



Morgantown Parking Authority

**Morgantown Parking Authority
300 Spruce Street
Morgantown, WV 26508**

**REQUEST FOR PROPOSAL RFP-2017-26
PARKING CITATION AND PERMIT PROCESSING**

PROPOSAL DUE DATE: April 28, 2017 at 5pm

Table of Contents

Section 1: Overview	2
Section 2: Proposal/Project Schedule	3
Section 3: Scope of Work	3
Section 4: Additional Information Required	14
Section 5: Pricing Information	16
Section 6: Proposal Requirements submission of proposal	16
Section 7: MPA's Rights and Requirements	19
Section 8: Disqualification of a Proposer/Proposal	20
Section 9: Required Proposal Bid Form	21

PART 1: Overview

1. Purpose and Project Summary

The Morgantown Parking Authority (MPA) is seeking Request for Proposals (RFP) from qualified vendors to provide equipment and services to provide and maintain a complete parking citation issuance and permit processing program that supports the use of pay-by-space multi-space parking meters and sale of residential parking permits.

The Authority offers 2,202 parking spaces that service the Downtown area. There are 4 multi-level parking garages, 9 surface lots, and 14 metered City streets that are accessible 24 hours a day, 7 days a week. The Authority also issues and enforces approximately 3,000 residential permits per year.

There is a total of five (5) Parking Enforcement Officers (PEO) working for the MPA. The PEO's perform overall parking enforcement, citing vehicles for expired meters, overtime violations in timed or residential permit zones and safety violations. PEO's currently work twenty-four (24) hours a day six (6) days a week. PEO's install and remove immobilization devices ("boots") from scofflaw vehicles. They also tow those vehicles if the scofflaw tickets remain unpaid.

It is the intent of this Request for Proposal (RFP) to replace the Enforcement, collections, and residential parking permit program. The goal of the MPA is to provide a seamless, efficient, customer-friendly, parking operation for its customers and the community and to ensure the capability to continue to expand and integrate the latest technology in the future. MPA recognizes the efficiencies that can be obtained by operating all three parts (Enforcement, collections, and permits) under one supplier.

The RFP does not obligate the MPA to complete the selection and contract award process. The MPA reserves the right to accept or reject all proposals; request additional information from any or all Proposers to assist the MPA in its evaluation process; and amend or withdraw this RFP prior to the announcement of the selected firm and award the proposed services in whole or in part, to one or more firms. In the case of an amendment to the RFP, all Proposers will be provided with a copy of any such amendments. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send a written request, via email, for clarification or interpretation to Dana McKenzie, dmckenzie@morgantownwv.gov, the subject line of the email should include the following: "ECP-RFP".

2. PROPOSAL/PROJECT SCHEDULE

- 2.1 Request for Proposals will be due in the MPA office (300 Spruce Street, Morgantown, WV 26505) by 5 PM on April 28, 2017.
- 2.2 Request for Information pertaining to the proposal will be received by MPA until 5 PM April 14, 2017. All requests should be made to Dana McKenzie, dmckenzie@morgantownwv.gov
- 2.3 Presentations to MPA Board/MPA staff (if required) would be on May 10, 2017, at 3 PM in the Public Safety Building Conference Room (300 Spruce Street, Morgantown, WV 26505).
- 2.4 All Respondents must respond in detail to each element of this RFP in order to be considered for a contract award.
- 2.5 Installation will begin on July 3, 2017.
- 2.6 Project completion will be no later than September 29, 2017.

3. SCOPE OF WORK

The object of this RFP is to procure a fully functional system that can provide all aspects of parking citation issuance, processing, and collection, along with sales of residential parking permits, to be used by the Morgantown Parking Authority (MPA). All local, state and federal laws must be adhered to by the selected Vendor. The installation must be scheduled to allow for continuous, revenue-collecting operations of the MPA. The contract will be awarded to a single vendor.

