Park City Municipal Corporation
REQUEST FOR PROPOSALS FOR

Complete Parking Management Solution, including:

- **Integrated Parking Access Revenue Control System (PARCS)**
- **Real-Time Dynamic Space and Vehicle Counting System**
- **Parking Guidance Signs (PGS)**
- **Wayfinding/Brand and preferred optional integrated services, including:**
    - **Parking Pay Stations/Meters**
    - **Mobile Payment**
    - **Citation/Permit Management Software**
    - **Enforcement Handhelds**
    - **Collection Services**
    - **Mobile/Handheld License Plate Recognition Technology**

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NOTICE

REQUEST FOR PROPOSALS

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Complete Parking Management Solution

A Complete Parking Management Solution (CPMS) that includes a Parking Access Revenue Control System (PARCS), Parking Guidance Signs (PGS), Wayfinding/Branding, and preferred optional integrated services for Parking Pay Stations/Meters, Mobile Payment, Citation/Permit Management Services, Enforcement Handhelds, Collection Services and Mobile/Handheld License Plate Recognition Technology.

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PROPOSALS DUE: By Friday, March 17, 2017, 4:00pm MST

PROJECT NAME: Park City Complete Parking Management Solution

RFP AVAILABLE: Friday, March 3, 2017, via email from mckenzie.coulson@parkcity.org, or at the Park City Public Works Office, 1053 Iron Horse Drive, Park City, Utah 84060.

PROJECT LOCATION: Park City, Utah

PROJECT DESCRIPTION: Park City Municipal Corporation seeks a turnkey parking technology solution that integrates real-time parking software and hardware components for both on and off street parking operations that will support congestion mitigation needs for the community and provide the tools needed to expand the paid parking program to the City-owned parking assets, including the China Bridge Garage and other designated City parking facilities.

OWNER:	Park City Municipal Corporation
	P.O. Box 1480
	Park City, UT 84060
CONTACT:	Kenzie Coulson, Parking / Fleet Services Manager
	mckenzie.coulson@parkcity.org

Proposals must respond to the Complete Parking Management Solution Scope of Work (Schedule 1) and, if applicable, the Scope of Work: Preferred Optional Integrated Services (Schedule 2).
All questions shall be submitted via email to mckenzie.coulson@parkcity.org by Wednesday, March 15, 2017, at 3:00p.m. MST.

Park City reserves the right to reject any or all proposals received. Furthermore, the City shall have the right to waive any informality or technicality in proposals received when in the best interest of the City.

Introduction

Park City Municipal Corporation (hereinafter referred to as "Park City", "City", or the "Purchaser") is soliciting Request for Proposals from a qualified Parking Technology Firm (hereinafter referred to as "Proposer", "Service Provider", or "Firm") to provide a complete and integrated turnkey solution for the design/integration/installation/testing/support/ training/ startup for the following:

1. PARCS Design/Build/Install (China Bridge Garage)
2. Real-Time Dynamic Space and Vehicle Counting System (garage & surface lots)
3. Citywide Parking Brand and Static Wayfinding System Design/Build/Install including:
   o On- and off-street static wayfinding signage
4. (*Optional Preferred*) Centralized Parking Management System including:
   o Parking Meters/Pay Stations Technology
   o Mobile Payment
   o Citation Processing Software
   o Enforcement Handhelds
   o Delinquent Collection Services
   o Permit Management Software
   o Mobile/Handheld License Plate Recognition (LPR)

I.   Background

Park City recently completed a study to develop a Main Street Parking Management Plan. This RFP is intended to implement the technology related recommendations outlined in the study. The study can be found at http://www.parkcity.org/departments/parking.

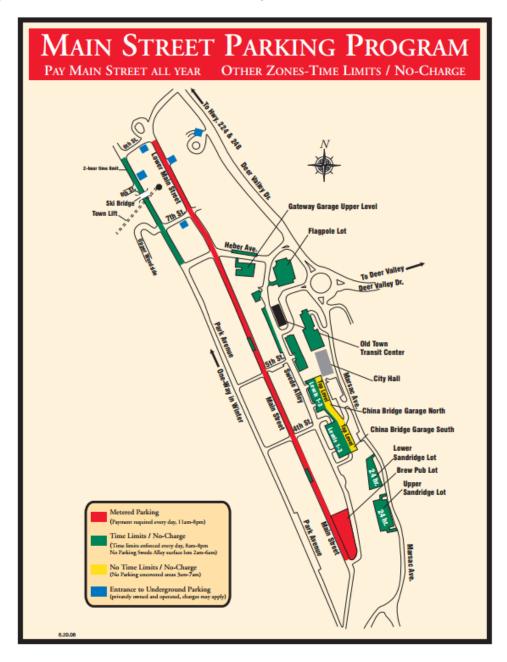## II.   Scope of Project

Park City is requesting a proposal with a Complete Parking Management Solution (CPMS) that integrates the on and off street parking operation for Park City. The primary objective is focused on the Parking Access Revenue Control System (PARCS) for China Bridge Garage (Garage) that incorporates a vehicle counting system for the Garage and surface lots that provides real-time, accurate parking availability information to an integrated dynamic Parking Guidance System (PGS) located at the primary entrances to the City. Proposals must include a solution for Wayfinding signage for on and off street parking and provide for the development of a parking brand for the City. See Schedule 1.

The following are optional services that are preferred by the City to be included and integrated with the CPMS. Proposals should include Parking Pay Stations/Meters for on street parking and surface lots and a mobile payment service that can be integrated with all aspects of the parking operation. Additional preferred services include Citation Processing and Permit Management Software, Enforcement Handhelds, Delinquent Collection Services, and Mobile/Handheld License Plate Recognition Technology. See Schedule 2.

The CPMS must have the ability to support the City parking operation, especially within the Main Street business core. The objective of this project is to provide a turnkey, integrated parking management system that could be managed and operated by the City with vendor maintenance and support services.

1. The technical requirements for the project, as set out in this RFP and outlined in Schedule 1 and Schedule 2, describe the system concepts, operational and technical requirements and various procedures, but not limited to, the design, development, fabrication, programming, testing, installation and implementation of the Complete Parking Management Solution.

2. Park City will accept proposals for the CPMS and the associated components and features as a "Vendor Hosted" Management Service. Proposer is to define clearly the hosting concept offered and provide a schematic of the entire CPMS design.

3. Park City's parking facilities are identified and located at:

Parking Garage/Lot	Location	Spaces
China Bridge Garage (North/South)	b/w Swede Alley & Marsac Ave	618
Gateway Parking Center Garage	Heber Ave & Swede Alley	41
Flagpole Lot	Heber Ave & Swede Alley	59
Bob Wells Historic Wall Lot	Swede Alley & 5th St	22
North Marsac Lot	Marsac Ave (north side of City Hall)	63
Brew Pub Lot	b/w Main St & Grant Ave	53
Lower Sandridge Lot	Marsac Ave (SR 224), (south of City Hall)	55
Upper Sandridge Lot	Marsac Ave (SR 224), (south of City Hall)	46

4. The CPMS will need to meet the following objectives:
   a. Ability to support dynamic/demand-based pricing adjusting rates by peak season, weekday versus weekend, and by time of day.
   b. Wide range of convenient electronic and online payment methods, reducing the amount of cash/coin that is potentially handled.
   c. Provide a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions.
   d. Ability for residents, employees, and visitors to easily track parking availability and pricing at on-street, off-street, and remote parking locations via smartphone apps and web services.
   e. Occupancy statistics, available to outside parties for inclusion in wayfinding and parking location services, to make it easier for customers to find parking spaces.
   f. Real-time data integration for additional wayfinding systems for internal and external use.
   g. Several options to enter and exit parking facilities while tracking each session and calculating the appropriate fee, while also reducing the number of tickets and access cards.
   h. Ability to reserve spaces, especially for events, along with the ability to pre-pay for parking, to streamline entry and exit (including reservations and pre-payments through third parties authorized by the City).
   i. Ability to have common equipment across facilities leading to a consistent customer experience.
   j. Use of License Plate Recognition technology where possible to provide convenience for access, monitoring, and enforcement for on and off street parking operations.
   k. Customer service support, including user help screens, online support, and intercom systems allowing for remote support (when applicable).
   l. Ability to implement easy to use data management software and reporting processes.
   m. Reduction of manual data entry.
   n. Congruency with current sign codes and historic district planning requirements.

5. Proposers shall be aware of the City's Design Guidelines for Historic Districts and Historic Sites. The goal of the Design Guidelines is to meet the needs of various interests in the community by

providing guidance in determining the suitability and architectural compatibility of proposed project. Proposers shall ensure that the proposed solution intended for Park City does not conflict with or challenge the guidelines set forth. The Park City Design Guidelines are available at: http://52.26.130.11/home/showdocument?id=62

III.   Funding
The funding for this evaluation will be provided from City Capital Improvement Project (CIP) funds.

IV.   Content of Proposal

Proposals will be evaluated on the criteria listed below. Proposals shall focus on the project approach and the overall deliverables, including the preferred optional services. Proposals shall be limited to thirty (30) pages, excluding the Table of Contents. Project team resumes, project reference details and technical specification documentation, including specification compliance matrix for each service, shall be included as appendices and not counted towards the page limit.

These instructions outline the guidelines governing the format and content of the proposal and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the City's requirements and its approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the proposal should be submitted. Items not specifically and explicitly related to the RFP and proposal, e.g. brochures, marketing material, etc., will not be considered in the evaluation.

All proposals shall address the following items, at a minimum, in the order listed below:

1. Cover Letter

   Proposers shall provide a cover letter on company letterhead, which should include:

   - RFP title;
   - Proposer's official address for the office responding to this RFP;
   - Name, title, mailing address, e-mail address, and telephone number of Proposer's authorized representative;
   - If applicable, acknowledgement of receipt of all RFP addenda in the cover letter (Failure to acknowledge receipt of all addenda may render the proposal non-responsive and subject to rejection); and
   - Signature of Proposer's authorized representative.

2. Proposal Summary
   This section shall discuss the highlights, key features, and distinguishing points of the Proposal.

3. Profile of the Proposing Firm(s)
   This section shall include a brief description of the Proposer's firm size as well as the proposed project organization structure. Include a discussion of the Prime Proposer firm's financial stability, capacity and resources. Include all other firms participating in the Proposal, including similar information about the firms.

   Additionally, this section shall include a listing of any lawsuit or litigation and the result of that action resulting form (a) any public project undertaken by the Proposer or by its subcontractors where litigation is still pending or has occurred within the last five (5) years or (b) any type of project where claims or settlements were paid by the consultant or its insurers within the last five (5) years.

4. Qualifications of the Firm

   This section shall include a brief description of the Proposer's and sub-Proposer's qualifications and previous experience on similar or related projects. Include descriptions of pertinent project experience with other public municipalities that includes a summary of the turnkey work performed, the total project cost, the percentage of work the firm was responsible for, the period over which the work was completed, and the name, title, and phone number of client to be contacted for references for each of the requested service features. Give a brief statement of the firm's adherence to the schedule and budget for the project.

5. Work Plan or Proposal

   This section shall present a well-conceived service plan. Include a full description of major tasks and subtasks that address the RFP Scope of Services by service feature. This section of the proposal shall establish that the Proposer understands the City's objectives and work requirements and Proposer's ability to satisfy those objectives and turnkey requirements. Succinctly describe the proposed approach for addressing the required services and the firm's ability to meet the City's schedule, outlining the approach, including training and support details that would be undertaken in providing the requested services.

6. Proposed Innovations

   The Proposer may also suggest technical or procedural innovations that have been used successfully on other engagements and which may provide the City with better service delivery. In this section discuss any ideas, innovative approaches, or specific new concepts included in the Proposal that would provide benefit to the City and support the CPMS approach. Proposals may include any other services that are considered necessary to complete this project in a turnkey fashion.

7. Project Staffing

   This section shall discuss how the Proposer would propose to staff and support this project, highlighting regional resources and the response times that will be provided to support the CPMS for the City. Key project team members shall be identified by name, title, and specific responsibilities on the project. An organizational chart for the project team and resumes for key Proposer personnel shall be included. Key personnel will be an important factor considered by the review committee. Changes in key personnel may be cause for rejection of the proposal.

8. Proposal Exceptions

   This section shall discuss any exceptions or requested changes that Proposer has to the City's RFP conditions, insurance requirements and sample Service Provider Agreement, attached. If there are no exceptions noted, it is assumed the Proposer will accept all conditions and requirements identified in the attached draft service agreement. Items not excepted will not be open to later negotiation.

9. Fee Quotation

   The Fee Quotation, detailed in Appendix A, includes pricing format required for each featured turnkey category, to vary based upon the service and/or hardware provided. Proposer must submit based upon the pricing format requested and should provide details in support of one-time and any ongoing costs. Proposer should outline any additional services or support provided that exceed the minimum requirements. Payment terms will be negotiated with the selected contractor and may include payment requirements associated with the percentage of work completed and delivered products installed and accepted before final payments are issued.

The Selection Committee will evaluate the proposals provided based on the following criteria:

- Qualifications of firm and project team members.
- Previous related similar work and references.
- Responsiveness to required turnkey project and preferred optional services.
- CPMS overall approach and service offerings, including regional support and training.
- Proposal price.
- The nature and extent of requested changes to the Park City Municipal standard Service Provider Agreement and standard City insurance requirements.

Park City Municipal Corporation reserves the right to reject any and all proposals for any reason. Proposals lacking required information will not be considered. All submittals shall be public records in accordance with government records regulations ("GRAMA") unless otherwise designated by the

applicant pursuant to UCA §63G-2-309, as amended. The award of contract is subject to approval by City Council.

Price may not be the sole deciding factor.

V.   Selection Process

Proposals will be evaluated on the factors listed in Section IV, Content of Proposal, above.

The selection process will proceed on the following schedule:

A. All questions shall be submitted via email to mckenzie.coulson@parkcity.org by Wednesday, March 15, 2017, at 3:00pm MST.

B. Proposals will be received by Park City by 4:00pm MST on Friday, March 17, 2017, at the Park City Public Works Office, PO Box 1480, 1053 Iron Horse Drive, Park City, Utah 84060. Proposals will be opened at 4:00 p.m.MST on Friday, March 17, 2017, at Park City Municipal Public Works.

C. Late proposals will not be considered. It is the responsibility of the Proposer to ensure proposal is submitted complete and on time.

D. A selection committee comprised of Park City Municipal Corporation staff and others will review all submitted RFPs on Tuesday, March 21, 2017, at Park City Municipal Public Works during regular business hours. If necessary, the selection committee will interview a short list of Proposers via webinar on Wednesday, March 22, 2017. Otherwise, the selection committee will meet and render a decision. Park City will negotiate a final scope and fee with the top ranked proposer and recommend to City Council for final approval and contract. Award of contact is subject to approval by City Council.

E. It is anticipated that Park City will present recommendation to City Council to enter into an agreement with the selected Service Provider on Thursday, March 30, 2017.

F. Park City reserves the right to:

   a. Disqualify incomplete proposals. Proposals lacking required information will not be considered.
   b. Change any dates or deadlines.
   c. Waive minor defects in the proposals submitted.
   d. Request additional information from respondents.
   e. Change the nature or scope of the project without penalty.
   f. Negotiate terms with one or more of the short-listed firms.

g. Reject any or all proposals for any reason, without penalty.
h. Take any steps deemed necessary to act in the City's best interest.

Park City Municipal Corporation reserves the right to cancel or modify the terms of this RFP and/or the project at any time and for any reason preceding contract award and reserves the right to accept or reject any or all proposals submitted pursuant to this request for proposals. Park City will provide respondents written notice of any cancellation and/or modification. Furthermore, the City shall have the right to waive any informality or technicality in proposals received when in the best interest of the City.

VI.   Park City Municipal Standard Service Provider Agreement

The successful proposal will be required to enter into Park City's Professional Service Agreement, in its current form, with the City. A draft of the Agreement is attached to this RFP. If there is a conflict between the written and numerical amount of the proposal, the numerical amount shall supersede.

Any service provider who contracts with Park City is required to have a valid Park City business license.

VII.   Information to be Submitted

To be considered, the following must be received at the Park City Public Works Office, PO Box 1480, 1053 Iron Horse Drive, Park City, Utah 84060 by **4:00pm MST on Friday, March 17, 2017**:

a. Four (4) copies of the proposal.
b. One (1) sealed fee quotation marked clearly with Proposer Name and the word "Fee Quotation".
c. One (1) electronic copy of proposal in .pdf format.

VIII.   Preparation of Proposals

A. Failure to Read. Failure to Read the Request for Proposal and these instructions will be at the offeror's own risk. Note that the RFP contains an Appendix A, Schedule 1, and Schedule 2.

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

IX.   Proposal Information

A. Equal Opportunity. The City will make every effort to ensure that 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.

B. Proposal Ownership. All proposals, including attachments, supplementary materials, addenda, etc., shall become the property of the City and will not be returned to the offeror.

C. Rejection of Proposals. The City reserves the right to reject any or all proposals received. Furthermore, the City shall have the right to waive any informality or technicality in proposals received when in the best interest of the City.

D. No proposal shall be accepted from, or contract awarded to, any person, firm or corporation that is in arrears to the City, upon debt or contract, or that is a defaulter, as surety or otherwise, upon any obligation to the City, or that may be deemed irresponsible or unreliable by the City. Offerors may be required to submit satisfactory evidence that they have the necessary financial resources to perform and complete the work outlined in this RFP.

E. Park City Municipal Corporation's policy is, subject to Federal, State and local procurement laws, to make reasonable attempts to support Park City businesses by purchasing goods and services through local vendors and service providers.

F. If bidder utilizes third parties for completing RFP requirements, list what portion of the RFP will be completed by third parties and the name, if known, of the third party.

G. Proposals are deemed valid for a period of one hundred twenty (120) days from the proposal submission deadline.

APPENDIX A
Park City, Utah
Complete Parking Management Solution
FEE QUOTATION

The pricing format for each featured turnkey category is to vary based upon the service and/or hardware provided. Proposer must submit based upon the pricing format requested and should provide details in support of one-time and any ongoing costs. Proposer should outline any additional services or support provided that exceed the minimum requirements.

