

**City of Manchester, New Hampshire**

**Economic Development Office**

**REQUEST FOR PROPOSALS  
for  
PARKING PAY STATIONS**

Date: June 12, 2006

**PROPOSALS DUE: July 7, 2006, by 4:00 p.m.**

**Submit one (1) original and six (6)  
copies of the proposal to:**

City of Manchester  
Economic Development Office  
One City Hall Plaza  
Manchester NH 03101

**Refer questions to:**

Paul Borek  
Economic Developer Director  
Phone: (603) 624-6505  
Fax: (603) 624-6308  
Email: [pborek@manchesternh.gov](mailto:pborek@manchesternh.gov)

# PART I PROPOSAL REQUIREMENTS

## SECTION A GENERAL INFORMATION

### 1. BACKGROUND

On December 19, 2005 the City of Manchester (City) received the results of a comprehensive downtown parking study. The report recommended the replacement of single space meters with pay by space or pay and display stations. Currently the City has nearly 3,000 meters installed in both on-street and off-street locations. This will be the first installation of this type of equipment within the City.

### 2. SCOPE OF WORK

The City of Manchester Economic Development Office, Parking Division is seeking proposals from qualified firms, teams or contractors with demonstrated experience in providing, installing and maintaining parking pay stations. The City proposes to engage the contractor for the following services: identify high-priority locations for the installation of parking pay stations and provide a minimum of 100 parking pay stations delivered and installed in the locations identified by Proposer and agreed upon by the City, in accordance with agreed-upon performance standards, during the first year following contract signing, with a potential of up to 300 pay stations over the term of the extended contract.

The successful contractor will be expected to enter into a not-to-exceed Services Contract with the City.

### 3. PROPOSAL INVITATION

This document constitutes an invitation for sealed competitive proposals under Manchester Procurement Code. This RFP is for parking pay stations and related services as directed by Economic Development Office, Parking Division (PD), as identified herein in accordance with the requirements and provisions herein.

## SECTION B WORK REQUIREMENTS

### 1. TECHNICAL REQUIREMENTS - PRODUCT SPECIFICATIONS

Proposals for pay-and-display meters shall include these product specifications, in the order given:

1) Each pay-and-display meter shall provide:

- A. Ability to control at least nine (9) parking spaces.
- B. Housing. Proposal shall include specifications including materials, thickness, and safety design elements.
  - 1) Shall have weather-resistant design.
    - a. Surface must be powder-coated for graffiti- and weather-resistance in color specified by the City.
  - 2) Shall have separate compartments for maintenance (upper) and collection vault (lower).
    - a. Individual outer doors for each access.
      - 1. Vandal-resistant with internal or recessed hinges
    - b. Locks shall be high security anti-drill protection and must have different combinations for upper and lower access doors.
  - 3) Upper.
    - a. All apertures shall be designed and/or shielded to discourage vandalism and insertion of foreign materials.
    - b. Coin and card aperture locations must meet ADA requirements.
      - 1. Center line of control not more than 42 inches above pedestrian access route.
      - 2. Operable with one hand that doesn't require tight grasping, pinching, or twisting of wrist.
  - 4) Collection vault.
    - a. Electronic locks for vault doors are preferred but not required. Non-electronic lock type must be specified for City approval.
    - b. A description of the vault locking system must be provided. That description shall include security benefits, key and lock operation, maintenance, and any safety requirements.
    - c. Electronic lock system description should include how vault is accessed in case of lock failure.
- C. Coin Validator:
  - 1) Shall contain an automatic shutter, which opens for coin insertion, but not for non-metal objects.
  - 2) Shall reject foreign coins and slugs and exit rejected coins through coin return.

