

REQUEST FOR PROPOSALS (RFP)

Parking Enforcement and Citation Management Solution

Issued by: Lexington and Fayette County Parking Authority (LFCPA)-Lexington, Kentucky



SECTION 1: INTRODUCTION

The Lexington and Fayette County Parking Authority (LFCPA) is requesting proposals from qualified and experienced firms to provide a comprehensive parking enforcement and citation management solution. The Authority aims to modernize and streamline its enforcement

operations through the integration of advanced technologies including mobile License Plate Recognition (LPR) systems, handheld citation devices, adjudication systems, and customer service portals.

The selected Operator will provide technology and hardware for enforcement of on-street and off-street regulations, citation issuance and processing, permit management, reporting, and integration with LFCPA's back-office systems.

BACKGROUND & SCOPE

- 1,247 metered parking spaces
- 98 multi-space meters and IPS single space meters
- Meter rates: \$0.75/hr, \$1.50/hr, \$2.00/hr
- 4 parking garages (2,013 spaces)
- 1 surface lot with 145 spots; potential for additional surface lots

PARKING PAYMENT OPTIONS (Integration Required)

- Pay-by-Phone app
- Text2Park
- Proximity
- IPS meters (coin/card)
- Multi-space meters (cash/card)
- Pay-on-foot stations (cash/card)
- Garage exit gate (card only)

ENFORCEMENT

- 9-foot patrol officers using handheld citation devices
- 2 LPR-equipped vehicle officers (citation issuance and Barnacle deployment)

MAINTENANCE

- 2 employees perform collections and meter maintenance

CITATIONS & APPEALS

- 48,315 citations issued in FY2025
- 4,007 appeals received in FY2025

RESIDENTIAL PARKING PROGRAM

- 1300-1500 hangtag permits
 - 1500 virtual permits
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SECTION 2: GENERAL REQUIREMENTS

A. Scope of Services

- Parking regulation enforcement using LPR and handheld devices
- Citation issuance and processing platform/software and hardware
- Digital evidence management
- Appeals and adjudication management
- Boot and Barnacle program implementation
- PCI-DSS data security compliance
- License plate-based permit enforcement
- Real-time integration and reporting tools

B. Technology and Equipment

- Handheld enforcement devices and citation software
- Integration with digital permitting platform
- Citation tracking and back-office systems
- Optional integration with payment platforms (Pay-by-Phone, Text2Park)

C. Performance Expectations

- Data reporting (daily, weekly, monthly, quarterly)
- Data analytics: minimum of revenue, voids, officer activity, zone, time/date of activity, etc.
- Secure and redundant data storage

SECTION 3: SUBMITTAL REQUIREMENTS

1. Company Profile

- Legal name, headquarters, tax ID
- Years in business; number of municipal clients
- List of current municipal clients
- List of non-municipal clients

2. References

- Minimum 4 municipal clients (2 with 3+ year contracts) at the scale and scope like LFCPA
- Contact info, contract dates, and service descriptions

3. Staffing Plan

- Organizational chart

4. Bios/resumes of key staff that will manage account
5. **Technology Capabilities**
 - Descriptions of handheld, LPR, and back-office systems
 - PCI-DSS compliance evidence
 - Sample reports, dashboards, data analytics examples
6. **Operations Plan**
 - Service delivery approach – specifics of on-going service support
 - Equipment and maintenance plan
 - Boot/barnacle and collections procedures
 - Significant overview of process to transition from current vendor
7. **Pricing Proposal** (*Separate PDF*)
 - 3-year cost and revenue projection
 - Breakdown of startup, management, and all other fees

SECTION 4: EVALUATION CRITERIA

Criteria	Weight
Organizational Resources	10
Professional Qualifications	15
References & Experience	15
Operations and Implementation Plan	25
Fee Proposal	20
Data Security and Technology Compliance	15
Total Possible	100

SECTION 5: FURTHER DETAILS FOR SUBMITTAL

1. Cover Letter

- Summary of vendor value proposition stating distinctive differences in your service, capacity and ability in absolute terms and relative to competition
- Signed by authorized representative

2. Minimum Requirements

- 3+ years of municipal enforcement experience
- Support for 3M+ citations/year
- Implementation, training, and go-live within 45 days
- Functionality as centralized data aggregator with dashboards/screenshots

3. Bidder Qualifications

- Detailed company qualifications and relevant municipal experience
- 3 client references validating timeline, data aggregation
- Detailed system components and integration methodology
- System reliability and redundancy details (include diagrams)
- 12-month product roadmap
- Implementation methodology and training plan
- Support services, SLAs, escalation practices
- Project team details, roles, resumes

4. System Specification Requirements

- Confirmation or alternatives provided

Mobile Handheld Devices

- (10) Android handhelds (Samsung S25 or equivalent)
- Zebra Bluetooth thermal printers
- Real-time platform connectivity
- Weather resistance, 4G/5G, GPS, cameras, touch screens

Ticket Issuance Mobile App

- Sub-1 minute citation entry
- LPR validation and advanced logic
- Real-time lookups and error handling
- Officer tracking, documentation, reporting

Citation Processing System

- Full lifecycle citation processing
- Real-time data access and validation
- Online and batch import
- Integrated hearing, notice, collections workflows

Adjudication Management

- Web-based appeals system
- Full audit trails, correspondence, and real-time integration

Parking Permit System

- 100% digital permit platform
- Real-time portal for client and customer access
- LPR enforcement only (no physical tags)
- Online application, renewal, and mapping tools

Customer Web Portal

- Unified portal for citation and permit management
- Real-time access, mobile-responsive, secure payment
- 24/7 access with accessibility and ADA compliance

SUBMISSION DEADLINE: 03 Nov 2025

INQUIRIES: Laura Boison, Executive Director

SUBMIT TO: lboison@lexpark.org

All files to be submitted electronically by end of day (5pm EST) on 03 Nov 2025.

All attachments to be submitted electronically by same date/time.

No adjustments allowed post 5pm EST on 03 Nov 2025 to any submitted proposal.

TIMELINE:

03 Nov 2025 – Proposals due

17 Nov 2025 – LFCPA to notify short listed companies for possible further discussion and discovery; phone call scheduled during following two weeks

Disclaimer

- The Lexington and Fayette County Parking Authority (LFCPA) reserves the right to evaluate proposals based on factors in addition to pricing.
 - LFCPA reserves the right to disqualify any proposal at its sole discretion and without prior discussion with the proposer.
 - LFCPA further reserves the right to reject all proposals received and to determine, at its discretion, not to pursue a contract with any proposer.
 - By submitting a proposal, all proposers acknowledge and agree to hold harmless LFCPA, its officers, employees, and agents from any claims, liabilities, or costs arising from or in connection with the preparation or submission of their proposal.
 - Suggested timeline subject to change.
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