Wayfinding / Branding Cost Proposal: Provide firm, fixed, costs for all services/products. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Pricing should be presented in accordance with the format of Wayfinding/Branding Scope of Services (CPMS RFP Section C).

Proposers should clearly identify a firm, fixed cost for each of the project's three phases:
> Phase 1: Design Development
> Phase 2: Future Bid Specification/Manufacturing/Implementation
> Phase 3: Manufacturing/Implementation

Attach a line item breakdown of all costs for each of the three phases including but not limited to labor, equipment, materials and parts, maintenance and warranty if any.

Note: It is the Proposer's responsibility to provide a clear understanding of ALL costs associated with each of the three phases.

Parking Guidance Signs (PGS): Proposer shall provide a firm, fixed cost to develop and design the PGS system. Proposer shall also provide a cost plus rate structure that will allow the City to acquire the PGS signs at cost plus the specified procurement rate submitted with this proposal. Proposer shall designate any terms and conditions necessary to support a cost plus rate structure.

PARCS and Dynamic Space & Vehicle Counting: Proposer shall complete the worksheet on the following page to identify all costs associated with the implementation, installation and ongoing operation of the China Bridge PARCS solution and the vehicle counting equipment for the identified City parking facilities and surface lots.

Park City
Parking Access & Revenue Control System
Dynamic Space & Vehicle Counting
Summary Pricing Sheet SCHEDULE A

Facility Name:	Count System Control Points + Hardware & Software	Exterior Count Sign	Vehicle Loop Detectors	LED Level Count Signs	PROX Card Readers	Barrier Gate w/SE + Articulating Gate Arm	UPS Lane Unit	Entry Station	IP Intercom	Exit Station	Automated Payment Station Credit Card Only	Automated Payment Station Cash & Credit Card
China Bridge Garage												
Gateway Parking Center Garage												
Flagpole Lot												
Bob Wells Historic Wall Lot												
North Marsac Lot												
Brew Pub Lot												
Lower Sandridge Lot												
Upper Sandridge Lot												
Total Units												
Unit Costs	$	$	$	$	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Total Unit Costs . . .	$	$	$	$	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Equipment Costs:												

PARCS Software Costs SCHEDULE B

PARCS Software	$ -
Access Control Software	$ -
Facility Count Software	$ -
IP Intercom Software	$ -
3rd Party Application Software	$ -
Total PARCS Software	**$ -**

PARCS Supporting Costs SCHEDULE C

Training Program	$ -
500 PROX Cards	$ -
500,000 Transient Tickets	$ -
(1) Coding Station	$ -
Freight	$ -
Total Support Costs	**$ -**

PARCS Service Costs SCHEDULE D

Service/Maintenance Program YEAR #1	*Included in Base Bid*
Service/Maintenance Program YEAR #2	*Included in Base Bid*
Service/Maintenance Program YEAR #3	$ -
Service/Maintenance Program YEAR #4	$ -
Service/Maintenance Program YEAR #5	$ -
Service/Maintenance Program YEAR #6	$ -
Service/Maintenance Program YEAR #7	$ -
Total Service Costs	**$-**

PARCS Installation Costs SCHEDULE E

Electrical Work	$ -
PARCS Installation	$ -
Network Equipment	$ -
	-
Total Installation	**$ -**

Project Total Cost	$ -
The Sum of Schedule A + B + C + D + E	
VENDOR NAME:	

Preferred Optional Services

Fee Quotation

Parking Pay Stations: Proposer shall provide pricing for 41 Pay & Display Pay Stations to support paid parking for both on street and surface lot parking operations. Proposer shall detail all costs associated with the installation, warranty and ongoing operation. The pricing shall identify all transaction and reoccurring support costs. The pricing summary shall also include a price per pay station unit, an outline of recommended spare parts and the associated costs and any enhanced service costs, including integration and/or development expenses that would be the responsibility of the City.

Mobile Payment: Proposer shall provide a per transaction fee to be charged to the consumer and identify the services that are included. Proposer shall identify any service exemptions and/or additional fees that will be charged to the City (if any). Proposer shall outline service enhancements and the capability to support the Transportation Incentive Program and any potential associated costs.

License Plate Recognition (LPR) Technology: Proposer shall provide a unit price for a complete mobile LPR system, including equipment, installation, training, ongoing operations/communications, licensing and extended warranty.

Citation Processing Management & Support Services: Proposer shall outline the costs associated with the Citation Processing Management System. The cost structure shall be based upon a flat annual fee and will include all licensing, training, system updates, system integration requirements and vendor-hosted services. Proposer shall describe the services included proposed cost model included ongoing support and hardware upgrades. Proposer shall detail any specific unit costs for ongoing or one-time support services.

Proposer shall outline the costs for the proposed handhelds and printers including ongoing support, maintenance and warranty expenses.

Proposer shall detail the fees and services associated with Delinquent Collections, including the fee percentage for collected monies.

Permit Management System: Pricing for the Permit Management System shall be based upon a flat annual fee and will include all licensing, training, system updates and vendor-hosted services. Proposer shall identify any fees that are the responsibility of a user/customer, in addition to outlining any cost for enhanced services.

PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into in duplicate this _____ day of _____, 20__, by and between PARK CITY MUNICIPAL CORPORATION, a Utah municipal corporation, ("City"), and _____, a _____, ("Service Provider"), collectively, the City and the Service Provider are referred to as (the "Parties)."

WITNESSETH:

WHEREAS, the City desires to have certain services and tasks performed as set forth below requiring specialized skills and other supportive capabilities;

WHEREAS, sufficient City resources are not available to provide such services; and

WHEREAS, the Service Provider represents that the Service Provider is qualified and possesses sufficient skills and the necessary capabilities, including technical and professional expertise, where required, to perform the services and/or tasks set forth in this Agreement.

NOW, THEREFORE, in consideration of the terms, conditions, covenants, and performance contained herein, the Parties hereto agree as follows:

1. **SCOPE OF SERVICES**.

    The Service Provider shall perform such services and accomplish such tasks, including the furnishing of all materials and equipment necessary for full performance thereof, as are identified and designated as Service Provider responsibilities throughout this Agreement and as set forth in the "Scope of Services" attached hereto as "Exhibit A" and incorporated herein (the "Project"). The total fee for the Project shall not exceed _____ Dollars ($_____).

    The City has designated _____, or his/her designee as City's Representative, who shall have authority to act in the City's behalf with respect to this Agreement consistent with the budget contract policy.

2. **TERM**.

    No work shall occur prior to the issuance of a Notice to Proceed which cannot occur until execution of this Agreement, which execution date shall be commencement of the term and the term shall terminate on _____ or earlier, unless extended by mutual written agreement of the Parties.

3. **COMPENSATION AND METHOD OF PAYMENT**.

A. Payments for services provided hereunder shall be made monthly following the performance of such services.

B. No payment shall be made for any service rendered by the Service Provider except for services identified and set forth in this Agreement.

C. For all "extra" work the City requires, the City shall pay the Service Provider for work performed under this Agreement according to the schedule attached hereto as "Exhibit B," or if none is attached, as subsequently agreed to by both Parties in writing.

D. The Service Provider shall submit to the City Manager or her designee on forms approved by the City Manager, an invoice for services rendered during the pay period. The City shall make payment to the Service Provider within thirty (30) days thereafter. Requests for more rapid payment will be considered if a discount is offered for early payment. Interest shall accrue at a rate of six percent (6%) per annum for services remaining unpaid for sixty (60) days or more.

E. The Service Provider reserves the right to suspend or terminate work and this Agreement if any unpaid account exceeds sixty (60) days.

F. Service Provider acknowledges that the continuation of this Agreement after the end of the City's fiscal year is specifically subject to the City Council's approval of the annual budget.

4. **RECORDS AND INSPECTIONS**.

A. The Service Provider shall maintain books, records, documents, statements, reports, data, information, and other material with respect to matters covered, directly or indirectly, by this Agreement, including (but not limited to) that which is necessary to sufficiently and properly reflect all direct and indirect costs related to the performance of this Agreement, and shall maintain such accounting procedures and practices as may be necessary to assure proper accounting of all funds paid pursuant to this Agreement.

B. The Service Provider shall retain all such books, records, documents, statements, reports, data, information, and other material with respect to matters covered, directly or indirectly, by this Agreement for six (6) years after expiration of the Agreement.

C. The Service Provider shall, at such times and in such form as the City may require, make available for examination by the City, its authorized representatives, the State Auditor, or other governmental officials authorized by law to monitor this Agreement all such books, records, documents, statements, reports, data, information, and other material with respect to

matters covered, directly or indirectly, by this Agreement. The Service Provider shall permit the City or its designated authorized representative to audit and inspect other data relating to all matters covered by this Agreement. The City may, at its discretion, conduct an audit at its expense, using its own or outside auditors, of the Service Provider's activities, which relate directly or indirectly to this Agreement.

D. The City is subject to the requirements of the Government Records Access and Management Act, Chapter 2, Title 63G, Utah Code Annotated, 1953, as amended and Park City Municipal Code Title 5 ("GRAMA"). All materials submitted by Service Provider pursuant to this Agreement are subject to disclosure unless such materials are exempt from disclosure pursuant to GRAMA. The burden of claiming and exemption form disclosure rests solely with Service Provider. Any materials for which Service Provider claims a privilege from disclosure based on business confidentiality shall be submitted marked as "confidential - business confidentiality" and accompanied by a concise statement from Service Provider of reasons supporting its claim of business confidentiality. Generally, GRAMA only protects against the disclosure of trade secrets or commercial information that could reasonably be expected to result in unfair competitive injury. The City will make reasonable efforts to notify Service Provider of any requests made for disclosure of documents submitted under a claim of confidentiality. Service Provider specifically waives any claims against the City related to any disclosure of materials pursuant to GRAMA.

5. INDEPENDENT CONTRACTOR RELATIONSHIP.

A. The Parties intend that an independent Service Provider/City relationship will be created by this Agreement. No agent, employee, or representative of the Service Provider shall be deemed to be an employee, agent, or representative of the City for any purpose, and the employees of the Service Provider are not entitled to any of the benefits the City provides for its employees. The Service Provider will be solely and entirely responsible for its acts and for the acts of its agents, employees, subcontractors or representatives during the performance of this Agreement.

B. In the performance of the services herein contemplated the Service Provider is an independent contractor with the authority to control and direct the performance of the details of the work, however, the results of the work contemplated herein must meet the approval of the City and shall be subject to the City's general rights of inspection and review to secure the satisfactory completion thereof.

PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT

6.   **SERVICE PROVIDER EMPLOYEE/AGENTS**.

The City may at its sole discretion require the Service Provider to remove an employee(s), agent(s), or representative(s) from employment on this Project. The Service Provider may, however, employ that (those) individuals(s) on other non-City related projects.

7.   **HOLD HARMLESS INDEMNIFICATION**.

A.   The Service Provider shall indemnify and hold the City and its agents, employees, and officers, harmless from and shall process and defend at its own expense any and all claims, demands, suits, at law or equity, actions, penalties, losses, damages, or costs, of whatsoever kind or nature, brought against the City arising out of, in connection with, or incident to the execution of this Agreement and/or the Service Provider's defective performance or failure to perform any aspect of this Agreement; provided, however, that if such claims are caused by or result from the concurrent negligence of the City, its agents, employees, and officers, this indemnity provision shall be valid and enforceable only to the extent of the negligence of the Service Provider; and provided further, that nothing herein shall require the Service Provider to hold harmless or defend the City, its agents, employees and/or officers from any claims arising from the sole negligence of the City, its agents, employees, and/or officers. The Service Provider expressly agrees that the indemnification provided herein constitutes the Service Provider's limited waiver of immunity as an employer under Utah Code Section 34A-2-105; provided, however, this waiver shall apply only to the extent an employee of Service Provider claims or recovers compensation from the City for a loss or injury that Service Provider would be obligated to indemnify the City for under this Agreement. This limited waiver has been mutually negotiated by the Parties, and is expressly made effective only for the purposes of this Agreement. The provisions of this section shall survive the expiration or termination of this Agreement.

B.   No liability shall attach to the City by reason of entering into this Agreement except as expressly provided herein.

8.   **INSURANCE**.

The Service Provider shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Service Provider, their agents, representatives, employees, or subcontractors. The Service Provider shall provide a Certificate of Insurance evidencing:

A.   General Liability insurance written on an occurrence basis with limits no less

than One Million Dollars ($1,000,000) combined single limit per occurrence and Three Million Dollars ($3,000,000) aggregate for personal injury, bodily injury and property damage.

The Service Provider shall increase the limits of such insurance to at least the amount of the Limitation of Judgments described in Section 63G-7-604 of the Governmental Immunity Act of Utah, as calculated by the state risk manager every two years and stated in Utah Admin. Code R37-4-3.

B. Automobile Liability insurance with limits no less than Two Million Dollars ($2,000,000) combined single limit per accident for bodily injury and property damage.

C. Professional Liability (Errors and Omissions) insurance with annual limits no less than One Million Dollars ($1,000,000) per occurrence. If written on a claims-made basis, the Service Provider warrants that the retroactive date applicable to coverage precedes the effective date of this agreement; and that continuous coverage will be maintained for an extended reporting period and tail coverage will be purchased for a period of at least three (3) years beginning from the time that work under this agreement is complete.

D. Workers Compensation insurance limits written as follows:
Bodily Injury by Accident Five Hundred Thousand Dollars ($500,000) each accident;
Bodily Injury by Disease Five Hundred Thousand Dollars ($500,000) each employee, Five Hundred Thousand Dollar ($500,000) policy limit.

E. The City shall be named as an additional insured on general liability and auto liability insurance policies, with respect to work performed by or on behalf of the Service Provider and a copy of the endorsement naming the City as an additional insured shall be attached to the Certificate of Insurance. Should any of the above described policies be cancelled before the expiration date thereof, Service Provider shall deliver notice to the City within thirty (30) days of cancellation. The City reserves the right to request certified copies of any required policies.

F. The Service Provider's insurance shall contain a clause stating that coverage shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

9. **TREATMENT OF ASSETS**.

Title to all property furnished by the City shall remain in the name of the City and the City shall become the owner of the work product and other documents, if any,

prepared by the Service Provider pursuant to this Agreement (contingent on City's performance hereunder).

10. **COMPLIANCE WITH LAWS AND WARRANTIES**.

   A. The Service Provider, in the performance of this Agreement, shall comply with all applicable federal, state, and local laws and ordinances, including regulations for licensing, certification and operation of facilities, programs and accreditation, and licensing of individuals, and any other standards or criteria as described in this Agreement to assure quality of services.

   B. Unless otherwise exempt, the Service Provider is required to have a valid Park City business license.

   C. The Service Provider specifically agrees to pay any applicable fees or charges which may be due on account of this Agreement.

   D. If this Agreement is entered into for the physical performance of services within Utah the Service Provider shall register and participate in E-Verify, or equivalent program. The Service Provider agrees to verify employment eligibility through E-Verify, or equivalent program, for each new employee that is employed within Utah, unless exempted by Utah Code Ann. § 63G-12-302.

   E. Service Provider shall be solely responsible to the City for the quality of all services performed by its employees or sub-contractors under this Agreement. Service Provider hereby warrants that the services performed by its employees or sub-contractors will be performed substantially in conformance with the standard of care observed by similarly situated companies providing services under similar conditions.

11. **NONDISCRIMINATION**.

   A. The City is an equal opportunity employer.

   B. In the performance of this Agreement, the Service Provider will not discriminate against any employee or applicant for employment on the grounds of race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap; provided that the prohibition against discrimination in employment because of handicap shall not apply if the particular disability prevents the proper performance of the particular worker involved. The Service Provider shall ensure that applicants are employed, and that employees are treated during employment without discrimination because of their race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap. Such action shall include, but not be limited to: employment, upgrading,

demotion or transfers, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and programs for training including apprenticeships. The Service Provider shall take such action with respect to this Agreement as may be required to ensure full compliance with local, state and federal laws prohibiting discrimination in employment.

C.   The Service Provider will not discriminate against any recipient of any services or benefits provided for in this Agreement on the grounds of race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap.

D.   If any assignment or subcontracting has been authorized by the City, said assignment or subcontract shall include appropriate safeguards against discrimination. The Service Provider shall take such action as may be required to ensure full compliance with the provisions in the immediately preceding paragraphs herein.

12.   **ASSIGNMENTS/SUBCONTRACTING**.

A.   The Service Provider shall not assign its performance under this Agreement or any portion of this Agreement without the written consent of the City, and it is further agreed that said consent must be sought in writing by the Service Provider not less than thirty (30) days prior to the date of any proposed assignment. The City reserves the right to reject without cause any such assignment. Any assignment made without the prior express consent of the City, as required by this part, shall be deemed null and void.

B.   Any work or services assigned hereunder shall be subject to each provision of this Agreement and property bidding procedures where applicable as set forth in local, state or federal statutes, ordinance and guidelines.

C.   Any technical/professional service subcontract not listed in this Agreement, must have express advance approval by the City.

D.   Each subcontractor that physically performs services within Utah shall submit an affidavit to the Service Provider stating that the subcontractor has used E-Verify, or equivalent program, to verify the employment status of each new employee, unless exempted by Utah Code Ann. § 63G-12-302.

13.   **CHANGES**.

Either party may request changes to the scope of services and performance to be provided hereunder, however, no change or addition to this Agreement shall be valid or binding upon either party unless such change or addition be in writing and

signed by both Parties. Such amendments shall be attached to and made part of this Agreement.

14. **PROHIBITED INTEREST, NO THIRD PARTY RIGHTS AND NO GRATUITY TO CITY EMPLOYEES**.

    A.   No member, officer, or employee of the City shall have any interest, direct or indirect, in this Agreement or the proceeds thereof.

    B.   Nothing herein is intended to confer rights of any kind in any third party.

    C.   No City employee who has procurement decision making authority and is engaged in the procurement process, or the process of administering a contract may knowingly receive anything of value including but not limited to gifts, meals, lodging or travel from anyone that is seeking or has a contract with the City.

15. **MODIFICATIONS TO TASKS AND MISCELLANEOUS PROVISIONS**.

    A.   All work proposed by the Service Provider is based on current government ordinances and fees in effect as of the date of this Agreement.

