



REQUEST FOR INFORMATION

Seeking Curbside Management Solution(s) and Services



RFI Issue Date: Tuesday, November 05, 2024, 12:00 pm EST

RFI Closing Date: Friday, November 22, 2024, 5:00 pm EST

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1. Introduction

1.1 Overview of City's Interest and Goals

The purpose of this Request For Information (RFI) is to solicit information, advice, and industry best practices from industry experts, including but not limited to the private vendor community, to enable the City of Boston to develop a potential future solicitation for curbside management solutions and services. Responses to this RFI should include information that will be useful to the City to draft more detailed procurement solicitation(s) related to the following services, processes and workflows:

- Parking Violation (Ticket) Issuance and Processing
- Booting, Towing and Impoundment Processes
- Revenue Collection and Reconciliation
- Curbside Permit Issuance
- Registrant Data Acquisition
- Public Inquiry Response
- Parking Ticket Dispute Resolution and Adjudication
- Collections
- Accounting and Record Keeping
- Security, Controls and Auditing
- On-Demand Reporting and Analytics
- Future System and Module Development
- End User Training and Support

The City of Boston has a number of desired outcomes it seeks to achieve through this RFI. An integrated curbside management solution will help Boston Transportation Department (BTD) and the Office of the Parking Clerk (OPC) to:

- Track and improve compliance with curbside regulations to support the City's [Safety Surge](#) initiative.
- Increase curb productivity through data analysis of use, violation trends, and enforcement strategies.
- Support testing for learning and evaluation of pilots and/or implementation of City curbside management strategies and regulations.
- Foster an environment of innovation across BTD and OPC to develop an efficient and best-in-class service delivery model to serve the citizens and visitors of Boston, consistent with the [Imagine Boston 2030](#) initiative.
- Provide enforcement and customer service teams with technology solutions designed to simplify processes, improve user experience, and optimize performance.

1.2 What is a Request For Information (RFI)?

A Request for Information (RFI) is used by the City to gather detailed information from as many industry experts and potential suppliers as possible about their products, services, and capabilities. The RFI will help the City understand the market landscape and how potential solutions align with Boston's needs.

The RFI document includes specific questions, and also provides background information on Boston's context and goals. The insights gained from the RFI help the City make informed decisions, mitigate risks, and prepare for the next stages of the procurement process.

1.3 Who Should Respond?

This is an open RFI and all are encouraged to respond, including vendors and contractors, businesses, startups, academic institutions, consultants, designers, researchers, and non-profit organizations. We welcome responses from local, national, and international participants.

Respondents to this Request for Information (RFI) are invited to respond to any or all of the questions in this document. Responses to this RFI shall serve solely to assist the City of Boston to understand the current state of the marketplace with regards to the solicited information and/or to inform the development of a possible solicitation for a Request for Proposal (RFP) or Invitation for Bid (IFB) in the future. This RFI does not in any way obligate the City of Boston to issue or amend a solicitation or to include any of the RFI provisions or responses in any solicitation. Responding to this RFI is entirely voluntary, and will in no way affect the City's consideration of any proposal submitted in response to any subsequent solicitation, nor will it serve as an advantage or disadvantage to the respondent in the course of any RFP or IFB that may be subsequently issued. Please note that all responses will be public record. **Do not submit confidential information in your response.**

2. City's Curbside Management Background

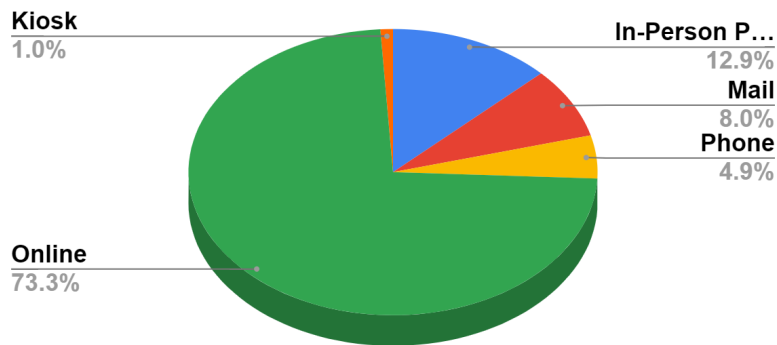
The [Boston Transportation Department](#) (BTD) and the [Office of the Parking Clerk](#) (OPC) are seeking technical and virtual solutions and services to support the curbside management and enforcement operations such as issuance of parking violations (tickets), booting, towing, impoundment; adjudication hearings and procedures; revenue collection from parking meters, payment processing and integration functions such as reconciliation of fees and fines; and administration of the City's [Resident Permit Parking](#) program and other potential future permit programs; and interface capabilities with the [Massachusetts Registry of Motor](#)

[Vehicles \(RMV\)](#). These solutions and services support the delivery of basic city services, specifically the equitable and rigorous enforcement of the [City of Boston Traffic Rules and Regulations](#) and associated customer service experience.

