



**CITY OF  
WALNUT  
CREEK**

**RFQ# 2024-001-PD**

**REQUEST FOR QUALIFICATIONS FOR  
AUTOMATED LICENSE PLATE READERS**

SOQs submittal deadline:  
**4:00 pm on November 21, 2024**

City of Walnut Creek  
Administrative Services Department, Third Floor  
1666 North Main Street  
Walnut Creek, CA 94596

Attn: Ryndie Azevedo  
Budget and Procurement Manager  
(925) 943-5899, ext.2189  
[razevedo@walnut-creek.org](mailto:razevedo@walnut-creek.org)

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## **A. PURPOSE FOR REQUEST**

The purpose of this Request for Qualifications (RFQ) is to obtain Statement of Qualifications (SOQs) from potential vendors of automated license plate reader (ALPR) cameras and related services, to evaluate their qualifications through an interview process, and to select the ALPR camera system that best suits the needs of the City.

## **B. BACKGROUND**

The City of Walnut Creek (City) is a full-service municipality serving 70,000 residents and is located in the greater San Francisco Bay Area. The City is approximately 19.8 square miles in size and has a work force of approximately 350 employees.

The City of Walnut Creek currently utilizes thirty-three (33) fixed ALPR cameras within the City, in addition to mobile ALPRs and those within select police patrol vehicles. The Walnut Creek Police Department (WCPD) has identified a need for additional ALPR cameras to cover key areas within the City that do not currently have ALPR coverage as well as the replacement of specific existing ALPR cameras. These cameras aid law enforcement with generating leads in criminal investigations, identifying stolen vehicles, and finding missing persons.

## **C. PROJECT SCOPE**

In Fiscal Year 2025, the City anticipates installing ALPR cameras at approximately 7 intersections, with an anticipated 16 additional intersections in Fiscal Year 2026.

The camera system selected through the RFQ process would become the standard system for future installations. The City also plans to contract for technical support services including system health monitoring, user and administrator training, and maintenance services with the vendor selected through the RFQ process.

Following the RFQ process, the City will issue a Request for Proposals (RFP) for the purchase and installation of ALPR camera system selected during the RFQ process.

The goals of the project are to:

- Maintain the highest levels of security while simultaneously protecting the privacy of residents, business owners, and visitors.
- Integrate ALPR data into other City data management systems and facilitate sharing of ALPR data with law enforcement agencies.
- Provide centralized data storage access with access controls.
- Monitor the system health to ensure that all cameras, hardware, and software are functional.
- Provide routine, scheduled maintenance and a fully operational system to ensure business continuity.
- Develop a reliable and scalable system.
- Provide analytics, simplified accessibility, and searchability.

**D. DESIRED QUALIFICATIONS**

The City prefers a comprehensive solution with a single, prime vendor that is legally and financially responsible for all hardware, software, and technical support.

- Eligible vendors shall be those with appropriate, relevant, and demonstrated knowledge of automated license plate reader systems, monitoring, and technical support.
- Eligible vendors shall be those with appropriate, relevant, and demonstrated experience in providing automated license plate reader camera systems and technical support to municipal governments within the last five (5) years.
- Eligible vendors shall be those with appropriate, relevant, and demonstrated experience providing services to law enforcement agencies in the State of California within the last five (5) years.
- The selected vendor will be required to hold a City of Walnut Creek business license.

Proposed hardware shall meet the highest standards of durability and reliability in a 24-hour law enforcement environment. The solution must withstand many years of extreme hot/cold cycles typically found in the California climate. Further, it is desired that the system health be monitored to ensure 24-hour operation. Please see Technical Requirements (Attachment 1) for more information.

**C. SELECTION CRITERIA**

A review committee will use the following selection criteria to evaluate the SOQs:

Criteria	Maximum Points
Overall Quality of Submittal	10
Overall Experience: <ul style="list-style-type: none"> <li>• Other projects similar in scope</li> <li>• Other similar projects recent in time</li> <li>• References from other projects</li> </ul>	10
Ability to meet Technical Requirements	30
Responses to Technical Questionnaire	20
Price	10
Interview and Product Demonstration	20

**D. DEADLINES AND PROCEDURES FOR SUBMITTING SOQ**

Milestone	Associated Date
Release of RFQ	October 21, 2024
Question Submission Deadline	November 4, 2024, 5:00 p.m.
Response to Questions Deadline	November 7, 2024
<b>Statement of Qualifications Due</b>	<b>November 21, 2024, 4:00 p.m.</b>
Notification of Shortlist	November 27, 2024
Estimated Interview and Product Demonstration Date	December 5, 2024
Notification of Selection	December 13, 2024
Estimated date of Purchase	Quarter 1, 2025

Any questions regarding this Request for Qualifications(s) must be sent to Ryndie Azevedo at [razevedo@walnut-creek.org](mailto:razevedo@walnut-creek.org) by **November 4 at 5:00 p.m.** The email's subject must contain the words "Request for Qualifications Question". An answer to any questions received will be returned no later than November 7, 2024.

