



REQUEST FOR PROPOSAL

RFP No. 26-02

Parking Meter Solution

Date of Issuance: May 6, 2026

As described herein, the City of Delaware is seeking competitive proposals for a comprehensive parking meter solution which, upon implementation, will improve efficiency and maximize parking operations for residents and visitors.

Response Due Date and Time:

May 29, 2026, 2:00 P.M EDT

1. Overview

The City of Delaware is the county seat of Delaware County. Founded in 1808 and incorporated in 1816, Delaware has evolved from its agricultural roots as an early settlement into a thriving suburban community. With a population of approximately 46,000 residents, the City of Delaware (“City”) continues to grow, adding new residents, businesses and guests to the community.

Through this Request for Proposal (“RFP”), the City is seeking competitive proposals for a comprehensive parking meter solution which, upon implementation, will improve efficiency and maximize parking operations for residents and visitors. Specifically, it is the intent of the City to replace existing, outdated, single-space, coin-operated and credit card meters with smart credit card and coin-accepting multi space meters (MSMs).

For this RFP, “Respondent” and/or “Entity” is defined as the Entity who submits a response to this RFP.

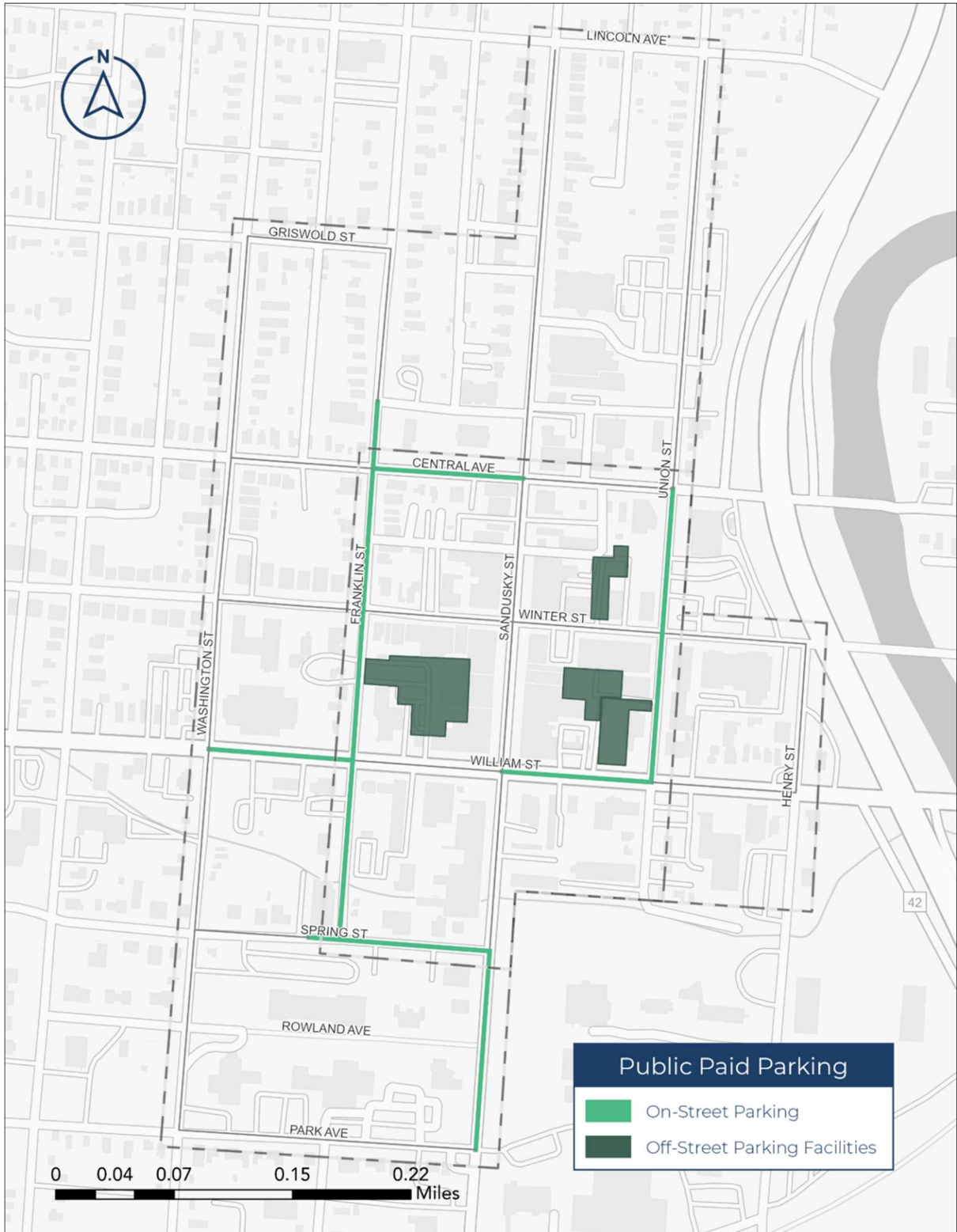
2. Background

The City of Delaware currently oversees a comprehensive parking management system that includes both on-street and off-street parking facilities. The existing system utilizes both single-space parking meters and mobile payment platforms to facilitate paid parking. Currently, there are 205 metered spaces available for on-street parking and four off-street surface lots which provide an additional 149 metered spaces. The breakdown of current public paid parking spaces is illustrated in *Figure 1*. The City anticipates implementing a new parking solution in phases, which will begin with the parking units identified in *Figure 1*. Future paid parking phased deployment will expand the modernization of the City’s parking systems by a one- to two-block radius outward from this initial phase.

Currently, the City has a paid parking rate of \$1.00 per hour across all metered spaces. This rate applies systemwide to both on-street metered parking and the four off-street surface lots. Parking enforcement is in effect Monday to Friday, from 9:00 a.m. to 5:00 p.m.