In Fiscal Year (FY) 2024, the City collected:

- Over \$84.8 million in curbside management-related revenue from the combined following sources: parking meters; parking violations and fines; booting, towing and impoundment, storage and abandoned vehicle fees; permits; and, lease, rental, taxi/TNC surcharge payments;
- Of that total, over \$26 million in parking meter revenue via 7,861,406 transactions - 92% of which came from credit card transactions, either at the point of sale or via the [ParkBoston](#) app, which accounted for 51% of all parking meter revenue;
- Of that total, just under \$60 million in parking violation (ticket) revenue.

FY 24 Parking Violation Revenue by Payment Type



FY24, BTD Enforcement and OPC issued and processed 1,001,723 parking violations; received 88,030 pieces of correspondence by mail; issued 58,729 [Resident Parking Permits](#); conducted 5,520 adjudication hearings; and received 224,730 phone calls through the interactive phone response system. The BTD Tow and Hold unit booted 6,395 vehicles; towed 9,643, and auctioned 181 abandoned vehicles.

In August of 2024, the City of Boston awarded a meter modernization contract to [MacKay Meters](#) which includes removal of the City's current inventory of meters, approximately 5,600 [IPS](#) single and dual-space meterheads, and 160 [Flowbird](#) multi-space meter pay stations, with new pay-by-plate multi-space parking meters that integrate with existing and new virtual payment solutions such as the [ParkBoston](#) app, tap-and-pay, and pay-by-phone. MacKay will also provide the City with meter management software to support operations, maintenance,

finance, revenue collection reporting, gateway and credit card merchant processing services and data extraction interface capabilities including application programming interface (API), batch, streaming for external analytics and dashboarding needs for operational reporting.

The City of Boston currently has an existing Parking Violation/Parking Management Information Services System (PV/PMISS) contract with [Trellint](#) (formerly Conduent) which expires on June 30, 2025. This contract is a comprehensive technology (software and hardware) and service agreement that integrates parking violation processing, meter management, booting, towing and impoundment, appeals processing and adjudication, and the resident permit parking program. The current solution (PV/PMISS) is a computer-based data processing system which includes manual and automated subsystems, interfaces, elements and functions.

3. Information Solicited

The purpose of this Curbside Management Solution(s) and Services RFI is to seek responses from industry experts who can offer information about virtual solutions, systems, software and hardware including services, support and project management, specifically experience with projects of similar size and scope. Below is a table listing solutions, services, functions, processes and workflows that the City is considering soliciting in a future procurement.

Solution(s)	Component(s)	Current Use/ Potential Future Use
1. Curbside Management Application	Permits	Resident Permits
		Special/ Ad hoc/ Temporary Permits
		<i>Special Events Permits</i>
		<i>Commercial Permits</i>
		<i>Guest Permits</i>
		<i>Permit Payments</i>
	Ticket Disputes/ Adjudication	Online Ticket Dispute Submittal
		Scheduling of Hearings
		Voice Recording of Hearings

	Fleet Management	Allowing for invoicing for parking ticket payments
		Associating multiple vehicles to a single account
		<i>Commercial Permitting Program and Invoicing</i>
	Mass. Registry of Motor Vehicles, and out-of-state DMVs	Vehicle Registrations Holds/Suspensions (“Marks and Clears”)
		Name, Address, and Garage Indicator Confirmation
	Pay-by-Plate Meter Payment (integration with parking payment data)	MacKay Meters
		IPS (<i>phasing out products</i>)
		Flowbird (<i>phasing out products</i>)
		ParkMobile
		<i>Other potential application vendors</i>
	Parking Ticket Payment	Online Parking Ticket Payments
		Integrated Voice Recognition (IVR) payments
		Cash Payments
		Pay by App for Parking Tickets
<i>Payment Plans</i>		
Online Customer Portal	License plate number and account details - open violations, current permits, etc.	
2. Enforcement	Enforcement Electronic Ticket Issuance (customizable)	Handheld Ticket Issuance, Violation Imaging, and Mobile Printing
		Hardware Maintenance/Support
		Integration with Curbside Management Application (real-time)
3. License-Plate Reader (LPR) Technology	LPR Technology	Hardware, Communication Devices, Maintenance/Support