SOQs meeting the above stated requirements must be submitted by **4:00 p.m. on November 21, 2024.** Submissions received November 21, 2024 after 4:00 p.m. will not be reviewed nor considered valid.

Email submissions should be sent to Ryndie Azevedo [razevedo@walnut-creek.org](mailto:razevedo@walnut-creek.org). The email's subject line must contain the words "Request for Qualifications".

Hard copies and electronic versions via USB drives are also acceptable and should be delivered to:

City of Walnut Creek  
Administrative Services Department  
Attn: Ryndie Azevedo  
1666 N. Main Street  
Walnut Creek, CA 94596

#### **E. FORMAT OF SOQ**

The submittal shall be in a digital copy, limited to 20 pages, including brochures and responses to the Technical Questionnaire. Covers and dividers are not included in the page count. In addition, any information that the applicant needs to be returned to their possession should not be submitted. The applicant is requested to include the following in the SOQ, following the order listed below.

1. Provide a cover letter introducing the vendor and describing why you would want to be considered.
2. List vendor's experience and qualifications.
3. List the names of key personnel and their qualifications.
4. List proposed partners, if applicable, and a description of their proposed services.
5. Provide a pricing plan, not including installation costs. Attachment 3 includes guidance for what to include in your pricing plan, including sample intersections. Pricing plans should include:
  - a. Itemized breakdown of costs for individual cameras and technical support services.
  - b. If applicable, separate cost breakdowns for either outright purchase or subscription-based options.
  - c. If applicable, separate cost breakdowns for either solar-powered or hard-wired camera options.
  - d. Clearly indicate what costs are one-time or on-going.
  - e. Clearly indicate what costs are at a fixed rate or on a time and materials basis.
  - f. Costs for technical support or subscription services for three (3) to five (5) years preferred, or a minimum of one (1) year.
6. Provide responses to each question in the Technical Questionnaire (Attachment 2) detailing your hardware, software, and service capabilities.

7. Provide at least two (2) examples of similar projects and services provided for operations of a similar size and context within the last five (5) years, including reference contacts.
8. A list of contracts or agreements terminated for convenience or default within the past three years, if any.
9. List any litigation that now affects or may affect in the future the consultant firm's ability to perform.
10. Confirmation of your firm's ability to meet the insurance and indemnification requirements. The insurance and indemnification requirements are included in Attachment 4 for your review.

## **F. SELECTION PROCESS**

### **I. Minimum Qualification Review and Short List Selection Process:**

A review committee will evaluate all responses to the RFQ that meet the submittal requirements and the submittal deadline. Those submittals that do not meet the submittal requirements or the deadline will not be considered.

All vendors that submit materials for review will receive confirmation of receipt. An initial review of all submissions will be completed to confirm that the qualifications and technical requirements listed in Attachment 1 of this RFQ are met. If any element of this requested content is not included therein, the City reserves the right not to advance the proposal to the next stage of the selection process.

### **II. Final Selection Process:**

A single set of interviews and product demonstrations with the top-ranking applicants will be held in order to establish the final ranking. Approximately forty-five (45) minutes will be allowed for presentations and product demonstrations and thirty (30) minutes for questions. The applicant's proposed Project Manager must lead the presentation.

The review committee will rank the applicants with the points received. Final ranking of applicants will be based both on the Statement of Qualifications and ratings from the interview.

## **G. TERMS OF RFQ**

1. All costs for preparing or responding to this RFQ are solely the responsibility of the proposer and shall not be reimbursed in any manner by the City.
2. A proposer may withdraw and resubmit a proposal prior to the proposal submission deadline. No re-submissions will be allowed after the submission deadline.
3. The selected proposer is required to provide a valid City of Walnut Creek business license number prior to contract approval.
4. Proposals and materials produced by the selected proposer in the course and scope of this engagement shall become property of the City of Walnut Creek once received by the City.

