Request for Information

License Plate Recognition Systems

Solicitation No. RFI 20252027

Due Date and Time:
Wednesday, December 11, 2024
2:30PM PST

CITY OF EUGENE

Central Services
Finance Division/Purchasing
500 East 4th Avenue, Suite 303
Eugene, Oregon 97401
The Purchasing Office is closed to the public.

I. INVITATION TO SUBMIT INFORMATION

CITY OF EUGENE
INVITATION TO SUBMIT INFORMATION
Solicitation No. RFI 20252027

Notice to Suppliers
Letters of Interest, including high-level price range information for **License Plate Recognition Systems** will be accepted by the Purchasing Office until Wednesday, December 11, 2024 @ 2:30PM. This Request for Information (RFI) is for informational purposes only and will not directly result in a contract award.

Project Description
The City of Eugene is requesting Letters of Interest from suppliers that sell License Plate Recognition Technology. The City wishes to compile information about available systems, establish a budget and a list of suppliers for consideration.

Upon review of the Letters of Interest submitted in response to this RFI the City may, in its sole discretion, invite selected Offeror(s) to demonstrate the functionality of their offered technology. Provide a sample demonstration agenda, including the recommended amount of time to review core hardware and software functionalities and features.

Solicitation Documents
Solicitation documents may be examined electronically by logging in to OregonBuys. To view City of Eugene solicitations:
- Scroll to Supplier Activities
- Click the Open Bids icon
- Click the Advanced Search button
- Click Select Organization
- Select City of Eugene
- Click Search\Click the Bid Solicitation # to view solicitation details and documents

A copy of the Solicitation may also be obtained by emailing the Purchasing Analyst shown below.

Offerors shall submit an electronic response, including Letter of Interest and accompanying information, in PDF format via email to the Purchasing Analyst referenced below.

Letters of Interest with all accompanying information shall be submitted before the due date and time specified in the Request for Information.

Dated: November 6, 2024

Michelle Hahn, OPBC
Purchasing Analyst
Mhahn@eugene-or.gov

II. INSTRUCTIONS TO OFFERORS

1. Fill out and return the attached Standard Request for Information Form with Offeror Letter of Interest. The City will use this information to contact Offerors about future solicitation requests. Include Offeror responses to the questions outlined in **Section III, Questions for Offerors** in Offeror's Letter of Interest.

2. Offerors shall submit an electronic response, including Letter of Interest and accompanying information, in pdf format by emailing the City's Purchasing Analyst.

   Letters of Interest with all accompanying information shall be submitted before the due date and time specified in the RFI. Offeror shall bear all risks associated with delays in email or file sharing services.

3. Letters of Interest may be withdrawn by written notification on company letterhead signed by an authorized person and received prior to the deadline for submitting Letters of Interest.

4. This RFI does not commit the City to pay any costs incurred by any Offeror in the submission of Letters of Interest.

5. PUBLIC RECORDS: This RFI and one copy of each Letter of Interest received in response to it, shall be kept by the City of Eugene Purchasing Office and made a part of a file or record which shall be open to public inspection, excepting any information that is considered trade secret under ORS 192.501(2), each sheet of such information must be marked with the following legend:

   "This data constitutes a trade secret under ORS 192.501(2), and shall not be
   disclosed except in accordance with the Oregon Public Records Law, ORS 192."

   The Oregon Public Records Law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies only "unless the public interest requires disclosure in the particular instance." ORS 192.501(2). Therefore, non-disclosure of documents or any portion of a document submitted as part of a letter of interest may depend upon official or judicial determinations made pursuant to the Public Records Law.

6. Questions or clarification requests shall be submitted by email to the City's Purchasing Analyst no later than **4:00PM Wednesday, December 4, 2024.** Contents of questions and clarifications should include a reference to the page or item being addressed, the reason and any proposed alterations. The City may limit the number of responses it provides in response to Offerors' questions. Therefore the City asks Offerors to prioritize questions asked. Do not include questions with the response to the RFI.

