OGDEN CITY CORPORATION
REQUEST FOR PROPOSAL

Parking Enforcement, Violations, Permits and Mobile Payments System

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Management Services Department

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ADVERTISEMENT

Ogden City desires to purchase an integrated solution for parking enforcement, violations and permits that will allow user access through a mobile application for payments. The City is seeking proposals from qualified vendors for a hardware and software parking system.

Proposal packets are available and may be obtained by downloading from the Ogden City website at http://ogdencity.com/264/Purchasing.

Proposers are responsible for securing any and all addenda issued.

A **non-mandatory pre-proposal meeting** will occur on **January 9, 2025 at 3 PM MST** via a hybrid meeting. The meeting will be held at the Ogden City Municipal Building, 2549 Washington Blvd. Ogden, UT at the 7th Fl conference room. Attendees can also log in via Zoom. Details are provided in the RFP. All firms intending to submit a proposal are ENCOURAGED to participate/attend the meeting to obtain relevant information.

Sealed responses to this RFP shall be submitted to the Purchasing Office, c/o 2nd Floor Information / Constable Desk, 2549 Washington Blvd, Ogden, UT, 84401 by **January 22, 2025, no later than 3 PM MST. LATE PROPOSALS WILL NOT BE ACCEPTED.**

The City reserves the right to accept or reject any proposal as it best serves its convenience and/or is found to be in the best interest of the City.

Ogden City encourages and welcomes bids from small, local, women, minority, veteran owned businesses and other disadvantaged business enterprises.

Ads Published: December 7 & 14, 2024

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I.   INTRODUCTION

The City of Ogden is entering an exciting new phase with the launch of its managed parking program. In order to improve parking accessibility and efficiency, the City is seeking proposals from qualified vendors for an integrated parking enforcement, violation, permit and mobile payment system. The program will include on street parking, surface lots and parking garages. A parking system management firm will be procured through a separate RFP solicitation process. Additional system requirements are outlined in the scope of services required and the associated legal and insurance requirements.

The City anticipates this RFP process will solicit proposals for a hardware and software parking system. Additionally, a recommendation for one contract award is anticipated at the end of the evaluation process. The RFP   document will become part of the final contract. The contract will be issued for a total period of three (3) years. Subsequent extensions will be mutually negotiated with all parties.

II.   DISCLAIMER

Ogden City is requesting sealed proposals from qualified Proposers. The RFP is a detailed document with specific terms and conditions on which the Proposer is expected to work. These terms and conditions are designed in keeping with the view of the overall aim and objectives of the system. Ogden City has taken due care in the preparation of the information contained herein and believes it to be accurate. However, neither Ogden City or any of its authorities or agencies nor any of their respective officers, employees, agents, or advisors gives any warranty or

makes any representations express or implied, as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information provided in this document is to assist the Proposer(s) in preparing their proposals. However, this information is not intended to be exhaustive. Interested parties are required to make their own inquiries, and respondents will be required to confirm in writing that they have done so and that they do not rely solely on the information in submitting a Proposal. The information is provided on the basis that it is non-binding on the Ogden City, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. Each Proposer is advised to consider the RFP as per its understanding and capacity. The bidders are also advised to appropriately examine all aspects mentioned in the RFP before bidding. Proposers are encouraged to seek the professional help of experts on financial, legal, technical, taxation and any other matter/sectors appearing in the document or specified work. Ogden City requests the bidder to review the RFP in detail and to notify Ogden City of any error, misprint, inaccuracy, or omission in the document.

Ogden City reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedures to be applied. It also reserves the right to decline to discuss the Project further with any party submitting a proposal. No reimbursement of cost of any type will be paid to persons, entities, or consortiums submitting a Proposal.

Interested parties, after careful review of all the clauses of this RFP, are encouraged to send their suggestions in writing to Ogden City via email Purchasing@ogdencity.com. Such suggestions, after review by Ogden City, may be incorporated as an addendum. Interested parties should check the website to download the final terms and conditions before submitting Proposals.

III. SCOPE OF WORK or SPECIFICATIONS – Refer to Exhibit A

IV. MANDATORY OR NON-MANDATORY MEETING

A **non-mandatory** proposal meeting will take place on January 9, 2025 at 3 PM MST via a hybrid meeting. The meeting will be held at the Ogden City Municipal Building, 2549 Washington Blvd. Ogden, UT at the 7th Fl conference room. Attendees can also log in via Zoom. Details are provided in the RFP. All firms intending to submit a proposal are ENCOURAGED to participate/attend the meeting to obtain relevant information.

Below are the Zoom meeting details:

You are invited to a Zoom webinar.

When: Jan 9, 2025 03:00 PM Mountain Time (US and Canada)

Topic: RFP Parking Hardware & Software Systems

Please click the link below to join the webinar:

https://us02web.zoom.us/j/87924583003

Or One tap mobile :
    +17193594580,,87924583003# US
    +12532050468,,87924583003# US

Or Telephone:

    Dial(for higher quality, dial a number based on your current location):
    +1 719 359 4580 US
    +1 253 205 0468 US
    +1 253 215 8782 US (Tacoma)
    +1 346 248 7799 US (Houston)
    +1 669 444 9171 US
    +1 669 900 9128 US (San Jose)
    +1 564 217 2000 US
    +1 646 558 8656 US (New York)

+1 646 931 3860 US

+1 689 278 1000 US

+1 301 715 8592 US (Washington DC)

+1 305 224 1968 US

+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

+1 360 209 5623 US

+1 386 347 5053 US

+1 507 473 4847 US

+1 587 328 1099 Canada

+1 647 374 4685 Canada

+1 647 558 0588 Canada

+1 778 907 2071 Canada

+1 780 666 0144 Canada

+1 204 272 7920 Canada

+1 438 809 7799 Canada

Webinar ID: 879 2458 3003

International numbers available: https://us02web.zoom.us/u/kbfjtf9QFz

V.   RESPONSE TO RFP

Ogden City is seeking proposals from offerors capable of providing all the work described in the Scope of Work including attachments.