Technical Requirements

3.1 General Specifications

- 3.1.1 Provision, operation and maintenance of a Windows-based automated ticket management and permit processing system delivered to existing MPA desktop PC's via the Internet. If additional PC's are needed to support the system, other than those currently in use by MPA staff, those shall be provided as part of the proposal.
- 3.1.2 All hardware, software and related equipment/services shall be compatible with the MPA's existing network infrastructure for complete ticket processing/management activity. Software must integrate with MPA's existing

PARCS (Parking Access Revenue Control System), Tiba, SmartPark Facility Maintenance System (FMS). If the MPA's IT infrastructure is upgraded, the vendor must be able to modify their services to comply with the latest technology. The cost for those modifications can be negotiated at a then current rate approved by the MPA.

- 3.1.3 The Proposer shall note any photo and citation record storage limitations. Proposers should note additional costs if storage needs to be increased to meet the MPA's requirements.
- 3.1.4 Conversion of existing data to the new ticket management and permit processing system.
- 3.1.5 All necessary interaction with the Department Motor Vehicles (DMV) (vehicle registration information including vehicle identification numbers), registered owner information with automatic retrieval and input into existing database from nationwide (United States & Canadian Bureau of Motor Vehicles interfaces) Department of Motor Vehicles and all other agencies (vehicle rental car/leasing agencies) necessary to complete the intent of this RFP.
- 3.1.6 Data acquisition and mail address error correction, document storage, web payment processing, report generation, and distribution, audit, and control processes, and quality assurance.
- 3.1.7 The vendor shall provide procedures for regular backup of all MPA data files.
- 3.1.8 The vendor shall provide a Disaster Recovery Plan should a disaster occur (e.g. fire, flood, hurricane, hardware/software or communication failure, etc.). The plan will encompass all components of the system including parking tickets and reports. The MPA shall be assured that all aspects of the plan are performed in a timely manner. The MPA shall have a complete and uninterrupted flow of services at all times.

3.2 Submittals

- 3.2.1 Proposer will submit all required Parking Software and Equipment specifications related to their proposal, including but not limited to product specifications, installation, and maintenance instructions for each proposed solution.
- 3.2.2 Samples: Submit samples of standard reports, and other elements to be selected by the MPA within ten (10) days after approval of the contract. Approval/selections will be returned to the Proposer within thirty (30) days of submittal.
- 3.2.3 Operating manuals: Prior to the initiation of final testing and training, the Proposer shall deliver the following operation and maintenance manuals:
 - Supervisor Manual – This manual is designed for the Supervisor or authorized individual for the day-to-day operation of specified software

package(s). It shall explain all the features and functions (e.g., log-on/off, detailed instructions on how to access reports, monitor, prepare and print standard and ad hoc reports) required for day-to-day management. The manual shall also have a section for problems and/or exceptions conditions so the Supervisor can resolve common operating problems. Two (2) hard copies of this manual shall be provided plus one (1) electronic copy.

- System Administration Manual – This manual shall contain all procedures necessary for the proper monitoring and administration of permits and parking citation issuance and collection processing program as might be required by the MPA. At a minimum, the manual shall contain separate sections that cover the following topics: day-to-day operations, modification of field programmable settings, back-up and recovery, audit and control procedures, report production (with detailed instructions on report access), contingency plans, configuration control, and system diagnostics. A separate, removable section of the System Administration manual shall contain information on the proper administration and control of the security features built into the system. Some of the information to be contained in this section includes maintenance of user identifiers, password control, and security policy review. Two (2) copies of this manual shall be provided plus one (1) electronic copy.

3.2.4 The Proposer shall also deliver to the MPA original copies of all licenses, registrations, documentations, disks and other media as may have been included with those commercially available software packages provided with the system. In addition, the Proposer shall ensure that all licenses, registrations, and warranties have been transferred to, the MPA prior to final software turnover.

3.3 Handheld System Requirements

- 3.3.1 The handheld equipment used to issue parking citations shall be provided in a quantity of four (4) complete units. If the handheld equipment is to be out of service for repair then a spare “Loaner Unit” will be provided by the proposer until the handheld is returned from repair.
- 3.3.2 The handheld equipment used to issue parking citations shall use an online real-time processing system utilizing the following technologies:
- a. Physical/Environmental Characteristics
 - I. The unit shall be capable of being used and stored without damage in extreme cold, heat, and humidity.

