority reserves the right to negotiate any and all elements of this RFP.
- v. The Authority may re-evaluate the necessary construction management services, including the scope and reasonable fee requirements.
- vi. The Authority anticipates executing an Agreement with the successful respondent within fifteen (15) days following award of the contract.

[EXHIBITS AND APPENDIX 1 TO FOLLOW]

## **Exhibit A**

### **Scope of Work/Services**

The Public Parking Authority of Pittsburgh (“Authority”) is soliciting requests for proposals (the “RFP”) for a turn-key cloud-based permit parking management system that shall replace the current production system.

The services shall include, but not be limited to, the following:

- Modern cloud based solution.
- Fully digital, license plate based.
- Permit sales of the following types:
  - Residential
  - Visitor
  - Construction
  - Nanny
  - Medical
  - Monthly lot leases
  - Others
- Each permit type must be individually configured to adhere to the Authority’s business rules.
- Integrate with current enforcement and/or future vendor.

**Exhibit B**

**FEE PROPOSAL**

**Permit Parking Management System**

Respondents are to provide the following cost breakdown of their services:

Proposer Name: \_\_\_\_\_

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Design/Implementation						
Maintenance/Support						
Hosting						
Licensing						
All Other Costs (Itemize)						
Total						

**Exhibit C**

**MWDBE PARTICIPATION COMMITMENT FORMS**

MWDBE SOLICITATION STATEMENT

RESPONDENT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

PROPOSAL FOR: \_\_\_\_\_

List Certified MBE/WBE that you have solicited and those you have commitments to in reference to your Proposal.

Company Name & Certification	Address	Telephone	M	W	D	Contact Person	Date Contacted		Type of Transaction	
			B	B	B		Mail	Phone	Joint Venture	Sub-Contractor
E	E	E								

Prepared by: \_\_\_\_\_

MWDBE BUSINESS COMMITMENT STATEMENT

PROJECT: \_\_\_\_\_

RESPONDENT WILL UTILIZE THE SERVICES OF SUBCONTRACTOR(S) AND/OR SUPPLIER(S) FOR THE FOLLOWING CATEGORIES:

Subcontractor/ Supplier Name	Certification Type			Certification # and Certifying Agency	Scope of Work	Estimated Dollar Amount
	MBE	WBE	DBE			

I, the undersigned do hereby certify that this form contains no misrepresentations or falsifications, omissions, or concealment of material fact, and that the information given by me is true and complete to the best of my knowledge and belief. I am aware that all information on this form is subject to investigation.

Respondent's Name \_\_\_\_\_

By (Signed) \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Exhibit D



**Pittsburgh PARKING Authority**

*The Value Parking Network*

**CONTACT INFORMATION FORM**

**TITLE:** \_\_\_\_\_

**DUE DATE:** \_\_\_\_\_ **ISSUE DATE:** \_\_\_\_\_

**DESCRIPTION:** Proposal to provide \_\_\_\_\_ to the Public Parking Authority of Pittsburgh.

The undersigned hereby offers to finish and deliver the articles or services as specified in strict accordance with the RFP and scope of proposal, all of which are made a part of this request.

**FULL LEGAL COMPANY NAME:** \_\_\_\_\_

**STREET ADDRESS:** \_\_\_\_\_

**CITY, STATE AND ZIP CODE:** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_

**PRINT NAME:** \_\_\_\_\_

**TITLE OF AUTHORIZED SIGNER:** \_\_\_\_\_

**TELEPHONE #:** \_\_\_\_\_

**FAX #:** \_\_\_\_\_

**E-MAIL ADDRESS:** \_\_\_\_\_

(OF CONTACT REPRESENTATIVE)

**NOTE: THIS PAGE MUST BE SUBMITTED WITH YOUR PROPOSAL.**



## Exhibit E

### EXAMPLE FORM OF CONTRACT

THIS CONTRACT IS MADE as of \_\_\_\_\_, by and between the PUBLIC PARKING AUTHORITY OF PITTSBURGH, (hereinafter “Authority”) with offices at 232 Boulevard of the Allies, Pittsburgh, PA 15222, and \_\_\_\_\_, (hereinafter “Vendor”) with offices at \_\_\_\_\_.