A. Each Proposal must include, as a minimum, the following information:

1. Authorized Representative – Indicate name, address, email and telephone number of the company submitting the proposal.

   a. Include the name and contact information of the person designated as authorized to contractually bind the offer.

2. Company Experience - A description of the firm's experience and capability of fulfilling this contract if awarded.

   a. Include company history with biographies and/or resumes for principal contacts.

3. Team Information – Provide the names of any outside consultants and/or subcontractors to be utilized, including contact information and a brief description of their role(s) in the project.

4. Narrative on proposed implementation schedule and applicable requirements from City to successfully meet the timeline.

5. Acknowledgement of PCI DSS Level 1 Compliance.

6. Cost Proposal - A detailed breakdown of the proposed costs and timeframes to complete the project. Include a price guarantee period.

   a. Refer to Exhibit A, Scope of Work.

      i. Address items in Section II Pricing for the following current locations - Wonderblock, Airport, and Municipal Building Parking lots.

      ii. Address ability for Scalability to implement system at future locations.

7. References – Provide list of at least three references; include contract dates, scope, summary of work performed, and contact information.

B. Proposals are to be no longer than 30 pages. Double-sided pages count as two pages. Exclude cover page and table of contents from page limit.

C. For City record-keeping purposes, please do not use spiral or wire binding methods. The following methods will be accepted -

   a. Submitted as loose leaf with binder clip

   b. Submitted in a regular 3-ring binder

D. Proposals submitted to Ogden City are considered public records, unless protected within Utah Code 63G-2-1.

VI. EVALUATION OF PROPOSALS

Proposals will be evaluated in accordance with the criteria listed below:

A. Methodology and resources   30 Possible Points

B. Capability and experience   30 Possible Points

C. Implementation Schedule   20 Possible Points

D. Cost / fee proposal   20 Possible Points

A total of 100 possible points may be awarded to one proposal.

The selection committee will primarily be composed of City employees. On occasion, consultants may be invited to participate in the review.

Note that proposals that are received after the deadline or not conforming to the RFP requirements may be deemed non-responsive and eliminated. Each proposer bears sole responsibility for the items included or not included in the response submitted by that proposer.

All proposals in response to this RFP will be evaluated in a manner consistent with the Ogden City policies and procedures. Ogden City reserves the right to disqualify any proposal that includes significant deviations or exceptions to the terms, conditions and/or specifications in this RFP. Ogden City reserves the right to disqualify a proposal due to any late response, no response or missed deadline.

In the initial phase of the evaluation process, the selection committee will review all responsive proposals in a cursory manner to eliminate from further consideration proposals which in the judgment of the evaluation committee fail to offer sufficient and substantive provisions to warrant further consideration.

At the conclusion of this initial phase, finalist proposals will be selected for detailed review and evaluation.

Ogden City may require an in-person / virtual presentation/demo by a proposer to supplement their written proposal.

Being selected and entering into an agreement does not guarantee the offeror will be extended any specific amount of work.

VII. SUBMISSION OF PROPOSALS

By January 22, 2025, No later than 3 PM MST; proposers shall submit seven (7) copies of the proposal in a sealed envelope.

On the envelope, indicate your company's name and the RFP name.

Submit to:

Ogden City Corporation

c/o 2nd Floor Information / Constable Desk

ATTN: Purchasing Office

Parking Enforcement, Violations, Permits and Mobile Payments System

2549 Washington Blvd.

Ogden, UT 84401

LATE PROPOSALS WILL NOT BE ACCEPTED.

If the sealed proposal is submitted by mail or other delivery service, it must be received prior to the submission deadline.

The Proposal may also be hand-carried to the 2nd Floor Information / Constable Desk at the same address.

No facsimile or email transmittals will be accepted.

It is the sole responsibility of those responding to this RFP to ensure that their submittal is made to the correct location and in compliance with the stated date and time.

City offices are closed on the weekends and holidays.

VIII. INSURANCE REQUIREMENTS

The successful proposer shall procure and maintain for the duration of the contract the required insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of this agreement. **The Contractor shall pay the cost of such insurance.**

A. The amount of insurance shall not be less than:

1. General Liability: Minimum of $3,000,000 commercial general aggregate liability coverage with $1,000,000 for each occurrence. Policy to include

coverage for operations, contractual liability, personal injury liability, products/completed operations liability, broad-form property damage (if applicable) and independent contractor's liability (if applicable) written on an occurrence form.

2. Business Automobile Liability: $1,000,000 combined single limit per occurrence for bodily injury and property damage for owned, non-owned and hired autos.

3. Workers' Compensation and Employer's Liability: Worker's Compensation limits as required by the Labor Code of the State of Utah and employer's liability with limits of $1,000,000 per accident.

B. Each insurance policy required by this Agreement shall contain the following clauses:

1. "This insurance shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty days prior written notice by certified mail, return receipt requested, has been given to the Ogden City Corporation".

2. "It is agreed that any insurance or self-insurance maintained by Ogden City Corporation, its elected or appointed officials, employees, agents and volunteers shall be excess of Contractor's insurance and shall not contribute with insurance provided by this policy."

C. Each insurance policy required by this Agreement, excepting policies for Workers' Compensation, shall contain the following clause in a separate endorsement:

1. "Ogden City Corporation, its elected and appointed officials, employees, volunteers and agents are to be named as additional insureds in respect to operations and activities of or on behalf of, the named insured as performed under Agreement with Ogden City Corporation."