- II. The hand-held device shall be lightweight (including batteries) to avoid user fatigue. It shall be possible for the average person to hold the unit easily in one hand for extended periods of time.
- III. The hand-held device shall be waterproof and dustproof. The vendor should note the IP rating of any device in their proposal.
- IV. Vendor's proposal should note the communications protocol used for real-time processing. Real-time communication is critical between the handheld device and the pay-by-space meter (Luke Pay station) equipment.
- V. Vendor's proposal should note the end-of-shift communications and charging protocols and equipment required.

b. Processor & Memory

- I. The hand-held device at a minimum shall have sufficient memory to operate at least three (3) days without downloading data to the system. Vendor's proposal should describe the processor offered.
- II. Unit shall have the ability to be upgradeable.
- III. The system processor shall function with sufficient MHz.

c. Operating System

- I. A standard operating system such as Windows, Windows Mobile or other acceptable mobile operating system.

d. Keyboard/Screen

- I. The display screen shall be shock-resistant and support a backlit display. Displays should provide crisp characters that are easy to read. The display should not reflect glare from overhead lighting or other light sources such as sunlight. The display shall be non-fatiguing so that it can be used for an extended period of time without eye discomfort to the operator.
- II. Proposed machines will be evaluated for interface quality. While it is not possible at present to define quantitative specifications for these characteristics, they are of substantial importance to the usability of the product. In particular, the interface shall encourage efficient navigation within the citation process.

e. Printer

- I. The printer shall be fully compatible with the hand-held device and the parking enforcement software.
- II. The unit shall be capable of being stored without damage in extreme heat, extreme cold, and humidity.
- III. The print head, connectors, and electronics shall be sealed to protect against moisture, heat and extreme cold.
- IV. The printer shall be unaffected by humidity, extreme heat or extreme cold. The printer shall be capable of printing in the rain.
- V. The field printer shall be capable of printing an official looking form.
- VI. The printer shall be capable of printing enlarged, emphasized, and condensed characters and programmable graphics signatures.
- VII. The printer shall be able to print pictures, machine-readable bar codes and other characters, such as QR codes, on the ticket.
- VIII. The print layout shall be adjustable for changes in the ticket design.
- IX. The information printed on the form shall remain legible and not smear when the form becomes wet.
- X. The printer shall be wireless.

f. Additional equipment

- I. **Digital imaging:** Provision of at least a five (5) megapixels or higher quality camera with a flash capability that can provide up to four (4) images per citation. The preference is for real-time transmission of images. Citation data **shall be transmitted** to the server in real time. However, consideration will be given to images being downloaded from the handheld equipment at the end of each shift as part of a charging/data transmission scenario. All images shall be date and time stamped by the handheld without interaction by the user. Image quality as finally received by the system will be judged as part of RFP evaluation criteria.
- II. **GPS:** Each handheld shall have built-in GPS so user locations can be tracked, routes can be displayed over a number of hours

and “stop” and/or “gap” reports can be created. If possible, the GPS system should also notify the officer if they are trying to write a ticket to an incorrect location. Example: the officer is writing a ticket on 2nd Street but enters 2nd Avenue on the ticket. The location is far enough from the GPS location of the handheld that the unit notifies the user and asks for verification.