    B.   Any changes to current government ordinances and fees which affect the scope or cost of the services proposed may be billed as an "extra" pursuant to Paragraph 3(C), or deleted from the scope, at the option of the City.

    C.   The City shall make provision for access to the property and/or project and adjacent properties, if necessary for performing the services herein.

16. **TERMINATION**.

    A.   Either party may terminate this Agreement, in whole or in part, at any time, by at least thirty (30) days' written notice to the other party. The Service Provider shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Service Provider shall promptly submit a termination claim to the City. If the Service Provider has any property in its possession belonging to the City, the Service Provider will account for the same, and dispose of it in a manner directed by the City.

    B.   If the Service Provider fails to perform in the manner called for in this Agreement, or if the Service Provider fails to comply with any other

provisions of the Agreement and fails to correct such noncompliance within three (3) days' written notice thereof, the City may immediately terminate this Agreement for cause. Termination shall be effected by serving a notice of termination on the Service Provider setting forth the manner in which the Service Provider is in default. The Service Provider will only be paid for services performed in accordance with the manner of performance set forth in this Agreement.

17. **NOTICE**.

Notice provided for in this Agreement shall be sent by certified mail to the addresses designated for the Parties on the last page of this Agreement. Notice is effective upon the date it was sent, except that a notice of termination pursuant to paragraph 16 is effective upon receipt. All reference to "days" in this Agreement shall mean calendar days.

18. **ATTORNEYS FEES AND COSTS**.

If any legal proceeding is brought for the enforcement of this Agreement, or because of a dispute, breach, default, or misrepresentation in connection with any of the provisions of this Agreement, the prevailing party shall be entitled to recover from the other party, in addition to any other relief to which such party may be entitled, reasonable attorney's fees and other costs incurred in connection with that action or proceeding.

19. **JURISDICTION AND VENUE**.

A. This Agreement has been and shall be construed as having been made and delivered within the State of Utah, and it is agreed by each party hereto that this Agreement shall be governed by laws of the State of Utah, both as to interpretation and performance.

B. Any action of law, suit in equity, or judicial proceeding for the enforcement of this Agreement, or any provisions thereof, shall be instituted and maintained only in any of the courts of competent jurisdiction in Summit County, Utah.

PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT

20.   **SEVERABILITY AND NON-WAIVER**.

A.   If, for any reason, any part, term, or provision of this Agreement is held by a court of the United States to be illegal, void or unenforceable, the validity of the remaining provisions shall not be affected, and the rights and obligations of the Parties shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.

B.   If it should appear that any provision hereof is in conflict with any statutory provision of the State of Utah, said provision which may conflict therewith shall be deemed inoperative and null and void insofar as it may be in conflict therewith, and shall be deemed modified to conform in such statutory provisions.

C.   It is agreed by the Parties that the forgiveness of the non-performance of any provision of this Agreement does not constitute a subsequent waiver of the provisions of this Agreement. No waiver shall be effective unless it is in writing and signed by an authorized representative of the waiving party.

21.   **ENTIRE AGREEMENT**.

The Parties agree that this Agreement is the complete expression of the terms hereto and any oral representations or understandings not incorporated herein are excluded. Further, any modification of this Agreement shall be in writing and signed by both Parties. Failure to comply with any of the provisions stated herein shall constitute material breach of contract and cause for termination. Both Parties recognize time is of the essence in the performance of the provisions of this Agreement.

PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT

IN WITNESS WHEREOF the Parties hereto have caused this Agreement to be executed the day and year first hereinabove written.

PARK CITY MUNICIPAL CORPORATION
445 Marsac Avenue
Post Office Box 1480
Park City, UT 84060-1480

_____
Diane Foster, City Manager

Attest:

_____
City Recorder's Office

Approved as to form:

_____
City Attorney's Office

SERVICE PROVIDER NAME
Address:
Address:
City, State, Zip:

Tax ID#: _____
PC Business License# BL_____

_____
Signature

_____
Printed name

_____
Title

PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT

STATE OF UTAH   )
) ss.
COUNTY OF SUMMIT   )

On this _____ day of _____, 20__, personally appeared before me _____, whose identity is personally known to me/or proved to me on the basis of satisfactory evidence and who by me duly sworn/affirmed, did say that he/she is the _____ (*title or office*) of _____, a _____ corporation (or limited liability company), by Authority of its Bylaws/Resolution of the Board of Directors or Member Resolution, and acknowledged that he/she signed it voluntarily for its stated purpose as _____ (title) for _____, a _____ corporation (or limited liability company).

_____
Notary Public

PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT

EXHIBIT "A"

<u>SCOPE OF SERVICES</u>

**PARK CITY MUNICIPAL CORPORATION
SERVICE PROVIDER/PROFESSIONAL SERVICES AGREEMENT**

EXHIBIT "B"

<u>PAYMENT SCHEDULE FOR "EXTRA" WORK</u>

Park City Municipal Corporation
REQUEST FOR PROPOSALS FOR

Complete Parking Management Solution

SCOPE OF WORK
SCHEDULE 1

Contents

CPMS PROJECT BACKGROUND

Park City Municipal Corporation (hereinafter referred to as "Park City", "City", or the "Purchaser") is soliciting a turnkey approach to provide parking technology, software and support services for the Complete Parking Management Solution (CPMS). The City will consider a component-based response; however, the preference is a parking technology firm that can provide and support all the components, including those identified as preferred optional services. Proposers retain the option to respond to the entire list of services being solicited, respond as part of a prime contractor with other potential subcontracting vendors, or respond to any number of the services. Respondents have the option to identify and define which services they will supply pricing for. The proposed pricing and costs must be clearly outlined and defined allowing the City to accurately determine which services are being proposed and priced. It is important to note, proposals MUST identify clearly the services being responded to. If there are any exceptions to any of the specifications, Proposers are advised to explain an alternative approach. Failure to do so will result in potential disqualification.

The objective of the CPMS approach is a single interface system for all parking information including, parking asset database, permits, enforcement, and access and revenue controls. The interface can provide the information through either a dashboard system or an integrated data system, in a manner that allows for a unified graphical user interface for the information available from the various sources of parking data including back-end programs for meters, availability and handheld enforcement devices. The selected Contractor(s) will be responsible for providing the full complement of system oversight services, including ongoing project management, training and technical support during system implementation, go-live and the ongoing operation of the project.

ESTIMATED IMPLEMENTATION SCHEDULE

The City anticipates undertaking the project in the phases of work outlined below. The City intends to select, from this RFP, a Contractor who is capable of providing the full and integrated solution for the maximum phases of work, with the potential for additional optional preferred functionality. The City reserves the right to negotiate and approve proposed subconsultants and subcontractors. The primary construction, including cement work and loop installation must be completed prior to June 15, 2017.

A.	Wayfinding Signage (China Bridge Garage)	June 1, 2017
B.	Real-Time Dynamic Space and Vehicle Counting System (China Bridge Garage)	June 15, 2017
C.	Vehicle Counting System (surface lots & Gateway Parking Center Garage)	July 15, 2017
D.	China Bridge PARCS	August 1, 2017
E.	Citywide Parking Brand and Static Wayfinding System (on & off-street)	September 1, 2017
F.	Parking Pay Stations & Mobile Payment	October 1, 2017
	Optional Preferred:	
G.	Citation Processing, Enforcement Handhelds, Delinquent Collection Services	July 1, 2017
H.	Permit Management Software	July 1, 2017
I.	Mobile License Plate Recognition	September 1, 2017

CPMS DEFINITIONS

Definitions of terms used in this RFP and are located throughout this entire document as follows:

1. **Acts of God** – Those events which are outside of control of humans and for which no one can be held responsible and which cannot be prevented. Acts of God include, but are not limited to, severe weather phenomena such as hail, flooding, extreme drought, hurricanes, tornados, tropical storms, fire, earthquakes, and lightning.

2. **Barrier Gate** – An automated gate utilized by the PARCS to control ingress and egress.

3. **Complete Parking Management Solution (CPMS)** – The software, hardware and service support provided by the Contractor.

4. **Contract Documents** – The Contract Documents executed by Park City and the Contractor outlining the requirements for the Work to be performed as it relates to the implementation of the CPMS.

5. **Contractor** – The individual, partnership, firm, or corporation primarily liable for the acceptable performance of the Work contracted, and for the payment of all legal debts pertaining to the work who acts directly or through lawful agents or employees to complete the Work.

6. **China Bridge Garage (China Bridge) –** the name of the garage facility designated for parking technology and equipment installation, includes 613 parking spaces and 5 portals.

7. **Dynamic Signage** – Signage capable of displaying varying text and/or graphics to relay specific messages to customers via the use of LED lights. Dynamic signage can be used for various applications including displaying the method of payments accepted at a specific lane, the number of available spaces in a facility/level, or providing guidance to customers.

8. **EMV** – "EMV® is a global standard for credit and debit payment cards based on chip card technology" taking its name from the card groups Europay, MasterCard, and Visa that developed it. The previously referenced "standard" entails the processing of credit and debit card payments using a card that contains a microprocessor chip at a payment terminal.

9. **Entry Control Station** – A computerized PARCS device located in an entry lane that facilitates multiple methods of entry including issuing a barcode parking ticket, by transporting and reading a magnetically encoded or barcode access card or credit card, reading an AVI transponder, or reading a proximity access card; commonly referred to as: ticket dispenser, ticket issuing machine or TIM.

10. **Exit Control Station** – a computerized PARCS device located in an express exit lane that facilitates multiple methods of exit from a parking facility including transporting and reading a barcode parking ticket, retracting and reading a magnetically encoded or barcode access card or credit card, or reading a proximity access card or via RFID. The Exit Control Station uses the data from the inserted or detected media to validate exit privileges or calculate and process the associated parking fee; fees can be paid via credit card, or exit is granted via access card or validated/pre-paid magnetically or bar code encoded ticket; commonly referred to as: express exit terminal or exit verifier.

11. **FMS** – Facility Monitoring System: A system that provides central operational and performance information of the system components.

12. **FULL Sign** – A LED sign located at the entrance lane to advise the status of available parking.

13. **GUI** – Graphical User Interface: A program interface that takes advantage of a computer's graphics capabilities in an attempt to make the program user-friendly and intuitive to use.

14. **IP** – Internet Protocol: IP is a network layer encapsulated in a data link layer protocol (e.g., Ethernet). IP provides the service of unique global addressing amongst computers.

15. **ISO** – short for International Organization for Standardization: An international organization comprised of national standards bodies from around the world. ISO is the world's largest developer and publisher of standards.
16. **IT** – Information Technology.
17. **LAT** – Lane Acceptance Test: a test of a Contractor's installed equipment at the lane level to ensure that the equipment meets the intent of this RFP.
18. **LED** – Light Emitting Diode: a type of light commonly used for dynamic signage.
19. **Major Deviation** – Any deviation or failure of a FAT, LAT or Site Acceptance Test procedure that affects fee calculation accuracy, transaction count accuracy, exception count accuracy, active ticket inventory accuracy (system vs. actual), revenue processing, calculations, or reporting.
20. **Minor Deviation** – Any deviation or failure of a FAT, LAT or Site Acceptance Test procedure that does not affect fee calculation accuracy, transaction count accuracy, exception count accuracy, active ticket inventory accuracy (system vs. actual), revenue processing, calculations, or reporting.
21. **NEMA** – National Electrical Manufacturers Association.
22. **NEC** – National Electric Code: part of the National Fire Code.
23. **NFC** - Near Field Communication; a technology standard for very-short-range wireless connectivity that enables quick, secure two-way interactions among electronic devices. NFC technology typically takes the form of a small chip embedded in a phone or a credit card. The phone or card is simply placed on or very near a reader device (such as a pad on a debit card terminal, kiosk machine, or turnstile) - to initiate a transaction.
24. **Normal Conditions** - Normal conditions are considered to be equipment malfunctions, parts usage under normal wear and tear, and performance of scheduled services.
25. **Normal Weather Conditions** - Normal weather conditions are applicable to weather conditions that are common to Park City, Utah., region such as snow, rain, drought, well below freezing temperatures, hail, ice, 100+ degree temperatures, and high winds.
26. **ODBC** – Open Database Connectivity: In computing, ODBC provides a standard application software programming interface method for using database management systems. ODBC is intended to infer an independence from programming languages, database systems, and operating systems.
27. **PA DSS** – Payment Application Data Security Standard: a set of comprehensive data security requirements and parameters for computer applications that process credit card payments.
28. **Pay-On-Foot Station**: a computerized PARCS device that facilitates payment of parking fees prior to a customer returning to their vehicle.
29. **PARCS** – Parking Access & Revenue Control System: A combination of equipment, subsystems, and supporting infrastructure that allows an entity to accurately calculate, collect, track, and report revenues for parking within one or more facilities. A PARCS also monitors and controls ingress and egress to and from those facilities.
30. **PC** – Personal Computer.
31. **PCI DSS** – Payment Card Industry Data Security Standard: a set of comprehensive requirements

and parameters for enhancing payment card account data security to help facilitate the broad adoption of consistent data security measures on a global basis.

32. **PDF** – Portable Document Format.

33. **PIN** – Personal Identification Number.

34. **Preventative Maintenance** - This type of maintenance includes but is not limited to scheduled inspection, testing, necessary adjustment, alignments, lubrication, parts cleaning, replacement of consumables, communication system maintenance, server administration, database administration, and application support of the PARCS hardware and software.

35. **QA/QC** – Quality Assurance/Quality Control: The quality processes and quality checks used to ensure the PARCS and its components comply with the Contract requirements.

36. **RFI/EMI** – Radio Frequency Interference / Electromagnetic Interference: Radio Frequency and Electromagnetic Interference that occur when the radio frequency of electromagnetic field of one device disrupts, degrades, or impedes another device.

37. **RFID** – Radio Frequency Identification: the technology utilized by proximity card systems for identifying a customer's credential. A RFID system consists of an antenna, a transceiver (which reads the radio frequency and transfers the information to a processing device), and a transponder, also called a tag (which is an integrated circuit containing the RF circuitry and information to be transmitted).

38. **SAT** – Site Acceptance Test: A test of a Contractor's installed equipment at the site or facility level over a defined period of time to ensure that the equipment meets the intent of this performance RFP.

39. **SNMP** – Simple Network Management Protocol: SNMP forms part of the internet protocol suite and is used in network management systems to monitor network-attached devices for conditions that warrant administrative attention.

40. **SQL** – Structured Query Language: a database computer language designed for the retrieval and management of data in relational database management systems, database schema creation and modification, and database object access control management.

41. **TCP/IP** – Transmission Control Protocol/Internet Protocol: The Internet Protocol Suite (commonly known as TCP/IP) is the set of communications protocols used for the Internet and other similar networks.

42. **UL** – Underwriters Laboratories, Inc.

43. **UPS** – Uninterruptible Power Supply: A UPS is a device that maintains a continuous supply of conditioned electric power to connected equipment by supplying power from a separate source when utility power is not available; also known as a continuous power supply or a battery backup.

44. **Unusual Conditions** – Unusual conditions are those conditions other than normal conditions that are out of the control of the Contractor. These events include willful or careless damage to the equipment including customer accidental damage as well as Acts of God.

45. **Work** – Services or goods to be provided by the Contractor per the Contract.

PARCS System Description – General

A. China Bridge Garage will contain industrial PARCS equipment used by daily transient customers for short-term parking, monthly contract customers, special event parking for transient guests, and pre-paid event customers.

B. The system includes a facility monitoring system for monitoring the status of all parking control devices and for distributing remote commands to those devices.

C. The system includes an electronic count system with occupancy sensing devices to provide real-time occupancy on a particular floor within a section of the parking facility, network to a monument sign displaying spaces available and individual lane totalizers that will maintain an accurate count of revenue transactions in and out of both the China Bridge Garage and the Gateway Parking Center Garage (street level).

D. The system will include vehicle counting equipment for each of the six (6) City surface lots with at least (2) installed with monument signs displaying spaces available.

E. The time for field devices will automatically be synchronized with the master clock in the hosted server.

F. Contractor will be responsible for real-time communications and uptime for all PARCS equipment and associated technology installed throughout the City.

System Hosting Requirements

1. The system must be a Contractor-hosted, web-based, Software as a Service (SAAS) solution.
2. All hardware and software required for the solution must be housed in a secure site and vendor must provide a SAS 70 style security report from a third-party reviewer.
3. Solution must include the services required for installation, integration, testing, and maintenance.
4. A Service Level Agreement will be in place to meet required performance percentages (%) of up time with financial penalty claw-backs for lack of performance.
5. Park City will require the option to patch or update (rather than automatic install) when new releases are available to determine the best performance for the City.
6. Solution must support Secure Socket Layer (SSL), data encryption during transmission, and security protection features that prevent unauthorized access to Park City data.
7. Solution must provide at minimum daily backups of Park City data with restoration capability to point-in-time or current as required by Park City.
8. Solution must run on redundant servers with failover capability.
9. Solution must be monitored by the vendor 24X7 with any outages reported to Park City upon discovery.
10. Solution must provide Web-based remote and mobile access using any industry standard device and browser combination.
11. Solution must integrate with existing Park City data without requiring additional middleware or custom coding.

12. Solution must provide administrator-level security access suitable to monitor and manage Park City users, data, workflow, and internal processes.
13. System outages for maintenance must not be scheduled during normal working hours (Monday – Sunday, 6am – Midnight, MST).
14. Solution must provide scalability and adaptability to changing business needs. Customization methodology must be specified.
15. User authentication must be LDAP compatible and ideally CAS for Park City administrative access
16. Vendor must detail the Total Cost of Ownership (TCO) over three, five, and ten year periods.

Authentication
1. Access to functions should be limited by assigned user roles.
2. User ID and password shall be required to access the applications with lockout controls as auto log-off to frequently change passwords.
3. System should allow LDAP and Local account authentication. LDAP will be used for Park City staff.
4. System should have API's available to allow single sign-on using CAS (Central Authentication Service).

Security
1. Shall provide essential security based on access levels. Functions and screens should not be displayed or accessible unless the user has the necessary level of security.
2. Shall allow for user configuration of role privileges and specific individual overrides of standard role security privileges.
3. Segregation of duties should be an integral internal control, so that a single individual cannot have access to divert resources.