D. Insurance is to be placed with insurers acceptable to and approved by Ogden City Corporation. Contractor's insurer must be authorized to do

business in Utah at the time the license is executed and throughout the time period the license is maintained, unless otherwise agreed to in writing by Ogden City Corporation. Failure to maintain or renew coverage or to provide evidence of renewal will be treated as a material breach of contract.

E. City shall be furnished with original certificates of insurance and endorsements effecting coverage required within, signed by a person authorized by that insurer to bind coverage on its behalf. **All certificates and endorsements are to be received by the City before work begins on the premises.**

F. City reserves the right to require complete, certified copies of all required insurance policies at any time.

G. Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respect to the City, their elected and appointed officials, employees, agents and volunteers; or Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.

H. Contractor shall include all of its contractors as insured under its policies or shall furnish separate certificates and endorsements for each contractor. All coverages for Contractor's contractors shall be subject to all of the requirements stated herein.

I. Nothing contained herein shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from the activities of Contractor or its agents, employees, invitees, or contractors upon the Premises during the License Period.

J. Under the "**Certificate Holder**" section, list the following information:

    Ogden City Corporation

    2549 Washington Blvd.,Ste 510

    Ogden, UT 84401

IX. GENERAL TERMS AND CONDITIONS

A. Qualified respondents shall be Licensed Contractors in the State of Utah, for this type of work, and who meet Ogden City's insurance and bonding requirements, and have experience with all work defined in the scope of work.

B. For projects that are security-sensitive in nature, Ogden City reserves the right to conduct a criminal background check of each person who will be providing services in response to this RFP. If requested, Contractor shall submit a BCI Criminal History Report dated within 30 days of response to RFP for each employee who will be on-site, that shows "Criminal History Verified" and has Arrest History attachments. Employees who have any convictions on their BCI record may be subject to further review and approval by Ogden City. Ogden City may reject any response to this RFP that involves services from a person or entity that Ogden City determines is unfit or unqualified to fulfill the requirements of this RFP.

C. All work must meet current industry standards including all Federal, State and local rules and regulations.

D. Ogden City reserves the right to request clarification of information submitted, and to request additional information from any proposer.

E. Ogden City will make every effort to ensure all offerors are treated fairly and equally throughout the entire advertisement, review and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.

F. Cost of Developing Proposals - All costs related to the preparation of proposals and any related activities are the sole responsibility of the offeror. Ogden City assumes no liability for any costs incurred by offerors throughout the entire selection process.

G. Proposal Ownership – Once submitted, all proposals, including attachments, supplementary materials, addenda, etc. become the property of Ogden City and will not be returned to the offeror.

H. Conflict of Interest – No member, officer, or employee of Ogden City, during his or her tenure shall have any interest, direct or indirect, in this contract or the proceeds thereof, except as permitted by Ogden City policy.

I. Non-Collusion – The offeror guarantees the proposal is not a product of collusion with any other offeror and no effort has been made to fix the proposal price or any offeror or to fix any overhead, profit of cost estimate of any proposal price.

J. Award of Contract - The selection of the company will be made by a selection committee comprised of city employees. Ogden City reserves the right to negotiate and hold discussions with prospective service providers as necessary, however, Ogden City may award this contract without discussion of proposals received from prospective service providers.

The selected company shall enter into a written agreement with Ogden City.

Ogden City reserves the right to cancel this Request for Proposal.

Ogden City reserves the right to reject any or all proposals received. Furthermore, Ogden City shall have the right to waive any informality or technicality in proposals received, when in the best interest of Ogden City. Ogden City reserves the right to segment or reduce the scope of services and enter contracts with more than one vendor.

K. Pursuant to the Utah Government Records Access and Management Act (GRAMA), records will be considered public after the contract is awarded. If an offeror wishes to protect any records, a request for business confidentiality may be submitted to the Ogden City Recorders Office at the time of bid submission. The form can be accessed through the Recorder's webpage at:

https://www.ogdencity.com/DocumentCenter/View/19762/May-2021-Business-Confidentiality-Claim_revised

X.   ADDITIONAL INFORMATION

Price Guarantee: If applicable, all pricing must be guaranteed for one (1) year. Following the guarantee period, any request for price adjustment must be for an equal guarantee period and must be made at least 30 days prior to the effective date.

Requests for price adjustment must include sufficient documentation supporting the request and demonstrating a logical mathematical link between the current price and the proposed price.

Any adjustment or amendment to the contract will not be effective unless approved by Ogden City.

Price Reductions: It is understood and agreed that the City will be given the immediate benefit of any decrease in the market, or allowable discount.

Contractor will only be allowed to invoice for the cost of services / goods in compliance with the submitted proposal as accepted by Ogden City Corporation.

A. Invoices must contain a complete description of the work / service / goods that was performed / provided, the contract price for each service, the City purchase order or contract number, and address of service location or delivery address.

B. Upon the Award of Contract, Contractor may receive a request to process payments electronically.

C. If offered by Contractor, Ogden City seeks a discount for early payment. The City shall only take such a discount if earned.

D. Invoices shall be sent to the following address:

Ogden City Corporation

c/o IT Division

Management Services Department

2549 Washington Boulevard, 4th Floor

Ogden, Utah 84401

Or; Email invoices to: itbilling@ogdencity.com

XI.   GOVERNING INSTRUCTIONS

This RFP will constitute the governing document for submitting Proposals and will take precedent over any oral representations.

XII.   RFP SCHEDULE

Ogden City will follow the timetable below. Ogden City reserves the right to modify the dates due to unforeseen circumstances. Revision of dates, specifically the RFP response deadline will result in an RFP amendment.   Amendments will be published   in   the   City's   Purchasing   webpage   - https://www.ogdencity.com/264/Purchasing.

