

REQUEST FOR INTEREST

OFF-STREET LICENSE PLATE RECOGNITION (LPR) MANAGEMENT SYSTEM

Overview

An efficient parking system is vital to the City of Tacoma's downtown economic development. Parking management helps ensure that priority land uses are supported with an effective and efficient parking system for priority users. For the downtown area, the priority users are clients, customers and visitors.

Republic Parking NW (RPNW) manages the off-street parking assets of the City of Tacoma, including the Municipal Lot and Garage, the 14th Street Lot, the Tacoma Parking Garage, Park Plaza North, Pacific Plaza, the Convention Center parking campus, and the Museum of Glass parking garage. These garages and lots are currently operating in an uncontrolled access environment where monthly hangtags and a mix of pay by license plate/pay by space machines are used to verify parking credentials. As the contracted parking vendor for the City, RPNW has been asked to review new technologies that may have applicability in enhancing the operational efficiencies and overall customer experience in the aforementioned City owned parking facilities. RPNW is issuing this Request for Interest (RFI) in an effort to gather proposals and industry best practices that address the need of its client.

RPNW is interested in receiving responses that provide an innovative plan using LPR technology that demonstrates a high level of accountability of all vehicles that enter and exit the facilities, is user friendly to those who are not technologically savvy, provides access to meaningful data for better management decisions and is designed to be flexible allowing for integration of new technologies as they are released. RPNW is also interested in determining how the proposed system integrates with other technologies and existing systems to assist in the transition to this new platform. The successful Proposer shall be responsible for assembling a team that presents a comprehensive parking management solution that will meet the requirements set forth in the following Summary of Requirements. The Proposer shall provide the equipment, software and all other incidentals needed to implement the proposed LPR system and manage its deployment.

RPNW intends to evaluate all responses to this RFI within 30 days of the submittal deadline. Vendors must commit to offering both the initial capital pricing for all hardware and software elements as well as ongoing maintenance costs of their solution within the proposals. Other selection criteria will include proposal quality, system capabilities, team experience and qualifications, implementation strategy, community cost/benefit and timeliness. During the evaluation period, the RPNW may request presentations, conduct interviews and seek additional information from respondents. Upon completion, RPNW may select a vendor, enter into a contract based on submittals received and without added process, or elect not to proceed further.

A tentative schedule of events for this solicitation are as follows:

Release of RFI	September 11, 2017
Pre-proposal Q&A conference call	September 18, 2017
Written Questions submitted	September 22, 2017
Questions Answered	September 25, 2017
RFI Submittal deadline	October 6, 2017
Final Review	by end of October 2017

Summary of Requirements

1. System Delivery

- 1.1. Vendor shall deliver, install, and integrate the necessary License Plate Recognition hardware and

supporting software components of their proposed solution.

- 1.2. Vendor shall NOT use shareware or freeware without written approval from RPNW.
- 1.3. Vendor shall be responsible for any and all integration software or process needed for their proposed solution.
- 1.4. All hardware components shall support Simple Network Management Protocol (SNMP).
- 1.5. Vendor shall establish the necessary wired/wireless network and/or VPN needed to connect all components required to provide the desired functionality of the proposed LPR system.
- 1.6. The LPR system shall provide a user-friendly interface for ease of use and durability
- 1.7. All electrical and networking infrastructure within the facilities will be provided by the City

2. Software Requirements

- 2.1. All Commercial off-the-shelf (COTS) guaranteed messaging protocol shall adhere to open standards.
- 2.2. The software shall be capable of generating various file formats determined as necessary by RPNW /City of Tacoma to accommodate import/export between all aspects of the system.
- 2.3. The software should as much as practicable support current versions of any industry standard Internet Browsers and mobile web browsers to include at a minimum; (IE) Internet Explorer, Firefox, Safari, Google Chrome and Microsoft Edge.
- 2.4. The software should be completely configurable so that entry fields may be selected and made a required entry, an optional entry, or an unused field.
- 2.5. The software should be able to delete or mask potentially sensitive data for customizable data retention needs.

3. Optical Character Recognition (OCR) Software

- 3.1. The OCR software shall have the ability to save all license plate images for a configurable amount of time.
- 3.2. The OCR software shall have the ability to process images in real time or near real time.
- 3.3. The OCR capabilities shall provide at a minimum the individual characters of the license plate number and state with at least 99% confidence.
- 3.4. OCR results that cannot be located on a reference data list of license plates shall auto populate data entry fields with OCR results to begin the ticketing process however the system shall support a user confirmation (i.e. accept/reject) of system generated OCR results.
- 3.5. OCR results with less than 99% confidence will require user confirmation of OCR results prior to beginning the ticketing process.
- 3.6. Each image associated file name or data file shall include at a minimum: transaction sequence number, location, and date/timestamp to the seconds. RPNW and the City of Tacoma desire embedding some or all of this information on the image or within a packaged file.
- 3.7. The images shall be saved in an open standard file format (i.e. PNG, JPEG, GIF or TIFF).

