CITY OF SURREY
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REQUEST FOR INFORMATION

Title: **Development of Truck Parking App.**

Reference No.: 1220-050-2020-009

1. INTRODUCTION

1.1 Purpose of this Request For Information

Through this RFI, the City of Surrey (the "City") is seeking responses from Respondents (the "Respondent") who offer goods and/or services in the information technology market space – the scope is also commonly known as Development of Truck Parking App to address problems (refer to Schedule A – Business Problem Statements for more detail). Our focus in this RFI is to consult the market and explore potential organizational and technological solutions to meet our Development of Truck Parking App to address problem requirements, including ideas and recommendations on strategy, scope and approach.

Interested parties are invited to respond to this RFI by submitting a response (the "Response") to the City. Responses should include ideas, information and recommendations that could result in a clarification of requirements, cost-savings opportunities and the identification of potential problem areas with this initiative.

Respondents must not respond with any proprietary or confidential information as any information and/or recommendations in response to this RFI may be used by the City in determining the structure and content of any subsequent procurement opportunity, or opportunities. So please be careful not to send anything you might consider confidential.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Delivery

The Respondent should submit a Response electronically in a single pdf file which must be delivered to the City by email at: purchasing@surrey.ca

The City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondent's should phone [604-590-7274] to confirm receipt. A Respondent bears all risk that the City's computer equipment functions properly so that the City receives the Response.

2.2 Date

The City would prefer to receive Responses on or before **August 11, 2020**

2.3 Inquiries

All inquiries related to this RFI should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name:	Richard D. Oppelt, Manager, Procurement Services
E-mail:	purchasing@surrey.ca
Reference:	1220-050-2020-009

2.4   Addenda

If the City determines that an amendment is required to this RFI, the City's Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the "BC Bid Website") and the City Website at www.surrey.ca (the "City Website") that will form a part of this RFI. No amendment of any kind to the RFI is effective unless it is posted in a formal written addendum on the City Website. Upon submitting information, Respondents will be deemed to have received notice of all addenda that are posted on the City Website.

2.5   No City Obligation

This RFI is not a tender, request for proposals or a request for quotations and does not commit the City in any way to select a preferred Respondent or Respondents, or to proceed to negotiations for a Contact, or to award any Contract, and the City reserves the complete right to at any time reject all Responses, and to terminate this RFI process.

2.6   Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing and submitting Responses, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from the RFI. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Response, or any other activity related to or arising out of this RFI.

2.7   No Contract

By submitting a Response and participating in the process as outlined in this RFI, Respondents expressly agree that no contract of any kind is formed under or arises from this RFI.

2.8   Conflict of Interest

A Respondent should disclose in its Response any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

2.9   Confidentiality

All Responses become the property of the City and will not be returned to the Respondent. All Responses will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

3. RESPONSE FORM AND CONTENTS

3.1 Project Related Information

There is no Response form to fill out. Respondents should provide a concise and focused written response to the following information in the order listed:

(a)   A brief Respondent profile;

(b)   A summary of your approach to the project, and what areas of the project will have major variables/risks that will drive success/failure. Please summarize the typical mobile app design and development process from the start to the finish, including what deliverables would be provided along the way;

(c)   A document that explains how Respondent's goods and/or services can be used to address the business problem statement(s) listed in Schedule A – Business Problem Statements;

(d)   ideas, information and recommendations that could result in clarification of requirements;

(e)   A timeline for this project. Please include an approach to ongoing updates and optimizations. What update frequency would you suggest? How will updates be handled? How will emergency fixes be addressed?

(f)   How will your app's analytical information be monitored/measured for success and ongoing improvements? What metrics do you see should be measured? How will the analytics/reviews/etc. be used to drive continuous improvements?

(g)   What tools would be used to monitor and capture analytical information and measure important mobile app statistics? Respondent should give two examples of similar projects where the mobile app's analytical and statistical information was capture and used to improve the mobile app's performance.

3.2 Interviews

The City may, at its discretion, invite some or all of the Respondents to appear before the City to provide clarifications of their Response. Note: The City reserves the right to arrange for a follow-up meeting with any Respondent whose initial presentation was sufficiently informative and indicative of more to be learned. If this provision is exercised, it is NOT to be interpreted as a short-list of preferred Respondents, rather as an opportunity for City staff to better understand a particular response.

We appreciate your time and your help with our information-gathering, and we look forward to hearing from you.

SCHEDULE A

BUSINESS PROBLEM STATEMENT

1.   OVERVIEW

The following business problem statement encapsulate the information management problems faced by the City, to which Responses to this RFI should be directed.