EVENT	TARGET DATE
Open RFP Process	December 4, 2024
1st Ad – Standard Examiner	December 7, 2024
2nd Ad - Standard Examiner	December 14, 2024
Pre-Proposal Meeting [Hybrid]	January 9, 2025; 3 PM MST
Last day for Q&A	January 13, 2025; No later than 3 PM
RFP Response Deadline	January 22, 2025; No later than 3 PM
Committee Review and Selection process	To Be Determined
Contract Start Date	To Be Determined

XIII.   CONTACT INFORMATION

For any questions related to this RFP, please contact the Ogden City Purchasing Office via email purchasing@ogdencity.com or at (801) 629-8742.

The question-and-answer period ends at 3 PM on January 13, 2025.

Please check the City's Purchasing webpage for any published Q&A document(s) that might have already addressed your questions or concerns - https://www.ogdencity.com/264/Purchasing.

Thank you for your interest in doing business with Ogden City.

EXHIBIT A
SCOPE OF WORK

I. PROJECT OVERVIEW

The City of Ogden, UT ("the City") plans to implement a managed parking program within its Central Business District. This area is home to a variety of uses; commercial, urban residential, and an entertainment district.

A. The City is seeking to implement a parking program that would require visitors to pay for on street parking.

B. In addition, to the on-street parking demands, the City also owns 3 parking towers in the Central Business District. The City wishes to incorporate a solution where the visiting public can pay for parking utilizing vacant spaces.

C. It is imperative that the on-street and off-street parking program be integrated in order to maximize limited City resources and minimize redundancies. The City expects visitors to have the ability to pay at a street meter, or through an App via a smartphone.

D. It is essential that the Parking Access and Control system, the Permitting and Enforcement system, and the Mobile payment system be integrated and scalable for future expanded use.

II. PRICING

Proposal price shall constitute the total cost to the City for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, administrative and other similar fees. Vendor shall not invoice for any amounts not specifically allowed for in this RFP. Failure to use these matrices will result in disqualification from this RFP process. All submissions must contain a complete pricing breakdown as follows:

A. All costs are to be detailed and itemized.

B. A summarized price schedule that clearly describes each of the software and hardware components, professional services, training, support and

maintenance the City will be required to purchase/lease to obtain a complete solution.

C. A detailed schedule of all software costs for this project.

D. A detailed schedule of all hardware costs required for this project. Where appropriate, please include relevant specifications.

E. A detailed schedule of all professional service requirements needed to complete this project.

F. Provide project roles, resource level (e.g., manager, developer, trainer, etc.), estimated rate if applicable, and estimated hours.

G. If a fixed-price agreement is being proposed for professional services, please provide the scope and timing basis for the arrangement.

H. A detailed schedule of all training costs.

I. A detailed schedule of all software maintenance and support costs whether one-time or annual, including any tiered cost scenarios related to volume and throughput of hosted or leased solutions.

J. Software licenses, including a clear definition of user license type (enterprise, concurrent, etc.), the licensing cost schedule and potential costs over time as use of the system increases. Please also include a copy of your end-user license agreement (EULA).

K. The vendor's standard software maintenance and support agreement.

L. Any costs passed to the customer as a convenience fee.

M. Any other miscellaneous costs associated with installation and/or training, including travel, etc. Due to special circumstances which may delay a decision, the City asks that prices be held firm for one hundred eighty (180) calendar days from the closing date specified for the receipt of proposals. Please indicate that your pricing will stand until this date.

N. NOTE: If applicable, vendor may provide detailed cost schedules for all possible solution deliveries (e.g., hosted vs. on-premises, etc.) Please use a separate pricing grid for each offered solution and clearly label each.

III. PAYMENT SCHEDULE

The City understands there is an initial capital cost that will be incurred by the awarded contractor and will agree to make progress payments under this contract as materials are purchased. The exact payment schedule will be determined with the selected contractor.

IV. Parking Facilities and Key Milestones

Attachment 1 shows, and this section outlines the Ogden City Parking Management Parking System. Ogden City reserves the right to make changes at any point of the implementation, as well as the potential to expand managed parking in Ogden City. Any change shall be adequately communicated and coordinated.

WonderBlock, Airport, Municipal Building Parking Lot – Wonder Block parking garage, The Ogden Airport, and the Ogden Municipal parking lot and is identified in blue in attachment 1, and we will offer free parking if the parking system application is used for the first three months after installation. Although such parking spaces may not be considered managed parking ~~paid parking~~ for the foreseeable future, the parking spaces will be added into the permit management system, and offered for free if the system app is used, with the expectation that the parking spaces will convert to managed parking in the future.

V. Technology and Hardware Specifications

This is a description of the hardware and software that is expected/required for the parking system, which shall be purchased/licensed by the City.

A. Multispace Meters

Multispace meters shall be provided to offer a convenient payment option for individuals who do not possess a smartphone or prefer not to download an app or visit a mobile-friendly website. These meters must be seamlessly integrated with the mobile app system, permit management system, and enforcement

system, enabling the transfer of valid parking session information. At select locations multispace meters shall have equipment that can collect coins. For the proposal, assume that up to 10% of all meters shall have coin mechanisms (no cash).

The multispace meters shall require users to input their license plate information,and, in the case of users parking in an EV charging station space, the system shall require the user to input the make and model of their vehicle in addition to the license plate, eliminating the need for physical receipts or tickets to be displayed on the dashboard. These meters shall include:

- Secure, weather-proof cabinets.
- A large color touchscreen display shall be incorporated into the multispace meters, providing users with clear instructions to facilitate the transaction process. These displays should be customized with graphics and text, and provide a Spanish language option.
- Payment options available on the multispace meters shall include EMV compatible credit/debit cards, contactless credit/debit cards, as well as Apple Pay and Google Pay. The meters shall also feature solar power and mobile communications using either 4G or 5G networks.
- For meters that may reside inside a parking garage, electrical power will be provisioned by others.

