



**CITY OF PORT ORCHARD**  
**REQUEST FOR PROPOSALS**

**For**

**MULTI-SPACE PARKING PAY STATIONS**

**PROPOSALS DUE:**

**August 27, 2010, 4:00p.m. PDT**

**Submit three (3) copies to:**

**City of Port Orchard  
City Clerk's Office  
Bid No. PD2010-01 Multi-Space Parking Pay Stations  
216 Prospect Street  
Port Orchard, WA 98366**

# PART I - PROPOSAL REQUIREMENTS

<b>SECTION A: GENERAL INFORMATION</b>
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## SCOPE OF WORK

The City of Port Orchard (known throughout this document as “City”) is seeking proposals from qualified firms, teams or contractors with demonstrated experience in providing, installing and maintaining multi-space parking pay stations. The City proposes to engage the contractor for the following services:

- ◆ Deliver and install two (2) parking pay stations and an optional third parking pay station in the locations determined by the City in accordance with agreed-upon performance standards within 3 months following contract signing.

## PROPOSAL INVITATION

This document constitutes an invitation for sealed competitive proposals for multi-space parking pay stations and related services as directed by the City, in accordance with the requirements and provisions herein.

### 1.0 TECHNICAL REQUIREMENTS - PRODUCT SPECIFICATIONS

Proposals for multi-space parking pay stations shall include these product specifications.

#### A. Pay Station Configuration

- 1) Pay Stations must be able to work in either Pay-by-Space or Pay & Display mode.
- 2) Configuration change must be performed by downloading information from a Flash Memory Card.
- 3) The City would like the vendors to provide pricing for units that accept credit/debit cards.
- 4) Pay Stations must print a receipt at the end of each transaction in order to provide the end user proof of payment for reimbursement and tax reporting purposes. The City may also want to utilize this receipt for advertising or messaging purposes. Please describe receipt design options.

##### A. Pay by Space Specifications

1. User must be able to pay for their space at multiple pay stations.
2. User must be able to add time from any pay by space meter in the City.
3. Parking Enforcement Officers must be able to view paid and unpaid spaces on a wireless device that can download transaction data in real time.
4. The enforcement screen must be color coded to show paid and expired spaces, as well as spaces that have recently expired (a grace period).
5. The City must be able to customize the time length of the grace period.
6. The City must be able to customize the time length available to parkers.
7. The City must be able to customize meter zones.
8. The off-site software operator must be able to view historical space data.

#### B. Manufacturing Process

- 1) Manufacturer must be ISO 9001:2000 certified

### **C. Housing Specifications**

- 1) Exterior
  - a. Shall be constructed of 11 gauge steel.
  - b. Unit shall be made of uni-body construction, not mounted on a pedestal.
  - c. Shall have weather-resistant design.
  - d. Surface must be powder-coated for graffiti- and weather-resistance.
  - e. The cabinet must have an aesthetically pleasing design that is easily recognizable as related to parking.
  - f. Multiple standard color options must be available. Please list standard exterior color options below.
- 2) Compartments
  - a. Must have separate compartments for maintenance (upper) and collection vault (lower). These compartments must be keyed differently.
  - b. Vaults located in maintenance area are not acceptable.
  - c. Individual outer doors for each access.
    1. Vandal-resistant with internal or recessed hinges.
  - d. 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. Card aperture locations must meet ADA requirements.
    1. Center line of control not more than 48 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 required.
  - b. A description of the vault locking system must be provided. That description shall include security benefits, as well as key and lock operation.

### **D. Card reader**

- 1) Must be housed inside maintenance cabinet (not on maintenance door) so card reader is protected from elements when door is open.
- 2) Shall be dual magnetic stripe and Smart Card reader capable of reading magnetic stripe and smart memory and microprocessor cards.
- 3) Must comply with ISO 7816-1,2,3 standards
- 4) Encryption must be performed by the card reader itself and not the CPU.
- 5) Credit card authorization must be an on-line real-time process. Batch mode is not acceptable.
- 6) Vendor must be Level 1 PCI Certified (audited by third party, not self audited).
- 7) If communications are down, the pay station must have the ability to accept the transaction and send the data to the server after communications are restored.

### **E. Power supply**

- 1) Solar-powered meters are required. AC Mains power is not available.
- 2) Shall include a commercially available 12 volt recyclable gel battery.
- 3) Battery shall be trickle-charged by a 5 or 10 watt solar panel.
- 4) Battery must last an average of 3 years without recharge or replacement.

- 5) Solar panel must be integrated into the top of the meter, not placed on posts.
- 6) A voltage check system must be integrated into the pay station cabinet and the voltage of the battery must be determined in less than 5 seconds.
- 7) The battery storage area must allow the battery to be removed and replaced in less than 60 seconds for servicing.
- 8) Shall include a separate backup battery to sustain clock, calendar, audit information, and Random Access Memory in the event of a main backup system failure or during battery replacement.