#### WITNESSETH:

WHEREAS, the Authority solicited proposals for professional services from firms for the provision of **Permit Parking Management System** (the “Proposal”); and

WHEREAS, the Vendor submitted to the Authority a Proposal for Provision of **Permit Parking Management System** (the “Proposal”); and

WHEREAS, the Authority awarded this Contract to Vendor based upon its Proposal and subsequent negotiations; and

WHEREAS, the Vendor and the Authority desires to enter into this Contract to set forth the terms and conditions under which the Vendor shall perform Design & Implementation for the Permit Parking Management System.

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, and intending to be legally bound hereby, the parties hereto covenant and agree as follows:

1. Definition of Permit Parking Management System, as used in this Contract, and as outlined in the Proposal, shall mean the Vendor’s performance, in a prompt and first-class manner, of providing annual inspections and recommendations to be utilized as a basis to form prospective capital improvements as well as ongoing maintenance to the facilities in the parking System.
2. Definitions of Contract, The term “Contract Documents” attached hereto as **Exhibit A** means the documents listed below:
  - a. The Proposal for professional services
  - b. The RFP
  - c. Fee Proposal
  - d. This Contract;
3. Term of Contract. The term of the contract shall commence on \_\_\_\_\_ and shall be completed on \_\_\_\_\_. The Authority shall have the option to renew this Contract for one (1) additional year two times by giving Vendor written notice of extension no later than thirty (30) days prior to the expiration date. Such renewal shall be on the same terms and conditions as

contained herein. In the event that Authority does not elect to renew the Contract, the Authority may extend the term of this Contract for a period not to exceed sixty (60) days if this Contract would otherwise expire by its terms before Authority is able to award a new contract.

4. Contract Retention. Ten (10%) percent of the value of the Fee Proposal shall be retained by the Authority until the Consultant submits an application, verified by the Director of Project Management that the work has reached substantial completion. All amounts retained by the Authority and not otherwise held by the Authority or previously paid over to the Consultant shall be included in the final payment.
5. Performance of Permit Parking Management System. The services to be provided is as set forth by this Contract which is incorporated by reference herein.
  - a. The Consultant shall be responsible for the professional quality, technical skill, and timely completion of all Services furnished by the Consultant under this Contract.
  - b. The Authority will cooperate with the Consultant in the performance by the Consultant of the services hereunder, including, without limitation, providing the Consultant with timely access to data, information, and parking lot property.
  - c. The relationship of the Consultant to the Authority will be that of an independent Consultant. No employer/employee relationships shall be deemed to be established and the Consultant, its agents, sub Consultants, and employees shall be independent Consultants at all times. Neither party will act or represent itself, directly or by implication, as an agent of the other or in any manner assume or create an obligation on behalf of, or in the name of, the other.
6. Contract Price. The Authority shall pay Vendor in immediately available funds for the execution, performance, and completion of **Permit Parking Management System**. This system shall be performed to the satisfaction of the Authority in accordance with the prices set forth in the Fee Proposal attached hereto as part of the **Exhibit A** (the "Agreement") with an amount not to exceed \$ \_\_\_\_\_ for services rendered, unless both parties have agreed to an alternate amount in writing.
7. Termination. In the event the Vendor (i) fails to provide **Permit Parking Management System** as described in the Agreement Documents; (ii) breaches any of the terms, provisions or conditions contained in this Agreement; or (iii) breaches any of the terms, provisions or conditions contained in any other contract by and between the Vendor and the Authority, the Authority shall be entitled to terminate this Agreement by giving written notice thereof to the Vendor. The notice of termination shall state the effective date of such termination. Failure to meet the terms set forth in this Section 7 will result in immediate termination.