Mobile App
1. Contractor shall provide a web application optimized for mobile devices so that staff and visitors can locate parking lots and garages, and determine if space is available. If a native mobile application (iOS, Android or BlackBerry) is available, Contractor shall agree to a Mobile Software Development Kit (SDK) so that the parking app can be included in any official mobile application for Park City.
2. For on street/parking lots/garages requiring a payment to park, the mobile web application or native application will provide user the ability to pay via their mobile device. The mandate is that no payment card information will be stored on any Park City systems at any time.
3. Mobile application should include the ability for a user to update their account or parking permit profile at any time.

PARCS Contractor Requirements
A. The Contractor shall furnish and install a completely operational Parking Access & Revenue Control System (PARCS) with all necessary hardware, software and interface components required to make that system fully functional and compliant with the RFP requirements.
B. Contractor must assure that the system will be complete in every aspect, including all equipment and accessories necessary to perform the functions of the specified systems, and revenue control functions regardless of whether those necessary components, devices or software are specifically

identified in this RFP. The complete system shall be installed, wired, connected, tested and left in first class operating condition.

C. Unless approved in advance by Park City, primary parking, access control and revenue control equipment including barrier gates, payment terminals, and any lane controllers must be supplied by a single equipment manufacturer to assure quality control, reliability, uniform compatibility and one source service responsibility. Revenue control software may be provided by a secondary source so long as that software has been used, in its current configuration, with the parking control equipment for a minimum of three (3) years at similar parking facilities and under conditions acceptable to Park City as proof of established and successful system interface.

D. Any deviations from this RFP after award of the contract must be submitted to Park City for review and approval at least thirty (30) days before procurement or installation. Submission of any system components or functional variations shall specifically identify any and all deviations from the RFP, referencing the specific requirement within the RFP by page and paragraph, and commenting on the effect of the deviation(s) when compared to the RFP.

E. Any associated cost reductions or increases must be identified and clearly stated for review and acceptance or rejection by Park City. Submission of alternate systems, components or functionalities, without such specific identification of deviations, is not acceptable and will be rejected.

F. Contractor must have worked successfully with the approved manufacturer's equipment for a minimum of three (3) years. Contractor shall furnish references and reference contact information for at least five (5) locations where the parking system lane hardware and software systems have been installed in similar sized. "Installed" is defined by the period after acceptance by the client as a completed, functioning installation.

G. Contractor shall have a factory-authorized service provider that is capable of providing regular same day service for maintenance and repair of the new Parking Access & Revenue Control System.

H. Any fiber-optic data or fiber-optic voice communications installation shall be performed by technicians certified for fiber-optic installation.

I. All equipment shall be factory finished with proper priming, weatherizing and powder coat finish to suit the environment in which it is to be installed. Final color will be determined by Park City. All equipment enclosures shall be properly gasketed and sealed for weather tight integrity.

J. Contractor shall provide for trouble-shooting and repair of electrical or fiber-optic problems from a source located not more than fifty (50) miles from Park City.

K. Contractor shall show proof that it is able to provide on-site emergency service and repair within a maximum of two (2) hours from notification.

L. The Contractor shall verify and show proof, that it is an authorized PARCS manufacturer's representative for the equipment it is proposing to supply under this contract. Contractor must also show proof that it maintains local authorized factory trained service personnel who will be available to provide installation and service support for this contract as required.

M. All parts, special tools, and wiring schematics for the new equipment must be maintained and stocked at the Contractor's local resource to assure prompt, satisfactory service.

N. Contractor must make available specialized programming support and assistance for the computer-based systems and components. Local training must be offered to personnel using

"hands on" methodology. The programming and training must be made available per requirements set out in this document.

O. The Contractor shall observe and comply with all local, state, and national electrical codes.

PARCS Work Included

A. The Work of this Section shall include furnishing all material, equipment, labor, and supervision to install in place a fully operating Parking Access & Revenue Control System as specified herein. Included will be supply, delivery, unloading, setting, anchoring, electrical and control wiring installation, electrical and control wiring termination, start up and testing the system, and all associated equipment. Also, included shall be on-site training for Park City staff as described further in this RFP.

B. Control wiring is defined as wiring, regardless of medium, required for the communication of data between devices or the control of those devices.

C. The selected Contractor shall submit shop drawings for equipment placement and network wiring approval by Park City or its representative based on the schedule provided within the RFP.

PARCS Contractor to Install

PARCS Contractor shall furnish and install:

A. Contractor shall be responsible for any additional conduit runs, a summary of the recommended conduit runs must be defined within the proposal.

B. PARCS network data, IP intercom cables and credit card network cables will be provided by the Contractor.

C. The Contractor will provide the required network connectivity to support the CPMS.

D. The PARCS Contractor is expected to provide a fully functioning system, according to the terms of the RFP that does not require access to the Park City network.

E. PARCS Contractor shall obtain Park City approval for the specific location of any electrical and control wiring junction boxes. Contractor is responsible for providing the connections in the junction box, and wiring to the equipment.

F. The selected Contractor shall detail on Shop Drawings the method of installation for wiring in each lane for review and approval by Park City. The method of installation for electrical and control wiring shall be tamper resistant and shall reduce exposure to accidental or intentional damage by any activity. No loose wiring is acceptable. Conduit and connections shall be finished and any penetrations into cabinets including any other surfaces shall be made water-resistant with proper gaskets at each penetration point to prevent moisture intrusion at the hole or down the thread of mounting screws. Conduits shall not interfere with access to any other component. All wiring and conduit shall meet NEC requirements.

Operating Conditions

A. Equipment shall be designed, fabricated, and installed to operate effectively under the climate and conditions to which the equipment will be exposed in Park City, Utah. All equipment is for exterior use and will be exposed directly to weather, including cold, heat, rain, snow and ice.
    1. Ambient Temperatures: -20ºF to 120ºF

2. Humidity: 0% to 95% (non-condensing)
3. Rain: Blowing Rain with 100 mph Gusts
4. Dust: Blowing dust and fine particles

C. Without excluding other measures necessary to protect the equipment and keep it operating properly, Contractor will provide self-contained heating and cooling devices for the Parking Access & Revenue Control System. If these devices do not operate to Park City's satisfaction within the warranty period, they shall be repaired, or replaced with more effective devices by Contractor at no cost to Park City.

D. It is recognized that certain parking control equipment may require special electrical power and grounding considerations. If required for the parking and revenue control equipment provided, the Contractor of the Parking Access & Revenue Control System shall include in the bid amount, the cost to provide and install voltage stabilization modules or devices to protect each component from normal voltage variations.

Quality Control

A. Contractor of the Parking Access & Revenue Control System shall provide an experienced field representative to meet with Park City or its designated Electrical Subcontractor, before any work begins, to review construction plans as they relate to the PARCS Equipment and to explain details or precautions necessary to assure that all PARCS equipment, including all vehicle detection loops will work properly and to determine that all required conduits and wiring are properly laid out.

B. The Contractor shall assume total responsibility for proper installation and operation of all components within the PARC system.

Transportation and Handling

A. Contractor shall be responsible for all transportation, handling and safe storage, including any associated costs, for all equipment and materials. Without limiting the generality of this responsibility, the Contractor shall:

1. Deliver equipment to the site packaged to prevent damage and marked for easy identification.

2. Store equipment and materials in a clean, dry location protected from damage.

3. Replace damaged equipment and materials at no cost to Park City.

Credit Card Processing

A. For the processing of credit card payments, Park City has an existing merchant services contract with Chase Payment Tech.

B. The PARCS vendor will be required to interface directly to this platform upon system installation. No additional software or programming fees will be accepted.

C. Park City will require integration components and infrastructure for NFC cards and EMV smart card with chip & pin technology when required to convert technologies at no additional cost.

Proposed Equipment Listing

A. General Description & Features:

1. The primary features of the Parking Access & Revenue Control System (PARCS) will be an on- line intelligent data network that is owned and managed by Park City to facilitate all parking transactions, including cash and credit card payments and a proximity access card system for a fully integrated revenue control system.

2. Each entrance lane will be equipped at a minimum with the following:
   (1) LED "LOT FULL" + Space Available Sign* w/mounting hardware
   *all proposed signage must comply with Park City Historic Preservation Guidelines
   (1) Entry Control Station & Camera Monitoring
   (1) IP Intercom sub-station
   (1) Access Card Reader
   (1) Barrier Gate & Vehicle detectors
   (2) Vehicle Detection Loops in Roadway

3. Each exit lane will be equipped at a minimum with the following:
   (1) Exit Control Station & Camera Monitoring
   (1) Event QR or Barcode Reader
   (1) IP Intercom sub-station
   (1) Access Card Reader
   (1) Barrier Gate & Vehicle detectors
   (2) Vehicle Detection Loops in Roadway

4. The Contractor shall be responsible for data and audio (intercom) communication between the field devices and the host system.

5. The PARCS lane devices shall retain an active transaction file in the case of communication between the lane device and the host system is interrupted. If communication is interrupted and re-established, upon reestablishing communication, the information within the lane device shall be communicated to the host and the database at the host system will be updated for all transaction that have been processed.

6. Entry Lane – Transient Operational Sequence: A transient customer would approach the entry lane loop sensors that would detect a vehicles presence and arm all devices. The driver would preferably hear a digitally pre-recorded voice "Welcome" message and visually be prompted to "push for ticket" to receive the transient entry ticket. Upon removal, a signal is sent to open the entry lane barrier gate. The driver would advance the vehicle forward crossing the barrier gate detection loops. Once the vehicle has crossed the loops and presence is no longer detected the gate will close. All sequential electronic transaction counters are updated.

7. Entry Lane – Proximity "Monthly" Access Card Operational Sequence: A Proximity Access Card Monthly Customer would approach the entry lane loop sensors that would detect a vehicles presence and arm all devices. The driver would present their Proximity Access Card to the Proximity Card Reader, identified on the front panel of the Entry Control Station. Upon approval, a signal is sent to open the entry lane barrier gate. The driver would advance the vehicle forward crossing the barrier gate detection loops. Once the vehicle has crossed the loops and presence is no longer detected the gate will close. All sequential electronic transaction counters are updated.

8. Exit Lane – Transient Operational Sequence: A transient customer would approach the exit lane loop sensors that would detect a vehicles presence and arm all devices. Arriving at the Exit

Control Station, the driver would preferably hear a recorded voice message and also be visually prompted to "insert ticket" to calculate the parking fee. A fee will be displayed and the customer has the option to insert a validation ticket or voucher to reduce the value of the parking fee, or insert a credit card for payment to complete the transaction.

    a. Additional payment options for the transient customer is to proceed to the Automated Payment Stations to make complete payment by cash, credit card or the potential Park City Transportation Incentive solution. After payment is made, there will be an exit grace period to allow the customer to walk to their vehicle and proceed to the exit lane (i.e. 15 minutes from the payment time). Once in the exit lane, the customer will insert their paid exit ticket into the Exit Control Station. If the payment is within the defined exit grace period, the ticket will be retracted within the unit and a signal is sent to open the exit lane barrier gate. The driver would advance the vehicle forward crossing the barrier gate detection loops. Once the vehicle has crossed the loops and presence is no longer detected the gate will close. All sequential electronic transaction counters are updated.

9. Exit Lane – Proximity "Monthly" Access Card Operational Sequence: A Proximity Access Card Monthly Customer would approach the exit lane loop sensors that would detect a vehicles presence and arm all devices. The driver would present their Proximity Access Card to the Proximity Card Reader, identified on the front panel of the Exit Control Station. Upon approval, a signal is sent to open the exit lane barrier gate. The driver would advance the vehicle forward crossing the barrier gate detection loops. Once the vehicle has crossed the loops and presence is no longer detected the gate will close. All sequential electronic transaction counters are updated.

10. Gate will not open if a credit card is determined to be invalid by the system. A notification will be given to the card holder that the card is invalid and an invalid attempt would be recorded to the daily event log. Designated personal shall have the ability to remotely open the barrier gate from remote PARCS workstation.

11. Proposer shall describe potential equipment enhancements and the direct benefits that may expedite access control and further improve customer service (i.e. license plate recognition at ingress/egress, automatic vehicle detection devices).

PARCS Warranty/Service Agreement

    A.   Provide Manufacturer's Warranty

        1.   Warranty on the full Parking Access & Revenue Control System shall be for **TWO YEARS**, including all labor, materials and expenses. Warranty period shall include all scheduled maintenance and cleaning as recommended by the manufacturer.

           a.   Warranty shall commence when equipment is 100 percent operational and acceptable to Park City, as approved in writing by Park City in accordance with the Acceptance provisions of this RFP. There will be no partial acceptance dates; only one final system acceptance date will be established.

           b.   The warranty service shall include all parts and labor necessary to provide preventative maintenance, repairs and adjustments to keep the full system, including all field devices, central computer, supporting hardware and software, in first class working order for the duration of the service period.

           c.   Contractor shall provide for troubleshooting and repair of electrical problems from a source located not more than fifty (50) miles from Park City.

d. Business Hours are defined as the period of 6am – Midnight, MST, Monday thru Sunday including all designated and published event dates. The designation of Business Hours affects warranty service work only as specifically described in this section.

B. Correction of MAJOR system failures:

1. MAJOR system failures shall be defined as device, central computer, communications or software failures that render any lane inoperable or prevent proper accounting and reporting of transactions or revenue.

2. Contractor shall maintain all system equipment during the warranty period such that any MAJOR equipment failures shall be serviced and the lane restored to full operation within four (4) business hours following notification by Park City or its designee.

C. Correction of MINOR system failures:

1. MINOR system failures include all failures of equipment, software or communications that does not cause the closure of a lane and does not compromise the revenue control integrity of the system.

2. Contractor shall maintain all system equipment during the warranty period such that any MINOR equipment failures shall be remedied, within eight (8) Business Hours, following notification by Park City.

3. Failure of the central computer or on-site components of the credit card processing system that renders normal processing of cash transactions or credit card charges inoperable shall be considered a MAJOR failure and shall be remedied within two (2) hours notification if such notification is given within the service period of 6am – Midnight, MST, Monday thru Sunday including all designated and published event dates. Such failures shall be remedied within three (3) hours of notification if that notification occurs outside of the standard service period. These timeframes shall not apply if the cause of the failure has been clearly identified as a system or communication problem at the clearinghouse over which the service provider has no control.

D. Service Response Times and Penalties:

1. Contractor shall respond to any calls for service within one hour of attempted contact by the designated method if such contact is initiated outside of Business Hours.

2. Contractor shall provide Park City with a means of contact, which will ensure a live (not recorded) response (voice or in person) within fifteen (15) minutes during Business Hours and one (1) hour outside of Business Hours. Contractor may utilize a third-party paging service to provide documentation of contact and response times.

E. Warranty shall include preventative maintenance cleaning, testing, and minor repair no less than once per calendar quarter or as specified by the equipment manufacturer.

F. Warranty shall cover all equipment furnished under this RFP - both manufacture and installation, excluding misuse, vandalism or casualty.

G. The Proposer must commit to support the PARCS for five (5) years after warranty period. The support shall be the same preventative, routine, and emergency services as previously described. The Proposer shall include to Park City the first two (2) years a comprehensive maintenance and service agreement. For the remaining five (5) years, each subsequent year's price shall be increased over the previous year by the Consumer Price Index (CPI) up to five-percent (5%). The CPI applied would be the then current CPI on the contract anniversary. Under no circumstance shall the PARCS Contractor's fee

for maintenance services be increased more than five-percent (5%) over the previous year. Use of PARCS Contractor provided post-warranty maintenance will be at the sole discretion of Park City. The PARCS Contractor shall guarantee that Park City's annual maintenance prices shall be protected with continued availability of system components from the manufacture for a five-year period. On-site dedicated, full maintenance services shall be at the guaranteed maximum annual cost to Park City. The on-site technicians shall work out of an area provided to the PARCS Contractor at Park City. This includes maintenance service for all equipment and software, and includes but not limited to, spare parts, materials, labor, software, testing equipment, tools, etc. necessary to fully support the PARCS.

H. Full maintenance shall be available 6am – Midnight, MST, Monday thru Sunday including all designated and published event dates. The same response times as stated in the RFP shall be maintained throughout the life of the maintenance agreement.

I. Manufacturer shall warrant that spare parts and service will remain available for a period of not less than ten (10) years from the date of final acceptance. The full-service life is not contingent on a service or warranty agreement with the Contractor.

Software Upgrades

A. Copies of all software (and software updates/upgrades made during the warranty period) must be provided to Park City at the conclusion of the warranty period.

B. All software and all software updates/upgrades shall be provided to Park City for a minimum of 5 (five) years at no cost, including PCI compliance and/or PA-DSS certified compliant credit card software. The PARCS Contractor shall provide normal software improvement releases (updates when they become available or when delivered to other clients (whichever comes first).

C. Where software problems are identified by Park City and are agreed to be minor, that is not affecting the entry/exit functionality, these problems shall be corrected in a new software release to be available to Park City within three (3) months of notification. All upgrades or improvements must be documented, approved and presented to Park City for major software problems that are defined as those causing erroneous financial transactions, system inability, database corruption, etc., the PARCS Contractor shall correct these identified problems on a priority bases not to exceed two (2) weeks.

PARCS Technical Specifications

Barrier Gates

A. Barrier Gates shall be UL Approved and labeled on the exterior of the cabinet.

B. Barrier Gate Cabinet color shall be determined by Park City.

C. Barrier Gate shall display on the exterior of the cabinet a Model Plate indicating the manufacturers name, address, model number, serial number, main power supply, secondary power supply ratings, and amperage ratings.

D. The Barrier gate shall provide an effective control to one-way vehicles in all traffic lanes. The barrier arm shall retract quickly in a vertical plane on a command signal from the lane device, and return to the lower position upon a signal from a detector ("closing loop") located beyond the gate arm. Electronic sensor switches or variable motor measurement is preferred over mechanical limit switches to maintain consistent up and down stopping points of the barrier gate arm.

E. Barrier Gates may be on-line to the central computer and shall be capable of responding to remote "Raise", "Lower", "Open Lane" and "Close Lane" commands through a network device from the central computer. A real-time status condition is required for all barrier gates.

F. Barrier Gates shall transmit status messages to the central computer to indicate "UP" and "DOWN" status and gate malfunction or alarm condition.

