



Parking Management Equipment Replacement

RFP# 19-20-28

Proposal Due Date: July 10, 2020

Location:
City of Greenville
Financial Services Department/Purchasing Division
Attention: Denisha Harris
201 West 5th Street
Greenville, NC 27858

Questions:
Denisha Harris
Financial Services Manager
252.329.4862
Email: dharris@greenvillenc.gov

June 23, 2020

Dear Sir or Madam:

The City of Greenville, North Carolina, is now accepting Proposals for Parking Management Equipment Replacement. The requirements for submitting a Proposal are stated in the attached Request for Proposals (the "RFP").

Sealed proposals endorsed Parking Management Equipment Replacement to be furnished to the City of Greenville (the "City") will be received by the Financial Services Department, Purchasing Division at 201 West 5th Street, Greenville, NC until July 10, 2020. The City reserves the right to reject any or all proposals.

This RFP outlines a description of the services sought and the documents interested firms will be required to submit one (1) electronic copy of the Proposal on a CD or flash drive in PDF and four (4) original Proposal signed in ink by a company official authorized to make a legal and binding offer. The RFP must be submitted in a sealed box or opaque envelope plainly marked with the Proposal number and service description as follows:

Request for Proposals
Attention: Denisha Harris
[Name of Company Submitting Proposal]
Parking Management Equipment Replacement
RFP # 19-20-28

It is the intent of the City to select a single firm to accomplish all the services outlined in this Request for Proposal. RFP questions must be directed to Denisha Harris, Financial Services Manager, Purchasing Division, per the enclosed instructions.

Sincerely,

Denisha Harris
Financial Services Manager
Financial Services Department-Purchasing Division

SECTION ONE: INSTRUCTIONS TO VENDORS

1.1 READ, REVIEW AND COMPLY: It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this RFP document.

1.2 LATE PROPOSALS: Late proposals, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure delivery at the designated office by the designated time.

1.3 ACCEPTANCE AND REJECTION: The City reserves the right to reject any and all proposals, to waive any informality in proposals and, unless otherwise specified by the Vendor, to accept any item in the proposal.

1.4 WITHDRAWAL OF PROPOSAL: No proposal may be changed or withdrawn after the time of the proposal due date. Any modifications or withdrawals requested before this time shall be acceptable only when such request is made in writing to the Financial Services Manager.

1.5 CONFLICT OF INTEREST: Each bidder shall affirm that no official or employee of the City of Greenville is directly or indirectly interested in this proposal for any reason of personal gain.

1.6 EQUAL EMPLOYMENT OPPORTUNITY: The City has adopted an Equal Employment Opportunity Clause, which is incorporated into all specifications, purchase orders, and contracts, whereby a vendor agrees not to discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin or ancestry. A copy of this clause may be obtained at the City Clerk's Office, City Hall, Greenville, N. C. By submitting a proposal, the firm is attesting that they are an Equal Opportunity Employer.

1.7 MINORITY AND WOMEN BUSINESS ENTERPRISE (MWBE) PROGRAM: It is the policy of the City of Greenville to provide minorities and women equal opportunity for participating in all aspects of the City's contracting and procurement programs, including but not limited to, construction projects, supplies and materials purchase, and professional and personal service contracts. In accordance with this policy, the City has adopted a Minority and Women Business Enterprise (MWBE) Plan and subsequent program, outlining verifiable goals.

The City has established a 2% Minority Business Enterprise (MBE) and 2% Women Business Enterprise (WBE) goal for the participation of MWBE firms in supplying goods and services for the completion of this project. All firms submitting bids agree to utilize minority and women-owned suppliers and service providers whenever possible. Questions regarding the City's MWBE Program should be directed to the MWBE Office at (252) 329-4462.

1.8 LOCAL PREFERENCE: The City of Greenville has adopted a Local Preference Policy, Resolution No. 056- 13, and a Professional and other Services Policy, Resolution No. 057-13 that may pertain to this project. For more information please see the City of Greenville’s webpage at www.greenvillenc.gov/financialservices/purchasingdivision.

1.9 REHABILITATION ACT AND ADA: Federal law prohibits handicapped discrimination by all governmental units. By submitting a proposal, the vendor is attesting to its policy of nondiscrimination regarding the handicapped.

1.10 TAXES: Sales taxes may be listed on the proposal, but as a separate item. No charge will be allowed for Federal Excise and Transportation tax from which the City is exempt.