IN WITNESS WHEREOF the parties hereto have executed this Contract the day and year first above written.

\_\_\_\_\_  
Consultant

ATTEST:

By: \_\_\_\_\_

By: \_\_\_\_\_

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

Public Parking Authority of Pittsburgh

ATTEST:

By: \_\_\_\_\_

By: \_\_\_\_\_

**Director of Project Management**  
Title

**Executive Director**  
Title

**APPENDIX 1**  
**PPMS High-Level Requirements**  
**(Attached)**

## APPENDIX 1

Proposer Name:			
RFP Section	Requirement Description	Requirement Compliance	Proposer Response Comments
1.1	<p style="text-align: center;"><u>PPMS High-Level Requirements</u></p>	<p style="text-align: center;"><b>PROPOSER RESPONSE REQUIRED</b></p>	<p>Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.</p>
	The selected vendor shall provide a full time Project Manager and key personnel who shall be responsible for project oversight and delivery of the System. The Project Manager shall be the single point of contact for the Parking Authority and will be responsible for the management, implementation, and on-going troubleshooting of the System during its installation and ongoing operation.		
	The Project Manager shall coordinate efforts with the Parking Authority designee and any Subcontractors.		
	The Project Manager shall be available to the Parking Authority by telephone or video conference during the course of the project to respond to Authority's needs, questions and or issues		
	The Project Manager shall develop, in consultation with the Parking Authority, a detailed implementation and project plan for the System.		
	The selected vendor shall provide the capability for integration using open architecture industry standards ("APIs") with external integration capabilities		
	Vendor shall identify any concerns about the available data sources and suggest any innovative approaches to integrating and presenting the information via their System.		
	The vendor shall identify any applicable subcontractors to ensure that all proposed software and services meet or exceed all required specifications contained in the Scope of Work for the respective components		
	Permit purchases shall be available via website, with payment via credit/debit card, check, and ACH payments.		

	System users should have specific functionality access assigned by a designated software administrator		
	Software shall support real-time access for multiple parties and shall be a web-based application requiring no software installation on personal computers (“PCs”).		
	Software shall limit permit eligibility by the user-type.		
	The PPMS must support the functionality required to sell and manage various permits.		
	The PPMS must integrate with the Authority’s Enforcement software		
<b>1.2</b>	<b><u>Types of Permits by Use</u></b>	<b>PROPOSER RESPONSE REQUIRED</b>	<b>Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.</b>
	The selected Contractor shall support the permit types currently administered by PPAP, as described below:		
	Residential Parking Permits by Zone		
	Residential Visitor Permits		
	Construction Permits includes third-party vendors regularly providing services to residents or City projects		
	Nanny Passes		
	Medical Passes		
	Monthly Lot Leases		
	Air BnB passes		
	Other Permits (as an option for the Parking Authority)		
	EV Permits – not currently offered. Proposers shall describe their ability to support EV Permits and proposed solutions.		
<b>1.3</b>	<b><u>User Interfaces</u></b>	<b>PROPOSER RESPONSE REQUIRED</b>	<b>Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.</b>
	Search for virtual permits and accounts by license plate number, account number, permit holder name, permit type, and location, at a minimum.		
	Ability to configure permit types that adhere to Parking Authority business rules.		
	Ability to create/modify/delete permit zones and manage customer access, by permit type, to specific zones.		