4. Software Security

- 4.1. All software shall require a username and password secure sign-in and have various levels of access for different user profiles.
- 4.2. At no time shall credit card information be stored on the system and must be encrypted during transport.
- 4.3. The Vendor shall adhere to the latest addition of the Payment Card Information Data Security

Standards (PCI-DSS) as provided by VISA, MasterCard, American Express, and Discover, and EMV standards (if applicable).

5. Licensing and Use Rights

- 5.1. All software licensing agreements resulting from this RFI and the resulting Contract shall provide for usage to both RPNW and the City of Tacoma.
- 5.2. The license shall be owned by the City of Tacoma and provided for the use by RPNW, or authorized agents of either of the aforementioned parties, and shall not be limited in terms of number of people, name or job title.
- 5.3. Should the software not be proprietary to the Proposer, all licensing expenses shall be borne by the Vendor and included in any annual software maintenance costs. Proposer must identify all non-proprietary components that will be utilized in this project.
- 5.4. Vendor shall identify all elements of the proposed solution that are proprietary in nature
- 5.5. The City prefers a hosted solution with minimal hardware required locally (cloud based)

6. Software Maintenance and Technical Support

- 6.1. Vendor shall offer total support for the LPR system under a single comprehensive maintenance and support program.
- 6.2. All software maintenance shall include at a minimum all enhancements and new releases subsequent to the initial purchase.
- 6.3. All software maintenance shall provide for, at a minimum, support of prior releases, remote customer support, and error/bug corrections.
- 6.4. Priority levels shall be defined as follows and provide for satisfactory response and resolution times according to the criticality of the issue:
 - a. Priority One (1) – Failures are major system failures that render the system completely unusable and/or inoperable, and are considered to be operationally unacceptable by RPNW or the City of Tacoma. This type of failure will need to be acknowledged within two hours and have an action plan submitted for a remedy or remedied in full within 24 hours.
 - b. Priority Two (2) – Failures are major and minor system failures that significantly reduce system operability and usability, and are considered to be operationally unacceptable by RPNW or the City of Tacoma. This type of failure will need to be acknowledged within two hours and have an action plan submitted for a remedy within 24 hours or have the issue fully remedied within 48 hours.
 - c. Priority Three (3) – Failures are minor system failures that minimally reduce system operability and usability, and are considered to be operationally acceptable by RPNW or the City of Tacoma. This type of failure will need to be acknowledged within 12 hours. Remedy expectations will be handled on a case-by-case basis.
 - d. Priority Four (4) – Failures are minor system failures and punch list items that have little to no effect on system operability and usability, and are considered to be operationally acceptable by RPNW and the City of Tacoma. This type of failure will need to be acknowledged within 12 hours. Remedy expectations will be handled on a case-by-case basis.
- 6.5. Should the Contract be terminated for cause or should the Vendor default, it shall provide a prorated

refund for software maintenance paid by RPNW or the City.

6.6. Vendor shall identify the closest physical service office to the City of Tacoma.

7. Source Code

7.1. The Vendor shall provide all source code for the proposed solution or at a minimum arrange that all source code be kept in escrow with a third-party on behalf of the City of Tacoma.

8. System Data

8.1. All input data gathered and output data produced shall be the owned by and be the property of the City of Tacoma. Within thirty (30) days written request by the City the Vendor shall provide such data. Should the Contract be terminated for convenience or for Vendor default then the Vendor shall provide the City of Tacoma with all data no later than 30 days after the effective termination date of the contract. All data shall be delivered in a format acceptable by the City and at no additional cost to the City.

LPR System Components

1. LPR camera system

- 1.1 Capacity to allow integration with other software and hardware from companies that can provide ancillary functions to an LPR system HUB. This should include two entities that are already in use by RPNW, Parkeon (pay stations and supporting software Parkfolio) and Omnipark's Vehicle Recognition System (cloud-based validation system) and Mall Park (monthly parking license plate database). Other types of ancillary functions that should be considered (but not limited to) are cameras, pay-by-phone or pay-by-app services and sensors.
 - 1.1.1 Fully relational database that allows data to be manipulated, linked and queried.
 - 1.1.2 Allows for user to perform activities with contact-sensitive menus.
 - 1.1.3 Provides ability to disable fields, define fields as required, change field titles, and associate default values.
 - 1.1.4 Schedule tasks to run automatically
 - 1.1.5 Provides a customizable report engine
 - 1.1.6 Ability to query other databases including DMV and other predefined sources and support the ability to mail citations.
- 1.2 Provide cameras that are either fixed focal lengths or variable focal lengths for reading license plates.
- 1.3 Provide details on system redundancy that safeguards data in the event of a system compromising event. Data storage should be cloud based in multiple sites.
- 1.4 Must provide detail of support hours on all service related issues.