Payment Card Industry Data Security Standard (PCI DSS Level 1 Compliant) requirements shall be met for all credit and debit card acceptance related to hardware, software, and other system components to be purchased by the City.

Collaboration between the Proposer and Ogden City is required for the design and approval of all graphics and text on the displays and exterior of the meters.

1.   Equipment Requirements:

- All components and equipment recommended for purchase by the City must be designed and constructed to withstand vandalism and extreme weather conditions, maintaining their finish, integrity, and functionality.

- The recommended meters/kiosks shall have hinged cabinet doors that swing clear of any obstructions such as bollards, walls, or columns.

- The recommended user interface, design, and construction of the meters/kiosks shall be ergonomically engineered for ease of use by patrons.

- The recommended meters/kiosks must be compliant with the Americans with Disabilities Act (ADA) regulations for reach and provide verbal cues.

- At select locations the recommended multi-space meters/kiosks shall be able to collect and process coins (no cash).

- Multi-space meters/kiosks that do not feature coin collection should have a sign and simple map on them indicating the nearest location of a coin accepting meter/kiosk.

- An intercom system must be included on the meters/kiosks, which can be configured to direct calls.

2. **Rate Structure and Payment Requirements:**

- The system must offer a minimum of eight rate structures, including day rates, evening/night rates, grace periods, weekend (Sunday) rates, flat rates, event rates, holiday rates, and EV charging space rates. The rate structures shall be easily configurable by Ogden City or it's contractor and not require any complex programming from the manufacturer.

- Credit card payments from VISA, Mastercard, American Express, Discover, and Bank Debit Cards must be accepted, and such acceptance communicated via the appropriate bankcard logos.

- All credit and debit card acceptance hardware, software, and other system components must be compliant with PCI DSS level 1 compliance.

- The option to print receipts should be available.

- Ogden City will establish a range of parking rates via an Ordinance, within which the Contractor may adjust rates in consultation with Ogden City.

3. **Installation:**

- The City or it's contractor will create a detailed schedule for shop drawings, fabrication, delivery, installation, and testing.

- A pre-installation meeting must be conducted at the project site no later than thirty (30) days before the scheduled work to review installation requirements and conditions.

- All multi-space meters/kiosks shall be placed within the public right of way owned by Ogden City. The meter/kiosk locations shall be marked out with paint and reviewed by Ogden City and its Contractor prior to installation.

- Meters/kiosks shall be installed in the locations per Attachment A, please see attachment for an approximate location of the meters and for quantities. Meters/kiosks will be located approximately one per block on each side of the street or as guided by best practices.

- At select locations Ogden City will work with the Contractor to identify locations where coin collection capable meters/kiosks shall be installed.

- The Contractor shall be responsible for all civil work necessary for the installation of the meters/kiosks. All civil work shall be in accordance with all Ogden City construction standards and specifications.

- The Contractor is responsible for obtaining any necessary permits for the installation work and covering all permit fees (to be reimbursed via the operational expense process).

- Any work that disturbs existing infrastructure must be restored to its original condition using matching materials and colors. The Contractor shall be fully responsible for this restoration.

4. **Warranty:**

- The equipment recommended by the Contractor shall include details regarding the related manufacturer's warranty period, including installation requirements, parts and labor.

- The warranty information must include details related to any malfunctions due to manufacturing or installation defects.

- The warranty information should also include preventative maintenance as recommended by the manufacturer or as necessary to keep the equipment in good working order.

- Software support during the warranty period should also be details and should include all software upgrades at no additional cost to Ogden City.

- The warranty information should include details related to when the warranty period begins.

- The Contractor must maintain a log of all maintenance, preventative maintenance, and repair work performed under warranty.

- Defective or damaged items under warranty must be repaired or replaced by the end of the following calendar week after notice is given.

- The Contractor shall provide a copy of the warranty and specify any limitations in clear detail.

B. Mobile Enforcement System

The Contractor shall recommend a mobile LPR enforcement system to be purchased by the City that it will utilize which is integrated with the mobile app payment system, permit management system, and multi-space meters/kiosks – and be available for use throughout the City (outside of the parking management area by the Ogden City Police as needed). Additionally, the Contractor shall be responsible for installing the system on vehicles to be used by the Contractor.

When the enforcement vehicle drives through each lot, block, or garage, the LPR cameras shall scan license plate numbers (LPN) to determine payment status or permit status, including EV charging station space compliance. The system shall also digitally chalk vehicles. To ensure efficient enforcement, the Contractor shall recommend a sufficient number of handheld units and mobile LPR vehicles for the City to purchase.

Citations issued by the Contractor shall include payment information on them. All ticket payment information shall be entered into Ogden City's ticket/citation system. The Contractor shall coordinate with Ogden City to obtain ticket payment information that shall be included on the citations. Ogden City shall be responsible for receiving and managing all citation payments.

If Ogden City is not satisfied with the frequency and performance of the patrols, the Contractor shall be responsible for deploying additional LPR vehicles and handheld units at a cost agreed to by Ogden City.

The enforcement system shall also have the capability to issue warning notices instead of citations, which shall be user configurable.

All personnel operating the vehicles must be properly licensed and insured by the Contractor. An annual motor vehicle record, free of major infractions, shall be provided to Ogden City for all drivers.