- 3.4 The handheld equipment used to issue parking citations shall be able to provide the following processes:
- a. **Notifications:** The handheld should be able to notify the user of various issues that can arise in the field, e.g. vehicle is boot-eligible, how many notices sent, past citation history, valid permit, etc. These notifications should be definable by the user.
 - b. **Reporting issues in the field:** The handheld shall be able to be used for real-time reporting of malfunctioning or missing parking equipment, e.g. signs or meters. Reports shall be able to be directed to specific email addresses/text message so repair staff can be dispatched quickly to repair equipment.
 - c. **Repetition of Data:** The handheld software will allow certain user-defined fields to be loaded with information from the previous citation.
 - d. **Comments:** The handheld print file shall be adaptable so the user may be able to enter up to three (3) lines of printable comments per citation. Any additional line of comments can be added but not printed on the citation. This additional line can be used as “private” comments by the issuing officer. The Comment file for the handheld should be definable by the MPA so specific comments can be found by typing only a few keys. Example: NPD would equal “No Permit Displayed”, SP would equal “Signs Posted”, etc. All shortcuts and long form comments would be definable by the MPA. Timed violations require the original time the vehicle was “chalked” and that information should show up separately on the printed ticket.
 - e. **Violation requirements:** Certain violations should have requirements that the officer shall follow in order to issue a citation. Examples:
 - i. All violations require at least one comment in the Comment field.
 - ii. Timed violations require the original time the vehicle was “chalked” if the original timing was not performed using the handheld device.
 - iii. Permit parking violations require the user to verify the citation issuance if a valid permit is noted and that verification shall be recorded.

- iv. Handicap parking violations require at least two images. Fire hydrant, crosswalk, and double parking violations require at least one image. The handheld should require the necessary number of images for violations that require them as evidence.

- f. **Audio recording:** The handheld unit shall have a recording feature to allow the officer to record interactions with customers that may be questioned later. This recording shall be attached to the citation.

- g. **Timing:** The handheld shall allow the user to enter data relevant to the location of a specific vehicle for the purpose of timed enforcement. Example: The vehicle is parked at 400 High Street at 9:04 A.M. and the driver side front tire valve stem is located at 1:00 on an analog clock face. The handheld should allow the user to input the street and stay on the street until otherwise noted. The address for each entry shall be entered by the user. After the first use of an address, it shall be verified before it is used again so the same address is not entered multiple times unless that is noted as correct by the user. Time entry should be performed by the handheld. If the vehicle is found to have a valid permit, the handheld should notify the user immediately at the time so no further action is taken if needed. The valve stem location shall be noted by the user. The handheld shall inquire if the data is to be saved and a response required.

3.5 Immobilization Processing Requirements

3.5.1 The proposed system shall provide:

- a. The correct number of boot-eligible tickets as defined by the MPA (not including tickets under appeal, on payment plans or otherwise in dispute) that must be paid prior to the vehicle being released.

- b. The online account will be frozen once the boot citation is written and no further online payments will be received until all boot-eligible citations are paid in full at the MPA office.

- c. Electronic notification to a specific email address or text message once all boot-eligible tickets are paid at the MPA office.

- d. Setup of tables to allow the MPA to designate final disposition of vehicles if citations remain unpaid e.g. towed to (specific vendor), still held for payment, etc. There should also be a field for entry of a Morgantown Police Department incident report.

- e. The ability to accurately determine how many vehicles are boot-eligible at any time.

- f. Reports on boot-eligible citations searchable by address **and** street to increase the possibility to locate scofflaw vehicles, i.e. where does license plate 123456 receive the bulk of their tickets.

3.6 Parking Citation Processing Requirements

3.6.1 The parking citation processing system shall include, but not be limited to, the following:

- a. All necessary interaction with the Department of Motor Vehicles (DMV) (vehicle registration information including vehicle identification number), municipal court (hearings and decisions), registered owner information retrieval from nationwide (United States & Canadian Bureau of Motor Vehicles interfaces) Department of Motor Vehicles and all other agencies (vehicle rental car/leasing agencies) necessary for citation processing.
 - i. The system will regularly generate an exception report of license plates that do not have registered owner information. This report will be sent electronically in an Excel format so the data can be manipulated to analyze why no data is found.
- b. Data acquisition and mail address, error correction, document storage, web payment processing, report generation and distribution, audit and control processes.
- c. The system shall provide a method that allows scheduling and tracking for the appeals or City Court processes. MPA staff shall be able to access a listing of all open or closed appeals or hearings requests showing the current status of each request. The system shall provide processes or documents so MPA staff will be able to schedule hearings if needed. The system shall have the ability to update the pay status of any citation where a court decision is entered that would affect the status of any citation involved.