As a portion of this initiative, the City is actively considering adjustments to its days of operation, hours of operation, and rate structure. It is the desire of the City to expand days/hours of paid parking to better manage parking and capture increased weekend parking demand. Additionally, in areas with consistently high parking demand, such as the Downtown Core, the City may implement higher rates to more effectively manage turnover and improve space availability. The City utilizes Passport as its permit management system, Genetec for license plate recognition enforcement, and ParkMobile as its mobile payment provider. Additionally, the City currently utilizes Chase as the merchant of record and intends to maintain this status in the future.

Figure 1: Current Public Paid Parking, Downtown Delaware



3. Scope of Services

As indicated, the City is seeking to replace their existing, outdated, single-space, coin-operated and credit card meters with smart credit card and coin-accepting multi space meters (MSMs). In implementing a new comprehensive parking meter solution, the City anticipates achieving several goals, including but not limited to:

- Increased operational effectiveness
- Increased convenience for residents and visitors
- Reduction of the reliance on cash and coins for residents and visitors
- Reduced number of issued parking tickets
- Increased efficiencies for enforcement

The City anticipates implementing the new parking meter solution in two phases and estimates requiring up to 34 MSMs, which will include placement of an MSM at each of the four paid off-street parking facilities. Included as Exhibit A, the City has identified technical requirements for MSMs, supplemental software, and credit card processing, including collaboration with the City's Merchant of Record, Chase Bank.

4. Minimum Respondent Qualifications

At a minimum, Respondents must have a minimum of five (5) years' experience manufacturing, supplying, and supporting multi space parking meters for municipal or public sector clients.

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5. Instructions to Respondents

5.1 Schedule of Key Milestone Events

Listed below are specific dates and times related to this RFP. Actions with specific dates and times shall be adhered to unless changed by the City via an addendum. All addenda in relation to this RFP shall be posted and available through the City’s website at [Requests for Proposals and Bid Information | Delaware, OH](#). It is the sole responsibility of Respondents to ensure receipt of all documentation issued by the City.