2 Monthly Parking:

- 2.1 Ability to maintain database of monthly parking license plates
- 2.2 Allows export of monthly parking data from other sources
- 2.3 Allow car-pooling of license plates under one account
- 2.4 Allow flexible use such as limited uses per month per account
- 2.5 Must provide live customer service operators 24/7 to resolve issues related to monthly parking software.

- 2.6 Would prefer integration with Integrapark PARIS software or other accounts receivable software.

3 Validation System:

- 3.1 Cloud based system capable of integrating with LPR system HUB
- 3.2 Allows customer access into own accounts
- 3.3 System should only allow customers to pay for parking through an escalation of time parked (i.e. hourly increments) up to a maximum validated amount per day and not through repeatedly paying for a minimum rate.
- 3.4 Exportable reporting feature for billing of validation charges.
- 3.5 Must provide detail of support hours on all service related issues.

4. Pay-by-phone:

- 4.1 Must have option to pay for parking with a cell phone in a Pay-by-Space or Pay-by-License Plate environment. Vendor must identify which pay-by-phone partner(s) it plans to integrate with and integration capabilities that such partnerships bring.
- 4.2 System should be able to notify customer through their cell phone prior to expiration of parking time paid for.
- 4.3 System should only allow customers to pay for parking through an escalation of time parked (i.e. hourly increments) up to the maximum daily rate and not through repeatedly paying for a minimum rate. This is intended to promote short-term parking while making long-term parking more expensive, acting as a deterrent to abusing a short-term rate by repeatedly cycling in and out of the garage.
- 4.4 Must provide detail of support hours on all service related issues.

5. Miscellaneous:

- 5.1 System should be able to provide statistical count data of various users of the facility. For example, the system should be able to provide ad hoc reporting functions that will allow RPNW or the City to trend data based on user profiles (i.e. monthly occupancy versus transient user occupancies)
- 5.2 The system should be scalable such that nesting options are available should RPNW or the City decide at a later date to desire parking counts or access control features segregated by garage area or floor.
- 5.3 Software should support detail alerts and notifications to assist in the enforcement and maintenance of the system. These include alerts for parking violators and system compromises.

Subcontractors

Proposers must identify any partner firms they anticipate working with for the establishment of the proposed system.

Training

The successful vendor will provide a training schedule that adequately prepares local administrative and field staff to efficiently operate the system either on an individual and/or group basis. Additional training shall be determined by RPNW's needs and provided based on practicality and reasonableness. The vendor shall provide additional training if needed or as requested at prevailing vendor rates throughout the timeframe that RPNW uses vendor's products and

services, with the exception of the first year in which vendor will provide a discount off of prevailing vendor rates for additional training.

Vendor shall provide a thorough outline of the training schedule for both software and hardware as part of their proposal. The schedule of implementation (including training and hand off of the new system) shall be agreed upon prior to the execution of any contract and will become an exhibit to the overall agreement. Failure to adhere to established deadlines may result in liquidated damages being assessed. The schedule shall include periodic refresher training (continuing education) including but not limited to upgrades of software and/or hardware. Operating manuals shall be made available at the time of training. Vendor will also identify support options available on-line for all components of the Vendor's proposed LPR system.

Pricing

Vendor must identify, itemize, and price every component or sub-system required for the LPR system to perform satisfactorily. Any software, hardware, cabling, communications connections, batteries or adapters or other items required for the proper functionality of the LPR system must be included.

Vendor should identify and price the components that are recommended as spare repair parts or supplies in order to provide timely repairs for inoperable equipment. As part of the contract, Vendor must guarantee the supply of spare parts for the life of the equipment. Vendor must identify an authorized provider of installation, repairs, service and warranty.

Please include pricing for the entire project including field assessment, installation, field configuration, implementation, training, travel (and all associated expenses) and annual maintenance. Vendors may add explanatory notes to their pricing to clarify how the prices in the proposal were derived. Each enhancement/customization must be listed as a separate line item.

Warranty

Vendor guarantees for a period of minimum of one (1) year from the date of installation to repair and/or replace any part or modular component determined to be defective in material or workmanship under normal use and service at no additional cost. Extended warranty options must be made available and outlined with this proposal.

Annual Maintenance

Annual maintenance for hardware and software must be defined by the vendor with specific details relating to upgrades, user serviceable parts, etc.