<p>Ability to configure a variable rate fee structure based on parking permit type by Parking Authority business rules. Desired rates include hourly, daily, weekly, monthly. Proposer should detail how rate changes are handled in the Platform, whether new permits must be configured for each rate change, the System can adjust rates for existing permits to reflect the rate changes, or other. Proposer should detail any other fee structures the System offers, such as peak or dynamic pricing.</p>		
<p>Ability to restrict or allow multiple permit purchases for the same license plate number depending on Parking Authority business rules.</p>		
<p>Ability to restrict or allow individuals who serve as business contacts/liaisons to access, assign, and otherwise manage billing permits for lot leases.</p>		
<p>Support of waitlists for applicants when permit type/location has reached maximum count. Waitlisted functionality shall include:  i. Ranking of applications based upon date/time of permit request  ii. Alert to designated Parking Authority staff when permit becomes available  iii. Notification to waitlist customer when permit becomes available</p>		
<p>Edit any field on an existing permit or account.</p>		
<p>Merge accounts once identified as the same individual.</p>		
<p>Unmerge accounts as needed.</p>		
<p>Ability for the user type (i.e., resident, business, homeowner etc.) on an account to be modified as the account holder's status changes;</p>		
<p>Configure rolling expiration dates (i.e., hourly, daily, weekly, monthly, annually).</p>		
<p>View an audit trail of all permit-related activity including adjustments to permit information and notification history, by user, when relevant.</p>		
<p>Cancel permits.</p>		
<p>Add notes to permit accounts with ability to restrict notes flagged by staff for internal review only.</p>		

	Validate permit status via Enforcement software		
<b>1.4</b>	<b><u>Customer Web/Mobile Portal</u></b>	<b>PROPOSER RESPONSE REQUIRED</b>	<b>Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.</b>
	The customer portal shall be accessible on multiple browser platforms, including MS Edge, Google Chrome, Safari, and Firefox and optimized for viewing on mobile devices with full functionality across device types. The portal experience for the user shall support device detection and content displayed according to device type, including desktop computers, laptops, mobile devices, and tablets.		
	The customer portal shall be optimized mobile-responsive for accessibility on multiple mobile operating systems such as Android and iOS/iPadOS.		
	The customer portal shall be "private label," designed to meet Parking Authority branding and marketing standards and built in a manner consistent with the look and feel of the Parking Authority existing website. The Proposer shall describe what pages, elements, communications, instructions, and other areas of the customer portal are customizable by the Parking Authority for the purposes of tailoring the customer portal experience based on user affiliation and eligibility.		
	All content for the customer portal including, but not limited to, text, graphics, images, and maps shall be the responsibility of vendor to develop. Parking Authority staff shall review and approve all proposed data content prior to public release.		
	The customer portal shall be fully integrated with the PPMS as well as the comprehensive parking program for the Parking Authority as it evolves.		



	The customer portal shall be developed and managed by vendor. The Parking Authority expects that the customer portal will be updated with new information as required, such as changes to parking rules, permit types or permit fees. The Contractor's customer portal shall include links to send users back to the primary Parking Authority website.		
	The Authority prefers that changes to parking permit types and fees may be changed by Authority staff as needed.		
	The customer portal shall present customers with portal access that is customized based on account. For example, lot lease accounts will have different payment options than residential permit accounts.		
	The customer portal shall be fully integrated with the PPMS and allow customers to perform the following functions:		
	Create/edit/update an account.		
	Identify eligibility for permit purchase based on Customer Database		
	For customers not inherently eligible for permits based on the Customer Database, request permits by either (1) attaching a document to their request or account indicating their business purpose, (2) initiating through the customer portal an approval request to a Authority employee, or (3) other similar review/approval methods.		
	View maps that identify locations where permits will be valid, prior to permit purchase.		
	Save partially completed online permit applications to be completed at another time by the applicant.		
	Ability to re-purchase a permit based on a user's account history.		
	Request placement on a permit waitlist.		
	Request removal from waitlist.		
	View status of permit requests and position on waitlist.		
	Renew an existing permit.		
	Cancel a permit.		
	Update vehicle state(s)/plate(s) associated with an account and/or permit, per Authority approval		
	Manage multiple permits under a single account.		