G. The Barrier Gate shall be installed as located in the RFP and shall incorporate in one housing all necessary components for the functioning of the unit. The assembly shall operate in the environmental conditions of the installed location.
    1. Ambient Temperatures: -20ºF to 120ºF
    2. Humidity: 0% to 95% (non-condensing)
    3. Rain: Blowing Rain with 100 mph Gusts
    4. Dust: Blowing dust and fine particles

H. The unit shall include a 10' (ft.) arm of reflective aluminum (or similar) construction. The barrier arm shall be a breakaway design that can easily be replaced when broken. The height of the gate arm shall be approximately 36 inches from drive level in the DOWN position.

I. The Barrier Gate shall remain in the up position so long as a presence is detected on the closing loop.

J. The Barrier Gate arm shall have a down strike safety feature. This feature provides that should any object be struck by the gate arm during its descent, the arm shall immediately reverse and return to the UP position without damage, and remain up from 2 to 60 seconds, until automatically reset by an internal variable control. The sensory function shall be initiated by sensing the internal mechanical action. The external mounting of tubes, wiring, and electrical devices on the gate arm shall not be acceptable.

K. The Barrier Gate arm shall return to the down position after a programmable period of time if vehicle passage through the gate is not completed and there is no vehicle presence on any detector loops in the lane.

L. If a Barrier Gate remains in the up position when there are no vehicles detected on the lane loops, the gate shall send an alarm signal to the central computer.

M. If a Barrier Gate remains in the up position for more than sixty (60) seconds without completing a vehicle entry sequence, the gate shall send an alarm signal to the central computer.

Vehicle Detection Loops and Vehicle Detectors

A. Detectors shall be installed for barrier gates, Entry and Exit Control Stations, entry/exit vehicle lane counts and any other device that requires loop detection input to function as a complete system, including China Bridge Garage, Gateway Parking Center Garage and six (6) designated surface lot locations. Regardless of quantities detailed in this RFP, a sufficient number of detectors shall be installed to provide the controls necessary to meet the overall system functions described in this RFP.

B. The parking equipment detector loops installed by Contractor shall be complete and terminated at the vehicle detectors without breaks or splices.

C. PARCS Contractor shall be responsible for complete installation of the embedded loops, including required saw-cuts.

D. Approved loop sealant must be used in order to provide weather and moisture protection for the loops.

E. Contractor shall use care and diligence in making saw-cuts to avoid contact with, or exposure of, embedded concrete reinforcement or cabling.

F. Contractor shall use care and diligence in locating embedded loops so as to avoid interference from other metal objects.

G. Contractor shall repair any damage to concrete curbs or islands resulting from the installation.

Uninterruptible Power Supply (UPS)

A. A single UPS unit, appropriately sized, shall support all devices at an individual exit lane. UPS units that supply conditioned and back-up power to multiple components are required to minimize maintenance.

B. Conditioned/emergency power through the TCP/IP-enabled UPS units shall be provided to protect components from loss of power, power spikes, and power sags.

C. UPS battery back-up for all lanes shall be sized to last sixty (60) minutes.

D. An on-line, solid state UPS shall provide both backup power and transient surge protection. The Contractor is alerted to the fact that there are a number of power distribution panels providing electrical service to each island. The Contractor shall be responsible for providing the UPS backup requirements for each of the locations where UPS backup is required, based upon the equipment that is actually being supplied by the Contractor. Park City shall review and approve the UPS units to be provided by the Contractor. The Contractor shall test all UPS system components during the LAT and Site Acceptance Tests for each parking lane/facility. The UPS shall be sized with a 20% spare capacity minimum.

E. The UPS shall consist of a power module, storage battery and a battery disconnect switch.

F. The UPS shall have a lockable weather resistant UL designation suitable for outdoor mounting.

G. All UPS units shall be SNMP compatible to allow automated notification when battery power is activated or the battery levels become critically low. On-line communication using an appropriate UPS monitoring software application shall be provided on one or more workstations with user

selectable options to view the status of each individual installed UPS unit. At a minimum, the monitoring software shall display the operational status of each UPS unit (line/battery, online/offline) and generate alarms in the event the UPS unit's battery power is activated, becomes low or is completely exhausted.

H. As part of their Proposal, the Contractor shall submit shop drawings of all proposed UPS devices and UPS monitoring software. Included in the UPS shop drawings shall be the manufacturer's recommended battery refresh cycle.

PROX Card – Monthly Access Control System

A. The Proximity Card Access Reader is designed for vehicle access installations where a mid-range read environment is desired. Read range shall be a minimum of 12 inches from the front face plate.

B. Constructed for outdoor use to meet the climate requirements of Park City, Utah:
1. Ambient Temperatures: -20ºF to 120ºF
2. Humidity: 0% to 95% (non-condensing)
3. Rain: Blowing Rain with 100 mph Gusts
4. Dust: Blowing dust and fine particles

C. Expandable design capabilities to add additional external Proximity Readers, therefore providing for site configuration flexibility in the future.

D. All-in-one design

E. Network connectivity to PARCS lane controller and application software module supporting, TCP/IP, RS232, RS485 and Wiegand protocol.

F. Provide 500 Proximity Access Cards
1. Provide Secure Site Code Confirmation from manufacturer
2. Provide blank white stock cards
3. Provide Sequential Numbering 0001-0500

Park City – Transportation Incentive System (preferred optional service)

A. Park City is considering implementing a transportation incentive program that may result in a smart card or mobile type solution that allows for tracking the use of alternative transportation methods, like bus ride, to build credit for benefits like free parking time within the garage during designated time frames. This is a preferred optional service, Proposer shall describe a solution that can address this potential program.

Dynamic Space Count System (DSCS)

A. The Dynamic Space Count System (DSCS) shall be integrated into the PARCS to identify the available parking spaces within China Bridge Garage and Gateway Parking Center Garage (street level). The DSCS shall consist of the vehicle detection devices or sensor devices field located to accurately identify occupancy to a floor, sector or zone, and at each entry and exit lane for accurately detecting vehicle traffic flow.

B. Accurate detection of vehicles is the primary objective of the DSCS. The Proposer shall describe the recommended solution for vehicle detection technology. Surface mounted loop detectors that are applied to the slabs with an adhesive strip will not be accepted.

C. The DSCS shall obtain an Input/Output (I/O) pulse from local controllers or PARCS lane equipment at entry and exit lanes or sensor devices placed at ramp access locations.

D. The sensor count inputs shall be transmitted to the DCSC Controllers and shall process the data on a real-time basis. The data management and processing shall consist of identifying the I/O data to a corresponding add or subtract input register, and comparing the I/O vehicle counts against a predetermined number of parking spaces within each identified floor, zone or sector.

E. The Dynamic Space Count System (DSCS) shall provide the following:
   1. Display the real-time data on the local PC/network
   2. Adjust physical sign display counts
   3. Provide a visual status of all parking facilities in graph form;
      a. select from pie charts, bar graphs & more
   4. Deploy/Export count information in CSV format for custom report design/data manipulation
   5. Provide Automated email alerts – hourly count status or Facility Full alerts
   6. Communicates with up to 75 count signs; static and variable message
   7. Export count info to a third-party interface
   8. Control of the Dynamic Signage that supports the DSCS

F. The Contractor shall design, furnish and install any additional infrastructure that the DSCS requires. All signage is subject to the approval of Park City and must be compliant with Park City historical preservation guidelines.

G. All mounting hardware for the Dynamic Space Count System (DSCS) that are part of the DSCS including any overhead mounting structures required on the ramps ascending to and descending from the roof levels of the parking garage shall be provided by the Contractor. Any penetration of concrete surface shall require the approval of the City Engineer prior to saw cutting, drilling, or other type of penetration.

H. Integration with the City's website to upload parking availability in real-time for public viewing as well as a Contractor-provided Mobile application. City will provide Contractor the required API file format for providing this information.

I. The DSCS shall be fully automated with no City intervention required under normal operating circumstances. While in operation, there shall be allowances for manual adjustments and override of the DSCS via the workstations, including but not limited to:

   1. Establishing the initial number of parking spaces on each level of the parking garages and within each parking facility;
   2. Setting parking space variance values;
   3. Manual control of all parking space count dynamic signs; and
   4. Adjustment of the number of spaces available on each parking level and within each parking facility.
   5. Reconciliation after a survey or inventory.

J. The City shall determine the initial number of vehicles that each parking level of the China Bridge Garage and each parking lot will accommodate. It shall be possible for the City to adjust the total

parking spaces for each parking level of the Garage and the parking lots.

K. In the event vehicles continue to enter a parking level or surface parking lot after the "FULL" sign is activated, a warning indicator on a workstation's display shall be activated. This indication shall cause the DSCS to record negative parking spaces occupied should the facility's capacity be exceeded. As vehicles exit a parking level or surface parking lot, the negative spaces occupied shall decrease until the spaces occupied is less than the designated full number.

L. An inventory of a parking level or surface lot shall provide an exact count of the vehicles on a parking level or surface lot. Provisions shall be included to manually adjust count information into the DSCS.

M. The DSCS shall be designed and manufactured to accommodate all parking spaces within all parking garage or surface lot that is part of this project regardless of how those spaces are assigned.

N. The local controller shall have sufficient input-output ports and interfaces to receive the inputs, communicate with, and control all detectors, status signs and other devices for all parking locations.

O. For all parking garages, the facility counts and the level counts shall be maintained independently in the DSCS. The system shall not be designed such that the facility count is derived by adding all level counts together. The facility count shall only be affected by entries and exits into and out of the parking structure.

P. For each parking facility, the system shall receive input from the PARCS at each entry lane. As a vehicle enters a parking facility, a valid entry transaction shall cause a signal to be sent to the DSCS controller and subsequent software interface. The DSCS shall record the event and decrement by one count the number of available parking spaces. At an exit lane, a valid exit transaction shall cause the number of available spaces within the parking facility to increment by one.

Q. For the parking garage level counting, the number of available spaces for the level at which the vehicle entered shall be decremented by one as the vehicle enters the level, and the vehicle count for the previous level shall increment by one. As the vehicle exits the level, the number of available spaces for the level shall increment by one.

R. As part of their Proposal, the Contractor shall outline the proposed DSCS ramp vehicle detection devices and ramp traffic delineation plan.

LED Dynamic Space Available Signage

A. The DSCS shall interface and include LED dynamic signs for China Bridge Garage, Gateway Parking Center Garage and two (2) designated surface lots (Flagpole Lot & Bob Wells Historic Wall Lot).

B. As part of their Proposal, the Contractor shall outline the proposed DSCS ramp vehicle detection devices and ramp traffic delineation plan.

C. All DSCS dynamic signs shall be LED type. The sign types include:

1. **Facility Open/Full Sign** – dynamic signs on approach roadways or at entry plazas that depict the status for each facility by displaying "OPEN" in green or "FULL" in red.

2. Facility Summary **Level Status Sign** – signage at the entry to a parking garage that depicts the available spaces for each level in the parking garage in green numbers or displays "FULL" in red.

D. Proper sign matrix size shall be proposed by the Contractor to fit within the geometric circumstances of each installation and are compliant with the City's Historic Preservation Guidelines.

E. The DSCS software shall control the message that is displayed on all signs.

F. The DSCS shall allow the City to override the status displayed and to change the predetermined occupancy number that triggers a change from one sign display to another displayed status.

G. As part of their Proposal, the Proposer shall submit shop drawings of the proposed DSCS Dynamic Signage.

Entry Control Station

A. The Entry Control Station (ticket issue device) shall be installed at each of the ingress locations, and in accordance with the Manufacturer's recommendations. The Entry Station shall include an IP Intercom substation, to be provided by the Parking Control Equipment Contractor. The unit shall have a minimum capacity of 4,000 transient tickets.

B. Entry Control Station Cabinet shall be weather resistant to all climates and designed for the specific weather associated with Park City, Utah. It is the Contractor's responsibility to provide all climate and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:

1. Ambient Temperatures: -20ºF to 120ºF
2. Humidity: 0% to 95% (non-condensing)
3. Rain: Blowing Rain with 100 mph Gusts
4. Dust: Blowing dust and fine particles

C. Entry Control Station shall be on-line to the central computer and shall communicate the operational status of the device and any exception transactions as identified in this section.

D. The issue of a transient ticket shall be controlled by a vehicle detector loop presence located within the entry lane adjacent to the Entry Station. Upon detection of a vehicle, the Entry Control Station shall activate a customer push-button and the Proximity Access Card Reader.

E. The Entry Control Station shall encode the barcode on the back of the ticket with a facility code unique to that facility, device ID number, Transaction number, Ticket number, rate/tariff structure, and entry date/time (including the year). The device ID number and entry date/time shall also be printed on the face of the ticket in a man-readable format.

F. The Entry Control Station shall contain the following additional operating features:

1. A push-button IP intercom substation integrated into the front panel of the Entry Control Station.

2. Utilize visual instructions for customers to understand the sequence to obtain a ticket.

3. All static text shall be in English language with universal icons and graphics.

4. Integrated and on-line within the PARCS network utilizing TCP/IP networking.

G. Back-Out Ticket:

1. If the vehicle backs out of the lane after a ticket has been issued, but the ticket remains in the transport opening of the Entry Control Station, the ticket transport shall immediately retract that ticket, void the ticket by encoding the bar code, and print "Retracted" or "B/O" on the face of the ticket.

2. The Entry Control Station shall then transport the ticket to a bin located within the locked cabinet for storage of Retracted or Service tickets.

3. A message shall be immediately transmitted to the central computer, identifying the ticket number as a "Retracted Ticket." The message shall include the device ID number, date/time of the event, and transactional sequence number.

H. The time shall be field programmable to print in either military or AM/PM format.

I. The unit shall be provided with heating, cooling, thermostats, etc., as required and of adequate size and tested by the Manufacturer, to ensure satisfactory operation in the environmental conditions at the installed location.

J. Off-line Operation and Recovery of Transaction Data:

1. The Entry Control Station shall be capable of operating independently of the remainder of the system in the event that communication with the central computer is lost. The Entry Control Station shall maintain an internal record of all normal transactions and ticket serial numbers issued. This data shall be transmitted to the central computer upon restoring network communications.

2. If communication with the central computer is lost, the Entry Control Station shall store a minimum of 200 Stolen Ticket or Back-Out Ticket events that occur during the communication failure. This includes any such events that had not yet been transmitted to the central computer at the time of the communication failure.

3. When communication is restored, the Entry Control Station shall automatically transmit all Stolen and Back-Out ticket transaction information not previously transmitted to the central computer. This transmission shall include the last transaction sequence number transmitted before the communication failure in order to establish continuity. Transmission of this last transaction sequence number shall not affect the accurate summarization of total tickets issued for the purpose of ticket reconciliation.

Exit Control Station

A. The Exit Control Station shall be installed at each egress lane. The Exit Control Station installation will allow customers to process their entry tickets and pay by credit card or by a designated credential.

B. The Exit Control Station cabinet shall be weather resistant to all climates and designed for the specific weather associated with Park City, Utah. It is the Contractor's responsibility to provide all climate and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:

1. Ambient Temperatures: -20ºF to 120ºF
2. Humidity: 0% to 95% (non-condensing)
3. Rain: Blowing Rain with 100 mph Gusts
4. Dust: Blowing dust and fine particles

C. The Exit Control Station shall be similar in size to the Entry Control Station.

D. The Exit Control Station shall be capable and programmed to perform automated processing of credit card exit transactions and pre-paid tickets, and system encoded validation tickets.

E. The Exit Control Station shall include (at a minimum) a two-line visual display capable of being programmed to automatically provide visual prompts at each step in the transaction process and for other likely events, such as insertion of the credit card before insertion of the ticket.

F. The Exit Control Station shall be equipped to accept tickets and credit cards.

G. The Exit Control Station shall be equipped with a QR Bar Code Reader for validation or mobile device payments.

H. The Exit Control Station shall be on-line with the central computer and/or credit card server.

I. The Exit Control Station shall be capable of functioning in two (2) modes simultaneously:

1. Mode 1 Processing credit card payment of an entry ticket ("ticket in / credit card out")

2. Mode 2 Processing of a pre-paid ticket to open the gate. The ticket can be pre-paid at the Payment Station or encoded for exit, by a combination of chaser ticket or validation tickets, chaser ticket or by a one-time use pass.

J. The Exit Control Station shall provide the following functionalities under "ticket in / credit card out" mode (MODE 1):

1. The Exit Control Station shall be inoperative if no vehicle is detected in the lane.

2. When a vehicle is detected in the lane, the Exit Control Station shall become active.

3. The Exit Control Station shall display "PLEASE INSERT TICKET" as the default screen message and announce "Please insert ticket five (5) seconds after a vehicle arrives on the arming loop. The audible message shall repeat every five (5) seconds until a ticket is inserted or the vehicle backs out of the lane.

4. If a customer inserts a credit card into the receiver slot before inserting a ticket, the Exit Control Station shall provide an audible prompt and screen prompt to "Please insert ticket first." The audible prompt shall repeat every three (3) seconds until the credit card is removed.

5. When the customer inserts a ticket into the receiver slot, the Exit Control Station shall read the entry date/time and rate code information encoded on the ticket.

6. If the ticket is invalid (not for that facility and area; stolen, used or a back-out ticket) the visual display shall display "INVALID TICKET; USE INTERCOM".

7. If the ticket is valid, the Exit Control Station shall compute the parking fee based on the length of stay and rate code, displaying the fee on the visual display along with the message "FEE $___; INSERT CARD"

8. Credit Card Transactions:

9. Upon insertion of the credit card, the Exit Control Station shall perform a validity check on the

number sequence on the card and expiration date to determine if the card valid and is one of the cards accepted at the facility.

10. If the encoded information cannot be properly read, the card shall be returned and "INVALID READ; Please Use Intercom" shall display.

11. If the card is NOT valid, the message "INVALID CARD. USE OTHER CARD OR CANCEL" shall appear on the visual display.

12. If the card is valid, the Exit Control Station shall return the card to the customer, display a "REMOVE CARD" message on the. The Exit Control Station shall not proceed with the transaction until the credit card is removed.

13. The Exit Control Station and supporting system shall be capable of processing with a continuous open line to the clearinghouse, or through a secure internet connection, which would allow instant communication without waiting for the dial-up process. Under this mode of operation, the Exit Control Station shall operate as follows:

   • If the card is valid, the Exit Control Station shall submit the charge for an approval number to the clearinghouse.