RFP Issuance	May 6, 2026
Deadline for submitting Questions	May 14, 2026
Final Addendum to be Issued (If Applicable)	May 20, 2026
Proposal Responses Due	May 29, 2026, 2:00 P.M EDT
Respondent Interviews/Presentations (Estimated)	July 7 – 10, 2026
Contract Start Date (Estimated)	September 1, 2026

5.2 Questions and Clarifications

Respondents shall submit all questions and/or clarifications in relation to this RFP in writing to Cindy Collins, Procurement Administrator, at ccollins@cityofdelawareoh.gov no later than May 14, 2026. Questions or clarifications received after this date will not be answered. Please note that verbal inquiries or questions will not be accepted. Responses to all submitted questions will be documented and an addendum will be posted to the City’s website at [Requests for Proposals and Bid Information | Delaware, OH](#), as defined in Section 5.1 “Schedule of Key Milestone Events.”

5.3 Communication with City Personnel

Respondents shall not meet or initiate communication with City personnel during the RFP process, except as otherwise provided in this RFP or with respect to current or ongoing work. The RFP process is considered to begin on the date the City issues the solicitation and is considered concluded on the date in which an agreement has been fully executed. Any attempts to meet and/or initiate contact with City personnel during the RFP process, other than that expressly authorized by the RFP, may result in the disqualification of said Respondent.

6. Proposal Submission

Proposals in relation to RFP are to be received by the City, via email, no later than May 29, 2026, 2:00 P.M EDT. Responses shall be formatted and sent in a single PDF format, unless otherwise instructed, to Cindy Collins, Procurement Administrator, at ccollins@cityofdelawareoh.gov. Proposals received after this date and time shall be considered late, and as a result, not considered for evaluation and award. The City is not responsible for late deliveries and reserves the right to reject any and all proposals. It is the sole responsibility of the Respondent to ensure timely delivery of the proposal as required.

Proposal responses shall be organized per the specified categories listed below and include all information and documentation as requested. Proposal responses shall be completed in chronological order, utilizing the same categories and subcategories as listed below. It is the sole responsibility of the Respondent to ensure their proposal response includes sufficient and required information to allow for the City to complete an evaluation. Failure to submit all information and documentation as requested may result in the proposal being found non-responsive.

6.1 Executive Summary

Respondents shall provide an executive summary detailing their understanding of the purpose, scope, and objectives of the project. In addition, Respondents shall describe how they will utilize their experience, creativity, and implementation of industry best practices to ensure compliance with the defined project goals and scope of services. Lastly, Respondents shall provide the legal name and address of the Respondent, including the name, title, address, telephone number, and email address of the person to whom clarifications and/or communications should be directed.

6.2 Respondent Qualifications and Experience

- (1) Respondents shall provide a summary of their relevant qualifications and experience in completing services like those described in this RFP.
- (2) Respondents shall provide a minimum of three projects (references) of similar scope completed in the last five (5) years. The City is interested in learning about implemented parking solutions in cities with established universities. Please include this information as applicable. Neither the City, nor any current City staff, may be identified as a reference. For each reference, the following shall be provided:
 - Entity name, location, and scope of services completed
 - Approximate number of meters deployed
 - Number of years installed meters have been in operation
 - Description of system features (payment methods, communications, enforcement support, etc.)
 - Reference contact information, including name, email address and phone number

6.2 Project Approach and Proposed Schedule

- (1) Respondents shall describe the proposed project approach or strategy to ensure the successful completion of the project goals and scope of services as described herein. In addition, a proposed project schedule that outlines how the project will be completed shall be included. In addition, Respondents shall provide expected lead times for the proposed Multi Space Parking Meters.
- (2) As previously stated, as a portion of this initiative, the City is seeking to expand days/hours of paid parking to better manage the parking system and capture increased weekend parking demand. Additionally, in areas with consistently high parking demand, such as the Downtown Core, the City may implement higher rates to more effectively manage turnover and improve space availability. Using their knowledge, experience, and utilization of industry best practices, Respondents are asked to provide recommendations for how the City may achieve these goals.
- (3) Respondents shall identify if any sub-contractors will be utilized for this project. If yes, the Respondent shall clearly identify the name of the proposed sub-contractor and the specified work which they will be completing. The City reserves the right to accept or reject any proposed sub-contractors.

