

REQUEST FOR PROPOSALS

City of Wilkes-Barre *Web Based Parking Ticket Payment Solutions, and Pay-By-Phone Solution*



**City of Wilkes-Barre
40 East Market Street
Wilkes-Barre, PA 18701**

2018

INVITATION FOR REQUEST FOR PROPOSAL

CITY OF WILKES-BARRE

City of Wilkes-Barre Web Based Parking Payment Solutions, and Pay-By-Phone Solution

I. INTRODUCTION

The City of Wilkes-Barre is home to approximately 42,000 people and is the county seat of Luzerne County. There is a vibrant business and residential community in the core of Downtown Wilkes-Barre that has limitless potential to expand. Two higher-learning institutions, King's College and Wilkes University, anchor to the downtown business district along with a Barnes and Noble Bookstore, R/C Theaters Movies 14, Guard Insurance, and a litany of dining options. Wilkes-Barre ranks as the fourth (4th) largest downtown workforce in the commonwealth of Pennsylvania (15,000 daily workers).

II. BACKGROUND OF ON-STREET METERED SYSTEM

The city currently has 887 metered on-street parking spaces. In 2017, Wilkes-Barre budgeted \$525,000 in meter collection revenue. The hourly rate to park in a metered space is \$2 with a four-hour limit. Parking hours extend from 8:00 a.m. until 6:00 p.m. Monday-Saturday throughout the calendar year.

III. PROJECT GOALS

The City of Wilkes-Barre seeks a qualified vendor to provide:

(B) Pay-by-Phone Services

(C) Web-based System that intergrades with Parking Ticket Issuance Vender

Contractor agrees to implement an electronic parking ticket issuance system to The City of Wilkes-Barre.

A successful respondent to the RFP should provide the following service options to the visitors and residents of downtown Wilkes-Barre:

- Payment options that is independent of the compatible with the traditional coin collection system
- Allow the purchase of additional time not past the maximum time allowed
- System that will allow shared data to go through one place
- System must be compatible with the chosen vender for payment solutions

IV. QUALIFICATIONS

The successful respondent to the RFP will be expected to meet the following baseline qualifications:

- At least three years of experience providing an on-street payment technology service. Municipal clients in Pennsylvania are preferred but not required to respond to this RFP.
- Substantially complete the start-up of the payment service within 90-days of selection/approval of Wilkes-Barre City Council

V. WORK SPECIFICATIONS DURING CONTRACT TERM

The City's goal is to implement a system that will do the following:

- The successful vendor must convert all such metered parking spaces at its expense to its equipment to more fully integrate the components of our Parking Meter/Kiosk System. Note: Kiosk System has the ability to provide a method of payment for parking tickets.
- A new process to ensure the timely payment of citations and a new system to increase payment compliance
- Residential Parking Permit Program (RPPP) to provide a level of service consistent with the desires of the residents and permit holders
- To enforce the (RPPP) with a License Plate Recognition (LPR) system Providing software that will allow the City to manage its Parking Meter/ Kiosk System to maximize economic development
- Ability to provide an integrated management solution to assist the City with the ability to influence parking behavior
- City receives the equipment at no upfront cost and City does not own the equipment at the end of the contract
- The RFP must provide a detailed description of the proposer's proposed equipment, operation, maintenance and management plan in conformance with the terms and conditions of the RFP.
- Said plan should also identify, if appropriate, any new management and/or computer systems to be used by the proposer at the Parking Meter/Kiosk System
- The Proposal shall specify any equipment and/or software necessary to implement the system and all services that proposer will provide to maintain and manage the system