- 3) Shall accept 4 different user-defined coins through software parameter change only.
  - 4) If coin slot is inoperable, unit must still accept card payment.
- D. Card reader.
- 1) Shall be dual magnetic stripe and Smart Card reader capable of reading magnetic stripe and smart memory and microprocessor cards.
  - 2) Shall be equipped with Secure Access Memory (SAMs)
  - 3) If card slot is inoperable, the machine must still accept coin payment.
- E. Power supply.
- 1) Shall include commercially available battery.
  - 2) Shall include a solar panel for recharge of internal battery.
    - a. Designed specifically to meet unit power requirements.
    - b. Must be built into and fully integrated with pay-and-display unit.
  - 3) Shall include a separate backup battery to sustain clock, calendar, audit information, and RAM in the event of a main backup system failure or during battery replacement.
    - a. Backup batteries shall be replaceable, locking the battery in place without the use of soldering tools.
  - 4) Lithium batteries are not preferred.
    - a. If lithium is provided, proposal shall include cost reimbursement for disposal.
  - 5) Shall have ability to show balanced power supply and demand between the solar panel and major components, specifying the amps of supply and demand.
- F. Display – Proposal shall include description of display capabilities.
- 1) Shall be backlit and protected by windows of Lexan or equivalent material.
  - 2) Shall be capable of displaying different fonts, sizes and styles of characters simultaneously.
  - 3) Shall have minimum capacity of 32 characters (at least 2 lines of 16 characters).
  - 4) Shall have capability to display messages supplied and downloaded from back office software.
  - 5) Shall display various operating status messages to users and maintenance personnel.
  - 6) Shall display customer transaction information.
  - 7) On-screen displays will be in English
    - a. Proposal shall describe capability of displaying different languages.
- G. Coin Canister.
- 1) Collection shall be performed via a portable cash box system.
  - 2) Shall have a handle and be equipped with self-locking mechanism.
  - 3) Shall have ability to be sealed with external seal.
  - 4) Shall have a security locked keyed system separate from the unit's other compartments.
  - 5) Shall include a visible reset indicator to show readiness for reuse.
  - 6) The unit will provide a collection transaction report via wireless two-way and retain audit information.
  - 8) Shall hold a minimum of \$400 in quarters.
- H. Printer. Proposal shall provide a description of printer capabilities.
- 1) Shall be thermal impression injection type where receipt is printed internally and ejected to customer.
  - 2) Shall be equipped or work in conjunction with self-sharpening cutter blade.
  - 3) Shall have ability to receive paper in both roll and box form.
  - 4) Shall be capable of printing in different fonts and sizes and at a minimum include:
    - a. Unique receipt number
    - b. Transaction date (MM/DD/YYYY) and time (HH:MM PM/AM)
    - c. Expiration time and date
    - d. Amount paid
    - e. Machine number.
  - 5) Receipt design shall be programmable.
    - a. The ability to remotely download design changes is desirable.
  - 6) Shall be easily removable for maintenance.
  - 7) Barcode requirements. Bar coding capability for parking receipts is highly desired. Data we required from the receipts is:
    - a. Receipt number.
    - b. Expiration time of receipt.
    - c. Time limit of pay station.
    - d. Location of pay station, including street, cross street(s) and side of street.

The barcode needs to be big enough to be readable by scanner under conditions of ordinary use in Manchester, New Hampshire (often overcast and rainy).
- I. Wireless two-way communications.
- 1) Pay station shall be equipped with modem, antenna, and required software for GPRS operations.
  - 2) Pay station shall be designed to initiate communication to server.

- a. Real time for alarms and card authorization and settlement
  - b. Specific timing for uploading files, status indicators, and downloading programming updates and messages.
- 3) Proposal shall describe ability to convert to WIFI and future wireless communication methods (e.g. Edge, UTMS).