   • If an approval number is received, the Exit Control Station shall complete the transaction; vault the ticket, issue a receipt, return the credit card, open the exit gate and reset for the next transaction after the vehicle departs and the gate closes.

   • If the clearinghouse rejects the charge, the Exit Control Station shall return the card and display the message "INVALID CARD. USE OTHER CARD OR CANCEL."

   • If the customer inserts another credit card, the transaction shall resume at the point that the validity of the card is verified.

   • If the customer backs out of the lane, the ticket shall be vaulted, a back-out message sent to the Event Log and the Exit Control Station reset for the next transaction.

K. The Exit Control Station shall provide the following functionalities under "Pre-paid Ticket" mode (MODE 2):

   • The Exit Control Station shall be inoperative if no vehicle is detected in the lane.

   • When a vehicle is detected in the lane, the Exit Control Station shall become active.

   • The Exit Control Station shall display "PLEASE INSERT TICKET" as the screen message and announce "Please insert ticket" five (5) seconds after a vehicle arrives on the arming loop. The audible message shall repeat every five (5) seconds until a ticket is inserted or the vehicle backs out of the lane.

   • If the customer inserts a ticket that has been validated and the exit time is within the allowable exit period after payment of the fee:

      • The Exit Control Station shall accept the validated ticket and open the exit gate.

      • The Exit Control Station shall display a "THANK YOU" message until the exiting vehicle clears the gate closing loop.

   • If the customer inserts a ticket that has not been validated, the Exit Control Station shall display proceed as in MODE 1.

   • If the customer inserts a ticket that has exceeded the allowable exit period following

payment of the fee:

- The Exit Control Station shall display the following message:

    - FEE DUE $(fee)

    - INSERT CREDIT CARD OR PRESS CANCEL

- If the customer inserts a credit card, the transaction shall proceed as a credit card transaction for the amount due.

- If the customer presents a validated ticket, the transaction shall proceed as a validation for the amount due.

- If the customer presses the CANCEL button, the ticket shall be returned to the customer and the transaction cancelled. The details of the cancelled transaction shall be transmitted to the central computer but no fee amount shall be included as revenue.

L. When the customer leaves the lane, the Exit Control Station shall reset for the next transaction.

Automated Payment Station (POF)

Automated Payment Stations shall provide the following components and capabilities:

A. POF Stations will meet all ADA Accessibility Guidelines (AG) Installation and operating requirements.

1. POF Stations will accept payment by cash (notes), coin, credit card, debit card, QR barcode device, integrated EMV chip reader, and the potential Park City Transportation Incentive solution.

2. Front access door with a tamper-resistant locking system (each Automated Payment Station to be keyed differently and unique to this installation) and provide alarm contacts upon entry.

B. POF Cabinet shall be weather resistant to all climates and designed for the specific weather associated with Park City, Utah. It is the Contractor's responsibility to provide all climate and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:

1. Ambient Temperatures: -20ºF to 120ºF
2. Humidity: 0% to 95% (non-condensing)
3. Rain: Blowing Rain with 100 mph Gusts
4. Dust: Blowing dust and fine particles

C. POF Station will accept and recycle nickels, dimes, and quarters and dispense as required to the customer. All incoming coins will be first placed in the hoppers then to the coin vault within the station.

D. POF Station will accept notes in escrow for One, Five, Ten and Twenty Dollar denominations in any sequence during the transaction. The note acceptor will reject from escrow all damaged notes and shall accept all approved incoming notes.

E. POF Station shall dispense change in both coin and notes. An integral Note to Note dispenser will contain internal large note storage and will dispensed as change back when required. The Note Acceptor shall escrow all incoming notes for change.

F. POF Station shall accept mobile QR, validation coupons, chaser tickets, or other credential for partial or full payment of parking fee, including the potential Park City Transportation Incentive solution.

G. Exit Grace Period shall be programmable. The Exit Grace Periods shall be programmable by entry ticket location, not by one general facility configuration.

H. Push-button VOIP intercom integrated into the face of the Pay Station.

I. Utilize visual instructions for customers to understand the sequence of events to complete a payment transaction.

J. Intuitive customer interface monitor/screen with pictographs as necessary to assist the customer through the payment process (preferred).

K. Cancel button that allows a customer to cancel a transaction once a parking ticket has been inserted.

L. All static text shall be in English or other approved language with universal icons and graphics.

M. Customer interface capable of displaying four user-selective languages at a minimum, including English and Spanish.

N. Colors for the pay stations, all text, and graphics shall be configurable and approved by Park City prior to manufacturing.

O. Integrated and on-line within the PARCS utilizing TCP/IP.

P. Capable of processing parking fee payments using multiple forms of payment, e.g., any combination of credit card payment, coupon, and validation.

Q. Barcode reader for reading coupons, tickets, and PDA electronic visual display integrated into the face of the Pay Station.

R. Capable of completing on-line, real-time credit card authorization as well as storing offline credit card transactions for uploaded upon re-establishment of communications.

S. Permit City ability to change the grace time (the number of minutes between the time a ticket is paid and the time a driver exits with vehicle through exit lane).

T. Log when a cabinet has been opened or closed; password entry required to allow software access; date and time recorded in real-time on the Event Log.

U. Receipt generation
   1. *Upon successful payment, print a receipt that includes:*
      a. Park City address
      b. Park City telephone number
      c. Receipt #/Transaction #
      d. Pay station identification number
      e. Time, date and lane in
      f. Time paid
      g. Length of stay
      h. Parking fee

      i.   Sales tax

      j.   Total amount

      k.   Validation Amount

      l.   Method of payment

      m.   Credit card type and last 4 digits of credit card # as compliant with PCI requirements

      n.   Amount paid

      o.   Change Due

           i.   Park City shall have the option to change receipts for all transactions to be auto issue or by request. The configurable timeout function for receipt request shall be initially set for 20 seconds or until the next ticket is inserted.

           ii.   Receipt Stock Low alarm

V.   As part of their Proposal Response, the Contractor shall submit shop drawings/cut sheets of proposed Automate Payment Stations.

Credit Card Only – Automated Payment Station

A.   The Credit Card Only Payment Station installation will allow customers to process their entry tickets and pay by credit card, by a validation credential or the potential Park City Transportation Incentive solution.

B.   The Credit Card Only Payment Station cabinet shall be weather resistant to all climates and designed for the specific weather associated with Park City, Utah. It is the Contractor's responsibility to provide all climate and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:

               Ambient Temperatures: -20ºF to 120ºF Humidity: 0% to 95% (non-condensing)
               Rain: Blowing Rain with 100 mph Gusts
               Dust: Blowing dust and fine particles

C.   The Credit Card Only Payment Station shall be similar in size to the Entry Control Station.

D.   The Credit Card Only Payment Station shall be capable and programmed to perform automated processing of credit card exit transactions and pre-paid tickets, and system encoded validation tickets.

E.   The Credit Card Only Payment Station shall include a two-line visual display capable of being programmed to automatically provide visual prompts at each step in the transaction process and for other likely events, such as insertion of the credit card before insertion of the ticket.

F.   The Credit Card Only Payment Station shall be equipped to accept tickets and credit cards.

G.   The Credit Card Only Payment Station shall be on-line with the central computer and/or credit card server.

H.   The Credit Card Only Payment Station shall be capable of processing a credit card payment of an entry ticket.

I.   The Credit Card Only Payment Station shall provide the following functionalities:

    1.   Shall display "PLEASE INSERT TICKET" as the default screen message.

2. If a customer inserts a credit card into the receiver slot before inserting a ticket, the Credit Card Only Payment Station shall provide an audible prompt and screen prompt to "Please insert ticket first." The audible prompt shall repeat every three (3) seconds until the credit card is removed.

3. When the customer inserts a ticket into the receiver slot, the Credit Card Only Payment Station shall read the entry date/time and rate code information encoded on the ticket.

4. If the ticket is invalid, the visual display shall display "INVALID TICKET; USE INTERCOM".

5. If the ticket is valid, the Credit Card Only Payment Station shall compute the parking fee based on the length of stay and rate code, displaying the fee on the visual display along with the message "FEE $_____; INSERT CARD"

J. Credit Card Transactions:

1. Upon insertion of the credit card, the Credit Card Only Payment Station shall perform a validity check on the number sequence on the card and expiration date to determine if the card valid and is one of the cards accepted at the facility.

2. If the encoded information cannot be properly read, the card shall be returned and "INVALID READ; Please Use Intercom" shall display.

3. If the card is NOT valid, the message "INVALID CARD. USE OTHER CARD OR CANCEL" shall appear on the visual display.

4. If the card is valid, the Credit Card Only Payment Station shall return the card to the customer, display a "REMOVE CARD" message on the display. The Credit Card Only Payment Station shall not proceed with the transaction until the credit card is removed.

5. The Credit Card Only Payment Station and supporting system shall be capable of processing with a continuous open line to the clearinghouse, or through a secure internet connection, which would allow instant communication without waiting for the dial-up process. Under this mode of operation, the Credit Card Only Payment Station shall operate as follows:

6. If the card is valid, the Credit Card Only Payment Station shall submit the charge for an approval number to the clearinghouse.

7. If an approval number is received, the Credit Card Only Payment Station shall complete the transaction; encode the ticket, issue a receipt, return the credit card, and reset for the next transaction.

8. If the clearinghouse rejects the charge, the Credit Card Only Payment Station shall return the card and display the message "INVALID CARD. USE ANOTHER CARD OR CANCEL."

9. If the customer inserts another credit card, the transaction shall resume at the point that the validity of the card is verified.

Facility Monitoring and Revenue Count/Control System

A. For the purpose of the description of the functionality in this specification, the combined facility monitoring and revenue counting functions will be referred to as the Facility Monitoring System (FMS).

B. The count/control system shall interface between the on-line lane devices and the central

control computer, to provide a complete operating system.

C. The Dynamic Space Count System (DSCS) is a separate Parking Guidance interface to the floor sensors, PARCS lane equipment for entry and exit lane counts, and the dynamic LED signage.

D. The DSCS shall obtain an Input/Output (I/O) pulse from local controllers or PARCS lane equipment at entry and exit lanes or sensor devices placed at ramp access locations.

E. Any interface and control functions involving manual input from an operator shall be available, with proper password control, at any authorized workstation connected to the system. No interface functions shall be limited to a specific workstation.

F. The primary functions of the FMS are:

1. Monitor the status of lane devices.

2. Provide a web based Dashboard for system monitoring.

3. Record electronically all system events from all devices.

4. Receive and display/announce alarms.

5. Send remote SMS or text messages to designated devices for remote alarm management.

6. Provide the means to send remote device commands from the central computer via authorized workstations.

7. Receive and compile entry and exit counts.

8. Compute occupancy and vacancy levels by individual locations and facility-wide.

9. Initiate facility or location closures based on current occupancy levels.

10. Control and transmit space counts to dynamic LED signs.

11. Track illegal entries and gate overrides (vehicles passing through the lane with the gate locked in the open position).

G. Input Device Monitoring: The FMS shall monitor the following input signals at a minimum:

1. Entrance Lane

    a. Lane in service / not in service

    b. Transient gate vend (Ticket Pull)

    c. Card access gate vend

    d. Stolen Ticket event (ticket pulled but no entry)

    e. Back-Out event (ticket vend but not removed from dispenser)

    f. Gate up beyond pre-set time limit

    g. Gate up with no vehicle present

    h. Gate out of service

    i. Tickets low (mechanical switch)

    j. Tickets out (mechanical switch)

    k. Manual gate open

  l. Ticket jam

  m. Arming loops, A + B fail alert

  n. Ticket issue loop fail alert

  o. Gate reset loop C fail alert

  p. Reverse passage (exit through entry lane) Directional Logic Alarm

2. Exit Lane

  a. Card access gate exit (Card Vend)

  b. Exit Control Station vend

  c. Gate up

  d. Ticket jam

  e. Gate down

  f. Gate up beyond pre-set time limit

  g. Gate loop error (not operating)

  h. Manual gate opening

  i. Arming loop failure

  j. Closing loop failure

H. Output Control Signals: The PARCS shall provide output signals, including the ability to issue remote manual device commands. Remote manual commands shall be available from the central computer and initiated at any authorized workstation on the PARCS network only with an authorized password for the specified remote command function.

1. Entrance Lane

  a. Full Sign On/Off

  b. Gate Vend (Manual Open)

  c. Gate Override (Continuous Up)

  d. Gate Reset (Gate Down)

  e. Lane Closed (Dispenser On/Off)

2. Exit Lane

  a. Gate Vend (Manual Open)

  b. Gate Override (Continuous Up)

  c. Gate Reset (Gate Down)

  d. Lane Closed ("Closed" Signs) (future)

3. FULL Sign

  a. Display OPEN or FULL message

  b. Display space available counts (via web portal to Park City web site)

I. The Count/Control System shall provide the following counts:

1. Transient Differential Count (with holdback feature) Note: Turn on Facility Full Sign

2. Facility Total Differential Count

3. Differential Count to support Card Access function

4. Transient Entrance and Exit Count Non-resettable (by lane)

5. Card Access Entrance and Exit Count Non-resettable (by lane)

6. Total Vehicle Entrance and Exit Count Non-resettable (by lane)

7. Number of Vehicles through Entrance or Exit with Gate Locked in the Up Position, Non-resettable (by lane)

8. Count System Function:

    a. The count system shall maintain a continuous count of vehicles within each Park City parking facility, including the garages and designated surface lots.

    b. Using these counts, the Facility Count component of the Facility Monitoring System shall maintain a continuous, real-time presentation, on a facility count screen, of the number of available spaces remaining.

    c. Each of these counts shall be accessible to the Operator for corrections through an authorized workstation.

    d. The Count System shall provide Upper Limit and Lower Limit controls to control automatic facility closure and re-open functions.

    e. When the vehicle count for a facility reaches the Upper Limit set by the Operator, the central computer shall display "FULL" at the facility including the following actions:

        i. Disabling of Entry Control Station (Issuing Transient Tickets)

        ii. Sending a message update to display FULL.

    f. The facility shall display "FULL" until the count of vehicles in the facility falls below the Lower Limit set by the Operator. At that point the central computer shall return the status of all devices to the normal OPEN condition.

    g. The Count System shall provide a differential control that allows automatic display of a FULL sign at the entry lane. The Operator shall have the capability to set the capacity of a specific number of spaces, programmable and changeable, that will cause the FULL message to be displayed. The Full sign shall not return to OPEN status until the Count System has re-activated all lane equipment to normal operating functions.

    h. The Operator shall have the ability to disengage the automatic closure feature for the parking facility.

    i. The Operator shall have the ability to override any automatic open/closure controls from an authorized workstation, including manual change of open/closed status with the accompanying change in the status of the affected devices.

J. The FMS shall provide the following displays and miscellaneous functions on a workstation monitor and via a "Dashboard" on all PARCS secure web connected devices.

1. Current Time

2. Upper and lower limits

3. Open/Closed status by area

4. Occupancy and vacancy of entire facility.

5. Open/Closed status of entire facility

6. Device status for all lane equipment.

7. Entrance and Exit Lane Status (Open/Closed)

8. Device Status of all PARCS Stations including all vault status and inventory.

K. Hard Copy Functions

   1. The Count/Control System shall be able to output the following information to a system event log printer:

     a. Alarm Conditions

       i. Alarms involving entry transactions shall include:

         a) Date/time

         b) Lane number

         c) Event code

       ii. Alarms involving exit transactions shall include:

         a) Date/time

         b) Lane number

         c) Event code

         d) Transaction amount

       iii. Lane Control Actions -including:

         a) Lane openings

         b) Lane closings

         c) Facility and area openings

         d) Facility and area closures

         e) Remote commands

   2. Hourly Count Status of all Counters

   3. Interim Report of All Counters on demand.

   4. Information printed for all events involving remote commands or manual changing of data or parameters shall include the ID number of the workstation user.

   5. The specific events that are printed shall be City selectable and changeable through an event printing selection screen.

   6. If the event log printer is disconnected, the count control system shall buffer the above

information for a minimum of 24 hours. Beyond 24 hours, stored information shall be deleted on a first-in-first-out basis. With or without the printer connected, all functions of the count control system shall continue to operate.

7. Lane Status Monitoring

8. The FMS shall monitor each entry and exit lane for the lane status and proper operation of equipment. The FMS shall provide an audio alarm and screen display such conditions as:

   a. Ticket Jam in Ticket Dispenser

   b. Entry Gate Stuck

   c. Detector Fail

   d. Exit Gate Stuck

   e. Low Ticket

   f. "LOT FULL" Sign

9. The FMS shall continually display occupancy counts by area and facility.

10. The FMS shall automatically open and close parking areas and their associated entrance lanes utilizing an "Upper Limit / Lower Limit" methodology.

    a. When occupancy in an area reaches a present UPPER LIMIT, the FMS may either automatically close the entry lanes to that area or only cause the associated full signs to display "FULL."

11. The FMS shall monitor exits and automatically reopen the appropriate areas and lanes when the number of vacant spaces reaches a LOWER LIMIT determined by the City.

12. The UPPER and LOWER limits are programmable and changeable by the City and intended to prevent confusion at the entrance that can occur if the entrances lanes are opened and re-closed with each exiting vehicle.

13. The FMS shall allow the City to disengage the automatic facility/area closure feature, by area, without impacting the occupancy counts or requiring the input of fictitious capacities to disengage the automatic closure feature.

Central Server and PARCS Software

A. The Central Server will be provided the Contractor.

B. The PARCS Server will be a virtual machine.

C. The central Server shall include all necessary components, peripherals, software and software licenses (as required by the PARCS Contractor) to provide full support to the revenue control system and to facilitate use of the system by the City or designated operator.

D. Any interface and control functions involving manual input from an operator shall be available, with proper password control, at any authorized workstation connected to the system via the LAN. No interface functions shall be limited to a specific workstation.

E. The central computer shall:

1. Be online to all lane devices at all time.

2. Perform all necessary monitoring, data collection, data distribution, data compilation, data storage and report generation functions to provide the City a complete control, accounting and reporting system for the parking facilities.