6.3 Data Sheets

Respondents shall provide datasheets for all proposed equipment, including multi space parking meters, credit card processor, solar panels, proposed communication method (cellular modems or sim cards), name of distributing vendor and supplemental software.

6.4 Multi Space Parking Meters (MSMs) Requirements Spreadsheet (Exhibit A)

Respondents shall complete *Exhibit A, Multi Space Parking Meters (MSMs) Requirements* in its entirety. Respondents shall comply with the instructions included in Exhibit A. Respondents may submit supplemental documentation that may aid the City in evaluating the proposed solution. Any supplemental documentation must be labeled accordingly.

Editable versions of Exhibit A are available upon request. To obtain, please email Cindy Collins at ccollins@cityofdelawareoh.gov.

6.6 Proposed Supplemental Agreements

Respondents shall include any terms and conditions, maintenance agreements and licensing agreements the City would be expected to incorporate as a portion of an awarded contract. In addition, Respondent shall include the proposed Service Level Agreements that would apply to all parking meters, pay stations, communications systems, and associated back-office software. Respondents are hereby made aware that the submission of these documents within the proposal response does not indicate in any way the City's acceptance as submitted. All documentation must be provided as a separate attachment within the proposal submission.

6.5 Cost Proposal

Respondents shall complete *Exhibit B, Multi Space Parking Meters (MSMs) Cost Proposal* in its entirety. Respondents shall comply with the instructions included in Exhibit B.

Editable versions of Exhibit B are available upon request. To obtain, please email Cindy Collins at ccollins@cityofdelawareoh.gov.

7. Evaluation Criteria

All responsive proposals received will be reviewed and evaluated by a team of representatives identified by the City. Non-responsive proposals will not be considered. A non-responsive proposal is defined as a proposal that does not meet or is not compliant with the requirements as specified in the RFP. It is the sole responsibility of the Respondent to ensure all information or documentation is provided as requested.

Responsive proposals will be evaluated as follows:

Evaluation Criteria	Percentage Weight
Multi Space Parking Meters (MSMs) Requirements (Exhibit A)	35
Respondent Qualifications and Experience	20
Project Approach and Proposed Schedule	10
Ongoing Support, including Service Level Agreements and User Experience	25
Cost Proposal (Exhibit B)	10

8. Proposal Clarification

The City may contact any Respondent in order to clarify uncertainties or eliminate confusion concerning the contents of a submitted proposal. However, Respondents will not be able to modify their proposal as a result of any such clarification request.

9. Respondent Interviews/Presentations

As part of the evaluation process, selected Respondents may be selected to participate in interviews and/or presentations with City staff to further discuss their proposal response. Representative(s) participating shall be qualified to respond to all questions related to the proposal. Notifications for those selected shall be provided in writing by the City. Any costs associated with this process shall be the responsibility of the Respondent.

10. Reference Verification

The City reserves full discretion to determine the competence and capabilities of any Respondent that submits a proposal in response to this RFP. The City may contact any customer of the Respondent, whether included in the Respondent's submitted reference list, and use such information in the evaluation process.

11. Best and Final Offer

The evaluation process may, at the City's discretion, include a request for selected Respondents to prepare a Best and Final Offer ("BAFO"). Participation in the BAFO shall not be construed as award of a contract nor a guarantee that a contract will be awarded.

12. Contract Award

Following the evaluation, including any interviews, presentations or demonstrations, clarifications, reference inquiries and verifications, and best and final offers, the City may proceed in recommending a contract award be made to the Respondent that has been determined to provide the best overall solution to the need as identified herein, at the best value to the City. The City reserves the right to reject any and all proposals.

If the City and the selected Respondent are unable to reach an agreement in a timely manner, the City reserves the right to terminate negotiations with the Respondent. In such circumstances, the City reserves the right to enter into negotiations with an alternate Respondent.