J. Electronic components.

- 1) The City prefers a system of plug-and-play for major components, allowing removal and replacement without the use of tools.
  - a. Plugs for components should be designed to lock in place and not be reversible – one-plug/one-way per component – so it cannot be inadvertently connected incorrectly.
- 2) All circuit boards and components shall be electronically sealed, highly water resistant, and operate in conditions of over 90% humidity and to temperatures of 20 degrees below zero.
- 3) Proposal shall describe how components are protected from moisture.
- 4) Spare parts: Establish recommended supply to support installed base to be maintained at the City's meter shop.
  - a. Include complete parts list
    - 1. List prices (new and reconditioned) with trade-in value.
    - 2. Expected life in service of major components.
    - 3. Conditions for wholesale replacement of parts with a noticeably high failure rate.
    - 4. Proposal shall describe delivery of additional parts to support maintenance levels.
- 5) Backup to support extraordinary occurrences
  - a. The City requires a minimum 24-hour turnaround for delivery of additional parts.
  - b. Proposal shall describe delivery of additional parts, including supply sources and time.

K. Electronic memory. Proposal shall describe memory type and function including capacity and limitations.

- 2) Pay-and-display operations. Pay stations should blend esthetically and include operational characteristics similar to current installed base.

A. Color and Appearance

- 1) Dimensions of the pedestal shall not exceed 20 inches (50 mm) on each side.
- 2) Unit should come equipped with all necessary items to complete the installation free standing with its own pedestal.
- 3) Proposal shall include installation drawings and specifications.
- 4) Unit color shall be as specified by the City.

B. Installation. The City intends to install the pay stations in City sidewalks. The installation will include placing anchors in the sidewalk at locations identified by the Proposer and agreed upon by the City.

- 1) Vendor installs the base, per factory specifications.
- 2) Proposal shall include installation drawings and specifications.
- 3) Vendor delivers fully prepared pay station and City takes possession of the unit when it is installed and tested on-street, then accepted by the City.

C. Functionality –Other important pay-and-display functions include:

- 1) Card reader shall have the capability of accepting a unique Manchester Parking Card.
- 2) Card reader shall include a "MAX" button for card purchase that allows customer to purchase full time limit (meter duration) with one button push.
- 3) Max button, card increment button, and coin purchase shall be programmed to prevent customer payment for parking time outside of hours of operation including customer overpayment near the end of hours of operation.
- 4) Unit shall have ability to accept and execute programming for holiday and event shutdowns.
- 5) When card reader or coin slot is disabled, it is desirable for unit to display customer message "Use Coins Only" or "Use Card Only".

D. Online approval and settlement of bank card transactions.

- 1) Transaction file shall be designed for City payment gateway.
- 2) Transaction messages shall be designed to inform customer of authorization status and decision.
- 3) Proposal shall include a flow chart or discussion of transaction information flow from pay-and-display meter to City's payment gateway shall be included.
- 4) Proposal shall include an approach to queuing transactions when wireless services/servers are unavailable.

3) Data Security

A. Encryption: All data leaving pay station shall be encrypted to a minimum of 128-bit encryption protocol, with the ability to upgrade as the City deems necessary.

B. Memory Preservation: Data regarding alarms and card reader shall be retained at least until confirmation of receipt by server.

## 2.0 TECHNICAL REQUIREMENTS - SERVICES SPECIFICATIONS

Proposals for pay-and-display meters shall include these services specifications, in the order given:

- 1) Back Office Operations
  - A. Electronic data files: The proposal response shall describe the nature and content of data files transmitted to and from the pay station.
    - 1) Shall include file type, size, function, and configuration.
    - 2) Shall discuss limitations in regards to storage and transfer of data.
      - a. Proposal shall include a discussion of the model for managing the transfer and storage of file data. Discussion must include impacts, status/condition, or limitations of files when there are lengthy interruptions in wireless services.
  - B. Software: The City prefers management software to support system operations that provides operational control to City. For database/reporting, the City requires My Sequel Server 2000, MSS 2005 or equivalent.
    - 1) Software shall be locally hosted (PC-based) or web-based.
      - a. Software shall be American English version
    - 2) Preference for software that provides City staff with ability to design hours and receipt changes and messages, and then remotely send changes to one or more pay-and-display units.
      - a. Proposal shall include a discussion of management software function, hosting site for operations, and flexibility for City staff operations/control.
    - 3) Software shall provide the ability to divide system into defined multiple management areas.
    - 4) Software shall support reporting of cash box status and revenue collection reporting, alarm status and operation status listing, file transfer information/reporting.
    - 5) Software that supports exporting financial and activity data to spreadsheet software and external database.
    - 6) Software that supports static reports shall have the flexibility to design reports specifically for use by the City.
  - C. Alarms. Proposal shall include at a minimum:
    - 1) Initial warning alarms.
      - a. Coin collection
      - b. Coin collection - first limit exceeded; no more coins accepted
      - c. Paper replacement
      - d. Coin payment and card payment operation failure
      - e. Initial battery setting has been reached
      - f. Battery is experiencing a fault
    - 2) Shutdown alarms.
      - a. Second battery warning
      - b. Second battery fault warning
      - c. Out-of-paper supply alarm
      - d. No customer receipt detection alarm
      - e. Operating/operating system fault
    - 3) Operational Functions
      - a. Door open detection
      - b. Status/record of all file transfer activities
      - c. Live alarm to detect communication status
      - d. Service agent number
      - e. Notice of various initialization and machine setting routines.
- 2) Local product support. Proposal shall establish local product support to:
  - 1) Select on-street installation locations.
  - 2) Establish pre-delivery unit preparation standards.
  - 3) Train City staff in a manner sufficient to support the pay station warranty . Please state number of hours proposed and location.
  - 4) Supply parts – recommend ratio of spare parts on hand to installed base of pay stations.
  - 5) Provide troubleshooting assistance and product support when required.
- 3) Warranty.
  - 1) Begins after City takes possession (see 2 B2 above)
  - 2) Full coverage for machines or components for abnormal failure in service.
    - a. Exceptions for vandalism and normal wear of any moving parts.
  - 3) Return/exchange procedure and cost
  - 4) Duration of five (5) years is preferred
  - 5) Describe offer, benefits, and conditions

- 4) Technical support. Proposal shall provide for:
  - 1) Personnel availability – 6:00 AM to 8:00 PM (Eastern Standard Time), Monday through Saturday
  - 2) Description of personnel, assignments, and level of expertise available
  - 3) Description of staff chain of command communication structure to cover absences due to vacation, sick leave, business travel, etc.
  - 4) Description of remote location to back-up the system and provide off-site operations.
- 5) Technical manuals. Proposals shall include providing operation manuals, including management software product.
  - 1) All manuals shall be written in American English.
- 6) Performance standards
 

The City expects reasonable performance standards to apply to various elements of pay station operation at an individual machine level. The City will negotiate performance standards with the successful respondent for inclusion in contract prior to contract award. The proposal response shall include suggested performance elements and experienced performance standards for major pay station components and management software. Performance standards would be based on percentage of failure over a specific period of time. The following is a suggestion of some performance elements the City might reasonably expect.

  - 1) Availability/Access to data 6:00 AM to 8:00 PM (Eastern Standard Time), Monday through Saturday.
  - 2) Availability of local and technical support
  - 3) Reporting – pay station to server communication.
  - 4) Alarms – Available 24/7/365
  - 5) Statistical data
  - 6) Credit card transaction file data integrity
  - 7) Data accuracy
- 7) Parking Card. Manchester seeks to market and distribute a parking card or contract for services that would expand the parking program through a different offering.
  - 1) Proposal shall describe ability for unit to utilize a Parking Card.
  - 2) Include samples of marketing materials and other user operating information

### **3. INNOVATION**

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

### **4. WORK PERFORMED BY THE CITY**

City staff shall make available sufficient hours as are required to meet with the contractor and provide such information as required. The Economic Development Director will assign a project manager who will oversee the work and provide support as needed. The following will also be the responsibility of City staff:

- A. Online bank card authorization and settlement.
  - 1) The City shall provide successful proposal with transaction file layout and specifications for City payment gateway.
  - 2) The City shall be responsible for all bank clearance and settlement charges.
- B. Provide paper supplies for pay station printer.
- C. Provide GPRS or improved wireless communication services.
- D. Facilitate agreement(s) to obtain access to a Parking Card proprietary mapping and key, and/or mapping to a Parking Card reader.
- E. Provide for on-street testing.