LPR System: The Contractor shall recommend an LPR system for purchase by Ogden City that meets the following requirements:

- The system shall provide a live, simultaneous display of the license plate image, license plate interpretation, and the date and time stamp.
- The system shall simultaneously enforce timing, pay by plate multispace meter, mobile app by plate, EV charging station spaces, and scofflaw (boot/tow - unpaid tickets) applications.
- The system shall capture license plates in various modes, including adjacent lanes while driving through traffic or parking lots, and any parking application from parallel to perpendicular parked car orientation.
- The system shall capture GPS coordinates for every license plate and stamp all the reads.
- The system shall have integrated ticketing on the main screen, allowing users to complete enforcement activities within the same LPR application.
- The system shall provide a real-time interface with parking violations processing system, enforcement handhelds, permit management system, multispace meters, and mobile app-based parking system.
- The system shall have a touchscreen tablet with the option of a docked keyboard, allowing it to be used both inside and outside the vehicle.
- The system shall exchange vehicle timing records with other enforcement handhelds in real-time.

- The system shall allow the user to manually enter unreadable plates.

- The system shall provide a unique audible and visible alert when an illegally parked vehicle is discovered.

- The system shall have the ability to add non-LPR camera-generated photos for issued citations.

- The system shall provide image-based license plate verification before citation issuance.

- The administrative system shall provide convenient management access for administration and supervisors, allowing control of functionality and user interface, monitoring and managing users, citations, booting/towing, invoices, payments, reports, user groups, audit system settings, user-submitted EV charging station outages, and other parking management tasks in real-time.

- The administrative system shall have a real-time interface with multi-space meters/kiosks, permit management system, and mobile app-based system.

- If communication fails, the system shall inform the user and alert a designated system administrator.

- If a user submits an EV charging station outage report, the system shall inform the user and alert a designated system administrator.

- The LPR software ticket issuance component shall make a final real-time verification of managed parking rights before printing the ticket.

The recommended handheld parking enforcement system shall provide the ability to manage the citation process in real-time, including attaching photos to citation records, issuing citations on-site, reviewing vehicle citation history, and recording and reviewing boot/tow records in the field. The device shall be easy to learn and use, with a large screen and on-screen keyboard for easy visibility and data entry.

Reports and results of queries shall be downloadable in multiple formats, including tab-delimited, Microsoft Excel, and PDF. The system shall provide various reports, including detailed and summary citation reports, reports based on

hits and reads, reports by enforcement officer, hot list reports, and customizable reports based on location, time, and other parameters.

C. Online Permit Management System

The Contractor shall recommend a cloud-based permit management system that can be purchased by the City and customized as needed. This system shall include an online self-service customer portal, allowing Ogden City residents to easily apply for parking permits and maintain their profile information. Customers shall have the ability to update and manage their demographic and vehicle data, request new parking locations, select payment options, renew permits, and disenroll from permit parking. The system shall also allow customers to manage themselves on waitlists and view their position. Ogden City personnel shall have the ability to easily manage and update waitlists by location and permit holder type.

The recommended permit management system shall feature a user-friendly front end and a back-end system that seamlessly integrates with the public-facing side. All permit functionalities shall be accessible and usable through a browser-based GUI and a mobile-friendly website. The system shall utilize the parker's license plate as the permit credential, eliminating the need for physical credentials. When a permit is purchased or expires, this information shall be transmitted in real-time to the enforcement system.

The recommended permit management system shall also allow Ogden City to create blocks of permits for special user types with permissions to park in designated locations, including EV charging station spaces. It shall be designed in a way that puts the responsibility of permit management on the users themselves through the web-based interface.

The recommended permit management system shall include the functionality to create master user accounts for approved users. These master user accounts will have the ability to manage a block of permits. For example, if there is an office tenant with a lease agreement for a specified number of parking spaces, a single

master user account can be created to manage that block of permits. The master user account will have the ability to collect and enter license plate data and user information for the permits in that block.

Additionally, the recommended permit management system shall feature a guest account system. Authorized users will be able to create guest accounts for visitor parking. These guest accounts will allow pre-programming of license plate information to generate a guest permit. The guest permit will not require the visitor to pay for parking. However, the authorized user managing the block of permits will be responsible for paying for the guest permit. This system functions similarly to a validation program, where authorized users can pre-validate visitors' parking in their designated parking area.

The recommended system shall provide the ability to communicate announcements or pertinent information to permit holders at an individual level, to specific groups, or to the entire population. Ogden City shall have the ability to customize the types and fees of permits offered to users. The system shall prorate the cost of permits based on the specified billing period when the permit is applied for.

To ensure convenient payment options, the recommended permit management system shall accept credit and debit card payments, with Apple Pay and Google Wallet as additional payment options on the mobile-friendly website. Major credit card types, including American Express, Discover, MasterCard, and Visa, shall be accepted. For all approved bankcard authorization requests, the recommended system shall provide a credit card transaction receipt. Real-time authorization for credit card payments shall be provided through a P2PE certified encryption solution, ensuring the security of all transactions.

The Contractor shall ensure that all aspects of the recommended credit card processing subsystem are PCI DSS Level 1-compliant, allowing Ogden City to achieve PCI Compliance in its parking operation.

In addition to the recommended permit management system, the Contractor shall provide a comprehensive project implementation plan for the design and delivery of the system. The Contractor shall also perform Quality Assurance testing and provide digital proofs of signage prior to installation. The Contractor shall be responsible for sign fabrication and installation, including EV charging station space signage.

Furthermore, the Contractor shall provide toll-free live customer service telephone support during hours of paid parking operations for all aspects of the system, including registration, and transaction errors. They shall also provide real-time transaction information to the enforcement system and the business intelligence tool, covering any fees and expenses associated with the integration between the mobile payment system and the enforcement system.

To ensure financial accountability, reporting, and revenue reconciliation, Ogden City personnel shall have secure access to a web-based application. This application shall provide banking and accounting processing reports to ensure proper distribution of funds.