**F. Display and Instructions**

- 1) Proposal shall include description of display capabilities.
- 2) Shall be backlit and protected by windows of Lexan or equivalent material but is easy to read in various lighting conditions.
- 3) Shall have minimum capacity of 96 characters (at least 6 lines of 16 characters).
- 4) Shall be a graphical display, allowing for the display of logos and graphics.
- 5) Shall have capability to display messages supplied and downloaded from off-site software.
- 6) Shall display various operating status messages to users and maintenance personnel.
- 7) Shall display customer transaction information.
- 8) On-screen displays will be in English
  - a. Proposal shall describe capability of displaying different languages.
- 9) Shall be equipped with colored LEDs that flash when there is a pay station fault.
- 10) Printed user instructions shall be inserted inside maintenance door without tools or disassembly of parts.

**G. Printer**

- 1) Proposal shall provide a description of printer capabilities.
- 2) Must be housed inside maintenance cabinet (not on maintenance door) so printer is protected from elements when door is open.
- 3) Shall be capable of printing on standard, sticky-back, and variable length tickets.
- 4) Shall be thermal impression injection type where receipt is printed internally and ejected to customer.
- 5) Shall have a self-sharpening blade.
- 6) Shall have a self-cleaning printing head.
- 7) Shall be equipped with a mechanism to discharge static.
- 8) Shall have ability to receive paper in roll form with a minimum of 6000 standard receipts.
- 9) Once the cabinet has been opened it should take a technician less than one minute to replace a thermal paper roll.
- 10) Shall be capable of printing the following:
  - 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
  - f. Time extension code
- 11) Receipt design shall be programmable.
  - a. Describe ability to download receipt design changes to pay station.

**H. Wireless two-way communications**

- 1) Pay station shall be equipped with modem, antenna, and required software for GPRS communications.
  - a. Pay station shall communicate with a vendor-hosted off-site software system.

- b. Pay station shall communicate transactions and alarms to the off-site software system.
- c. City does not wish to negotiate air-time fees with communications provider. Please include all air-time fees in monthly pricing for off-site software system.

**I. Electronic components**

- 1) The City prefers a system of plug-and-play for major components, allowing removal and replacement without the use of tools.
  - 1) 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 sealed, highly water resistant, and operate in conditions of over 90% humidity and to temperatures down to 20 degrees below zero.
- 3) Proposal shall describe how components are protected from moisture.

**J. Spare parts:** Establish recommended supply to support installed base to be maintained at the City's meter shop. Include pricing.

- 1) Proposal shall describe delivery of additional parts to support maintenance levels.

**K. Functionality – Other important multi-space pay station functions include:**

- 1) Must include both a “MAX” button for card purchase that allows customer to purchase full time limit (meter duration) with one button push and an incremental button for purchases of less than maximum time.
- 2) Max button, card increment button 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.
- 3) Unit shall have the ability to accept and execute programming for holiday and event shutdowns.

**L. Data Security**

- 1) Encryption: All data leaving pay station shall be encrypted to a minimum of 128-bit encryption protocol.
- 2) Memory Preservation: Data regarding alarms and card reader shall be retained at least until confirmation of receipt by server.
- 3) All multi-space pay stations must meet the standards to be considered Level 1 Payment Card Industry (PCI) certified for secure processing of credit card transactions. Vendor must be listed on both the Visa and MasterCard web sites as being PCI certified.

**2.0 TECHNICAL REQUIREMENTS - SERVICES SPECIFICATIONS**

Proposals for parking pay stations shall include these services specifications. Responses should be provided in the order given:

**1) Off-Site Software Operations**

A. Software: The City prefers management software to support system operations that provides operational control to City.

- 1) Software shall be vendor hosted and web-based.
  - a. Software shall be American English version
  - b. The operation of the off-site software system should not require the purchase of vendor supplied hardware.
- 2) Preference for software that provides City staff with ability to set parking hours and design

receipt changes and messages, and then remotely send changes to one or more pay station units.

- 3) Proposal shall include a discussion of management software function, hosting site for operations, and flexibility for City staff operations/control.
- 4) Software shall provide the ability to divide parking system into defined multiple parking management areas or zones.
- 5) Software shall support reporting of cash box status and revenue collection reporting, alarm status and operation status listing, file transfer information/reporting.
- 6) Software that supports exporting financial and activity data to spreadsheet software and external database.
- 7) Data shall be available 24 hours a day, 7 days a week, 365 days a year.

**B. Alarms**

- 1) Warnings and alarms should be communicated from the meter to the off-site software system in real time.
- 2) The pay station must perform a self-diagnostic test every 5 minutes and communicate any alarms to the off-site software system.
- 3) In the event that there are no alarms, the unit must send out a life-alarm every 24 hours.
- 4) Alarms shall be available 24 hours a day, 7 days a week, 365 days a year.

**2) Smart Card Program**

- A. The vendor must be able to provide the City with a parking smart card. The smart card programming must be done by the pay station vendor, not a third party.
- B. Proposal should describe the vendor's ability to work with the City in implementing a parking smart card program.

**3) Training**

- A. The vendor shall train City staff in a manner sufficient to support the pay station warranty and also provide training on the off-site software system. Please state number of hours proposed and location for training.
- B. The vendor shall submit a recommended training outline.