### **5. DELIVERABLES AND SCHEDULE**

Deliverables shall be considered the product themselves, plus those work products which are to be delivered such as data, reports, findings, schematics, training, and meeting presentations. Deliverables and schedule for this project shall include:

- A. **PRODUCT:** A minimum of 100 parking pay stations delivered as stated above, to agreed-upon performance standards, in the one year following contract signing, with a potential for as many as 300 pay stations over the term of the extended contract.
- B. **SERVICES:** All related services, including but not limited to monthly revenue and transaction data and reports sent no later than the 5<sup>th</sup> day of the following month, and other work products on a timely basis and to agreed-upon performance standards. Within the first 45 days, routine reporting shall be developed to City specifications.

All deliverables and resulting work products from this contract will become the property of the City of Manchester.

## **6. PLACE OF PERFORMANCE**

The City expects to contract for a minimum quantity of 100 pay-and-display meters and additional meters later for a total of as many as 300 to be installed over the next several years.

## **7. PERIOD OF PERFORMANCE**

The City plans to begin installation of the new meters in Summer/Fall 2006. The contract shall terminate in three (3) years, with the option to renew for an additional three years in one-year increments for a total contractual period of not more than five (5) years.

# **PART II PROPOSAL DEVELOPMENT**

## **SECTION A PROPOSAL PREPARATION**

### **1. QUESTIONS OR CLARIFICATIONS**

It shall be the respondent's responsibility to ask questions, request changes or clarifications, or otherwise advise the City of Manchester if any language, specifications or requirements of an RFP appear to be ambiguous, contradictory, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source.

Every attempt shall be made to ensure that the proposer receives an adequate and prompt response. However, in order to maintain a fair and equitable RFP process, all respondents will be advised of any relevant or pertinent information related to the procurement. Questions and requests for clarification regarding this Request for Proposal must be directed in writing, via email or fax, to the person listed below at least ten (10) calendar days prior to the proposal due date. Therefore, respondents are advised that any questions received less than ten (10) calendar days prior to the RFP opening date may not be answered.

Paul Borek  
City of Manchester  
Economic Developer Director  
One City Hall Plaza  
Manchester NH 03101  
Phone: (603) 624-6505  
Fax: (603) 624-6308  
Email: [pborek@manchesternh.gov](mailto:pborek@manchesternh.gov)

If, in the opinion of the City additional information or interpretation is needed by the bidders, an addendum will be issued. The City shall supply copies of such addenda to all respondents who have obtained copies and are on the plan holder list of the RFP documents for the purpose of responding thereon, but failure of the respondent to receive or obtain such addenda shall not excuse the respondent from compliance therewith if awarded the contract.

### **2. CONTRACT**

The Proposer shall include with their submittals a proposed contract.

### **3. ORAL INSTRUCTIONS**

Oral instructions or information concerning the RFP documents or the project given out by officers, employees, or agents of the City to prospective respondents shall not bind the City. Any changes or revisions to the specifications shall only be binding if issued in writing by the City by addendum. The City reserves the right to officially amend or cancel an RFP after issuance.

### **4. PERMITS AND LICENSES**

The successful respondent shall include in their proposal the cost to obtain or maintain all permits, certifications and licenses that may be required to perform the contract.

### **5. COST OF RESPONDING**

This Request for Proposal does not commit the City to pay any costs incurred by any respondent in the submission of a response, or in making necessary studies or designs for the preparation thereof, or for procuring or contracting for the items to be furnished under the RFP.

## **6. CHANGES TO THIS RFP**

The City reserves the right to modify, revise or cancel this RFP. Receipt and evaluation of proposals or the completion of interviews do not obligate the City to award a contract.