		Installation / Integration with Curbside Management Application (real-time)
4. Self-Service Kiosk	Kiosk	Payment processing of parking ticket and other associated fees
		Integration with Curbside Management Application (real-time)
5. Automated Phone System Technology	Integrated Voice Response (IVR)	Parking Violation Inquiry and Payment
		Notifications and Collections
		<i>Permit Processing Updates</i>
		<i>Tow and Hold Information</i>
		Integration with Curbside Management Application (real-time)
6. Violation Collection	Violation Collection	Primary Collections/Noticing
		Secondary/Debt Collections
		Integration with Curbside Management Application
7. Lockbox Processing	Lockbox Processing	Mailed Checks for Violations
		White Mail Sorting/Scanning
		Mailed Checks for Permits
		Integration with Curbside Management Application
8. Data Entry	Data Entry	Manual Entry of Handwritten Parking Tickets
		Scanning and Upload of Documentation
		Integration with Curbside Management Application
Requirements Across All Solutions		
a. Database System Requirement	Ticket Master File	File Archive/Complete Comprehensive Backup
	Permits Data	Data fields for type of permits/File

	Files	Archive/Complete Comprehensive Backup
	Payment Integration, Record Keeping & Reconciliation	Real-time
	Integration with City's Data Warehouse	Real-time
	Disaster Proof	Recovery from Catastrophic Failure Plan
b. Business Intelligence Applications	Dynamic Reporting (customizable)	Ad-hoc and automated reports/ Data Management
	Business Insights	<i>Data analysis and recommendations</i>
c. User-friendly Customer Support	Customer Support	In-person and Ongoing training
		Phone Support for City Staff
		Systems Improvement and Development Roadmap/Production Schedules and Updates
		Workflow/Processing Management
		Provision of Digital Content and Educational Materials for Internal and External End-Users

3.1 Questions

Respondents can choose to respond to some or all of the questions below based on their experience, products and services they provide.

Solutions and Services:

1. Identify and describe technology products, services, systems, software and hardware that your entity could provide to implement a curbside management solution that meets the City's needs and goals as identified by this RFI.
2. Are administration and technical user training offered with these solutions?
3. What levels of maintenance and support are available for the software?

4. Can the proposed solution be customized and if so, what are the development costs and time frame associated with such customization?
5. Describe any third-party relationships or dependencies that would be relied upon for the solution(s) described in response to this RFI.

Consulting, Project Management and Integration:

6. Describe consulting, project management, integration and transition services your entity could provide to support the implementation of a new curbside management solution as described in this RFI.
7. Describe similar projects that your entity has successfully completed or been a partner or stakeholder to and describe the critical success factors for such projects. Please note any business partners involved with that implementation.

4. General Instructions

Please note that this is an RFI solely issued for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of the City to enter into contract with any respondent of this RFI. This RFI has been posted on November 5, 2024.

4.1 Additional Insights

The City may choose to follow up on this RFI through virtual or in-person conversations, to extend our broad market research. Please contact Amelia.Capone@boston.gov if you have questions about this RFI or are interested in a further conversation.

4.2 RFI Response Submission and Format

All responses to this RFI are due no later than **5:00 p.m. Boston local time on Friday, November 22, 2024**. Responses can include all information you believe could be important or useful for the City, and at a minimum, should respond point-by-point to the bulleted content listed in Section 4.3 below. If a respondent opts not to respond to any item(s) in that subsection, please note and, if possible, include an explanation for the lack of response.

Respondents may submit their response one of two ways:

- 1) Via an electronic copy via email to the City's Director of Parking and Curbside Management (amelia.capone@boston.gov). All responses submitted

via email must include the official name (if any) of the organization submitting the response on the first page and numbered pages.

- 2) Via a completed [Google Form](#) response. Within the form, please make sure to respond to all required questions asked. You may also follow up via email to the City's contact with additional information, if desired, but it is not required.

4.3 Information Requested in Response

Respondents to this RFI should provide the below information in their response:

- Organization Name (and parent company, if applicable)
- Organization Address
- Organization Website
- Contact name and contact information (e-mail address required)
- A description of your organization and the basis of your expertise in offering a response to this RFI.
- Responses to questions identified in section 3.1 Questions of this RFI.

4.4 City of Boston Contact Information

Please direct all communications, questions, and responses to the following City contact:

Amelia Capone, Director of Parking and Curbside Management
Office of the Parking Clerk, City of Boston
amelia.capone@boston.gov

4.5 Costs

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of the respondent. The City of Boston shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

4.6 Public Record

All responses to this RFI will be public record under the Commonwealth's Public Records Law, Mass. General Law Chapter 66, Section 10, regardless of confidentiality notices set forth on such writings to the contrary.