3.7 Payment Processing System Requirements

3.7.1 The payment processing system for parking citations and parking permits shall include, but not be limited to, the following:

- a. **MUST** be integrated with TIBA gate equipment software.
- b. Payments shall be recorded and updated in real time.
- c. Payment of citations shall be available online with the exception of boot/impound fees. Once a vehicle has been booted/impounded the online account is to be frozen until all debts are satisfied at the MPA office.
- d. Proposed systems shall be compliant with all current PCI-DSS requirements.

- e. Proposer shall provide all necessary equipment and/or software as agreed to by the MPA to support processing of payments, such as:
 - i. Cash drawers as needed:
 - ii. Barcode scanners as needed to scan bar codes from citations issued from handheld equipment.
 - iii. Imaging scanners to add images or received documents to the system for tracking complaints, appeals, court hearings, NSF checks, etc.
- f. Reporting capabilities to provide the following:
 - i. Citation payments and cash drawer reconciliation on a daily basis;
 - ii. Payments received by mail, phone, and Internet;
 - iii. Partial payments received and processed;
 - iv. NSF payments returned and actions were taken;
 - v. Credit chargeback's and actions were taken;
 - vi. Bank deposits;
 - vii. Citations forwarded to collections;
 - viii. Payments directly related to booting.

3.7.2 The vendor shall provide examples/samples of all standard and electronic online reports in their proposal, including, but not limited to:

- a. A full complement of monthly and annual management reports for the MPA. The annual report is to be reported in a fiscal year format beginning July 1, as the start of the fiscal year;
- b. Report of revenue collected for month;
- c. Report of citations issued for month with violation code and fine, plus penalty amounts added to delinquent citations during the reporting month;
- d. Monthly status reports on all parking violations processed; including up to date collection percentage rate;

- e. Monthly payment report identifying collection results by month, to also include delinquent notices;
- f. Monthly status report of open and closed parking violations;
- g. Aged Accounts Receivable Report with status of any collection activity if applicable;
- h. Monthly Summary Management Report showing:
 - i. Monthly and year-to-date number of citations issued;
 - ii. Monthly and year-to-date number of payments and revenue received, including current collection rate;
 - iii. Comparison of citation issuance and revenues year-over-year for same month over previous two years;
 - iv. Number of voids/adjustments for the current month and year-to-date, summarized by void/adjustment type;
 - v. Number of appeals received for the current month and year-to-date;
 - vi. Monthly and year-to-date appeal dismissals and court decisions suspensions, summarized by decision where possible.
 - vii. **Ad-Hoc Reporting Requirements:** The system shall possess a user-friendly report writer feature to allow the MPA to query and generate ad hoc reports on-line. Vendor shall provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool shall directly access data in the master database to provide accurate real-time information. The proposal should explain how reports are generated if the report data can be exported to Excel or other programs, how the MPA can generate specific reports based on business needs and a list of other types of reports available.

3.8 Parking Permit Processing System Requirements

- 3.8.1 The processing system for parking permits shall include, but not be limited to, the following:
 - a. Issuance and payments shall be recorded and updated in real time.
 - b. An inventory of the Parking Permit district and the regulated streets within these districts.
 - c. Full integration with the ticket processing module, enabling the resolution of parking citations issued incorrectly to permit holders or the withholding of permit sales due to outstanding parking citations.

- d. Financial controls for the tracking and reconciliation of fees collected.
- e. The ability for customers to create and update permits online.
- f. Ability to inquire online using a variety of search parameters.
- g. Ability to generate notices for use in renewal or informational mailings.
- h. Integration with the ticket processing system cashiering module, allowing outstanding balances for parking tickets and new permit sales to take place in one transaction.
- i. Configurable to match existing permit data entry flow, for an easy transition.
- j. Ability to utilize assign/allocate multiple permits to a single address.
- k. Ability to assign multiple vehicles to a single permit (multi-vehicle families).
- l. Allows permit types to be defined with flat-rate, prorated or tiered fee schedules.
- m. Allows a review and approval process for pending applications for permits.