# **SECTION B PROPOSAL SUBMISSION**

## **1. PROPOSALS DUE**

By submitting a proposal, the respondent agrees to provide all services specified within the RFP, at the times and prices indicated, pursuant to all requirements and specifications as contained therein.

Sealed proposals must be received in this office no later than the date shown on the cover of this solicitation. The outside of the envelope shall plainly identify the subject of the proposal, the RFP number and the name and address of the proposer. Responses received after time or date listed herein shall not be considered. Proposals received after the scheduled closing time for filing will be returned to the proposer unopened.

## **2. PROPOSAL**

Proposals must be clear and succinct, excluding Attachment materials.

All submittals will be evaluated on the completeness and quality of the content. Only those firms providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

## **3. PROPOSAL SUBMISSION**

Security and confidentiality of the transmitted data: For purposes of this proposal submission, one (1) complete original printed copy of the proposal shall be submitted along with six (6) exact copies. The entire proposal shall be received at the place and on or before the time and date specified on the cover page of the proposal document.

## **4. CONFLICT OF INTEREST**

A respondent submitting a proposals thereby certifies that no officer, agent or employee of the City who has a pecuniary interest in this RFP, has participated in the contract negotiations on the part of the City, that the proposal is made in good faith without fraud, collusion, or connection of any kind with any other respondent of the same request for proposal, and that the respondent is competing solely in its own behalf without connection with, or obligation to, any undisclosed person or firm.

## **5. PROPOSAL ORGANIZATION**

The respondents must provide all information as requested in this Request for Proposal (RFP). Responses must follow the format outlined in this RFP. Additional materials in other formats, or pages beyond the stated maximum page limit(s) may not be considered. The City may reject as non-responsive at its sole discretion any proposal or any part thereof, which is incomplete, inadequate in its response, or departs in any substantive way from the required format. Proposal responses shall be organized in the following manner:

- a. Cover letter which shall be addressed as indicated on the cover page of this proposal
- b. Experience and References
- c. Technical Requirements - Product
- d. Technical Requirements - Services
- e. Contract Pricing
- f. Innovation

### **5.a. COVER LETTER**

The Cover Letter must state the name of the person(s) authorized to represent the proposer in any negotiations, the name(s) of the person(s) authorized to sign any contract that may result, the contact person's name, mailing or street addresses, phone and fax numbers and email addresses. A legal representative of the successful firm authorized to bind the firm in contractual matters must sign the Cover Letter and the Proposal.

## **5.b. EXPERIENCE AND REFERENCES**

The City defines proven experience as an on-street installed base operating continuously for at least one (1) year in at least two (2) cities of equal or greater size and similar weather conditions to that of the City of Manchester, with a total number of at least 100 pay stations.

Supporting material should include references for related contracts for the previous two (2) years, and may include other information pertinent to the product or work to be performed. References must include the contact person's name and title, agency, address, phone number, their role, scope of the work or volume of the product, and when the work was done.

## **5.c. TECHNICAL REQUIREMENTS – PRODUCTS**

This section of the proposal will be evaluated on the basis of Part I, Section B, Technical Requirements. The Requirements clearly detail what is required by the City, what is to be provided in submitted proposal responses.

Proposals for pay-and-display meters shall generally include:

- Stand-alone surface-mounted unit that regulates at least nine (9) parking spaces
- Variable programming capability for tariff structures
- Coin and card acceptance with dual magnetic stripe and Parking Card reader
- Digital display that shows customer transaction information and provides for customer information messaging
- Internal battery operations with solar panel recharging
- Programmable printer capable of using self-adhesive “sticky-back” thermo-sensitive paper receipts
- Two-way wireless communication capability for alarms, data files, and transaction information
- Plug-and-play electronic components
- A back-office management software system, web- or PC-based
- ADA-compliant customer access and surface-mounting capability
- Installation, training, and warranty support

In addition, proposal responses under this section shall be developed to reflect the following:

### Thermo-sensitive Paper

Manchester has a separate contract for the manufacture and distribution of its paper. Proposals shall exclude paper supply but printers must be able to utilize thermo-sensitive self-adhesive paper.