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13. General RFP Terms and Conditions

- 13.1 The City assumes no responsibility for costs incurred by the Respondent prior to the award of any Contract resulting from this RFP.
- 13.2 All proposed offers from Respondents are firm and shall remain in effect for 180 days from the proposal due date. Respondents are advised to check their proposal carefully before submitting. Errors cannot be corrected after the proposals are opened.
- 13.3 Except as otherwise provided in this RFP, once accepted, a submitted proposal may not be rescinded, canceled, or modified by the Respondent unless mutually agreed in writing by the parties. The City represents that it will have adequate funds to meet the obligations that will be incurred by the contract awarded. However, the City shall have at its option the right to terminate any resulting contract should its appropriations, spending authority, or other revenues be reduced or, if applicable, if grant funds used to support this project are reduced or terminated.
- 13.4 At the sole discretion of the City, the RFP may be cancelled or reissued, in whole or in part, or a contract may not be awarded, if any of the following apply:
 - (1) The goods or services offered are not in compliance with the requirements, specifications, or terms and conditions set forth in this RFP;
 - (2) The price(s) offered is considered excessive in comparison with existing market conditions, in comparison with the goods or services to be received, or in relation to available funds;
 - (3) It is determined that the award of a contract would not be in the best interest of the City.
- 13.5 Prior to any contract award, Respondent shall be responsible for providing to the City a current Form W-9 to verify Taxpayer Identification Number (TIN).
- 13.6 Respondents shall be subject to and responsible for all applicable federal, state, and local taxes.
- 13.7 The City represents that it is a tax-exempt entity and evidence of this tax-exempt status shall be provided to Respondent upon written request. For any contract awarded pursuant to this RFP, as applicable, Respondent agrees to withhold all municipal income taxes due or payable under the provisions of the Codified Ordinances of the City of Delaware, Ohio, for wages, salaries and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such municipal income taxes due under such chapter for Services performed under this Agreement.
- 13.8 As applicable, Respondent is advised that all subcontractors shall be bound by all terms and conditions of any awarded contract and shall assume responsibility for all work performed by subcontractors. In addition, subcontractors' costs and expenses will be at the sole expense of Respondent, and Respondent shall be solely responsible for payment to subcontractors and compliance of subcontractors.

- 13.9 Respondent warrants that it is not subject to an unresolved finding for recovery under Ohio Revised Code Section 9.24. If the foregoing warranty is deemed to be false, the contract is void *ab initio*, and the Respondent must immediately repay to the City any funds paid under the awarded contract.
- 13.10 Any contract resulting from this RFP is binding on the successful Respondent. Failure of the Respondent to meet or perform any of the contract terms or conditions shall permit the City to rescind or cancel the contract and purchase replacement articles or services of comparable grade in the open market. The Respondent shall reimburse costs and expenses in excess of the contract price necessitated by such replacement purchases to the City.
- 13.11 Respondent understands all documents contained or incorporated or created pursuant to this RFP are presumed to be public records. If Respondent believes that a document contains trade-secret information, confidential proprietary information, or other data that exempts the document from disclosure and submits the legal basis for that determination, the City will review the matter and may restrict public inspection and copying of the document.

RFP 26-02 Exhibit A: Multi Space Parking Meters (MSMs) Requirements Spreadsheet

Respondents must complete Exhibit A in its entirety and submit as a separate attachment within their proposal submission. For each requirement, Respondents must select Yes or No in the Solution Meets Requirement Column. In addition, Respondents must provide additional information describing how their proposed solution meets the specified requirement.

*Alternate forms will not be accepted *

Respondents may edit Exhibit A to enter responses only. Modifications to the requirements as written are not permitted and may result in a response being found not responsive.

Respondents may submit supplemental documentation that will aid the City in evaluating the proposed Multi Space Parking Meters.