The trucking industry plays an important role in Surrey and is critical to the economic and social livelihood to the City and the rest of the province. Situated along the Canada-United States border, with two border crossings, five provincial highways, 6,400 acres of industrial land, and a marine terminal, Surrey plays a major role in the movement of goods within British Columbia and the region. Surrey is also one of the fastest growing cities in Canada and the unprecedented growth have also increased demand for goods and services distributed by the industry.

The City has long faced significant challenges with the availability of authorized truck parking facilities. To address the concerns of the shortfall in adequate and authorized truck parking, the City of Surrey established the Truck Parking Task Force in 2018 to evaluate and recommend options to better meet the needs of the trucking industry. In 2019, the Task Force through public consultation and stakeholder and industry engagement developed the Truck Parking Strategy (https://www.surrey.ca/files/TruckParkingStrategyReport.pdf) to propose potential solutions to increase the parking supply.

The Truck Parking Strategy identified six initiatives to address truck parking availability by increasing the supply of parking spaces. One of the identified initiatives is to support the development of a truck parking application to increase the use of private industrial properties with under-utilized parking stalls.

The City is seeking a solution from the Information Technology industry to design, develop (or modify), implementation, operation and maintenance of an existing mobile or web application to assist with the listing and rental of truck parking spaces. The application would allow truck operators ("User") to search for and rent available truck parking space. Industrial Property Owner ("Property Owner") would be able to list parking space available for rental. The application is also expected to process payment for the rental. The Respondent will handle all payment transactions, including the collection of payment from the User and the payment of the funds collected to the Property Owner. The prospective application is also expected to provide all necessary information regarding previous and active rentals where Users and Property Owners may retrieve. The application will act as a resource for the trucking industry to find and list available truck parking spaces in the City.

2.   FUNCTIONALITY

The Response should consider the following list of desired features for a truck parking application. This is, by no means, an exhaustive list, rather a representation of some of the current needs of the industry.

- **Platforms**

  Accessible on iOS and Android mobile platform through a native application or web browser. The application should also be accessible on desktop computers through an online webpage using a web browser such as Safari, Google Chrome, Microsoft Edge, or Mozilla Firefox.

- **Accounts**

  Users should be able to create an account to access rentals or bookmark potential parking spaces for future rentals. Property owner should also be able to create an account to post new available spaces and access previous postings for offered spaces.

- **Search**

  Ability to search for available parking spots by area, amenities desired, parking space size, available dates.

- **Map**

  Available parking spaces and sites displayed on an interactive map where the user may initiate the reservation of a parking space. The map may also include filters desired neighbourhoods or amenities.

- **Site information and Listing**

  Individual listings displaying information regarding the parking site provided by the Property Owner. The information should that the Property Owner can enter may include but are not limited to:

  - Location of parking site
  - Number of spaces available
  - Space size
  - Price
  - Amenities such as the availability of washrooms, truck wash, streetlights, etc.
  - Security information
  - Photos
  - Additional terms & conditions required by owner

  The Property Owner should also have the ability to change or de-list spaces that are not yet rented.

- **Available Duration for Reservation**

  Rentals should be available on an hourly, daily, weekly, monthly, or yearly basis which can be decided by the Property Owner.

- **Payment**

  Handle payments including receiving payment from User and payment to Property Owners. An online payment system is preferred, accepting electronic payment by credit card, PayPal, Electronic Funds Transfer, etc. The application should also display all applicable fees and taxes to the User prior to the completions of the transaction.

- **Security Deposit**

  Ability to collect security deposits on behalf of the Property Owners for long duration reservations for potential damage to the property. At the end of the reservation, the application should allow the Property Owner to release the security deposit.

- **Receipts**

  Generate and provide receipts and confirmation electronically. It is preferred the confirmation include terms and conditions provided by Property Owner.

- **Customer Support**

  Provide customer support for Users and Property Owners through application for issues encountered with the application.

- **Availability & Uptime**

  The application should be available for use 24 hours a day, 7 days a week. Users should be notified ahead of any scheduled downtime, such as for maintenance or repairs.

- **Reporting**

  Aggregated data including but not limited to the number, locations, and duration of rentals may be requested by the City of Surrey to track the usage of truck parking spaces.

- **Feedback System**

  A feedback system allowing users to provide reviews of properties and/or users is desired but optional.

- **Access to Secured Properties**

  Allow access to secured properties or the ability for Property Owners to provide information regarding instructions to obtain access to secured sites.

The City desires the application be hosted and managed by the Respondent. The City is also not expected to review listings posted on the application nor be involved with the process of any transaction made through the application. During public engagement, concerns were raised regarding the equitability of using City resources to develop an industry-specific application. As

such, it is desired that the development of the application be cost-neutral to the City. The City will provide necessary support and guidance for the creation or modification of the application.

The Response should include all information for service or other fees, if any, charged by the Respondent to the User and/or Property Owners for each rental. Should the application use a different pricing model, please also indicate in the Response.