7. Statements by City staff or its representatives are not binding on City, unless confirmed by written addendum. Addenda will issue and Offerors shall receive Addenda as follows: City will not mail notice of Addenda but will publish notice of any Addenda on OregonBuys. Addenda may be downloaded from OregonBuys. Interested Offerors should frequently check OregonBuys until closing.

III. REQUIREMENTS / SPECIFICATIONS

The Eugene Police Department is seeking information from qualified vendors regarding License Plate Recognition (LPR) systems that align with the following considerations. The goal is to evaluate potential solutions that can enhance law enforcement capabilities while minimizing the agency's infrastructure requirements and data management responsibilities.

The key considerations for the LPR system are as follows:

Key Requirements

1. **Vendor-Owned, Installed, and Maintained Equipment**
   The desired LPR system should be fully managed by the vendor, including the provision, installation, and ongoing maintenance of the hardware (such as cameras and supporting infrastructure). The system must ensure consistent operation without requiring the agency to invest in or manage on-site hardware or IT infrastructure.

2. **Cloud-Based Database with Limited or No Agency-Owned Data**
   The LPR system should leverage a secure cloud-based database for the storage and management of captured data. The agency seeks a solution that minimizes data ownership and storage responsibilities, with the vendor responsible for maintaining the integrity and security of the information. It is preferred that the vendor owns and manages the data, with clearly defined data access protocols for the agency.

3. **Web-Based and Mobile App Access**
   The LPR system should provide user-friendly access through both web-based platforms and mobile applications, allowing law enforcement personnel to retrieve data and run searches remotely using agency-approved mobile devices (smartphones, tablets, etc.). The system must ensure secure login processes and role-based access to data, enabling seamless use in the field.

4. **Robust Reporting and Analytics**
   The system should include advanced reporting features that allow users to generate detailed reports on captured license plate data. The reporting tool should be flexible, with options for both scheduled and on-demand reports, as well as the ability to customize reports based on timeframes, geographic zones, and other relevant criteria. Additionally, the system should offer analytics tools to help identify patterns, trends, and other actionable insights from the data.

5. **Data Sharing and Interoperability**
   The LPR system should allow for secure and controlled data sharing with other law enforcement agencies, government organizations, or approved third parties. Data sharing should be customizable, allowing the agency to control which data is shared and with whom. The system should also support integration with other platforms such as CAD (Computer-Aided Dispatch), RMS (Records Management System), and other law enforcement databases.

Questions for Offerors

1. Vendor-Owned, Installed, and Maintained Equipment

- How do you manage the installation, maintenance, and replacement of LPR hardware (e.g., cameras, servers)?
- What is your typical response time for repairs or maintenance of the equipment?
- Can you provide a detailed breakdown of the costs associated with hardware installation, maintenance, and warranties?
- How do you ensure the system remains operational in the event of hardware failure or network issues?
- Do you offer service-level agreements (SLAs) outlining guaranteed uptime for your equipment?
- Can you provide specific details regarding the installs? Are they on vendor owned poles or would the vendor want to partner with utilities.
- Does powering the equipment relying completely on solar or another power source?

2. Cloud-Based Database with Limited or No Agency-Owned Data

- How is the data stored and managed in the cloud, and what security protocols are in place to protect it?
- What level of data access will the agency have? Can access be customized based on roles (e.g., officer vs. supervisor)?
- How long is the data retained, and what is your process for data purging?
- Does the agency have any control over data retention or the ability to request data deletions?
- What are the compliance standards your system follows (e.g., CJIS, GDPR) for law enforcement data security and privacy?

3. Web-Based and Mobile App Access

- Can you provide a demonstration or detailed overview of your web-based and mobile app user interfaces?
- How does your mobile app handle real-time data access and alerts?
- What security measures are in place to protect data access through mobile apps (e.g., two-factor authentication, encryption)?
- Are there any limitations to the mobile app in terms of functionality compared to the web-based platform?
- What platforms are supported for your mobile app (iOS, Android, etc.), and are there any known compatibility issues?
- Is Single Sign-On (SSO) with Entra ID supported?