	Ability to opt-in/opt-out of certain notification, such as permit renewal notification, as defined by the Authority.		
	The customer portal should be intuitive and require a limited number of clicks and screens to perform all functions outlined above. Vendor shall describe whether the customer portal streamlines repeated or common permit purchases.		
	The customer portal should be able to handle at least 1,000 concurrent users without degradation to performance.		
<b>1.5</b>	<b>Reporting</b> Proposers shall include in Proposals samples of standard reports that are available to the Parking Authority on a daily/weekly/monthly basis.  Comprehensive management reporting for all areas within the organizational process. For example, permits issued and revenue by permit type, location, organization, date range, and user types etc.  Ability to export data and reports in .txt, .csv, .xlsx, .pdf and other file formats as required by Parking Authority staff.	<b>PROPOSER RESPONSE REQUIRED</b>	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.
<b>1.6</b>	<b>Messaging/Notifications</b>  The PPMS shall fully support messaging and notifications to all permit applicants, permit holders. Messages and notifications shall be sent via text, email, and/or mail to individuals or selected groups of recipients both automatically, based on predefined System actions, and ad-hoc, upon Parking Authority staff action.  Staff shall have the ability to schedule notifications for immediate or future release. Examples of messaging and notifications include, but are not limited to:  System-generated  Permit approval/purchase notifications.  Alerts regarding upcoming permit expiration.	<b>PROPOSER RESPONSE REQUIRED</b>	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.

	Payment method declined notifications.		
	Permit renewal instructions.		
	Customer Portal password reset instructions.		
	Successful Customer Portal password reset notifications.		
	Permit status updates (e.g., canceled, reversed, expired).		
	Waitlist status change alerts.		
	License Plate added, edited, or removed from account.		
	Vehicle added, edited, or removed from account.		
	Successful recurring credit card charge notifications.		
	Ad-hoc		
	Lot closure notification to all permit holders in specified location		
	Information about new permit rules for a specific permit type		
	Special event parker notification about change of event time		
<b>1.7</b>	<b>Training</b>	<b>PROPOSER RESPONSE REQUIRED</b>	<b>Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.</b>
	Vendor shall provide training to Parking Authority staff on use of all components of the System that meets the following criteria:		
	Training must be easy to comprehend, navigate, and to use.		
	Training must be prompt and delivered in a timely manner as business dictates.		
	Training may be presented in either a in-person or online format, as appropriate.		
	Vendor shall provide continuous training after any significant System upgrades and/or as requested by the Parking Authority at no additional cost.		
	Generated detailed training plans for selected Authority staff shall be developed and implemented in accordance with all components, system modules, and processing functions.		

	Detailed cheat-sheets, manuals and procedure manuals shall be provided to Authority staff and include video instructional tutorials that can be distributed within each relevant Authority division.		
	Vendor shall provide up-to-date, detailed documentation and explanation relating to all operational aspects of all components of the System.		
	Vendor shall provide detailed user manuals explaining each component of the System.		
<b>1.80</b>	<b><u>Integrations/Data Sharing</u></b>  The selected Vendor shall be required to provide the capability for integration using open architecture industry standards with external integration capabilities. Proposers shall address the data integration approach from a variety of resources and describe the methodology, development, and testing details including key milestones and deliverable dates.	<b>PROPOSER RESPONSE REQUIRED</b>	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.
	Proposers shall identify any concerns about the available data sources and suggest any innovative approaches to integrating and presenting the information via their system.		
	The Parking Authority requires integration with enforcement systems to share information about current/expired/canceled permits. Current enforcement systems include:		
	Mobile License Plate Recognition (LPR) System		
	Proposer shall indicate whether the System can integrate with Mobile Payment Providers such as ParkMobile, PayByPhone, MeterFeeder, and Flowbird.		
	Electric Vehicle Charging Provider		
<b>1.09</b>	<b><u>Users/Authentication</u></b>	<b>PROPOSER RESPONSE REQUIRED</b>	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.