Overall, the Contractor shall bear all technical, operational, integration, implementation, and functional responsibility for the design, delivery, and integration of the permit management system. They shall also be responsible for its maintenance, management, and support in accordance with the RFP.

D. Parking Validation System

The Contractor shall recommend a comprehensive parking validation solution that uses: paper validations, QR codes, manually entered coupon codes, and/or pre-paid online accounts. The recommended system shall be web-based with the intention of various pre-approved organizations, local businesses, and City entities having logins to self-manage and create validations. The Contractor shall be responsible to provide potential validation issuers with account/login credentials, and training on how to use the recommended system. The

recommended system shall utilize paper validations, QR codes, or manually entered coupon codes to discount or validate parking fees. Pre-approved businesses and City entities shall have online accounts for purchasing validations through a secure portal. The recommended system shall support multiple validation methods such as:

- Paper validations – scanning or manual entry of unique codes for validation;
- QR codes – validation upon scanning unique QR codes displayed on mobile devices or printed materials;
- Manually entered coupon codes – entering unique codes for validation.

The validations shall offer flexible discount options such as: percentage discounts, reducing parking fees by a specified percentage and dollar amount discounts, deducting a fixed dollar amount from parking fees.

All entities purchasing validations via the recommended system shall pay through an online system using secure payment methods.

The recommended system shall provide a web-based portal for managing all validation and coupon codes, including: issuing, activating, and deactivating codes.

The recommended system shall allow Ogden City to adjust discount values (percentage or dollar amount).

The recommended system shall track and report on code usage and associated parking transactions.

The recommended validation system shall be seamlessly integrated with the overall parking system software and hardware, as well as with Ogden City's existing operational systems.

The recommended system shall offer user-friendly interfaces for both administrators and validation issuers, accessible through web browsers. The recommended functionality should operate as follows:

- "To redeem the validation code, the user should initiate a parking session on a mobile app or mobile-friendly website. Once the parking session is active, the user can navigate back to the active session and locate the "enter validation code" button. By clicking on this button, the user/parker can input the validation code provided. After the code has been entered, the discount will automatically be applied once the parking session ends."

E. Parking System Dashboard – Business Intelligence Tool

The Contractor shall develop and recommend a real-time parking system dashboard that consolidates data from all parking systems into a single, easily configurable, and viewable location. This dashboard shall integrate data from the Mobile App Parking System, Multi-space Meters/kiosks, Mobile Enforcement System, Permit Management System, and Maintenance Ticket Tracking System.

The dashboard must be accessible to Ogden City staff and be browser-based for convenient access. Prior to implementation, the Contractor shall prepare a mockup of the dashboard for approval by Ogden City. The Contractor shall configure the dashboard according to the direction and input provided by Ogden City. The Dashboard shall be in place and operational prior to the Commercial Operations Date for Phase 1.

The dashboard shall be available in real-time, 24/7/365. It shall prominently display key trends and statistics of all parking systems, including usage rates of each type of parking space, such as EV charging station spaces. Additionally, the dashboard shall include key performance metrics associated with the enforcement program, providing insights into the efficiency and effectiveness of the enforcement staff.

F. Mobile App Parking System

The Contractor shall recommend a mobile app parking system that utilizes the parker's license plate as the credential. In the case of users parking in an EV

charging station space, the system shall require the user to input the make and model of their vehicle in addition to the license plate. The system shall record the license plate as valid once a parking session is activated. The Contractor shall be responsible for all aspects of the system, including its maintenance, management, and support, in accordance with the RFP.

The Contractor shall also be responsible for the design, delivery, and integration of all systems related to the project, which shall be approved by Ogden City prior to use. Contractor shall bear all technical, operational, integration, implementation, and functional responsibility.

To ensure convenience for customers, the Contractor shall provide payment options through a smartphone application and a mobile-friendly website. These options shall include payment methods such as Google Wallet and Apple Pay and shall accept major credit and debit cards.

The recommended mobile app parking system shall meet certain requirements, including notifying customers of the expiration of their managed parking session at a predetermined time. It shall also allow the purchase of additional time within the maximum allowed duration, provide accessible parking history data, and prevent purchases during restricted parking periods. The process to add a vehicle to the mobile app shall be designed to be quick and efficient, it is desired to have a function whereby the user can take a picture of their license plate rather than inputting the license plate number into the mobile app.

The Contractor shall provide toll-free live customer service telephone support and chat support during operational paid parking hours for all aspects of the system, including registration, correcting customer transaction errors, and resolving parking transaction and charge disputes.

The Contractor shall also provide real-time transaction information to the enforcement system and the business intelligence tool. They shall be responsible for any fees and expenses associated with the integration between the mobile

payment system, enforcement system and the City's internal collection and financial management systems.

Secure access to a web-based application shall be provided for authorized Ogden City personnel, allowing financial accountability, reporting, ad hoc querying, and revenue reconciliation. The recommended system shall also provide banking and accounting processing reports to ensure proper distribution of funds.

The Contractor shall perform Quality Assurance testing of the integrations prior to implementation and provide testing results to Ogden City. Contractor shall also provide digital proofs of signage prior to installation and be responsible for sign fabrication and installation, including EV charging station space signage.

Upon award, the Contractor shall provide a comprehensive project implementation plan for the design and delivery of the recommended mobile payment system.

G. Hardware Maintenance and Support

The Contractor shall assume full responsibility for the comprehensive maintenance, service, and support of all hardware and software throughout the duration of the contract. The contractor shall function as the exclusive point of contact for any issues pertaining to the hardware and software systems.

To facilitate efficient communication and tracking of maintenance and service requests, the Contractor shall establish an online ticketing system. This system shall enable both Ogden City and Contractor staff to log tickets for the Mobile App Parking System, Multispace Meters, Mobile Enforcement System, EV charging stations, Dashboard, and Permit Management System.