5. Pursuant to the California Public Records Act (California Government Code Section 6250 et. seq.), public records may be inspected and examined by anyone desiring to do so. All submitted proposals are considered public records subject to disclosure.
6. The City does not make representation that an agreement will be awarded to any party making a submittal. The City is not liable for any costs incurred by the proposers related to the preparation of their proposal or in any other aspect of their consideration for this engagement.
7. The City reserves the right, at its sole discretion, to alter, amend, modify, or cancel this solicitation at any time, including the modification of the deadlines and schedule and/or the scope of work, or to withdraw this solicitation, in whole or in part, at any time prior to the award of a contract pursuant hereto.
8. The City reserves the right to reject any proposals that are deemed to be unresponsive, reject all proposals, in whole or in part, or to otherwise cancel this RFQ, in whole or in part. The City reserves the right to request clarification of any proposal term from proposers.
9. The City may contact the references provided; contact any proposer to clarify any response; contact any current users of a proposer's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The City reserves the right to waive informalities and minor irregularities in proposals received and/or the RFQ process.
10. Any irregularities or lack of clarity in the solicitation should be brought to the City's attention as soon as possible so that corrective addenda may be furnished to proposers if deemed necessary by the City.
11. Any final contract will include the City's standard insurance and indemnification requirements.
12. Proposals must include any requested exception to the City's standard insurance and/or indemnification requirements and shall include any and all of proposer's proposed terms and conditions, including the Proposer's standard contract language. The omission of these documents may render a proposal non-responsive (the Standard City Consultant Services Agreement is attached as an addendum).
13. Each proposer must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, suspensions, any civil or criminal litigation or investigation pending which involves the proposer or in which the proposer has been judged guilty or liable. Failure to comply with the terms of this provision will disqualify any proposal. The City reserves the right to reject any proposal based upon the proposer's prior history with the City or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.
14. Any contract resulting from this solicitation shall not be effective unless and until approved by the appropriate City officials.
15. Proposer understands and acknowledges that the representations above are material and important and will be relied on by the City in evaluation of the proposal.
16. By submitting a statement of qualifications, the vendor represents and warrants that it has thoroughly examined and is familiar with work required under this RFQ, that proposer has conducted such additional investigation as it deems necessary and convenient, that proposer is capable of providing the services requested by the City in a manner that meets the stated objectives and specifications as outlined in this RFQ, and that proposer has reviewed and

inspected all materials submitted in response to this RFQ. Once the proposer has been selected, a failure to have read the conditions, instructions, and specifications herein shall not be cause to alter the contract or for selected proposer to request additional compensation.

17. By submitting a proposal, the proposer represents that it and its subsidiaries do not and will not discriminate against any employee or applicant for employment on the basis of race, religion, sex, color, national origin, sexual orientation, ancestry, marital status, physical condition, pregnancy or pregnancy- related conditions, political affiliations or opinion, age, or medical condition.

**Attachments:**

Attachment 1 – Technical Requirements

Attachment 2 – Technical Questionnaire

Attachment 3 – Pricing Plan Guidance

Attachment 4 – Insurance and Indemnification Requirements



**TECHNICAL REQUIREMENTS****A. General**

- System must be CJIS (Criminal Justice Information Services) compliant, and ensure the data is protected from unauthorized access, use, or disclosure.
- The storage database must provide a minimum of 30 days retention policy with an option to increase the retention period.
- Must offer both fixed and mobile ALPR cameras.

**B. Software**

- Must offer a web-based application that provides secure accessibility to the ALPR database of stored records to authenticated users.
- Software shall be compatible with both Mac and PC's and popular browsers to include Safari, Google Chrome, and Microsoft Edge.
- Software should provide mobile device access for both Android and iOS.

**C. Hot Lists/Hits**

- ALPR data must be automatically compared against hot lists. Hotlist also includes, but is not limited to, national data (i.e. NCIC), for similar categories, license plates associated with AMBER Alerts or Missing Persons/Vulnerable Adult Alerts.
- Software shall allow Hot-list management that includes:
  - Single plate Hot-list Record entry
  - Multiple record Hot-list batches
  - Automated Hot-list update subscriptions both locally and remote.
  - Alerts must be securely available to users via PC, iOS and Android mobile device apps.
  - Hot list alert should include GPS location and date and timestamp capture.

**D. Reporting and Search Functionality**

- Software must include a dashboard view.
- Software must be able to identify California license plates, out-of-state plates, paper plates.
- Software must document GPS locations of each plate recorded.
- The ALPR software shall provide advanced query capabilities to include at a minimum:
  - Full plate queries and partial plate queries using wildcards,
  - Time / Date,
  - User-defined polygonal geo-fence,
  - Data source (Agency, User, System, External Servers, etc)
  - Hot list source and alert type
- Software allows for queries/searches to be saved for reuse in the future.