3. Provide the platform for the Facility Monitoring System described in these specifications.

4. Initiate automatic synchronization of the clocks in all field devices to the master clock maintained in the central computer at intervals of no less than thirty (30) minutes and allow manual initiation of the automatic clock synchronization function.

5. Provide multi-tasking capabilities which will allow use of the workstation for secure management and administrative purposes, utilizing standard computer programs (e.g. Microsoft WORD, EXCEL, POWERPOINT, ACCESS, PUBLISHER, or similar) without degradation of system performance in processing transactions or generating reports.

6. Collect and compile all data related to entry and exit transactions throughout the facility.

7. Provide both display and printing capabilities for all screens and reports.

8. Interface with the credit card clearinghouse to process credit card transactions.

9. Print operational and accounting reports to include, at a minimum the Event log with operator selected events to print including selectable and protected default set

10. With capability to perform immediate print of most recent 50 events or manually selected period

11. Starting and ending non-resettable dollar and transaction numbers related to the lane

12. Revenue and transactions by each category at the smallest category increment, including validation accounts

13. Total fee before discount and adjustments

14. Net cash collected (to be accounted for)

15. Incomplete credit card transactions

16. Daily consolidation of revenue and transactions by lane and shift – grouped by lane number

17. Credit card transaction detail reports – by transaction

18. Credit card batch reports for reconciliation

19. Credit card exception reports for incomplete or rejected credit card transactions.

20. Statistical lane volume reports for tracking activity by lane by hour by day of week.

21. Historical facility loading reports (vehicle accumulation) extractable from stored data. Includes the capability of extracting occupancy levels by hour for specific days.

22. Facility for tracking receivables, including incomplete credit card transactions.

23. Monthly Reports:

    a. Revenue & transactions by date and lane

    b. Transaction volume by lane

    c. Transaction volume by time of day

    d. Ticket analysis – distribution by value and length of stay

24. Incorporate flexible report configuration capabilities that allow simplified development of specialized reports by the City or operator.

25. Allow any and all data fields on a query screen to be used as query criteria.

26. Allow partial word or wild-card character searches in any data field.

27. Allow up to three (3) sort criteria using any of the data field on the screen.

28. Allow a search and extraction of data for any contiguous time period using dates and/or date-time combinations as parameters.

29. Allow any report available in the system to be accurately produced at any time for any date- time period subject to the limitation that reports that require a full day's data for accurate compilation be queried on that basis.

30. Archive data (6 months of data minimum) on a resident warehouse hard drive.

31. Provide a utility for archiving data externally on an external electronic media approved by the City.

32. Include a utility for auto-archiving of data based on programmable date criteria (e. g. 180 days old) or automatic archiving on a first-in-first-out basis when the storage space on the primary hard drive reaches 80% of capacity or other level approved by the City.

33. Provide read-only access to data tables for the extraction of data for export to other programs such as Microsoft Excel.

34. Provide a custom report writing and formatting utility which will allow the City to format custom reports.

35. Provide password protection for all access to central computer functions utilizing a full matrix, which allows assignment of access authority to each function on an individual basis and by access groups. The use of access groups is provided as a convenience and shall not restrict assignment of access selections on an individual basis.

36. Automatic processing of daylight savings time commencing and ending with proper rate calculations of customer tickets affected by change in daylight savings time and/or standard time.

Reporting

A. Proposer shall outline the reports available to the City to manage the daily performance of the proposed infrastructure, including a brief description of each report. Proposer shall describe the City's ability to customize reports.

Software Licenses

A. Contractor shall provide client software for installation by Park City IT Department on any department workstation. User licenses for commercial software, if required, shall be Concurrent User licenses so that any authorized user can operate the system up to a maximum of TEN (10) users concurrently.

B. Contractor shall furnish an unlimited software license for the proprietary software developed by or for the Contractor for the operation of the revenue control system. This license shall be a site license.

This license shall have no sunset date; rather it shall remain in effect during the useful life of the revenue control system as provided and installed under this contract.

C. Contractor shall assist, if requested, in the installation and testing of all revenue control software on, or licensed to, computers owned by Park City and accessing the system through Park City's communications network.

D. Contractor grants to Park City IT Department an irrevocable, perpetual, nonexclusive, fully paid-up right and license to use, display, copy, and maintain the Software for use in connection with the Parking Access & Revenue Control System, including the right to make back-up copies. Contractor retains all intellectual property rights to the Software.

E. Source code protection: At Park City's request and sole expense, Contractor will furnish any and all source codes for the Software to a third party to be held in escrow for the benefit of Park City for such period of time as Park City shall determine necessary or appropriate, pursuant to an escrow agreement with the customary terms and conditions, including a provision specifying that, in the event that Contractor, at any time, dissolves, liquidates, ceases to exist, is subject to any insolvency proceeding, or no longer provides the services it provides on the date of execution of this Agreement, the source code will automatically become the property of Park City.

Intercom System & Customer Support

A. The Contractor shall provide a turn-key IP intercom system that consists of two host intercom stations and an integrated microphone and speaker in each PARCS station.

B. The intercom shall be a push-button intercom such that in the event a Customer needs assistance. The button can be pushed and a connection established between the field location and any host intercom station.

C. The intercom system shall utilize VOIP and be programmable to communicate to outside voice devices such as a land telephone or mobile phone.

D. The intercom communications shall be directed to a command desk console with roll over capabilities to a second base station as designated by Park City, or mobile phone. The intercom base station shall be equipped to display the physical location of the incoming intercom call.

E. Once activated, two-way communication shall be possible and the intercom line remains open until the parking staff member terminates the call.

F. It shall be possible that if one intercom is open, and a second call comes in, the City shall be able to place the first call on hold and answer the second call.

G. As part of their Proposal, the Contractor shall submit shop drawings of the intercom base station and push button intercom terminals.

H. Proposer shall describe customer support services for customer calls, including after-hours Contractor support options.

PCI Compliance/Safeguarding Obligations

A. If the successful PARCS Contractor's system accepts credit cards for products and services in this RFP utilizing the vendor's own merchant account, the successful Contractor system complies with all applicable Payment Card Industry Data Security Standards ("PCI Standards" and or PA DSS standards) and Contractor shall defend Park City, its designated representatives and their officers, agents and

employees, harmless from all claims, liabilities, damages, or judgments involving a third party, including costs and attorney fees, which arise as a result of a Contractor's failure to meet any of its obligations under such PCI Standards.

B. PARCS Contractor shall fully cooperate with Park City in all reasonable requests related to PCI Standards compliance.

C. Contractor shall submit a copy of its annual certification of PCI or PA DSS compliance or provide a notification of compliance as shown on the Visa's Global Registry of Service Providers-PCI DSS Validated Entities compliance list.

D. To the extent the Contract which may be awarded by this RFP will allow the Contractor to have access to customer information, as that term is defined in 16 C.F.R. §314.2(b), which is required to be protected under the Gramm-Leach-Bliley Act (15 U.S.C. §6801-6809) as well as credit card information received in the course of business by Park City, then the Contractor agrees to comply with and adhere to the terms and provisions described in General Terms and Conditions which shall form a material part of the awarded Contract.

Credit Card Payments and Compliance Questions

A. Describe in detail and provide a flowchart of the entire credit card process including all third-party appliances and software.

B. Is the process for credit card processing PCI DSS and/or PA-DSS compliant? Describe your cardholder processing systems' Payment Card Industry (PCI) Payment Application.

C. Please provide information on where Park City can verify your application and/or payment gateway compliance - on the PCI Standards validated payment applications list or on the VISA's Global Registry of Service Providers – PCI DSS Validated Entities compliance list?

D. Proposer shall describe special event management approach for Pay on Entry and provide a detailed flowchart on how cash and credit card payments are relayed in the system. Proposer shall identify equipment available to support and coordinate special event parking for access control at the garages and surface lot locations.

Statement of Work

A. Provide a Statement of Work outlining tasks to be performed by the respondent, Park City and any third-party contractors.

B. Provide a detailed comprehensive plan to install the dynamic space counting system, vehicle counts for surface lots, signage and the new PARC system.

Proximity Access Cards

A. Contractor shall provide an initial supply of 500 Access Cards.

B. Proximity Access Cards shall be blank white stock and include the printed sequential serial number on the front face.

C. The Facility Site Code shall be provided by Park City.

D. Serial Number encoding shall be from 0001 – 0500.

Custom Ticket Supply

A. Contractor shall provide an initial supply of approximately 500,000 print-on-the-fly barcode entry lane tickets. City shall provide artwork and ticket text to the successful proposer.

B. The format of the tickets and ticket text shall be submitted to the City for approval prior to production.

C. Contractor shall provide a list of all ticket manufacturers, along with contact information, who are considered to be certified by the equipment manufacturer and the Contractor, to be acceptable as sources for future ticket stock. Purchase of future tickets shall specifically not be limited to the Contractor and its internal sources. If Contractor is unable to provide an external source for acceptable ticket stock, Contractor shall be obligated to research potential ticket manufacturers to identify an acceptable source

Validation Coding System (preferred)

A. The PARCS shall provide the ability to create, process, and track multiple forms of fee discounts and validations electronically in the system.

B. The Contractor shall provide an electronic validation system whereby Park City and any of its designated employees, may discount a customer's parking fee by recoding their parking ticket manually and/or issuing a barcode voucher.

C. Field devices (Entry Control Station & Exit Control Station) shall be capable of accepting validations, pre-encoded event passes, temporary multi-day access cards, or other encoded media through the ticket slot.

D. Validations shall be made for specific dollar amounts (e.g. $8.00 off), specific durations of time (e.g. three hours free), percentages, zero payment to the customer for the entire parking fee, or look to another defined rate structure for an individual ticket.

E. Park City shall be able to create validations via Validation Stations that are connected to the browser-based PARCS, and protected by username and password. The Contractor shall be responsible to ensure that the validation coding station function in accordance with these specifications even if the validation stations are connected to an existing Park City computer workstation.

F. Only users with appropriate authorization shall be able to issue validations and the PARCS shall track all validations for auditing purposes by user, validation date, validation type, and validation amount.

G. All validations shall be able to be set with an expiration date or time period of validity after which they automatically expire and become invalid in the system.

H. The Contractor shall submit a cut sheet of the proposed Validation Coding Station or application.

EXECUTION

Inspection

A. Inspect setting surfaces, power wiring and conduit installation for equipment and report immediately in writing to Park City, including any conditions of Related Work which are unsuitable for proper execution of this Work.

Installation

A. Install Parking Access & Revenue Control System in accordance with Manufacturer's recommendations and the approved shop drawings.

B. Include training and assistance to Park City with interfacing the Parking Access & Revenue Control System with Park City web site for real time parking facility occupancy status.

C. Installation shall be by factory-trained technicians experienced in installation of PARCS equipment of this type. Provide and pull all control wire and make final connections of all wiring.

D. Installation schedules shall be coordinated with Park City representative to minimize disruption to ongoing parking operations.

E. Contractor shall provide Park City with an initial Installation Plan within 10 days of the Notice-to-Proceed, which describes the sequence of equipment installation and lane closures, including the expected duration of closures.

F. An updated Installation Plan shall be provided to Park City on Monday of each week. The plan updates shall include a progress report and any proposed changes in the installation sequence or schedule.

G. Subject to the operational needs of Park City, PARCS Contractor may make adjustments to the Installation Plan through the weekly updates, except that changes occurring within 5 working days of the update shall require specific written permission from Park City.

Documentation, Shop Drawings, and Manuals

A. Prior to acceptance of the system, the PARCS Contractor shall provide Park City with As-Built Drawings showing the actual location of each piece of equipment and of each conduit and communication run from equipment to controller or electrical panels, network fiber panel and to the PARCS server.

B. Two weeks prior to system acceptance testing, the Contractor shall submit for approval a draft of the PARCS Manufacturer's operating manuals.

PARCS Training

A. Provide forty (40) hours of on-site instructions to Park City staff. Specific allocation of training time between support staff, city technicians, audit staff, IT staff, and accounting managers will be determined by Park City.

B. Instructions shall include but not be limited to the functional and service use of the Entry Control Station, Payment Station, Exit Control Station, Web Dashboard, central PARCS software, use and operations of count system and configurations, use and operation of barrier gates, control of

automatic report generation, production of "on demand" reports, specialized report creation, and methods of controlling revenue and auditing transactions available within the system specified as well as any other IT issue as it relates to the PARCS.

C. Coordinate schedule with Park City to accommodate shift schedules.

D. All instruction courses shall consist of classroom instruction and actual "hands-on" experience. Classes shall be set up in a room designated by Park City. The PARCS Contractor shall provide one instructor for the duration of each program. The instructor shall speak fluent English in a clear and precise manner.

E. Class content shall be coordinated and developed with Park City so that procedures for all transaction types are included. The class material shall include schematics, as well as an overview and descriptions of the equipment. Park City reserves the right to videotape all training sessions for future instruction purposes or PARCS Contractor shall supply video demos if available.

F. PARCS Contractor shall provide (2) two complete product Service & Support technical manuals on all lane equipment in print along with digital files all in a PDF format.

G. PARCS Contractor shall provide (2) two complete PARCS Software Operating & Support technical manuals on all Software modules contained within PARCS in print along with digital files all in a PDF format.

Site Acceptance Tests (SAT)

A. The Parking Access & Revenue Control System will only be considered as accepted by the City once all the details contained within this RFP are agreed upon.

B. All construction "punch list" items have been corrected.

C. After being 100 percent operational and after having performed satisfactorily for thirty (30) continuous business days with no more than six (6) hours of cumulative down time, for all devices combined, which is defined as a mechanical or system malfunction that causes a device to be inoperable. Down time shall be defined as the time between the time that notice of the malfunction is given to Contractor's service representative, or a 24-hour contact point, and restoration of the device or system to full service. When a paging device is the only means of contact, down time shall commence fifteen (15) minutes after initiation of the page regardless of the response, or lack of response, from the service representative.

D. After demonstration, to the satisfaction of Park City, that all reporting processes are functioning properly and accurately for a full month reporting period, including all month- end reports with 100 percent accuracy.

E. After Park City or an authorized representative has signed a formal Letter of Acceptance confirming that these conditions have been satisfied.

Disaster Recovery Plan

A. The final documentation shall include a disaster recovery plan. The plan shall provide the step- by-step procedures for disaster recovery for each point of failure. These procedures shall be comprehensive.

B. The first steps shall be in diagnostics. The remaining steps shall provide procedure for resolution in order to bring the system back to full operational status.

C. Should disaster occur immediately following, or as a result of, a patch or software update the disaster recovery plan shall return the system to the software version in effect prior to the patch or update being applied.

D. Points of failure shall include each component and sub-components in complex units, including system servers.

E. The disaster recovery plan shall include requirements for and the location of spares.

WAYFINDING / BRANDING

Wayfinding / Branding Background

is the City is soliciting a proposal for **Wayfinding Parking Signage and Branding/Marketing** from qualified and experienced firm(s) to provide comprehensive parking garage design and signage enhancement for the City's two municipal garages and up to six (6) surface parking lots. Furthermore, the City is seeking qualified and experienced firms to provide a citywide wayfinding and branding campaign including on-street signage.

As part of this campaign to reduce traffic and parking demand in the downtown, the City's goal is to more effectively optimize and manage its existing parking supply. It is important that the project improve access to information on parking and transportation within the downtown to help motorists find available parking quickly and efficiently.

Therefore, in addition to wayfinding signage and branding, the City is seeking qualified firms to provide and implement **Parking Guidance Systems (PGS) equipment** in the city's two garages, and up to seven surface lots, and where needed on exterior perimeters of the City to assist motorists in identifying where one will park before reaching downtown.

Wayfinding & Branding Overview

Park City's project plan and objectives are to coordinate signage and interior enhancements to:

A. Create a more user-friendly Public Parking operations, from on-street meter parking to surface lots to our parking garage structures, enhancing the ease to park, usability of our parking operation and patron interface;

B. Improve public access to our public parking spaces and facilities;

C. Enhance the interior design of our parking garage structures to create a more welcoming environment;

D. Enhance the City's efforts at sustainability through use of green products and practices;

E. Create a greater alignment between the visitor experience in the downtown area and parking. In most instances, parking is the first and last impression that visitors experience when downtown;

F. Enhance the City's parking website design to reflect the City's branding and improve parking-related mobile applications as they are developed.

Parking Guidance System (PGS) Overview

A. Improve visitor access to information on parking and parking facilities;

B. Better vehicle counting infrastructure and parking controls in garages;

C. Improve the dissemination of information regarding real-time parking information to the public;

D. Improved parking permit management within garages and/or surface lots;

E. Ability for residents, employees, and visitors to easily track parking availability and pricing at on-street, off-street, and remote parking locations;

F. Provide real-time occupancy statistics.

Minimum Qualifications

Proposers should be in the business of destination signage, graphic design and marketing and must possess sufficient financial support, equipment and organization to ensure that it can satisfactorily perform the services if awarded a Contract. Proposers must demonstrate that they, or the principals assigned to the project, have successfully provided services with similar magnitude to those specified in the scope of services to at least one entity similar in size and complexity to Park City or can demonstrate they have the experience with municipal clients and the managerial and financial ability to successfully perform the work.

Proposers shall satisfy each of the following requirements cited below. Failure to do so may result in the proposal being deemed non-responsive.

A. Proposer or principals shall have relevant experience in destination signage, graphic design and marketing. Project Manager assigned to the work must have experience in destination signage, graphic design and marketing implementation and have served as project manager on similar projects.

B. Before awarding a contract, the City reserves the right to require that a Proposer submit such evidence of qualifications as the City may deem necessary. Further, the City may consider any evidence of the financial, technical, and other qualifications and abilities of a firm or principals, including previous experiences of same with the City and performance evaluation for services, in making the award in the best interest of the City.

C. Firm or principals shall have no record of judgments, pending lawsuits against the City or criminal activities involving moral turpitude and not have any conflicts of interest that have not been waived by the City Commission.

D. Neither firm nor any principal, officer, or stockholder shall be in arrears or in default of any debt or contract involving the City, (as a party to a contract, or otherwise); nor have failed to perform faithfully on any previous contract with the City.

Scope of Services

A. Background

Park City seeks the services of design/marketing firm and/or sign company to act as a consultant to develop a creative wayfinding signage, branding signage and marketing package for two garages, up to seven surface lots as well as citywide wayfinding and signage. Once creative designs have been approved with the City, the selected firm shall assist in the preparation of bid specifications for the manufacturing and installation of the approved signage by phases.