Multi Space Parking Meters (MSMs) Hardware Requirements	Solution Meets Requirement	Please provide additional information on how the proposed solution meets Requirement
MSMs must be able to work with Pay-by-Plate and integrate with the City's permit system and License Plate Reader enforcement systems, which include Passport and Genetec.		
MSMs must have a powder-coated stainless-steel cabinet in an approved color or decoration as determined by the City.		
MSMs display must be protected with armored glass to prevent vandalism.		
MSMs must be equipped with high-security 6-point locking lower housing with anti-drill locks.		
MSMs must be equipped with LED lighting for user and technician illumination.		
MSMs must be equipped with configurable buttons for multiple languages and maximum time payment.		
MSMs must be equipped with modularly designed components for ease-of-service in the field.		
MSMs must have the ability to engage in wireless real-time communication with the City's back-office parking software system.		
MSMs must have the ability to upgrade models with a change of keypad (Ability to upgrade only the Keypad Module without the need to replace the entire MSM).		
It is the preference of the City to implement credit card and coin enabled pay stations that utilizes the following: a Pay-by-Plate parking solution which allows for Parking Enforcement Officers to view both paid and unpaid spaces on a wireless device, the ability to download transaction data in real-time, and print a report from the machine. MSMs must include a color-coded report to show paid, expired, and recently expired (grace period) spaces.		
MSMs must be equipped to accept all major credit cards, Apple Pay and Google Pay.		
MSMs must provide the City the ability to customize the length of the grace period and meter zones. The historical space data usage must be available for viewing through the City's back office system.		
MSMs must have the ability for local stores and restaurants to provide parking validations/discounts.		
MSMs must have the ability to display Liquid-Crystal Display (LCD) that is easily readable by users and allow for customized inputs.		
MSMs must be able to operate without failure under weather conditions that are typical year-round to the region, including, but not limited to, humidity, snow, sleet, rain, road grime, street vibrations, and extreme temperature variations.		
MSMs LCD displays must be remotely programmable via web-based meter management system, such that City staff is not required to be present at the meter for changes to be made.		
MSMs must include a color coded tactile user-friendly keypad for operations.		
MSMs must allow for increased visibility in low-light conditions and the LCD must be backlit. The backlight must be enabled automatically via light sensitivity.		
MSMs must be ADA compliant, be solar-powered and have option to be powered by AC power.		
MSMs must function with cellular modems or SIM cards. Cost options for these services for both for capital expenses and recurring expenses must be provided to the cost sheet.		
MSM's backup battery/s must last an average of one (1) year without the need to recharge or replace.		
To avoid vandalism, solar panels must be integrated into the top of the MSMs and not placed on posts.		
MSMs battery storage area must allow the battery to be removed and replaced in less than 60 seconds.		
MSMs must include a separate backup battery to sustain clock, calendar, audit information, and Random-Access Memory in the event of a main backup system failure or during battery replacement.		