	The System shall support user profiles that are tied to a specific role. These profiles will be created by a Parking Authority designee and will permit or restrict access to each individual System function. Example user profiles: Customers- will be creating accounts, purchasing permits, adding vehicles to their account, etc. Finance staff- responsibilities include reporting, reconciliation, chargebacks, billing, and refunds Enforcement staff- responsibilities include verification of permit status via Enforcement software or researching for adjudication purposes. System administrators- responsibilities include creating and managing user accounts/permit types/etc		
<b>1.10</b>	<b><u>Financial Processing</u></b> Permit users shall be able to use credit/debit cards for any type of payment for the services under the contract resulting from this procurement. For certain activities that require recurring payments the appropriate components of the overall System shall provide “card on file” functionality. Recurring debit or credit charges must allow automated payments for a long-term parking permit in monthly installments and be set up within the PPMs.	<b>PROPOSER RESPONSE REQUIRED</b>	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.
<b>1.11</b>	<b><u>Security/IT Performance Measures</u></b> The selected Vendor shall ensure the security of credit card data, the entire System, including equipment, software, and configuration must be certified that it meets all PCI DSS (Payment Card Industry Data Security Standard) requirements ( <a href="https://www.pcisecuritystandards.org/index.shtml">https://www.pcisecuritystandards.org/index.shtml</a> ), as well as all standards required by federal and state law.	<b>PROPOSER RESPONSE REQUIRED</b>	Please use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement. Note: If your solution only partially meets the requirement, please indicate clearly and specifically the elements of the requirement it does not meet.

	Credit card data storage and transmission shall meet the Level One (1) PCI DSS and comply with Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) programs.		
	As the PCI Data Security Standard evolves, Contractor shall be responsible for maintaining compliance with that standard at Vendor's sole expense.		
	Vendor shall be solely responsible and shall indemnify PPAP against any claim arising from lost or stolen personal information including, but not limited to credit card information.		
	Proposers must be published on the PCI Council web site and shall provide evidence of certification at time of proposal submission.		
	Proposer shall be a PCI DSS Level 1 Service Provider, or shall delegate to a PCI DSS Level 1 Service Provider to store, process, or transmit cardholder data		
	The System shall comply with Payment Card Industry Data Security Standard (PCI DSS), version 3.2.1 or latest version at the time of Contract Award.		
	The System shall comply with Payment Application Data Security Standard (PA DSS), version 3.2 or latest version at the time of Contract Award.		
	In addition to adhering to the PCI DSS standards, validation is required for all service providers and for each one, Contractor shall provide a PCI DSS Compliance certificate or letter and Report of Compliance provided by a Qualified Security Assessor, subject to an annual assessment in order to remain PCI DSS compliant.		
	Vendor shall provide such documents to the Authority no later than August 31 of each year. The documents provided must be effective, at minimum, through December 31 of that year.		
	Any upgrades, software changes, hardware changes, or hardware additions required to maintain 100% PCI compliance through the warranty period and any extensions, including optional maintenance contracts, shall be included in the cost proposal as described herein, or shall be provided at no additional cost to the Authority.		

	The selected Vendor shall provide the following, prior to Agreement negotiation, in support of PCI DSS Compliance:		
	Attestation of Compliance (AOC) as a declaration of compliance status with PCI DSS validated within the last twelve (12) months and signed by a Qualified Security Assessor.		
	Quarterly Approved Scanning Vendor ("ASV") Assessment		
	External Penetration Test Report, supplied by Contractor's Service Provider		
	Data Flow Diagram, for all credit card related data		
	Designated point of contact for Authority's PCI-related inquiries		
	The selected Vendor shall comply with the Authority's minimum-security requirements. Systems that handle credit card information must meet the high risk requirements, while systems with Authority user information such as employee IDs, email addresses, and mailing addresses must meet the moderate risk requirements: <a href="https://uit.stanford.edu/guide/securitystandards">https://uit.stanford.edu/guide/securitystandards</a> . The selected Vendor shall be required to provide confirmation in writing that they agree to comply with these standards, prior to Agreement negotiation.		
	The selected Vendor shall be required to provide a Cybersecurity Incident Response Plan prior to Agreement negotiation.		
	The selected Vendor shall collaborate with the Authority and provide documentation necessary for 144.147 Authority staff to complete a Vendor Payment Capability assessment form, prior to Agreement negotiation.		