3.9 Additional Function/Capabilities

3.9.1 In addition, consideration should be given to the provision of the following functions and capabilities identified below. Additional pricing for these additional functions and capabilities should only be provided in the Cost Proposal under Price List – Additions/Exceptions/Alternatives so as not to affect any baseline product evaluations:

a. Handheld System Requirements

- i. **LPR:** The preferred system shall have LPR capabilities that operate in real-time integrating with the permitting, i.e. virtual permits, and enforcement programs, i.e. outstanding citations, amber alerts, etc. The proposal shall include the LPR system as an optional price.
- i. **One-button audio recording:** It is preferred that the handheld unit has a recording feature accessed by pressing a single button. This recording shall be attached to the citation.
- ii. **Hot-swap batteries:** The preferred handheld shall have hot-swap batteries so units that have data needed over multiple shifts, i.e. timed parking information, can be used by the following shift without the loss of data crucial to enforcement.

- iii. **Digital imaging:** The preference is for real-time transmission of images without loss of image quality.
- iv. **GPS:** The preferred handheld shall have a GPS system that can notify the office if they are trying to write a citation on an incorrect location. Example: the officer is writing a ticket on 2nd Street but enters 2nd Avenue on the citation. The location is far enough from the GPS location of the handheld that the unit notifies the user and asks for verification.

b. Parking Citation Processing

- i. The preferred system shall have an account-based system. The ability to connect multiple license plates owing for parking citations. The vendor should explain how the system works in their program, if the account number is assignable will it integrate with other programs? And the process for combining accounts when duplicate accounts are found in the system.
- ii. The preferred system shall provide a system that facilitates scheduling, tracking, and support for the appeals of the City Court processes. MPA staff shall be able to access a listing of all open or closed appeals or hearings requests showing the current status of each request. The system shall have a court calendar so the MPA staff will be able to schedule hearings for City Court. The system shall have the ability to update the pay status of any citation where a City Court decision is entered that would affect the status of any citation involved.
- iv. The system shall have a field to denote how registration owner information was received for a vehicle, such as DMV, 3rd party, appeal form, etc.
- v. The system shall have a field to denote how registered owner information is attached to a citation, such as an owner, renter, lessee, etc.
- vi. The preferred system shall not allow multiple appeals on the same citation.

c. Payment Processing

- i. The preferred system shall be equipped to meet EMV standards.

d. Parking Permit Processing

- i. The preferred system shall provide the ability to allow first-time applicants to purchase parking permits through an online process. Vendors should clearly explain the process for verification of documentation used to purchase a permit.

Section 4: Additional Information Required

4.1 Equipment

Proposer shall include a detailed description of all proposed equipment. Equipment lists should list all required hardware by model numbers and software by name and version. Manufacturer(s), if different from the Vendor's company, should also be listed on the breakdown.

4.2 Installation

Proposals shall include a detailed description of the proposed installation process, including the services that will be performed as part of the installation.

4.3 Software Upgrades

Vendor upgrades necessary to correct problems or deficiencies shall be provided to the MPA at **no charge** for the life of the contract.

4.4 Documentation, Operating Guidelines, and Manuals

Vendor shall provide multiple copies of all operating manuals and standard operating procedures and/or guidelines.

4.5 Training

Proposer shall train MPA personnel and management staff in the use of the system, including proper use of all equipment, database management and report generation software, supervisor functions and capabilities and the use of audit functions. Proposer shall submit a schedule for training, along with training manuals, to the MPA for approval one month prior to system start. The selected Vendor will be required to provide up to thirty (30) hours of training time over a one-month period to be scheduled within 30 days of system start. Proposer shall also include per day pricing for additional training. Proposals shall include a training syllabus and standard operating procedure/guidelines.