- Develop useful management reports for system analysis and utilization, problem resolution; and Create increased consumer responsiveness and satisfaction.
 - Responsible for all advertising and marketing costs regarding the launch of the payment service within the business district. The City will provide logistical and technical support to promote the program to the residents and patrons of the downtown through the media and other outlets; however, all financial costs including but not limited to paid advertising, printing of marketing material, and placement of signs shall be borne by the vendor.
 - i. Vendor shall develop and submit a marketing plan and construction implementation schedule within thirty (30) days of contract award.
 - Take all necessary measures to secure any sensitive financial or personal information provided by the public to use the payment service in metered locations. These security precautions shall be completed according to applicable federal and state laws or regulations as well as credit card industry standards.
 - No data, financial or otherwise, gleaned through utilization of the payment services may be sold, or displayed to a third party by the vendor without the expressed written authorization of the City of Wilkes-Barre. Such authorization shall only be given if there is a compelling public interest to do the so and will be publicly acknowledged by the City Administration at the next regularly scheduled meeting of City Council.
 - No customer shall receive marketing emails, text messages, or other communications without the expressed written authorization of the City of Wilkes-Barre.
 - Upon contract termination or expiration, any customer data shall be deleted and/or returned to the City of Wilkes-Barre so that it cannot be sold or used after the contract expires.
 - Vendors shall establish a system that is capable of recognizing different rates, hours of operation, and maximum time limits for paid parking based on day of week, time of day, etc. The system should allow parking transactions on city holidays and other times when meter rates are suspended.
 - Vendors shall be able to reprogram any changes to fees or hours of operation of the metered parking system within five (5) business days.
 - The Vendor shall provide a method of real-time enforcement that is integrated into the existing system.
 - Vendor shall provide the city of designs for all informational materials including but not limited to public rights of way signs, decals, and all marketing materials for review and approval.
 - Vendor shall be solely responsible to manage accounts, transactions, and customer service issues that arise from utilizations of the parking payment technology.

- Vendors are strongly encouraged to have bi-lingual customer service professionals to assist non-English speaking user issues or complaints.
- Vendor shall provide secure administrative password access to the back office system to authorize city personnel for financial accountability, reporting, querying, revenue reconciliation, and adjudication. Accessed data should not include customer's personal information.
- Vendor shall supply any reports or information as deemed necessary by the City of Wilkes-Barre to monitor and manage the Vendor's performance under the terms of the contract.
- Vendor shall provide onsite and/or web-based training and manuals for authorized city personnel to navigate and utilize the back office system. Real-time user support should also be available.
- Vendor will implement/operate and/or manage a pay-by-mobile, telephone system through which a customer may use a mobile device to electronically pay to park their vehicles on City streets and in open air parking lots and garages owned or operated by the City of Wilkes-Barre. Customers should be able to track their payment and otherwise manage their accounts through the contractor's website. The City's authorized personnel may track all parking transactions accruing through the services in real-time through a secure, cloud-based account. The City's parking enforcement personnel may electronically verify parking payment in real time using hand-held mobile devices via a web connection; and all parking transactions fees will be collected by Contractor's merchant services provider, deposited in contractor's merchant services dedicated Demand Deposit Account (DDA) and disbursed to the City pursuant to the agreement.

VI. PENNSYLVANIA RIGHT TO KNOW LAW

Vendor shall comply with all provisions of the Pennsylvania Right to Know Law to the extent that documents of the agency are related to services rendered under the terms of the service contract with The City of Wilkes-Barre.

VII. PROPOSAL FORMAT, REVIEW PROCESS AND SCHEDULE

GUARANTEE OF PROPOSALS: Proposals as quoted must be guaranteed for sixty (60) days from the opening date.

- Respondents shall submit their responses no later than 2:30 p.m. EST on Thursday, February 1, 2018.
- The City of Wilkes-Barre requires three (3) copies of the proposal to be submitted.

- Proposals must be sealed and identified by “City of Wilkes-Barre Payment Solutions for Metered Parking Spaces,” and delivered or mailed to the Clerk’s Office at the address stated above.

City officials will review the responses and notify all respondents of the official selection. City officials may elect to interview representatives of some or all of the respondents at their discretion prior to making a selection.

The City of Wilkes-Barre reserves the right to reject any and all proposals submitted and are not obligated to accept the lowest priced proposal.

Responses should include a cover letter that details the following company information:

- Company name, address, phone, fax, and email
- Designated project administrator from the company
- Listing of company principals
- Number of years that the company has been business and brief company history
- The company’s strategy ability to achieve the project goals designated in this RFP
- Detail any projects of similar size and/or scope
- List of references and contact information for current or former municipal clients in the United States

All proposals submitted to the City of Wilkes-Barre are required to include a certificate of insurance of the prospective vendor’s insurance coverage. The City requires the successful bidder to carry Professional Liability insurance at a minimum of \$1,000,000 occurrence/aggregate. All insurance coverage must be kept in effect during this contract period. The loss of insurance coverage may result in contract termination.

The City of Wilkes-Barre requires that any and all convenience fees or charges be clearly delineated in the proposals.