**E. Sharing and Integration**

- Software must provide for ALPR data sharing with outside agencies.
- Must have the ability to limit sharing to specified agencies, at the sole discretion of the City.
- Software must allow for API integration.
- Software must allow for export of ALPR data.

**F. Installation**

- Cameras must offer infrastructure-free LTE connectivity with a vendor provided SIM card.

**G. Camera Capabilities**

- Cameras must provide high-definition, clear images which provide accurate detections day and night.
- Cameras must be capable of withstanding hot and cold temperatures and be protected from vibration, shock, humidity, dust, water, and extreme weather.
- The camera must upload via LTE with a capture distance of up to 90 feet from the vehicle and a deployment distance of up to 25 feet from the edge of the roadway.

**H. Internal Controls/Auditing**

- Software must provide access permissions based on user roles and granted by administrators.
- The system must have granular auditing capability to identify and track individual user activities
- The ALPR software must require a reason to be entered by the user (i.e. case number) for auditing on all transactions to ensure only authorized use.
- Administrator accounts must be able to view queried records and hotlists/alerts for all individual users. These should include date and time, last records, query by plate, query by requestor, IP address and browsing of records and hotlists/alerts.
- Software must include audit reporting that can be exported in PDF and Excel formats.

**I. Ongoing Support and Maintenance**

- Vendor must offer technical and onsite support.
- Vendor must offer an efficient, timely, and documented warranty and/or repair process.
- Must offer training for all end users, administrators, and managers which must be offered prior to, or at the time of, initial deployment.

**TECHNICAL QUESTIONNAIRE****A. General**

1. Does your system meet all technical requirements listed in Attachment 1? If no, describe.
2. Describe your systems retention capabilities and options.
3. Do you offer cloud data storage? Please provide the storage and pricing options.

**B. Software**

4. Is your software server or cloud based?
5. Does the Software allow an unlimited number of user accounts to be logged into the user database simultaneously at any given time, for no additional cost? If no, describe your user access options.
6. Describe your mobile phone and tablet access capabilities and any limitations. Is there an app or is it accessed through a browser?
7. Is your software a one-time cost or subscription based?
8. Do mobile cameras in patrol vehicles run automatically or do they require that officers log into the app each time the car is turned on in order to record images?
9. Do you offer Single Sign On (SSO) or two-factor authentication?
10. Does your software use Artificial Intelligence? How so?

**C. Hot Lists/Hits**

11. How does your software accomplish automated hot-list subscription?
12. How does your system send alerts and notifications on hot lists hits? Can it also send push notifications, e-mail, or text message alerts?
13. Does the system allow for mobile configuration of alerts and notifications?
14. Can an expiration date be set for alert notifications, after which the user must manually re-enter the plate if they still wish to be notified? Will it notify users that a license plate they previously entered into a hotlist is preparing to expire?
15. Does the system have the capability to notify users of duplicate entries and alerts?

**D. Reporting and Search Functionality**

16. What reports are available on the dashboard?
17. Can the software identify vehicle attributes such as color, type, make and objects (roof rack, back rack, bumper stickers, decals, significant damage) or missing plates? Describe how your software provides the ability to use automobile characteristics (other than license plate) to search for a vehicle.
18. How does your software present geographical information? What mapping service do you use to allow each ALPR user a geographic overlay of all ALPR hit data on a user-defined map?
19. How does your software allow for multiple locations of interest to be plotted on a map? Can you plot the map either by dropping a pushpin or entering a street address?
20. Does your software allow for selecting multiple known license plates and run a report of other license plates seen in close proximity?
21. Does your software provide the ability to visit a map location and see historical visits to same location?
22. How does your software allow for customization or updates of search/query results?

23. How does your software allow for custom notes to be added for captured ALPR records?  
Would other agencies be able to see custom notes for shared data?
24. Does your software allow for viewing geolocated content around vehicle?

**E. Sharing and Integration**

25. How do you accomplish sharing of ALPR data with outside agencies? What IT resources are required?
26. How can ALPR data be added to Evidence.com? Is it a manual process?
27. Describe the API integration process and capabilities. What IT resources are required?
28. Do you charge a fee for integration? If yes, provide one-time and ongoing costs.
29. The City currently uses the Peregrine platform. Do you have experience integrating with Peregrine? What are the limitations?

**F. Installation**

30. How are the cameras mounted and where?
31. Do you offer both solar-powered and hard-wired camera models?
32. If solar-powered, how is solar capacity determined?
33. What additional equipment is needed for a complete system install outside of cameras, and where is this equipment mounted?
34. Which cellular service providers can be used?
35. The City plans to issue a Request for Proposals (RFP) for the purchase and installation of the ALPR camera system selected during the RFQ process. Describe any concerns you have regarding installation and potential impacts to the hardware warranty.