Multi Space Meters (MSMs) Software Requirements	Solution Meets Requirement	Please provide additional information on how the Proposed Solution meets Requirement
The selected Respondent must provide a comprehensive client hosted back office software system ("software"). Respondent must confirm their compliance and describe how their proposed meets the mandatory requirements listed below.		
Software must be cloud-based and hosted by the selected Respondent.		
Software must provide one common backend platform to manage, control and report on all aspects of the MSMs.		
Software must provide the ability to divide parking system into defined multiple parking management zones, areas, or sub-areas.		
Software must support reporting of status and revenue collection reporting, alarm status and operation status listing.		
Software must support exporting financial and activity data to spreadsheet software and external databases.		
Data must be available and accessible to the City 24-hours a day, 7 days a week, 365 days a year.		
Software must provide for real-time alarm and status reporting for system monitoring and maintenance.		
Software must provide for remote meter configuration, updates, and rate programming.		
Software must provide for real-time and historical management information reporting.		
Software solution must provide a variety of reports to include financial, technical, and administrative functions via a single web-portal.		
Provide Android and IOS smart phone applications to provide following maintenance functions: (1) Find Meters, (2) Scan Bar Code, (3) Assign RFID Tag, (4) Assign Configuration, (5) Display Fault Summary, (6) Maintenance Logging.		
Software must provide for Credit Card reconciliations daily, weekly, monthly and annually.		
Software must provide the ability to generate reports specific to Collection reports by date, time, pole, and collector.		
Software must provide the ability to generate reports specific to Revenue Summary reports daily, weekly, monthly, annually, by zone, route, and street or pole.		
Software must provide the ability to generate reports specific to individual transactions by MSM.		
Software must provide GPS location of MSM on a map accessible to the City.		
Software must provide the ability to generate reports specific to MSM uptime (over time, by zone, street, and pole).		
Software must provide the ability to generate reports specific to MSM paid occupancy reports.		
Software must provide the ability to generate reports specific to accumulative totals of all coin and card transactions.		
Software must provide for ability to generate reports specific to exception for units not performing as required (communications or payment faults).		
Provide City staff on-line access to help materials, videos and user manuals.		
Warnings and alarms must be communicated from the meter to the back-office system in real time.		
Alarms must be available 24-hours a day, 7 days a week, 365 days a year.		
In the event that no alarms are initiated, the MSM must communicate to the back office at least 1 time every 24-hours.		
Service Level Availability Requirements	Solution Meets Requirement	Please provide additional information on how the Proposed Solution meets Requirement
Respondant shall maintain a minimum parking payment system availability of 99.5%, measured monthly.		
Please describe how the MSM solution can automatically detect equipment or system outages, including but not limited to power failure, loss of communications and payment processing failure.		
Please describe the recommended prevenative maintence for the MSMs.		
Please describe Respondent's escalation process for unresolved or recurring SLA failures.		
Credit Card Processing Requirements	Solution Meets Requirement	Please provide additional information on how the Proposed Solution meets Requirement
Chase Bank is the City's current merchant of record. Respondent must confirm their compliance and describe how they will meet the mandatory requirements listed below.		
All MSMs must be properly integrated with the Merchant of Record's payment processing system.		
Collaborate with the Merchant of Record to ensure compliance with relevant payment processing regulation and standards. This includes, but is not limited to, secure data transmission and storage, encryption protocols, and safeguarding against fraud.		
Work with the Merchant of Record to define and manage transaction flows, including handling payments, refunds, and chargebacks.		

Credit Card Processing Requirements Cont.	Solution Meets Requirement	Please provide additional information on how the Proposed Solution meets Requirement
Ensure all MSMs are capable of providing transaction data to the Merchant of Record in the required format for financial reporting, auditing, and performance analysis.		
Provide regular maintenance and updates to ensure uninterrupted service and compliance updates.		
Designate points of contact and maintain regular correspondence with the Merchant of Record.		

RFP 26-02 Exhibit B: Multi Space Parking Meters (MSMs) Cost Proposal

The City anticipates implementing the new parking meter solution in two phases and estimates requiring up to 34 MSMs, which will include placement of an MSM at each of the four paid off-street parking facilities and applicable on-street parking locations. Respondents are asked to identify economies of scale discounts for unit costs as available.
 Unless otherwise aggregated to, all costs shall remain fixed for the life of the contract. *Alternate Forms will not be accepted *
 Respondents may edit Exhibit B to enter and/or information as requested. Additional modifications may result in a response being found not responsive.

Phase 1	Total Units	Cost Per Unit	Total Cost
Hardware (Including Delivery for up to 19 MSMs and Manufacture Warranty)			
Installation of MSMs (Up to 19)			
Installation costs, including options for Respondent to prepare MSM sites and associated signage			
	Total Cost		\$0.00

Phase 2	Total Units	Cost Per Unit	Total Cost
Hardware (Including Delivery for up to 15 MSMs)			
Installation of Meters Only (Up to 15 MSMs)			
Installation costs, including options for Respondent to prepare MSM sites and associated signage			
	Total Cost		\$0.00

Software Costs						
Respondents shall provide annual costs for all software required for the City to implement and operate the proposed MSMs. Add additional lines as needed.	One Time	Year 1	Year 2	Year 3	Year 4	Year 5

Additional Required Costs						
Respondents shall provide any additional costs required for the City to implement and operate the proposed MSMs, including but not limited to extended warranties and signage. Add additional lines as needed.	One Time	Year 1	Year 2	Year 3	Year 4	Year 5

Optional/Enhanced Services						
Respondents are asked to identify any additional items, functionality, e.g. the City may consider utilizing to enhance customer experience. Add additional lines as needed.	One Time	Year 1	Year 2	Year 3	Year 4	Year 5