### Card Reader

A card reader design that reduces customer confusion on card insertion and eliminates the possibility of customer cards getting stuck in the reader is an important feature. The customer maintaining control of the card throughout the purchase process by using a quick insertion-and-removal or swipe method provides the best results. Proposals shall be developed with this functionality in mind

### Reprogramming Technology

The City requires a system where wholesale changes (e.g., rates/hours) can be made to permanent memory using wireless communication. Proposal responses shall address this requirement and provide a complete listing of functions that can be downloaded using wireless communication, plus a list of other functions that need to be changed in permanent memory by other means, including their respective means and associated prices. The City is interested in less expensive reprogramming alternatives that do not change the operating system, thus minimizing laborious physical exchanges.

### Electronic Components

There is an advantage to pay-and-display meters that are developed and constructed with components that are available on the open market. The proposal response will address the degree to which the product offering includes components that can be purchased on the open market.

### Smart Cards

The City values the potential of Smart Card transactions replacing a significant portion of credit/debit card transactions. The proposal response should address the ability to facilitate a Smart Card program including the ability to provide refillable cards, market and distribute cards, and reconcile card transactions. The City requires open standards, compatibility with major card suppliers, and exchange of mapping and keys.

### Unrecoverable Warning Alarms

Wireless service interruptions during alarm events can sometimes result in a loss of a warning alarm. The loss of the warning alarm results in the direct transition to shutdown, which in turn causes customer service problems due to service interruptions. The proposal shall acknowledge this issue and discuss how their alarm system can/will prevent unrecoverable warning alarms.

### Meter Lease and Maintenance Model

The City is evaluating the pros and cons of purchasing versus leasing equipment and contracting the maintenance of machines for some of the proposed meter district locations. The proposal should address the ability to provide a package of services that include both a purchase arrangement and lease and maintenance arrangement. The maintenance service should be itemized and include all personnel needed to perform routine and as-needed maintenance including replacing receipt rolls, but excluding coin collection services. The City would be responsible for any potential vandalism to units.

**5.d. FINANCIAL QUALIFICATIONS** Please provide a copy of your firm's most recent audited financial statements, credit rating report, and/or any other evidence of the firm's sound financial condition.

2. Identify any existing or potential conflicts of interest as well as your representation of parties or other relationships that would be of the nature disapproved by the City. Please provide a listing of all nonprofit related clients the Proposer has represented over the last three years.
3. Please identify any material litigation, disciplinary actions or penalties, and administrative proceedings currently affecting your firm or involving allegations of security law violations by the firm and the disposition of such litigation, actions, penalties or proceedings.

**5.e CONTRACT PRICING**

The City requires both purchase and lease arrangements for this contract, and prefers itemization of the various pieces. Please complete as many options as possible. See attachment B, Contract Pricing.

**5.f. INNOVATION**

The City values product innovation aimed at operational flexibility and developing future product offering to meet technological change. The City encourages this proposal to include a discussion of the following innovative concepts. This RFP will value the proposer's ability to provide services in these areas.

- A. Smart Card. Proposal shall describe ability and creative willingness to partner with the City to demonstrate to the parking public the value and versatility of Smart Cards.
- B. Contactless card reader technology.
- C. Integration of cell phone payment technology.
- D. Display.
  - 1) Increase in size, functionality, and readability in bright sunlight and total darkness
- E. Management software that is supportive of maintenance management objectives.
- F. Additional lighting to illuminate user instructions during evening.
  - 1) Integrated with existing power system or powered by separate battery.

**6. WITHDRAWAL, MODIFICATION OR ALTERATION OF PROPOSAL**

Prior to the RFP opening, changes may be made provided the change is initiated by the respondent or authorized agent. Also, a proposal may be withdrawn upon written request of the respondent prior to the scheduled closing time for accepting proposals. Negligence on the part of the respondent in preparing their proposal confers no right to withdraw their response after the scheduled closing time for filing proposals.