Furthermore, the Contractor shall bear the financial burden of all fees, costs, and recurring expenses associated with the upkeep and operation of the Mobile App Parking System, Multi-space Meters/kiosks, Mobile Enforcement System, and Permit Management System, as well as any related systems and hardware.

H. Training

The Contractor shall provide comprehensive training to Ogden City personnel for the multi-space meters/kiosks, enforcement systems, dashboard, permit management system, and mobile app-based parking system. A comprehensive training program must be developed and implemented by the Contractor for this purpose. All training sessions must be scheduled no later than two weeks before the installation of equipment or systems go live. The training program should include visual presentations, hands-on operation of equipment, and any necessary materials for operating all systems.

During the training session, the Contractor must provide Ogden City with a complete set of training materials and operating manuals. The training categories must cover, at a minimum, Maintenance, Collections, Enforcement, Administration, and Reporting.

VI.   Fee Schedule and Scalability

Proposers must demonstrate the ability to provide a phased fee schedule aligned with the scope and scale of services. The proposed fee structure should account for the following:

1. WonderBlock, Airport, Municipal Building Parking Lot: Clearly outline baseline fees for the initial phase of service reflecting operational requirements at the onset of the contract
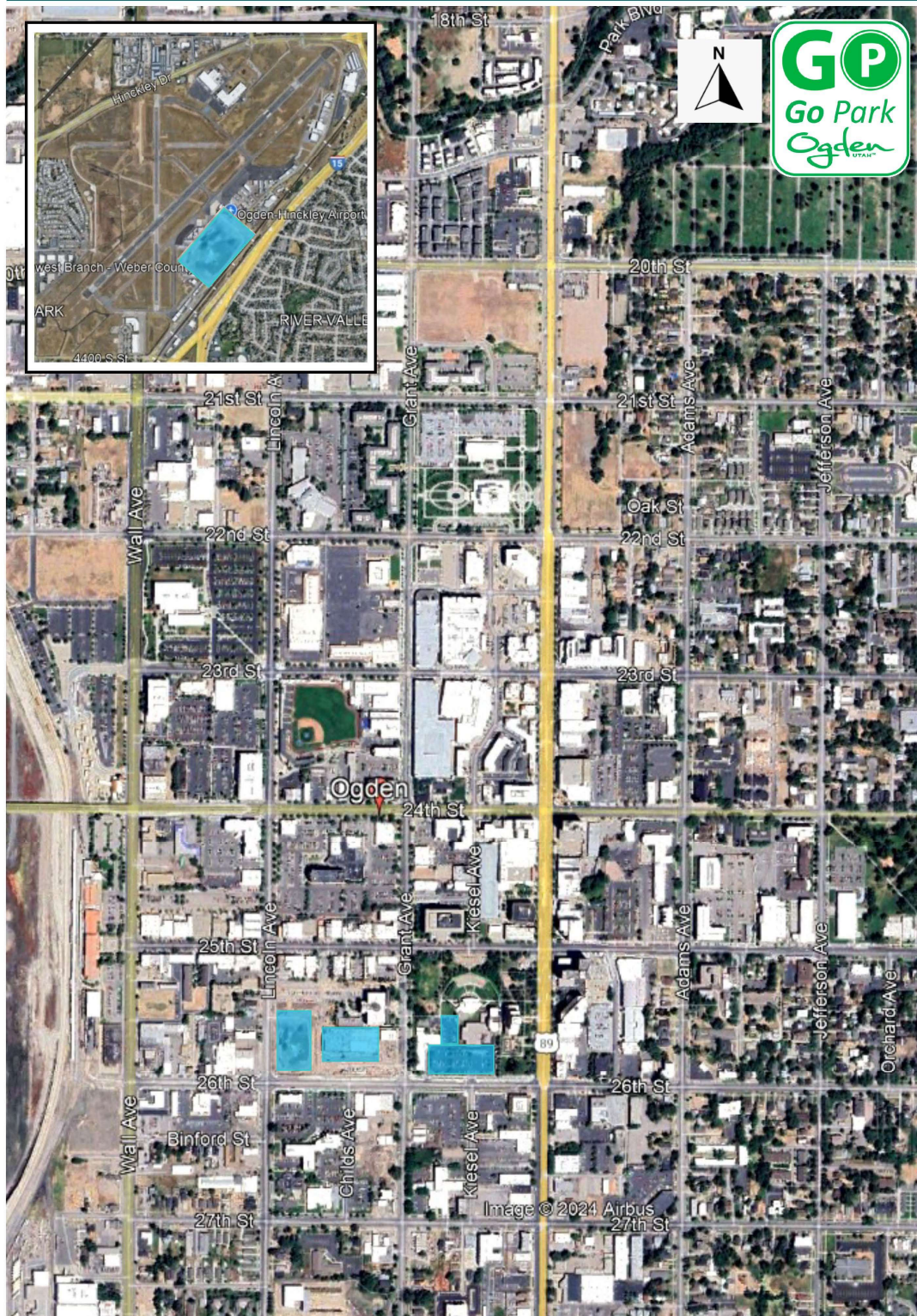
2. Scalability:

- Detail the mechanisms for scaling fees in accordance with expanded services, increased facility capacity, or growth indicators.
- Provide a breakdown of costs associated with adding personnel, technology upgrades, or operational adjustments in subsequent phases.

3. Flexibility:

- Describe how the fee schedule adapts to changes in parking demand, such as special events, seasonal fluctuations, or programmatic shifts.
- Include provisions for scaling down services and modifying fees if reduced operational needs arise

ATTACHMENT 1

WonderBlock Garages, Airport, and City Lot