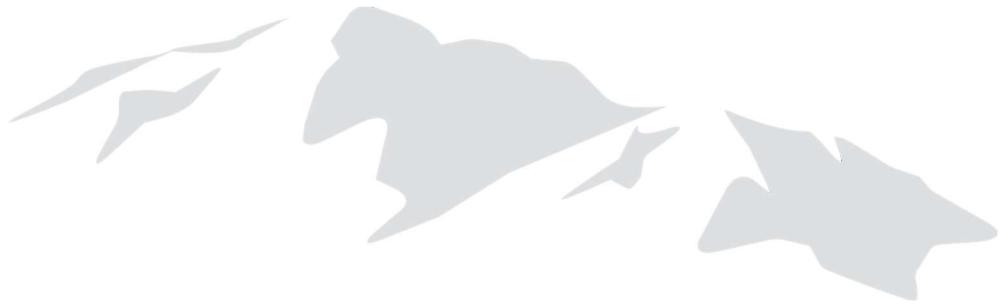




OGDEN CITY CORPORATION
REQUEST FOR PROPOSAL

Parking Management & Enforcement Services Utilizing Passport Inc. Systems



Prepared by Emil Vargason, Parking & Mobility Operations Coordinator

Management Services Department

7/17/2025

OGDEN CITY CORPORATION

REQUEST FOR PROPOSAL

Parking Management & Enforcement Services Utilizing Passport Inc. Systems

ADVERTISEMENT

Ogden City is seeking sealed proposals from qualified parking management firms to operate and manage the City's comprehensive managed parking system. This includes enforcement, permit administration, customer service, and integration with the City's existing Passport Inc. platform. The system encompasses on-street parking, municipal surface lots, and parking structures and supports citation processing, mobile payments, and permit programs.

Proposal packets are available and may be obtained by downloading from the Ogden City website at <https://www.ogdencity.gov/264/Purchasing>.

Proposers are responsible for securing any and all addenda issued.

A **non-mandatory pre-proposal meeting** will be held on **July 29, 2025, 10 AM MDT** at the Ogden City Municipal Building, 2549 Washington Blvd. Ogden, UT, 7th Floor conference room. Attendees can also attend online via Zoom. Details are provided in the RFP. All firms intending to submit a proposal are ENCOURAGED to 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 August 12, 2025, no later than 3 PM MDT.**

LATE PROPOSALS WILL NOT BE ACCEPTED.

Ogden 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.

Ad Published: July 19, 2025

OGDEN CITY CORPORATION

REQUEST FOR PROPOSAL

Parking Management & Enforcement Services Utilizing Passport Inc. Systems

I. INTRODUCTION

Ogden City desires to seek a qualified parking management firm to oversee the operations of its public parking system. The selected contractor will be responsible for overseeing day-to-day parking enforcement, customer service, permit management, and integration with Passport Inc. technology platforms currently used.

Goals/Objectives

Ogden City aims to achieve the following goals through this contract:

- A. Maximize operation efficiency in managing limited parking resources
- B. Enhance compliance with parking regulations through consistent enforcement and proactive customer engagement
- C. Seamlessly integrate and maintain the City's existing Passport Inc. system for enforcement, payment processing, and permit management
- D. Deliver high-quality customer service and clear communication regarding parking regulations, tools, and programs.
- E. Leverage data and reporting to support policy decisions, improve system performance, and guide potential adjustments to zones or operational strategies.

It is anticipated that this RFP process will result in one OR may result in multiple contract award. **The RFP document will become part of the final contract. The contract will be issued for a total period of three (3) years.**

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

III. NON-MANDATORY MEETING

A **non-mandatory** pre-proposal meeting will be held on July 29, 2025, 10:00 AM. We will meet at Ogden City Municipal Building, 2549 Washington Blvd. Ogden, UT, at the 7th Fl conference room. All firms intending to submit a proposal are ENCOURAGED to attend the meeting to obtain relevant information.

Also, an online option is available via Zoom. See below for meeting details.

Topic: Pre-Proposal Meeting for Parking Management RFP

Date: July 29, 2025

Time: 10:00 AM Mountain Time (US and Canada)

Join Zoom Meeting:

<https://us02web.zoom.us/j/87003226130?pwd=cBg44JdZfFbCbf0mGpPeK4QgK1ZJB.1>

Meeting ID: 870 0322 6130

Passcode: 818541

Please allow at least one (1) hour for the preproposal meeting and site visit. All firms intending to submit a proposal are ENCOURAGED to attend to obtain relevant information.

IV. RESPONSE TO RFP

Ogden City is seeking proposals from providers 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.