As a result of any of these actions, if the intent of the respondent is not clearly identifiable, the interpretation most advantageous to the City will prevail.

## **PART III PROPOSAL EVALUATION**

<b>SECTION A PROPOSAL REVIEW AND SELECTION</b>
--

**1. PROPOSAL REVIEW**

A selection review committee will be appointed to evaluate the proposals received. The City has the right to reject any or all proposals for good cause, in the public interest.

**2. CLARIFYING PROPOSAL DURING EVALUATION PERIOD**

During the evaluation process, the City has the right to require any clarification or change it needs in order to understand the respondent's view and approach to the project and scope of the work. Any changes to the proposal will be made before executing the contract and will become part of the successful proposer's contract.

**3. ORAL INTERVIEWS AND PRODUCT DEMONSTRATIONS**

During the evaluation process, the City may choose to interview a select number of proposer. Proposer should be prepared to make a presentation to the City including an operating demonstration of the proposed equipment and software.

**SECTION B CONTRACT AWARD**

**1. CONTRACTOR SELECTION**

The City will award a contract to the proposer whose proposal is considered and evaluated as being the most advantageous to the City.

**2. CONTRACT DEVELOPMENT**

The proposal and all responses provided by the successful proposer may become a part of the final contract.

**3. FAILURE TO EXECUTE CONTRACT**

Failure on the part of the respondent to whom a contract is awarded to execute the contract and deliver the contract and required documents with the required bonding and insurance certificates within twenty (20) calendar days shall be just cause for cancellation of the award and withdrawal of the contract. Award may then be made to the next lowest acceptable bidder, or the work may be re-advertised, or otherwise as the City may decide.

**EXHIBIT A  
CONTRACT PRICING**

**Directions: Complete as many itemizations as possible in both  
purchase and lease arrangements**

**PURCHASE ARRANGEMENT:**

1. Purchase price of equipment per unit inclusive of all Technical Specifications and warranty but NOT including either of the following two items (#2 and #3) \$ \_\_\_\_\_
  - a. Number of years of included warranty \_\_\_\_\_ years
  
2. Back Office Operations price with purchase of units, #1 above
  - a. Monthly fee - flat \$ \_\_\_\_\_
  - b. Monthly fee – per number of installed base:
    - 1-99 \$ \_\_\_\_\_
    - 100-199 \$ \_\_\_\_\_
    - 200-300 \$ \_\_\_\_\_
    - 300+ \$ \_\_\_\_\_
  - c. Outright purchase price \$ \_\_\_\_\_
  
3. Extended warranty price per unit annually with purchase of units, #1 above, if fewer than five years is provided in #1 \$ \_\_\_\_\_
  - a. Number of years applicable \_\_\_\_\_ years

**LEASE ARRANGEMENT:**

4. Lease price per unit inclusive of all Technical Specifications but NOT including either of the following two items (#5 and #6)
  - a. Monthly fee \$ \_\_\_\_\_
  - b. Annual fee \$ \_\_\_\_\_
  
5. Back Office Operations price with lease of units, #4 above,
  - a. Monthly fee - flat \$ \_\_\_\_\_
  - b. Monthly fee – per number of installed base:

Example:

    - 1-24 \$ \_\_\_\_\_
    - 25-49 \$ \_\_\_\_\_
    - 50-74 \$ \_\_\_\_\_
    - 75-99 \$ \_\_\_\_\_
    - 100-149 \$ \_\_\_\_\_
    - 150+ \$ \_\_\_\_\_
  - c. Annual fee \$ \_\_\_\_\_
  
6. Maintenance price per unit, including all parts and service to maintain equipment and replace receipt rolls, with lease of units, #4 above
  - a. Monthly fee \$ \_\_\_\_\_
  - b. Annual fee \$ \_\_\_\_\_