

## 5. SECTION B - SCOPE OF SERVICES:

### 5.1. **Background**

The Montgomery County's Department of Transportation, Division of Parking Management, is responsible for the management and operation of the County's Public Parking Program. This municipal program owns and operates a network of public parking facilities to support local businesses, residents, and visitors. Accurate, real-time parking occupancy data is essential for improving customer experience, optimizing operations, and enabling future smart parking initiatives. Garage 57 and Garage 61 in Bethesda are high-traffic facilities located in urban centers and are prioritized for this technology deployment.

### 5.2. **Intent**

Montgomery County, Maryland, is seeking proposals from qualified vendors to furnish, install, and support a parking counting system for two (2) County-owned public parking garages: Garage 57 in Bethesda and Garage 61 in Silver Spring. The proposed system must provide real-time total facility vehicle counts, directional detection, illuminated signage, and robust reporting to support operational efficiency, customer information systems, and data analytics. During the contract term, the County shall have the right to add facilities to be served as may be considered necessary or desirable. A mutually acceptable price will be negotiated in a manner consistent with the contract prices and terms.

### 5.3. **Scope of Work**

#### 5.3.1 System Requirements

The selected Contractor shall provide a turn-key solution that includes:

- a. Real-time total vehicles count for each garage.
- b. Directional sensors at all ingress and egress points to accurately detect vehicle movement and direction. Sensors must be bi-directional, reading vehicles in both directions. Pavement loops are not acceptable.
- c. Illuminated entrance signs that display current space availability in real time.
- d. Minimum 98% accuracy under normal operating conditions.
- e. 24/7 operation in all weather conditions.
- f. System software must support automatic reset of vehicle counts at predefined times (e.g., daily at midnight or other configurable intervals).
- g. Comprehensive reporting capabilities, including:
  - 1) Daily, weekly, and monthly summaries of vehicle entries, exits, and occupancy.
  - 2) Customizable date ranges and filters (e.g., by garage, time of day).
  - 3) Exportable reports in common formats (e.g., CSV, Excel, PDF).
  - 4) Scheduled report delivery via email or secure download.
  - 5) Dashboard visualizations (e.g., graphs, heatmaps, trends).
  - 6) Audit logs for system activity and data changes.
- h. Scalable architecture for future expansion (e.g., level-by-level).
- i. Provide drawings showing locations of all wiring, conduit and equipment needed for a complete "turnkey" PGS.
  - 1) Garage 61 floor plans are provided in Attachment F.
  - 2) Garage 57 floor plans are provided in Attachment E
- j. Provide a system and components that have a service life of ten years.
- k. Secure dashboard interface for County staff.
- l. API or data export functionality for integration with County systems or public-facing platforms.

### 5.3.2 Illuminated Entrance Signs – Detailed Requirements

The system shall include illuminated signs at each garage entrance to display real-time space availability. Garage 61 sign details provided in Attachment F. Garage 61 requires four (4) new LED message center displays to be installed in existing signs. Garage 57 sign details are provided in Attachment E. Garage 57 requires 2 new ID4 pole mounted signs. These signs must meet the following specifications:

#### a. Display Functionality

- 1) Clearly display the number of available spaces in the garage.
- 2) Automatically updated in real time based on data from directional sensors.
- 3) Display must be legible from a minimum distance of 100 feet in daylight and nighttime conditions.
- 4) Use high-visibility LED technology with adjustable brightness for varying ambient light conditions.
- 5) Optional multi-color indicators (e.g., green for available, red for full) to enhance visibility and user comprehension.

#### b. Physical and Environmental Specifications

- 1) Weatherproof and vandal-resistant enclosure (minimum IP65 rating).
- 2) Operating temperature range: -20°F to 130°F.
- 3) Mounting hardware suitable for garage entrance conditions (e.g., overhead, side-mounted, or pole-mounted).
- 4) Power supply must be compatible with existing infrastructure or include provisions for installation.
- 5) Wireless communication to signage is preferred.