4.6 Warranty

Proposers shall provide a minimum of a two (2)-year warranty for software and hardware. The warranty period will start once the equipment is operational and is approved in writing by the MPA. Vendor shall note in their proposal the length of their warranty for software and hardware.

- 4.6.1 During the warranty period, software modifications (upgrades) that improve the functionality of the system shall be provided to the owner at no additional cost. All warranties are to be delivered to the MPA prior to the commencement of the warranty period.

4.7 Maintenance Agreement

Each Proposal shall include a detailed outline for equipment and system maintenance. Maintenance shall be performed under the warranty for at least two years. Any other software and/or hardware maintenance program or requirement shall be outlined in the proposal.

4.8 Service

As part of the warranty process, the Proposer shall provide timely same day response for any service calls placed between 8:00 AM to 5:00 PM, Monday through Friday (excluding major holidays) regarding technical services and support for the citation issuance system. (All times listed are Eastern Time.) Service calls placed after 5:00 PM or during weekends or holidays shall be answered by 10:00 AM the following business day. Proposals shall define normal business hours, days, as well as holiday schedule. Proposer shall illustrate how they will provide service and support on both hardware and software. If Proposer is to use a sub-contractor or distributor, such sub-contractor/distributor shall be presented in the Proposal and is subject to approval by the MPA.

5. PRICING INFORMATION

5.1 PRICING

5.1.1 All hardware, software, licenses and related equipment shall be included an itemized price breakout. Equipment shall be sorted in accordance with the pricing plan. Equipment proposed to be installed shall be clearly identified by part and/or model number, quantity and unit pricing.

5.1.2 All software applications and modules, configurations, firmware, standard options, special options, and accessories available from the manufacturer shall be included in a price list. Proposers must include a listing of all services to be provided by the vendor.

6. PROPOSAL REQUIRMENTS Submission of proposal

The Respondent will format the proposal according to the attached section guidelines.

Additional information over what is requested, including marketing materials is not necessary.

Section 1: Cover Letter

Section 2: Narrative

Section 3: Equipment Information Sheets

- Section 4: Training
- Section 5: Warranty
- Section 6: References
- Section 7: Required Bid Form

6.1 Section 1

- 6.1.2 Briefly describe the company, history, and personnel that will be involved in the purchase and installation of the parking equipment. Each Proposer should state in detail its qualifications, and experience, and how its services are unique and best suited to meet the requirements and intent of this RFP. The proposer may include as much information as needed to differentiate its services and product(s) from other Proposer(s). At a minimum, please include the following:
- Staffing: Qualifications must include resumes and description of organizational and staff experience including the Project Manager and key technical staff proposed for the project. Additional resumes are not required unless that resource will likely play a key role in the project.
- Organizational and Staff Experience: Proposer must describe their qualifications and experience of the organization as a whole to perform the work described in this RFP. Information about experience should include direct experience with the parking citation issuance and permit processing program and implementation. Relevant experience must be associated with projects completed not more than five years prior to the date of this RFP.

6.2 Section 2

The Respondent shall provide a narrative that fully describes and explains the methodology that will be utilized by the Respondent to install its parking citation issuance and permit processing program. The narrative should be no longer than thirty (20) single pages. Provide a detailed project work breakdown structure to include tasks, subtasks, timeline, milestones, work efforts and resource assignments. Define the technical approach and document project deliverables to address the requirements outlined in the scope.

6.3 Section 3

Provide equipment information sheets from the manufacturer of the equipment.

6.4 Section 4

Provide a description of the training program that will be given to MPA.

6.5 Section 5

Provide a description of the warranty being provided. This should include service response times, excluded items, and years of service per the terms of the RFP.

6.6 Section 6

Provide at least four (4) references of similar operations which proposer installed. References should include location, size, and operating dates.

6.7 Section 7

Provide the required bid form. The form should be signed by a person with the authorization to execute contracts on behalf of the company. Respondent must provide five (5) paper copies and three (3) electronic copies on a flash drive. Failure to do so may result in rejection of the proposal.