- b. Include past performance on similar projects
 - 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.
 - a. Include degree and depth of professional qualifications
 - 4. Proposed schedule for completing the scope of work. Include a staffing & project management plan.
 - 5. Acknowledgment of Familiarity with Passport Software/ Hardware – Indicate projects that utilized Passport Systems software.
 - 6. Cost Proposal - A detailed breakdown of the proposed costs and timeframes to complete the project. Include a price guarantee period.
 - 7. References – Provide list of at least three references; include project dates, scope, summary of work performed, and contact information. (Pass/Fail)
- A. Proposals are to be no longer than 10 pages. Double-sided pages count as two pages. Exclude cover page and table of contents page limit.
- B. 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
- C. Proposals submitted to Ogden City are considered public records, unless protected within [Utah Code 63G-2-1.](#)

V. EVALUATION OF PROPOSALS

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

- | | |
|---------------------------------------|--------------------|
| A. Familiarity with Passport Systems | 30 Possible Points |
| B. Experience | 25 Possible Points |
| C. Cost & Value | 15 Possible Points |
| D. Staffing & Project Management Plan | 30 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 presentation by a Proposer to supplement their written proposal.

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

VI. SUBMISSION OF PROPOSALS

By August 12, 2025, No later than 3 PM; Proposers shall submit five (5) 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 Management & Enforcement Services Utilizing Passport Inc. Systems”

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 sealed 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 observed holidays.

VII. 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. **Commercial General Liability:** Minimum of \$3,000,000 commercial general 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.
4. **Professional Liability:** Minimum of \$1,000,000 aggregate with \$500,000 per occurrence.
5. **Garage Keepers Liability- Minimum** coverage of \$3,000,000 per occurrence. This policy must provide protection against loss or damage to vehicles left in the care, custody, or control of the contractor, including but not limited to loss resulting from fire, theft, vandalism, collision, or weather-related events. Evidence of this coverage must be submitted in the form of a valid certificate of insurance, naming Ogden City as an additional insured. The certificate must be provided prior to the execution of the agreement and maintained throughout the duration of the contract.

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 Ogden 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. For purposes of this contract, under the "**Certificate Holder**" section, list the following information:

Ogden City Corporation
2549 Washington Blvd.
Suite 510
Ogden, UT 84401

VIII. 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 the information submitted, and to request additional information from any Proposer.

E. Ogden City will make every effort to ensure all Proposers 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 Proposer. Ogden City assumes no liability for any costs incurred by Proposers 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 Proposer.

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 Proposer guarantees the proposal is not a product of collusion with any other Proposer and no effort has been made to fix the proposal price or any Proposer or to fix any overhead, profit or 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 discussing proposals received from prospective service providers.

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

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

c. 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 Proposer wishes to protect any records, a request for business confidentiality may be submitted to the Ogden City Recorders Office at the time of submittal. The form can be accessed through the Recorder's webpage at this link: https://www.ogdencity.gov/DocumentCenter/View/19762/May-2021-Business-Confidentiality-Claim_revised

IX. 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.

The 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 were 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, the 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 promptly sent to the following address:
Ogden City Corporation

Emil Vargason
Management Services Department
2549 Washington BLVD, 5th Floor
Ogden, Utah 84401

Or.

Email invoices to: emilv@ogdencity.gov

X. GOVERNING INSTRUCTIONS

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

XI. 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.gov/264/Purchasing>

EVENT	TARGET DATE
Open RFP Process	July 17, 2025
Ad – Standard Examiner	July 19, 2025
Pre-Proposal Meeting Hybrid	July 29, 2025, 10 AM MDT
Last day for Q&A	August 4, 2025, 3 PM MDT
RFP Response Deadline	August 12, 2025; No later than 3 PM MDT
Committee Review and Selection Process	To Be Determined
Contract Start Date	To Be Determined

XII. CONTACT INFORMATION

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

The question-and-answer period ends at 3 PM MDT on August 4, 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.gov/264/Purchasing>

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

EXHIBIT A

SCOPE OF WORK / SPECIFICATIONS

1. Project Overview

The City of Ogden is implementing a performance-driven managed parking program within its Central Business District and related areas, covering both on-street and off-street parking (including City-owned parking structures). The City seeks to contract with a qualified parking management firm to operate the system that delivers high-quality parking operations in alignment with City objectives, including consistent enforcement, excellent customer service, and full integration with the City's existing Passport Inc. software and hardware.

The selected Contractor will be responsible for the following key tasks:

2. Parking Enforcement

- Conduct routine patrols of on-street and off-street paid parking areas using handheld and/or License Plate Recognition (LPR) technology devices integrated with Passport software to perform daily enforcement patrols
- Ensure all issued citations are in accordance with Ogden City ordinances and are time- and GPS-stamped and supported by photographic evidence when applicable.
- Maintain citation data accuracy and perform real-time syncing with City systems.
- Monitor enforcement zones to maintain coverage and flag operational gaps.
- Ensure enforcement officers wear professional, City-approved uniforms with visible ID badges.