1.11 CITY RIGHTS AND OPTIONS: The City, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute or otherwise modify this RFP at any time.
- To cancel this RFP with or without the substitution of another RFP.
- To take any action affecting this RFP, this RFP process, or the Services subject to this RFP that would be in the best interests of the City.
- To issue additional requests for information or clarification from Offerors or to allow corrections of errors or omissions.
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the City to evaluate the Responses submitted.
- To negotiate a contract with a Service Provider based on the information provided in response to this RFP.

1.12 PUBLIC RECORDS: Any material submitted in response to this RFP will become a “public record.” Proposers must claim any applicable exemptions to disclosure provided by law in their response to this RFP. Proposers must identify materials to be protected, and must state the reasons why such exclusion from public disclosure is necessary and legal. The City reserves the right to make all final determination(s) of the applicability of North Carolina General Statutes § 132-1.2, Confidential Information.

1.13 ACCURACY OF RFP AND RELATED DOCUMENTS: Each Company must independently evaluate all information provided by the City. The City makes no representations or warranties regarding any information presented in this RFP, or otherwise made available during this procurement process, and assumes no responsibility for conclusions or interpretations derived from such information. In addition, the City will not be bound by or be responsible for any explanation or conclusions regarding this RFP or any related documents other than those provided by an addendum issued by the City. Companies may not rely on any oral statement by the City or its agents, advisors, or consultants.

If a Company identifies potential errors or omissions in this RFP or any other related documents, the Company should immediately notify the City of such potential discrepancy in writing. The City

may issue a written addendum if the City determines clarification necessary. Each Company requesting an interpretation will be responsible for delivering such requests to the City's designated representative as directed in RFP Section Three.

1.14 EXPENSE OF SUBMITTAL PREPARATION: The City accepts no liability, and Companies will have no actionable claims, for reimbursement of any costs or expenses incurred in participating in this solicitation process. This includes expenses and costs related to Proposal submission, submission of written questions, attendance at pre-proposal meetings or evaluation interviews, contract negotiations, or activities required for contract execution.

1.15 PROPOSAL BINDING: This proposal is binding for a period of one hundred-eighty (180) days.

1.16 QUESTIONS REGARDING THE RFP:

Proposers who request a clarification of the RFP requirements must submit written questions to the RFP Coordinator by 3:00 p.m. (PDT) on July 1, 2020. Written copies of all questions and answers will be provided to all Proposers who have submitted letters of intent. An email attachment sent to dharris@greenvillenc.gov is adequate. Responses to all questions submitted by this date, will be emailed to Proposers who submitted a letter of intent, by 3:00 p.m. on July 1, 2020 along with being posted to the City website.

SECTION TWO: GENERAL TERMS AND CONDITIONS

2.1 NON-DISCRIMINATION: The City of Greenville does not discriminate on the basis of race, color, sex, national origin, religion, age or disability. Any contractors or vendors who provide services, programs or goods to the City are expected to fully comply with the City's non-discrimination policy.

2.2 NON-COLLUSION: Respondents, by submitting a signed proposal, certify that the accompanying submission is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under North Carolina or United States law.

2.3 PAYMENT TERMS: The City agrees to pay all approved invoices Net Thirty (30) days from the date received and approved. The City does not agree to the payment of late charges or finance charges assessed by the seller or vendor for any reason. Invoices are payable in U.S. funds.

2.4 GOVERNING LAW: Any agreement, contract or purchase order resulting from this invitation to bid, request for proposals or request for qualifications or quotes, shall be governed by the laws of the State of North Carolina.

2.5 SERVICES PERFORMED: All services rendered under this agreement will be performed at the Seller's own risk and the Seller expressly agrees to indemnify and hold harmless The City of

Greenville, its officers, agents, and employees from any and all liability, loss or damage that they may suffer as a result of claims, demands, actions, damages or injuries of any kind or nature whatsoever by or to any and all persons or property.

2.6 INDEPENDENT CONTRACTOR: It is mutually understood and agreed the Seller is an independent contractor and not an agent of the City of Greenville, and as such, Seller, his or her agents and employees shall not be entitled to any City employment benefits, such as but not limited to vacation, sick leave, insurance, worker's compensation, pension or retirement benefits.

2.7 VERBAL AGREEMENT: The City will not be bound by any verbal agreements.

2.8 INSURANCE REQUIREMENTS: Contractor shall maintain at its own expense (a) Commercial General Liability Insurance in an amount not less than \$1,000,000 per occurrence for bodily injury or property damage; City of Greenville, 200 W. Fifth St. Greenville, NC 27834 shall be named as additional insured. (b) Professional Liability insurance in an amount not less than \$1,000,000 per occurrence-if providing professional services; (c) Workers Compensation Insurance as required by the general statutes of the State of North Carolina and Employer's Liability Insurance not less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit; (d) Commercial Automobile Insurance applicable to bodily injury and property damage, covering all owned, non-owned, and hired vehicles, in an amount not less than \$1,000,000 per occurrence as applicable. Certificates of Insurance shall be furnished prior to the commencement of Services.

