



Request for Information (RFI): Parking Management System

1. INTRODUCTION

The City of Canton currently manages an inventory of paid parking that includes approximately 775 coin-metered spaces and 1,049 lease/permit/hourly/daily spaces (85 surface lot and 964 parking garage (two decks)). The City wishes to procure a parking management system that reduces manual processes, streamlines parking operations and integrates state of the art technology based automation.

2. PURPOSE

The purpose of the RFI is to solicit information from vendors on parking management systems that integrate parking enforcement, payment processing, and permit management. The information collected will assist in the preparation of a Request for Proposal (RFP).

3. PROCESS

A committee of internal stakeholders will review the RFIs as part of the process for developing a formal Request for Proposal. Respondents may be contacted for additional information or clarification of any aspect of their RFIs prior to issuing the Request for Proposal.

4. SCOPE OF INFORMATION

Interested companies should complete the attached questionnaire. Responses may be provided on separate pages but should not include more than five (5) additional typed pages.

5. DUE DATE

Responses must be received by the Purchasing Department, 218 Market Ave SW, Fourth Floor, Canton Ohio 44702 by 4:00 p.m. 04/30/19. RFI responses may also be uploaded to the City's bid tool, Vendor Registry (information is at <https://cantonohio.gov/purchasing/>)

6. THIS IS A REQUEST FOR INFORMATION (RFI) ONLY

This RFI is issued solely for information and planning purposes. This request for information does not commit the City of Canton to contract for any supply or service whatsoever. The City is not at this time seeking price proposals and will not accept unsolicited proposals. Not responding to this RFI does not preclude participation in any future RFP. If a solicitation is released, it is the responsibility of the potential offerors to monitor the City of Canton website for additional information pertaining to this requirement. <https://cantonohio.gov/purchasing/>

7. Questions

Questions concerning this RFI may be submitted through the [City's bid tool](#) or via email to purchasing@cantonohio.gov



RFI Questionnaire

Interested companies shall review the following questions then submit responses in accordance with the instructions. Companies may submit a response to all, or only part of, this RFI questionnaire. Those electing to provide a partial response are asked to state “No Response” to any portion they chose not to respond to. Information may be provided on separate pages, but responses should include no more than five (5) additional typed pages.

Company Information

1. Company Name and Headquarters Mailing Address
2. Contact Name, telephone, and email
3. Company Website URL
4. Location of Customer Support Staff
5. Type of Organization (Corporation, Partnership, etc.)
6. How long has the company been in business in its current form?

[Response]

Customer Use

Describe how customers navigate your system to make a payment and how paying customers can be verified:

- Does your system support a Pay-by-Mobile, or equivalent, platform?
- How can users make payments through your system (mobile application, computer, call, text, etc.)?
- What is the process for a customer to make a payment or create an account? Please describe in detail.
- Does your system have a way for customers to check available parking? Please describe in detail.

[Response]

Parking Enforcement

Describe any features of your system that facilitate parking enforcement operations:

- Does your system support parking enforcement functions and fine management?
- How do enforcement personnel interface with the system (mobile application, computer, cloud-based, etc.)?
- How can personnel verify a vehicle has paid (space number, license plate number, etc.)?
- Does the system support electronic chalking?
- Can the system generate and print tickets?
 - Describe to what extent the City can configure or customize printed tickets.
- Does your system support the electronic delivery or automatic mailing of tickets?



- Can personnel lookup parking ticket records remotely (via mobile app, etc.)?
- Can previous ticketing records be imported into your system?
- Does your system support a feature that allows customers to contest a ticket? Please describe this process.

[Response]

Permit Management

Describe the capacity of your system to manage parking permits:

- Can the system manage parking permits? Describe any permit management functions in detail.
- Can the system facilitate quarterly billing (electronic or mailing) for permit renewals?

[Response]

Administrative

Describe the extent to which your system supports configuration by the client and other administrative functions:

- What forms of payment does your system accept (cash, credit, etc.)?
- How would payments made through your system be credited or transferred to the City?
- What types of reporting does your system support?
 - Can financial data, such as Accounts Receivable (A/R) data be reported/exported?
 - Does your system support parking occupancy or utilization reporting?
- Does your system support multiple fee structures (hourly, daily, etc.)?
 - Does your system support a feature with which customers can pre-load funds into their account and use those funds to pay for parking?
- Does your system allow for the creation of parking zones that have different fee structures (hourly, daily, etc.)?
 - Can customers select their zone when making a payment?
 - Describe to what extent the City could configure parking zones and payments.
 - Can individual transaction records be tied to zones for financial reporting?
- Can your system process parking ticket/fine payments?
 - Does your system support graduated fines, where repeat violations result in an increased fine amount?
 - Describe to what extent the City could configure parking fine types and amounts.

[Response]



Third Party Integration

Describe the extent to which your system can integrate third party software and hardware:

- Does your system interface with physical hardware, such as smart meters and multi-space kiosks, that accept both cash and credit card payments? Please describe in detail.
 - Can you provide or source these devices as part of your parking management system?
- Does your system interface with mobile Automatic Number-Plate Recognition (ANPR) or mobile License Plate Recognition (LPR) hardware for enforcement? Please describe in detail.
 - Can you provide or source these devices as part of your parking management system?
- Does your system interface/communicate with ERP software (New World, Tyler Technologies)? Describe any key functions or features of the integration.

[Response]

Equipment Life Expectancy

Describe the life expectancy of your equipment:

- Does your equipment have a long track record and do you have data that illustrates its longevity?
- Who can maintain your equipment?
 - Can City or third party management employees be trained to perform needed maintenance?
 - If so, is there a certification or license required to maintain warranties?
- Does your equipment contain proprietary parts?
 - If so, what are these parts?

[Response]

ADA Compliant

Describe how you equipment is ADA compliant.

- If it is compliant, can you provide certification of compliance?
- Please provide details about how you equipment and any associated apps, software, interfaced, etc. are ADA compliant.
- Can the system facilitate quarterly billing (electronic or mailing) for permit renewals?

[Response]