Each Proposer shall submit its proposal(s) in the number, form, manner, and by the date and time and at the location required in the Sections. Boiler Plate proposals will be rejected and considered non-responsive. All costs are to be expressed in unit cost and the total cost to the MPA. One-time charges, software modifications charges, and conversion charges must be detailed. Any additional charges above the annual maintenance costs should be listed in detail.

7. MPA's Rights and Requirements

7.1 The MPA, at its sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the MPA's designated representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the MPA specifies.

7.2 The MPA reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The MPA reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the MPA's best interest.

7.3 Term of Proposal's Effectiveness

7.3.1 By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the MPA until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the "Proposal Expiration Date").

7.3.2 By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful Proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the MPA has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the MPA. The MPA does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the MPA arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

7.3.3 MPA is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum. The MPA will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received an RFP. Any addendum is a part of an incorporated in this RFP as fully as if originally written herein.

8. Proposal Evaluation

Proposals shall be evaluated based on the quality and completeness of the proposal based on the submittal requirements described herein and based on the following evaluation criteria (not listed in order of importance) and weighted scoring system:

1. The capability of the Proposer to provide a Parking Citation issuance and Permit Processing program. -20 points
2. Experience, qualifications, technical competence and availability of proposed personnel assigned to the project. This should include Proposer's understanding of project scope and goals as well as clarity, completeness and general quality of the proposal. –25 points
3. Proposer's reference and client recommendations. –25 points
4. Office location and response times. – 10 points
5. Overall proposal cost. -10 points
6. The cost of Maintenance and extended warranties. -5 points
7. The cost of annual recurring charges. – 5 points

These criteria and weighted point schedule reflect the MPA's best attempt to comparatively quantify each Proposer's ability to provide the services sought by the MPA and to meet the specific requirements of this RFP. The MPA will establish a multi-

member review team to perform the review and evaluation of the proposals. Each RFP Review Team member shall be provided and shall have an understanding of the RFP document and all associated addendum if any. A single, uniform evaluation and score sheet will be used and completed by each team member for each of the proposals. The Review Team may request and seek information and data from various sources as required, as part of the review process.

8.1 Disqualification of a Proposer/Proposal

- 8.1.1 The MPA does not intend by this RFP to prohibit or discourage submission of a proposal that is based on a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.
- 8.1.2 The MPA will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the MPA. The MPA reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The MPA reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the MPA's best interest, as determined in the MPA's sole discretion.
- 8.1.3 The MPA prefers that each Proposer submits only one proposal including all alternatives to the proposal that the Proposer desires the MPA to consider. The MPA reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the MPA reserves the right to independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The MPA reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract.

9. Required Proposal Bid Form

Proposals must include the attach Proposal Bid Form, along with itemized pricing for the Parking Citation Issuance and Permit Processing Program.

Software & Server Components – This line item must include the necessary equipment to meet the specifications and operate the system per manufacturer requirements. The Base Cost of the Server should be listed separately with the specific components and license listed.

Total – Proposer should Total each column and input the total in this row.

Total Base Bid – Proposer shall add together the Total.

Note: This form must be returned with your bid response

We comply with all terms, conditions, and specifications required by MPA in this Request for Proposal and all terms of our bid response. Bidders shall provide the complete information requested. Include the legal name of the bidder and signature of the person(s) legally authorized to bind the bidder to a contract.

ACKNOWLEDGMENT AND SIGNATURE PAGE

This form must be completed and submitted by the date and the time of bid opening.

Legal Company Name: _____

Federal Tax Identification Number: _____

Company Operating Address: _____

City _____ State _____ Zip Code _____

Remittance Address (if different from ordering address): _____

City _____ State _____ Zip Code _____

Company Contact Person: _____ Email Address: _____

Phone Number (include area code): _____

Fax Number (include area code): _____

Company's Internet Web Address: _____

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION.

Bidder/Proposer's Authorized Representative's Signature: Date

Type or Print Name: _____

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE MPA MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.