2.9 E-VERIFY COMPLIANCE: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. Further, if the Contractor utilizes a Subcontractor, the Contractor shall require the Subcontractor to comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. By submitting a proposal, The Proposer represents that their firm and its Subcontractors are in compliance with the requirements of Article 2 Chapter 64 of the North Carolina General Statutes.

2.10 IRAN DIVESTMENT ACT: By submitting a proposal, the Vendor certifies that: (i) it is not on the Iran Final Divestment listed created by the N.C. State Treasurer pursuant to N.C.G.S. 147-86.58; (ii) it will not take any actions causing it to appear on said list during the term of any contract with the City, and (iii) it will not utilize any subcontractor to provide goods and services hereunder that is identified on said list.

SECTION THREE: PROCUREMENT PROCESS

3.1 Schedule and Process

Event	Date and Time
Issuance of RFP	June 23, 2020
Letter of Intent	June 26, 2020 5:00 pm
Deadline to submit questions	July 1, 2020 3:00 pm
Answers to questions provided	July 6, 2020
Proposal Due	July 10, 2020 by 3:00 p.m.

Upon review of the RFP documents, firms may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the above due date.

Written questions shall be emailed to dharris@greenvillenc.gov by the date and time specified above. Vendors should enter "Parking Management Equipment Replacement #19-20-28 Questions" as the subject for the email.

Responses will be posted in the form of an addendum to the RFP on the City's website at <https://www.greenvillenc.gov/government/financial-services/current-bid-opportunities> and on the State's IPS website www.ips.state.nc.us. No information, instruction or advice provided orally or informally, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding.

No contact regarding this RFP will be allowed between Bidders or potential Bidders and employees of the CITY staff after issuance of the RFP with the exception of the CITY contact person named on the cover page. Any such contact may disqualify a firm from further consideration. Requests for clarification from Bidders will be allowed provided that such requests are made through the Financial Services Manager in writing.

3.2 PROPOSAL SUBMITTAL:

Four (4) signed, executed copy and one (1) digital copy of the proposal on a flash drive or CD in PDF format submitted in a sealed envelope shall be received as shown on the schedule above.

Mailing & Hand Delivery Address:
Denisha Harris
Financial Services Manager
City of Greenville, Purchasing Division
201 West 5th Street
Greenville, NC 27858

All proposals should be clearly marked on the outside of the package with the Vendor's name, Attention: Denisha Harris, and the title, RFP # 19-20-28 Parking Management System Replacement:

PLEASE NOTE: IT IS THE PROPOSER'S RESPONSIBILITY TO ENSURE THAT PROPOSALS ARE RECEIVED BY THE PURCHASING BY THE STATED DAY and TIME. No late proposals will be accepted.

All proposals must be signed by an authorized official of the firm. The vendor shall insert the required responses and supply all the information, as requested, on the enclosed Forms. The prices inserted shall be net and shall be the full cost, including all factors whatsoever. Any information not submitted on forms provided will be considered unresponsive.

SECTION FOUR: SCOPE OF PARKING MANAGEMENT SYSTEM

The purpose of this RFP is to solicit proposals to recommend and assist in the upgrade or replacement of Parking Management Equipment. We will consider proposals from single vendors or from multiple vendors working as a team. The ideal vendor(s) will have experience in implementing parking management system solutions in businesses and/or local government agencies of similar size to Greenville, and in larger agencies.

4.1 Background: Greenville's Current Parking System:

Two Zones:

1. Commercial
2. Residential

Types of Parking:

1. On-street
2. Parking lots

Employee Parking Lot Key Requirements:

- 4 FAAC Gate Operator w/ 12 foot lighted arms
- 4 12 Foot Light Gate Arms
- 4 Access Control RFID Reader, Gooseneck Mount per lane
- RFID cards (Prefer to work with existing city badges)
- Inground Loop (include saw cut installation)

3. Parking Garage (approx. 238 spots)

Key Requirements:

- 1 barcode entry device, with presale capabilities
- 1 exit device with credit card and monthly parking card reader capabilities
- 2 parking control gates systems
- 2 vehicle detection loops

- 2 UMOJO intercoms & 4 IP cameras with interface to Greenville Police Department Remote Monitoring Center in all devices.
 - Labor, setup, training, all civil work and old device removal must be included in the price
 - Hotel module
 - Proposed Credit Card Readers must be End to End (E2E) Encrypted
- Each City owned parking lot and/or area has set enforcement hours.