4. Robust Reporting and Analytics

- Can you provide examples of the types of reports and analytics that your system can generate?
- Are reports customizable, and can users generate reports based on specific criteria (e.g., time, location, vehicle type)?
- How often can reports be generated (real-time, scheduled, on-demand)?
- Does your system provide predictive analytics or trend analysis tools to help identify patterns in LPR data?

- Does the system allow for searching capability for a vehicle description in the absence of a license plate. IE, make, model and color?
- Can the system identify out of state plates, temp registrations, make type and color?
- Does the location alert include GPS location and timestamp capture?
- How is reporting data exported or shared, and what formats are available (e.g., CSV, PDF)?
- Are the images high definition that provide accurate detections day and night?
- What is the read accuracy rate?

5. Data Ownership, Access, and Privacy

- Who owns the data captured by the LPR system, and how is access to that data managed?
- In the event the agency wishes to discontinue service, how is the data handled, and what options are there for data transfer or deletion?
- How do you ensure compliance with local, state, and federal regulations regarding data privacy and retention?
- Can the agency impose restrictions on data access for specific personnel or departments within the agency?
- How are audit trails managed for data access and usage, and how often are those trails reviewed?
- Does the vendor share collected data with any outside agencies or entities without our department's explicit consent?

6. Integration and Interoperability

- How does your system integrate with existing law enforcement software platforms (e.g., CAD, RMS)?
- Is your system capable of sharing data with other law enforcement agencies or third-party databases? If so, how is data sharing managed and controlled?
- What APIs or other integration tools are available for third-party systems to access the LPR data?
- Are there any additional costs associated with integration services or support?
- Can you provide unlimited user licenses in the fee structure?

7. Implementation, Training, and Support

- What is the typical timeline for implementing your LPR system, from contract signing to full operation?
- What training programs do you offer for law enforcement personnel and administrators?
- How is ongoing technical support provided, and what are your support hours?
- Do you provide user manuals, training videos, or in-person workshops for system users?
- Can the system withstand cold and rain?
- How is the system powered, IE Solar?

8. Data Sharing, Interoperability

- How does your system allow for controlled data sharing with external agencies or third parties?
- Can the agency control which specific data sets are shared and define access permissions for different agencies or organizations?

- What security protocols are in place to ensure data is shared securely (e.g., encryption, access logs)?
- Are there automated data sharing processes available, or does it require manual intervention?

- How does your system integrate with other law enforcement platforms (e.g., CAD, RMS, NCIC)?
- Does your system support data sharing across different jurisdictions, and if so, how is that managed?
- What steps are taken to ensure that data shared with third-party systems is compliant with privacy and security standards (e.g., CJIS compliance)?

- Can you provide examples of data sharing agreements or protocols that are typically used when sharing LPR data with other agencies?
- How do you handle data-sharing restrictions imposed by local, state, or federal laws?
- What kind of audit trail does your system provide to track when, how, and with whom data is shared?

- How flexible is your system allowing for one-time or recurring data-sharing requests with external entities?
- What kind of user interface is available for administrators to manage sharing permissions and monitor shared data?

After reviewing the Letters of Interest submitted in response to this RFI the City may, in its sole discretion, invite selected Offeror(s) to demonstrate the functionality of their offered software. Provide a sample demonstration agenda, including the recommended amount of time to review modules and/or core software functionalities and features.

IV. STANDARD REQUEST FOR INFORMATION FORM

CITY OF EUGENE
Solicitation No. RFI 20252027

Due Date and Time: **Wednesday, December 11, 2024 @ 2:30PM**

I, the undersigned, and authorized representative of _____

(Firm Name)

which is a sole proprietor _____, partnership _____, or corporation _____

have read and thoroughly understand the specifications, the RFI instructions, and all other conditions of the Request for Information solicitation as well as all addenda issued for this solicitation by the City of Eugene for License Plate Recognition Systems and agree that the information submitted is accurate and correct.

Name:_____ Title:_____

Signature:_____ Date:_____

Company Name:_____

Tax ID Number (TIN): _____

Address:_____

Phone:_____ Fax:_____

E-mail Address: _____

Company contact for this project (if different from above):

Name:_____ Title:_____

Phone:_____ E-mail:_____