**G. Camera Capabilities**

36. Provide data sheets for all proposed cameras.
37. Can the proposed cameras capture more than one lane of traffic simultaneously with a single camera?
38. What is the maximum speed at which the camera can capture a valid reading?
39. Can you provide accuracy data for your system?

**H. Internal Controls/Auditing**

40. Describe the types of user roles and access provided.
41. The ALPR software shall require case number auditing on all transactions to ensure only authorized use.
42. Describe the reporting capabilities as they relate to auditing?
43. How are 'misread' plates corrected? What audit capabilities are there for these changes?

**I. Ongoing Support and Maintenance**

44. Do you offer hardware on a subscription basis, for purchase outright, or both?
45. Describe your ongoing maintenance plan and the services you provide for hardware and software.
46. Are cleaning services offered under the maintenance plan?

47. Do end users have 24/7 access to vendor for real time tech support (beyond internal tech support), to help resolve issues as quickly as possible, at no additional cost
48. How does your system allow for software updates for both fixed and mobile ALPR devices?
49. How does your system send alerts and notifications on software updates?
50. Describe the training plan? Is there a cost associated with onboarding/training of staff?
51. Do end users have access to an online training manual, and user guide (to include self-help troubleshooting)? Is there an additional cost?
52. Do you offer continuous training provided for updates and new features. Is there an additional cost?

**PRICING PLAN GUIDANCE****Sample Intersections**

Use the following list of sample signalized intersections when developing your pricing plan:

<b>Location</b>	<b>Travel Direction</b>	<b># of Lanes</b> (Average lane width is 11 feet)
Intersection A	Southbound	4
Intersection B	Northbound	2
	Southbound	3
Intersection C	Southbound	2
Intersection D	Westbound	3
	Eastbound	3
Intersection E	Westbound	1
Intersection F	Northbound	4
	Eastbound	5
	Westbound	3
Intersection G	Eastbound	5

**Example costs to include (if applicable):**

- Hardware costs (purchase and/or subscription)
- Software costs
- System Health Monitoring
- User and administrator training
- Maintenance services
- API integration services and/or fees
- Cloud data storage
- User access/account fees
- Other required or recommended costs for services and/or fees

**Pricing plans should include:**

- a. Itemized breakdown of costs for individual cameras and technical support services.
- b. If applicable, separate cost breakdowns for either outright purchase or subscription-based options.
- c. If applicable, separate cost breakdowns for either solar-powered or hard-wired camera options.
- d. Clearly indicate what costs are one-time or on-going.
- e. Clearly indicate what costs are at a fixed rate or on a time and materials basis.
- f. Costs for technical support or subscription services for three (3) to five (5) years preferred, or a minimum of one (1) year.



## SUMMARY OF INSURANCE REQUIREMENTS

Refer to **City of Walnut Creek Consultant Services Agreement for comprehensive insurance provisions**

Proof of insurance comprised of certificates of insurance and original endorsements of comprehensive general liability, auto liability and workers' compensation insurance written by one or more responsible insurance companies licensed to do business in California.

- **Certificate of Insurance**
  - **General Liability policy**
    - \$2,000,000 per occurrence
    - \$4,000,000 general aggregate
    - Certificate Holder:  
**City of Walnut Creek**  
**1666 North Main Street**  
**Walnut Creek, CA 94596**
  - **Automobile Liability**
    - \$1,000,000 combined single limit per accident for bodily injury and property damage
  - **Workers' Compensation policy** as required by the Labor Code of the State of California and Employers Liability Insurance–
    - \$1,000,000 per accident
    - \$1,000,000 per disease or injury
  - **Errors and Omissions Liability/Professional Liability**
    - \$1,000,000 per claim and annual aggregate

### **ALL Certificates of Insurance MUST have accompanying Endorsements**

- **Endorsement(s) for General Liability and Automobile Liability**
  - An original Additional Insured Endorsement naming in its entirety:

***“The City of Walnut Creek, its officials, officers, directors, employees, agents and volunteers”***

as additional insured in respect to liability arising out of activities performed by or on behalf of Company and **MUST** reference the applicable policy number on the endorsement.

- Primary and Non-Contributory
  - Completed Operations
  - Waiver of Subrogation
- **Waiver of Subrogation for Workers' Compensation policy (if applicable)**
    - The Waiver of Subrogation endorsement **MUST** reference the policy number.

**The certificates and endorsements are to be on ISO-approved forms. The City will not accept a Certificate of Insurance alone as proof of insurance coverage.**