**4) Warranty**

- A. Begins after City accepts functionality and design of the system.
- B. Describe return/exchange procedure and cost
- C. Duration of 12 months is required
- D. Describe warranty offer, benefits, and conditions

**5) Technical support.**

- A. Minimum phone and email availability – 8:00 AM to 4:30 PM (Pacific Time), Monday through Friday
- B. Description of technical support personnel, assignments, and level of expertise available
- C. Describe vendor's ability to provide on-site service if needed.

**6) Technical manuals**

- A. Winning vendor shall provide all installation, operations, and maintenance manuals.
- B. All manuals shall be written in American English.

**3.0 PLACE OF PERFORMANCE**

The parking pay stations will be delivered and installed within the City of Port Orchard, with the majority delivered and installed within 3 months.

#### **4.0 PERIOD OF PERFORMANCE**

The City plans to begin installation of the new pay stations in September 2010. The contract shall terminate in two (2) 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**

<b>SECTION A PROPOSAL PREPARATION</b>
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### **1. QUESTIONS OR CLARIFICATIONS**

It shall be the respondent's responsibility to ask questions, request changes or clarifications, or otherwise advise the City if any language, specifications or requirements of an Request for Proposal (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.

*City of Port Orchard  
Patti Kirkpatrick, City Clerk  
216 Prospect Street  
Port Orchard, WA 09366  
Telephone : 360-876-4407  
Fax : 360-895-9029  
Email : pkirkpatrick@cityofportorchard.us*

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 a copy of this RFP 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. 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.

### **3. 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.

#### **4. 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.

#### **5. RESERVATION OF CITY RIGHTS**

The City reserves the right to award the total proposal, to reject any and all proposals in whole or in part, and to waive any informality or technical defect if, in the City's sole judgment, the best interests of the City will be so served.

<b>SECTION B: PROPOSAL SUBMISSION</b>
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#### **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 the City office no later than August 27, 2010 at 4:00 pm. 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. Three copies are to be submitted.

#### **2. PROPOSAL EVALUATION**

Proposals must be clear and succinct, excluding Attachment materials. All submittals will be evaluated by the following criteria:

**Functionality:** Demonstrated capability of desired features, continued performance, user-friendly design, system capabilities.

**Total Cost of Ownership:** Base cost, customization, maintenance, training, implementation, future upgrades.

**Services and Support:** Professional services, consulting, training, installation and support, security management.

**Experience and References:** Years in industry, installed base quantity, quality and commonality of existing installations to City's needs. Feedback from existing clients.

#### **3. PROPOSAL SUBMISSION**

For purposes of this proposal submission, three (3) printed copies of the proposal shall be submitted. 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. The City is obligated to permit review of its files if requested by others. All information in a proposal is subject to disclosure under this provision. This act also provides for a complete disclosure of contracts and attachments thereto.

#### **4. CONFLICT OF INTEREST**

A respondent submitting a proposal 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. 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:

- 1) Cover letter which shall be addressed as indicated on the cover page of this proposal
- 2) Experience and References
- 3) Technical Requirements - Product
- 4) Technical Requirements - Services
- 5) Financial Qualifications
- 6) Contract Pricing

Additional materials may be submitted to support the proposal response.

#### **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**

- 1) Vendor must have proven experience implementing multi-space parking systems in cities the size of the City of Port Orchard.
- 2) The City prefers to work with a vendor that has a minimum of 10 US installations the size of this planned implementation.
- 3) Supporting material should include a minimum of 5 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, scope of the work or volume of the product, and when the work was done.

#### **5.c. TECHNICAL REQUIREMENTS**

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

Proposals for parking pay stations shall generally include:

- Stand-alone surface-mounted unit that regulates at least nine (9) parking spaces
- Variable programming capability for parking rate structures
- Ability to accept cards with dual magnetic stripe card reader
- Graphical display that shows customer transaction information and provides for customer information messaging
- Internal battery power with solar panel recharging
- Programmable printer capable of using self-adhesive "sticky-back" thermo-sensitive paper receipts as well as standard paper stock
- Two-way wireless communication capability for alarms, data files, and transaction information
- Plug-and-play electronic components
- A web-based off-site management software system
- ADA-compliant customer access and surface-mounting capability
- Installation, training, and warranty support

**5.d. FINANCIAL QUALIFICATIONS**

1. Please provide a copy of your firm's most recent 2 years worth of audited financial statements. 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. SALES TAX**

Washington State sales tax is applicable to the purchase.

**5.f. PRICING**

The City requires pricing information to be placed on the form labeled **Bid Submittal Sheet**.

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

Prior to the RFP opening, changes may be made provided the change is initialed 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**

**SECTION A: PROPOSAL REVIEW AND SELECTION**

**1. PROPOSAL REVIEW**

A selection review committee will be appointed to evaluate the proposals received. The City reserves the right to award the total proposal, to reject any and all proposals in whole or in part, and to waive any informality or technical defect if, in the City's sole judgment, the best interests of the City will be so served.

**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 proposers. Proposers 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 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 disposed of as the City may decide.