#### c. Integration and Control

- 1) Fully integrated with the parking counting system's central controller.
- 2) Configurable through the system dashboard or remote management interface.
- 3) Capable of displaying custom messages (e.g., "Full," "Open," or maintenance alerts).
- 4) Optional: Include manual override or fail-safe mode in case of system outage.
- 5) Remote monitoring and troubleshooting of all PCS equipment

#### d. Compliance

- 1) Must comply with ADA visual communication standards and local signage regulations.
- 2) All messaging must be in plain English and easily understood by the general public.

### 5.3.3 Installation and Commissioning

- a. Conduct site assessments of Garage 57 and Garage 61.
- b. Provide and install all necessary hardware (e.g., sensors, repeaters, gateways, cameras, counters, signs, etc.).
- c. Montgomery County will provide electrical power from the main panel to a designated drop point. The Contractor is responsible for providing power from the drop to all system equipment.
- d. Minimize disruption to garage operations during installation.
- e. Calibrate and test the system to validate accuracy.
- f. Provide training to County staff on system use and maintenance.

### 5.3.4 Maintenance and Support

- a. Minimum 1-year warranty on all equipment and software.
- b. Ongoing technical support and system updates.

- c. Warranty response period shall be Monday through Friday, 6:00am to 6:00pm. Response time from initiation of trouble call to on-site response of qualified service technician shall not exceed forty-eight (48) hours.
- d. Optional multi-year maintenance and support as proposed in Cost Worksheet.

**5.3.5 Compliance**

- a. Compliance with ADA, local building codes, and Montgomery County IT security standards.
- b. Secure data storage and transmission.

**5.4. Contractor's Qualifications**

The Contractor must have a minimum of five (5) years of experience in continually and successfully installing and maintaining PGS equipment, including wireless, in parking facilities.

**5.5. Information Security**

- 5.5.1. The Contractor may be afforded remote access privileges to County Information Resources or otherwise work on or interface with County Information Resources, and must ensure that the County's Information Resources, including electronic data assets, are protected from theft, unauthorized destruction, use, modification, or disclosure as deemed necessary under the County's AP 6-7 (Available upon request). The County reserves the right to update AP 6-7 at any time, and such updates will be deemed binding upon the Contractor.
- 5.5.2. The Contractor must also adhere to the County's AP 6-1, Use of County-Provided Technology, (Available upon request) as applicable.

**5.6. County's Responsibilities**

The County must provide:

- a. The County will provide electrical power sources for the parking guiding system.
- b. The County will provide cellular or wire internet connection for the parking guiding system.
- c. The County will maintain and monitor all parking guiding system equipment according to the Contractor's specifications.

**6. SECTION C - PERFORMANCE PERIOD**

**6.1 TERM**

The effective date of this Contract begins upon signature by the Director, Office of Procurement. The period in which Contractor must perform all work under the Contract begins upon the County's issuance of a Notice to Proceed and ends after a one (1) year period. Contractor must also perform all work in accordance with time periods stated in the Scope of Services. Before this term for performance ends, the Director at his/her sole option may (but is not required to) renew the term. The Contractor's satisfactory performance does not guarantee a renewal of the term. The Director may exercise this option to renew this term two (2) times for one (1) year each.

**6.2 PRICE ADJUSTMENTS**

- 6.2.1 Prices quoted are firm for a period of one (1) year after execution of the contract. Any request for a price adjustment after this one-year period is subject to the following:
  - 6.2.1.1. Approval or rejection by the Director, Office of Procurement or designee
  - 6.2.1.2. Submission in writing to the Director, Office of Procurement and accompanied by supporting documentation justifying the Contractor's request. A request for any price adjustment may not be approved unless the contractor submits to the County sufficient justification to support that the Contractor's request is based on its net increase in costs in delivering the goods/services under the contract.
  - 6.2.1.3. Submission within sixty (60) days prior to contract expiration date, if the contract is being amended.