3. Permit Program Administration

- Manage digital permit systems using Passport's Permit Management platform.
- Facilitate customer registration, payment, renewal, and compliance tracking.

- Support residential, business, and employee parking needs.
- Provide ongoing permit data reporting and support for program optimization.

4. Customer Service

- Operate a responsive, multilingual customer service function via phone, email, and online platforms.
- Support users experiencing issues with mobile payments, kiosks, or online portals and provide information on how to use Passport Inc. tools (e.g., mobile app, web portal).
- Maintain a clear escalation protocol for complaints or unresolved issues.
- Respond to questions regarding parking regulations, enforcement policies, payment options, and permit programs.
- Maintain customer service availability during paid parking enforcement hours (including weekends or evenings as needed).

5. Mobile Payment and Equipment Monitoring

- Ensure proper functionality and synchronization of Passport mobile payment systems, including meter and kiosk hardware.
- Coordinate with City and/or manufacturer for maintenance, repairs, and software updates.
- Submit maintenance logs and service reports monthly.

6. Data Reporting and Performance Analytics

- Provide monthly and quarterly reports with metrics such as citation volume, payment rates, occupancy rates, permit sales, and revenue collection.
- Recommend operational improvements based on trends and data analysis to maximize efficiency and compliance.
- Maintain data in formats compatible with Passport's backend dashboard and City financial systems.

7. Staffing and Supervision

- Provide trained enforcement officers, customer service representatives, and supervisory staff on City regulations, customer engagement, citation software, and de-escalation practices.
- Ensure all staff meet City background and conduct requirements.
- Maintain an ongoing training program for staff proficiency and compliance with City protocols.
- Maintain minimum staffing levels to ensure consistent patrol coverage of all designated zones.

8. Community Outreach

- Assist in the development of educational materials or outreach programs to inform the public of parking changes, tools, and best practices.
- Participate in public meetings or business community engagements as needed.
- Assist the City in developing FAQs, guides, or other public information as needed.
- Distribute materials explaining how to use the parking system (app, meters, permits).

9. Technology Integration

- Maintain seamless compatibility with Passport Inc. software and all associated hardware platforms used by Ogden City.
- Manage system integrations, updates, and troubleshooting in coordination with City IT and Passport support teams.

10. Compliance and Safety

- Ensure all operations comply with ADA regulations, State of Utah requirements, and City policies.

- Conduct operations in a professional, safe, and courteous manner.
- Ensure all enforcement vehicles are clearly marked and equipped with safety lighting.
- Address any violations or complaints involving contractor staff promptly and report outcomes to Ogden City.
- Maintain all required insurance coverage throughout the contract term.
- Notify the City of any incidents, injuries, or property damage involving contractor personnel or equipment.
- Ensure all employees maintain a professional appearance, wear City-approved uniforms, and carry visible identification.

11. Contractor- Supplied Enforcement Vehicles and Equipment

- The contractor shall provide vehicles for the purpose of parking enforcement operations within the city of Ogden. Final determination regarding the ownership, acquisition, and maintenance responsibilities of the vehicles shall be made before contract execution and shall be specified therein.
- Branded in accordance with Ogden City's vehicle branding and color standards, as specified by the City's policy. The Contractor is responsible for ensuring all vehicle graphics, logos, color schemes, and markings are approved by the City prior to deployment.
- Equipped with License Plate Recognition (LPR) cameras, onboard ticket printers, and mobile enforcement hardware that is fully compatible with and utilizes Passport Inc. software and hardware. The enforcement system must allow for seamless integration with Ogden City's existing Passport parking management infrastructure, including citation issuance, real-time data sync, and back-office processing.
- All enforcement hardware and software must be maintained in good working order throughout the contract term. The Contractor shall be responsible for

acquiring, configuring, and providing technical support for all equipment, ensuring its ongoing compatibility with the City's Passport systems. The City reserves the right to inspect enforcement vehicles and equipment at any time to ensure compliance with these requirements.

12. City Responsibilities

- Provide access to Passport software licenses and back-office systems.
- Coordinate initial implementation of enforcement zones and permit parameters.
- Supply City branding materials, ordinance updates, and policy direction.

13. Deliverables

- A detailed project implementation schedule within 30 days of contract award, including staffing, technology configuration, training, and deployment milestones.
- Monthly operations and revenue report.
- Comprehensive evaluation of the parking system's operational efficiency. Including recommendations for policy, rate, or zone adjustments
- Real-time enforcement data and permit utilization dashboards.
- Record of all Passport hardware maintenance, repairs, or replacements initiated or completed.
- Track enforcement areas and flag gaps or equipment issues to the City.
- Summary of system status, transfer of data, and any open action items for a seamless handoff. (Upon contract completion or termination)