Methods of Payment:

1. Kiosk
2. Mobile App through Passport
3. Pay-by-Phone
4. Permit (residential)

Methods of Enforcement:

1. Parking Ticket Handheld Equipment: The PEO's currently use N5 parking ticket handheld equipment by United Public Safety (version 0.00). Parking tickets created on the United Public Safety handhelds are integrated with the Financial Services Collection Division to reduce ticket data-entry. This is done through the UPS Parking Ticket Transfer interface maintained by United Public Safety, Inc.
2. Parking Enforcement License Plate Reader System: The PEO vehicles are equipped with a Vigilant License Plate Reader (LPR) software client (version 0.0.000.0), and hardware. The LPR system employs a camera and GPS technology to record vehicle license plates, location, length of time in parking space and license plate lists for wanted/stolen vehicles and permitted vehicles. The current LPR system is a client/Server application, with Vigilant Security Center Server (version 0.0.000) on the server and uses a Microsoft SQL relational SQL Server 2012 Standard – 64-bit.

4.2 Integration:

Proposed systems will need to integrate with the following current components of the parking management system:

Enforcement:

- Parking Ticket Handheld Equipment
- Existing Parking Enforcement License Plate Reader System
- Parking Lot Pay Kiosk
- Pay-by-Phone App
- Pay by Phone.

Information Technology Components:

- Preferred offsite cloud server option
- Robust Software and reporting system with customizable reports.
- System must interface with a TYSYS for Credit Card
- Integration with United Public Safety's billing system should be included (1 database).
- Included cost to integrate with up to two (2) parking reservation systems (e.g. Passport, Park Mobile, etc.).

Other Required Features:

- Voice-over IP (VoIP) intercoms at designated entry & exit lanes that integrate seamlessly into Greenville Police Department Command Center and local Parking Office.
- System must have the ability to switch to a Credit Card on entry operations, where a customer will simply swipe their credit card at the Ticket Dispenser.
- Barcode scanners in entry and exit lanes that provide the ability to scan pre-printed passes, barcode tickets or barcodes from smart phones. Event pre-sale capability at entry devices should be included. Vendor should describe how events presale
- New communication wiring throughout the facility as applicable.
- New LED barrier gates are preferred.
- Exterior digital signage, detailing parking occupancy and space available at main points of ingress/egress should be priced at alternate for the parking deck.
- 2 year warranty, parts and labor.

SECTION FIVE: CONTRACT TERM

The term for any contract resulting from this Request for Proposal (RFP) is for one (1) year. The contract may be extended for as many as four (4) additional twelve (12) month periods, for a total of five years, provided that both parties are in agreement and funds are made available for this purpose.

SECTION SIX: LETTER OF INTENT

Proposers wishing to submit proposals are encouraged to provide a written letter of intent to propose June 26, 2020 by 5:00 p.m. An email attachment sent to dharris@greenvillenc.gov is acceptable. The letter must identify the name, address, phone, and e-mail address of the person who will serve as the key contact for all correspondence regarding this RFP.

A letter of intent is required in order for the City to provide interested Proposers with a list of any questions received and the City's answers to those questions. Those providing a letter of intent will also be notified of any addenda that are issued. If a letter of intent is not

submitted, it will be the Proposer's responsibility to monitor the website to get answers to any questions.

A list of all Proposers submitting a letter of intent will be available upon request.

SECTION SEVEN: PROPOSAL CONTENT AND FORMAT

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This chapter contains forms Proposers must complete to submit their proposals. Proposers must complete all the forms in this chapter as well as other requests for information contained herein. The following forms are included:

- A. Cover Letter
- B. Proposal Summary
- C. Handheld Requirements
- D. Past and current clients
- E. Project schedule and work plan
- F. Pricing

All Proposals must be:

- No greater than five (5) pages, single-sided, single spaced;
- Printed on 8 1/2" x 11" paper with standard text no smaller than eleven (11) points;
- Unless necessary, all Proposal originals should minimize or eliminate use of non-recyclable or non-reusable materials such as 3- ring binders, plastic report covers, plastic dividers, and vinyl sleeves.

7.1 Proposal Content:

A. Cover Letter

The Proposal must include a letter of transmittal attesting to its accuracy, signed by an individual authorized to execute binding legal documents. The cover letter shall provide the name, address, telephone and facsimile numbers of the Company along with the name, title, address, email address, telephone and facsimile numbers of the executive that has the authority to contract with the City. The cover letter shall present the Company's understanding of the Project and a summary of the approach to perform the Services.

B. Proposal Summary

Your proposal summary is not to exceed two pages.

Please include the following in your project summary:

1. Location of headquarters
2. Number of current clients
3. Number of full-time personnel in the following divisions:
 - Consulting
 - Telecommunications
 - Sales, marketing, and administrative support
 - Other (please note relevant staff)

C. Handheld Requirements

Use the following key to answer the following requirements:

3	Fully Supported
2	Third Party Vendor
1	Customization
0	Not Supported

Required:

Function	Response
Customizable Touchscreen	
Bluetooth Enable	
Ticket Paper enclosed	
Customizable font and font size	
Print & printer variety (smaller size preferred)	
Must have the ability to write a ticket in 1 minute or less	
The ability to scan plates	
Customizable	
Shortcuts for Multi-Violations	
Shortcuts for locations	
Ability to repopulate to last ticket written	
Units must be rugged and able to withstand dropping, cold and hot temperatures inside cars	
Waterproof and moisture proof	
Battery life of 12 or more hours	
Database Diagrams and Data Dictionary	
Diagram of server(s) for typical implementation	
Admin clients	
Briefly describe your support of mobile technologies (VPN, synchronization), and various handheld devices (e.g. PDAs, iPad, etc.).	
.NET architecture	

Compatibility with GPS/AVL technology in field vehicles	
Training	
Remote access. Briefly describe you're: - Remote access capabilities - Supported technologies - Portal and portal plans	
Ability to provide in-person training on all modules selected	
Ability to provide in-person system administration training	
User Groups, Conferences, Community Forums, Knowledge Base, etc.	
End User Support: number of staff offering user support, hours of service, average and guaranteed response time, ticketing system used, escalation process, user forums, etc.	
Software Upgrades: timing, support provided, documentation.	
Documentation: description and examples of user, administrator, technical system references and help materials, (procedures, definitions, configuration, ERD, API's, etc.)	

Important:

Well lit for night and bright sun vision	
Supports Microsoft Active Directory. Single sign-on integration with Active Directory.	
Row lock security	
Supports virtual server environment utilizing VMWare and Hyper-V	
Hardware Specifications	
Languages, structures or frameworks used e.g. .NET architecture, SQL, etc.	
Fully supports/compliant with Service Oriented Architecture (SOA). Please explain/discuss	
Attach electronic files (e.g. JPEG, PDF, Word, wav, MP3, WMV, TIF, etc.) to various records and fields. List all file types supported.	
Email distribution of reports from within the system	
Bi-directional integration with Microsoft Office (especially Excel and Word) and SQL.	
Describe your touch screen capability for field data entry and mobile technology compatibility.	
Provide a web-based portal for City employees (internal customers) to create and submit requests for service	
Customer Service Requests & Support	

E. Past and Current Clients

Provide a listing of current and past public sector (cities or counties) clients and the general services provided. Identify clients that are similar in to the City of Greenville (e.g.: in size, complexity, location). Provide contact information (i.e.: name, phone number, email address) for those that will serve as a reference.

F. Project Schedule and work plan:

Provide a detailed project implementation plan that includes:

- A Gantt chart showing beginning and end dates of all tasks (the actual project start date will be determined during contract negotiations)
- A table listing vendor staff assignments and proposed labor hours for all tasks
- A brief description of each task and its work products
- The following deliverables:
 1. Project Management services and project plan
 2. Parking Management System Upgrade Plan Specifications for all hardware and software components.
 3. Licensing, warranty and support contracts for all hardware and software components.
 4. Professional services that include, but are not limited to setting up the integration of the handheld equipment, the pay stations with pay-by-phone Inc. services, as well as, training and knowledge transfer for City staff on new processes, support and troubleshooting of system and equipment management.

G. Pricing

Provide a detailed fee schedule of expenses including implementation and a contract span of 3 years. Express your administrative fee in a lump sum payable monthly over the course of the year. Expenses not specifically listed will not be considered. All Proposals must include a maximum not-to-exceed amount and separate price for travel and related (if applicable). Firm shall incur no travel or related expenses chargeable to the City without prior approval by an authorized City representative. The actual contract amount will be negotiated after the consultant has been selected and the scope of work finalized.

SECTION EIGHT: EVALUATION CRITERIA

Proposals will be assessed to determine the most comprehensive, competitive and best value solution for the City based on, but not limited to the criteria below. The City reserves the right to modify the evaluation criteria or waive portions thereof.

Proposals will be evaluated on the following major categories:

- 1. Project Approach/Proposed Solution**
- 2. Qualifications and Experience**
- 3. Cost Effectiveness and Value**