B. General Background

Park City is a lively community known for its natural beauty, historic character, and multitude of outdoor activities including skiing and hiking. On average, roughly three million visitors from around the world travel to Park City. Even with the City's thriving recreation and tourism, it aims to maintain its small town and historic character. However, in recent years the City has experience a significant increase is issues related to parking and congestion throughout the downtown, especially during peak periods. Currently, a lack of information and

intuitive wayfinding and signage citywide have added to the City's parking problems.

The City recently completed a study to develop a Main Street Parking Management Plan. As part of the recommendations to evolve out of this study, it was suggested the City upgrade its current parking signage and wayfinding. A major component of this citywide upgrade includes a public parking brand or identity, wayfinding (static, directional, regulatory, pay station, and informational) signage. Other components include real-time information, a parking guidance system, publicly available parking and providing information to motorists prior to entering Park City and downtown.

    C.   Detailed Scope of Services

The selected firm shall present and demonstrate experience in the following areas:

- ❖ Design of successful brand identity programs for other parking operations;
- ❖ Signage and way finding design for parking operations;
- ❖ Interior design experience with parking garages;
- ❖ Preparation of sign location plans, message schedules and specifications;
- ❖ Experience overseeing the manufacturing and installation of signs within
- ❖ parking facilities;
- ❖ Experience in sustainable practices and products that will relate to this project.

1. Phase I: Design Development

1.1 Review of existing signage on-street, at surface lots, and within parking garages;

1.2 Prepare a needs assessment that recommends improvements and industry best practices;

1.3 Develop a coordinated brand identity (new name and logo for our parking operations) and system of signage for all aspects of parking;

1.4 Design and produce a Graphics Standards Manual including new Brand Identify standards (logo use, typography, colors, etc.) Sign Type Drawings for exterior and interior applications, Sign Location Plans and Sign Schedule by Phases;

1.5 Produce production-ready artwork for all signs;

1.6 Supervise all facets of the implementation by phases of garage and parking facility wayfinding signage enhancements.

2. Phase II: Future Bid Specifications/Manufacturing/Implementation

2.1 Provide detailed specifications for future bids for the manufacturing and installation of the signage;

2.2 Prepare estimated schedules by phases for implementation;

2.3 Work directly with the awarded Contractor(s) and produce production-ready artwork for all signage with Contractor's specifications

2.4 Preparation of Maintenance of Traffic (MOT): The CONTRACTOR shall prepare and submit MOTs where required by federal, state, county, or local agencies having jurisdiction. The City shall work with the Contractor to obtain all required approvals and permits associated with the MOTs.

3. Phase III: Manufacturing/Implementation

The Proposer's Project Manager shall:

3.1 Supervise all facets of the manufacturing of garage and parking facility wayfinding signage enhancements.

3.2 Participate in all meetings and liaise between TAM Project Manager and manufacturers.

3.3 Oversee the project scope and schedule(s) in collaboration with TAM's Project Manager.

3.4 Be the lead in monitoring project resources and will ensure the project objectives and schedules are met.

4.3 Experience and Qualifications

Indicate the firm's number of years of experience in providing the professional services as it relates the work contemplated. Provide details of past projects for agencies of similar size and scope, including information on your firm's ability to meet time and budget requirements. Indicate the firm's initiatives towards its own sustainable business practices that demonstrate a commitment to conservation.

❖ Company address, phone number, fax number, E-Mail address, web site, contact person(s), etc.

❖ Relative size of the firm, including management, technical and support staff; licenses and any other pertinent information shall be submitted.

4.4 Approach to Scope of Services

The qualified Proposer shall develop a coordinated design phase approach plan for the interior of our parking structures emphasizing a welcoming atmosphere; and a comprehensive and coordinated interior and exterior signage package utilizing and developing a logo and selected design elements. While each garage has a unique design and character, the City is seeking a signage system that is more coordinated and integrated using some existing themes such as parking "P" logo. The project will also include similar considerations within our surface parking lots.

The Proposer will be responsible for recommendations for interior enhancements to create a more user friendly interior environment within our garages by enhancing the "parkability", "usability" and customer interface. The project shall identify recommendations associated with lighting replacement or upgrades needed within the City parking facilities.

In addition to the assessment and design component, the Proposer will also be responsible for developing specification and pricing; all technical and working drawings, location plans; coordination with fabricators and project supervision. The Proposer will work with Park City staff in identifying painting needs and specifications towards the later contracting with job specific sub-contractors.

The selected Proposer firm will demonstrate extensive and successful experience in similar projects specific to parking garages. Digital portfolios will be expected and used in the selection criteria.

Additionally, the proposal should specifically address:

1. A list of all garages (by location, garage description and services provided) that your firm prepared design/planning of graphics, way finding, interior design templates, integration of variable messaging systems, and signage services over the past five years. (Limit last 10 projects)

2. Photos and/or illustrations showing work completed (parking related) over the past five years. (Limit last 10 projects)

3. A written description of your approach to the design/planning of parking garage signage. (Limit one page)

4. Provide any previous experience with variable messaging and garage capacity technology. (Limit one page or 5 examples)

5. Your firm's hourly rate for services.

Answer the following questions:

1. Does your firm have a product line specific to parking related graphics and signage?

2. Is your firm currently or within the past 5 years been under litigation for services performed? If yes, please explain.

3. What sustainable material will you incorporate into the project?

References

Provide at least three references for each, Wayfinding/Branding & Parking Guidance System, preferably government agencies, for projects with similar scope as listed in this RFQ. Information should include:

A. Client Name, address, contact person telephone and E-mail addresses.

B. Description of work.

C. Year the project was completed.

D. Total cost of the project, estimated and actual.

PARKING GUIDANCE SYSTEM

Minimum Qualifications

The following are minimum qualifications and licensing requirements that the Proposer must meet for their proposal submittal to be eligible for evaluation. The City may choose to determine minimum qualifications by reading that single document alone, so the submittal should be sufficiently detailed to clearly show how the Proposer will meet the minimum qualifications without looking at any other material.

Proposers shall satisfy each of the following requirements cited below. Failure to do so may result in the proposal being deemed non-responsive.

A. Contractor team must have experience in system design, deployment, installation, and operation of advanced parking guidance systems;

B. Contractor must have experience in designing, developing, operating, maintaining, and managing an advanced web server based software system for a public agency;

C. Contractor must have at least three years of successful contracting experience with public or private agencies of similar or greater size to Park City, with services that are similar to those expected by the City for this contract;

D. Contractor must have continuously been in business for a period of no less than 5 years prior to the bid due date;

E. Contractor must utilize a documented in-house quality management procedure that has been in place for no less than five years prior to the bid due date;

F. Contractor must provide a toll-free help desk number that will be attended between 8 am and 8 pm (Mountain Standard Time);

G. Contractor shall demonstrate software development capabilities to ensure ability to complete the required software development documented in this RFP.

H. Contractor shall have expertise with electrical and communication technologies specifically in the cellular communication field.

Scope of Services

Background

Park City seeks the services of an experienced and qualified Contractor to design and implement a citywide parking guidance system (PGS) for two City garage facilities and six (6) surface lots in coordination with City's citywide wayfinding and branding initiative.

General Background

Park City is a lively community known for its natural beauty, historic character, and multitude of outdoor

activities including skiing and hiking. On average, roughly three million visitors from around the world travel to Park City. Even with the City's thriving recreation and tourism, it aims to maintain its small town and historic character. However, in recent years the City has experience a significant increase is issues related to parking and congestion throughout the downtown, especially during peak periods. Currently, a lack of information and intuitive wayfinding and signage citywide have added to the City's parking problems.

The City recently completed a study to develop a Main Street Parking Management Plan. As part of the recommendations to evolve out of this study, it was suggested the City upgrade its current parking signage and wayfinding. A major component of this citywide upgrade includes a public parking brand or identity, wayfinding (static, directional, regulatory, pay station, and informational) signage. Other components include real-time information, a parking guidance system, publicly available parking and providing information to motorists prior to entering Park City and downtown.

Detailed Scope of Services

The Contractor may be requested to design and construct a network of PGS signs that display real-time parking occupancy information at off-street parking garages and surface lots within the downtown area. Proposer should include an option for a proven sign architect with experience in PGS networks. The dynamic signs must include their own API and be integrated with the Smart City Enterprise API to poll data and allow the city the ability to display additional sign messages.

The Proposer will have demonstrated experience in successfully implementing Smart City Solutions for cities. Proposals must include specific project examples that demonstrate the Proposer's experience in deploying parking guidance systems.

The Proposer shall recommend and implement PGS technology that integrates with proposed dynamic display locations at garage entrances and provides occupancy information to the CPMS. The PGS system will:

> 1. Be completely automated, requiring no input or actions by any individual to gather and display the information.
>
> 2. Gather available space information from PARC system and transmit information to a database on the Contractor's servers in order to send the parking availability data for each garage and surface lot (as applicable) to the appropriate dynamic message signage.
>
> 3. The Contractor should anticipate collaboration with the Wayfinding/Branding consultant, who will be determining the locations of dynamic message signage at the garage entries. It should be noted that while the Wayfinding/Branding consultant will be making recommendations for PGS signage at garage entries and other locations Downtown, at this time the base scope of work requested from the PGS and PARC Proposer is only for signage at garage/lot entries. Additional services will be negotiated with the selected Contractor.

Respondents should submit technical qualifications which include but are not limited to the following:

1. Identify the preferred sign architecture prior to construction. The City does anticipate that Static Signs will require the design and construction of new foundations and pole standards to support the static signs including coordination with the City for power connections. Signs will be deployed on either existing streetlight standards or on new sign posts depending on locations. Sign architecture will be

developed as part of the project and is subject to the Historical Preservation Guidelines and will require City Council approval prior to deployment.

2. The City prefers a Static Message Sign that can be used to highlight available parking occupancy information at existing off-street parking structure and surface lots with a combination of static/dynamic signs that can only be used for parking occupancy information. Proposals should include product literature on their proposed Static Message Sign hardware and provide detailed information regarding sign communication alternatives such as necessary hardwire, cellular-based, or Wi-Fi communications.

3. Proposer should identify how Static Signs for PGS will provide directional information only regarding the location of off-street parking garages or surface lots downtown.

4. Proposer should identify how the Static signs for PGS will provide additional real-time parking occupancy information approaching the off-street parking facilities.

5. Proposer should include sample sign deployment and sign architecture alternatives that can be efficiently deployed.

Proposed Innovations

The Proposer may also suggest technical or procedural innovations that have been used successfully on other engagements and which may provide the City with better service delivery. In this section, discuss any ideas, innovative approaches, or specific new concepts included in the Proposal that would provide benefit to the City.

Experience and Qualifications

Indicate the firm's number of years of experience in providing the professional services as it relates the work contemplated. Provide details of past projects for agencies of similar size and scope, including information on your firm's ability to meet time and budget requirements. Indicate the firm's initiatives towards its own sustainable business practices that demonstrate a commitment to conservation.

A. Company address, phone number, fax number, E-Mail address, web site, contact person(s), etc.

B. Relative size of the firm, including management, technical and support staff; licenses and any other pertinent information shall be submitted.

Approach to Scope of Services

Additionally, the proposal should specifically address:

1. Outline all required hardware and software;

2. Describe your system set-up, maintenance agreement (five years) and implementation/deployment process;

3. Provide a detailed timeline for the project, including but not limited to, project set-up, planning, and configuration of technology, production, testing, training and marketing;

4. Provide examples of successful system deployments with other public clients and municipalities of similar size and scope, including a contact person with each agency; and

5. Provide web access with temporary user name and passwords to view examples of system deployments and data analytic capabilities.

References

Provide at least three references for each, Wayfinding/Branding & Parking Guidance System, preferably government agencies, for projects with similar scope as listed in this RFQ. Information should include:

    A. Client Name, address, contact person telephone and E-mail addresses.

    B. Description of work.

    C. Year the project was completed.

    D. Total cost of the project, estimated and actual

Park City Municipal Corporation
REQUEST FOR PROPOSALS FOR

**Complete Parking Management Solution;
Preferred Optional Integrated Services**

SCOPE OF WORK
SCHEDULE 2

Contents

PREFERRED OPTIONAL INTEGRATED SERVICES

Park City seeks a turnkey parking technology solution that integrates real-time parking software and hardware components for both on and off street parking operations. Proposers are encouraged to submit a proposal that incorporate the services outlined within this section including:

- Parking Pay Stations
- Mobile Payment Services
- Citation Processing Services, including:
  - o Delinquent Collections
  - o Handhelds
  - o Mobile License Plate Recognition Technology
- Permit Management Services

PREFERRED OPTIONAL SERVICES DEFINITION OF TERMS

Acceptance. The successful completion of the Acceptance Tests described herein.

Administrative Citation. Also, referred to as code enforcement citations or municipal citations. Administrative citations are electronic or paper tickets manually inputted into the System for processing, noticing and collections, similar to the parking citation process.

Administrative Review. The administrative adjudication of citations and Administrative Hearings conducted upon the request of a person who wishes to protest a citation. The number of citations involving Administrative Review fluctuates in accordance with the number of citations issued.

Agreement. Agreement shall mean the contract(s) to be entered into by the City and the successful Proposer(s) for Citation Processing Management System & Support and/or Permit Management System & Support pursuant to this Request for Proposals.

Business Day. Any day of business, Monday through Friday, other than national or City holidays or weekends.

Citation. A notice of violation issued to a person or a vehicle by an authorized City employee, including PCO.

Citation Processing Management System (System). All System hardware, System software, System documentation, offices, staff, equipment and supplies comprising the parking management information System collectively. Reference to the System may include one or more components or the entire System depending on context.

City. Park City, Utah.

Collection Rate. The number of parking citations fully paid and dismissed, within one year from the month of issuance divided by the total number of outstanding parking citations and reflected as a percentage. This equals the percentage of citations in the System which show a balance due of $0.

Contract Administrator. Parking Manager.

Contractor. Any successful Proposer with whom the City enters into an Agreement for Citation Processing Management System and/or PMS following the procedures specified in this Request for Proposal.

Correspondence. Citizens' written requests, complaints, and inquiries concerning parking citations, permits and related business, such as administrative reviews and hearings, civil appeals, code explanations, enforcement policies, applications, fees and all other related business. Correspondence also includes all returned mail.

Council. City Council of Park City.

Court. Municipal Court.

Court Packet. The Court Packet shall consistent of printed copies of all associated records, attachments and correspondences associated with the case file for adjudication or Administrative Hearings.

Daily Activity Report (DAR). A report completed by PCO per shift reporting shift activities including actions taken and tasks completed.

Day(s). Consecutive calendar days, not business or working days.

Department. The City department responsible for administering the City's citation processing and permit management program.

Director. The Public Works Director or his/her authorized representative.

DMV. Utah Department of Motor Vehicles.

Downtime. The amount of time during Principal Hours when the System is not available for its intended use by the City and its Contractors, measured in hours and whole minutes.

Effective Date. The date on which the Agreement is executed by the City Clerk.

Error Corrections. Those emergency and unplanned actions taken to correct or repair System hardware or software anomalies which have a negative impact on the operation or use of the System.

Guest Permits. Authorized residential parking permit customers have the ability to generate and print a designated number of barcoded guest permits for a specified timeframe (1 to 90 days) per year.

Handheld. The enforcement equipment provided by the Contractor for PCO's to issue citations or warning notices.

Initial Processing. The completion of the following actions: opening all correspondence; determining what action is required; entering the action into the System; beginning appropriate investigative actions to insure resolution of complaints or questions; and, implementing appropriate control and monitoring procedures to ensure that correspondence is processed to completion.

Intended Use. All the functions the System are intended to execute as set forth in the Scope of Work.

License Plate Recognition (LPR). Automated technology to monitor time restricted parking and permitted parking areas using vehicle license plates.

Lockbox. The mail-in payment collections service module that receives payments and posts them via online communications to the System. Lockbox is also responsible for the daily deposit of mail-in payment revenues to the City's banking institution.

Operational Use Time. The time during Principal Hours when the System is available to the City for its Intended Use, measured in hours and whole minutes.

Operations. The on-going operations of the System and PMS, subsequent to acceptance by the City and implementation by the Contractor.

Parking Control Officer (PCO). A PCO is a City employee authorized to issue parking citations, warning notices and enforce parking regulations in Park City.

Permit Management System (PMS). PMS shall mean the combined equipment, software and hardware by which the PMS processes and manages the data and tasks generated by Permit issuance and processing.

Principal Hours. The hours available to City staff for uninterrupted access to the System: 7:00 a.m. to 9:00 p.m. Mountain Time Zone, seven (7) days a week.

Proposer. The party submitted a response to the RFP.

Recovery from Catastrophic Failure. Those corrective efforts undertaken by the Contractor as a direct result of either serious human error or malicious action, natural disaster, fire or flood, which cause either disruption of services to the City for an extended period of time or loss of data.

Residential Permit Parking (RPP). RPP shall mean the program established which allows residents of certain areas to obtain permits exempting the residents' vehicles from parking time restrictions.

Scofflaw. A vehicle with 5 or more unpaid parking citations.

Subcontractor. Any person, entity or organization to which the Contractor proposes delegating any portion of its contractual obligations.

System. Refers to the complete proposed solution.

Technical Assistance. Assistance provided by the Contractor to the City to enhance or modify the System beyond the requirements set forth in the RFP Scope of Work.

Utah Vehicle Code (UVC). Utah Vehicle Code shall mean the compilation of laws enacted by the state legislature pertaining to the use and operation of vehicles.

Vehicle Identification Number (VIN): VIN shall mean a universal letter and numbering protocol designed to uniquely identify a specific vehicle, as set forth in Utah Vehicle Code.

Vehicle License Number (VLN): Vehicle License Number shall mean the series of letters and/or numbers found on a vehicle's VLN(s) issued by a state governmental entity that uniquely identifies a specific vehicle.

PARKING PAY STATIONS & MOBILE PAYMENT SERVICES

Background

There are 33 Parkeon Pay & Display Pay Stations installed on street throughout Downtown Park City. The current mobile payment service is supported by Pay by Phone with minimal usage.

The City is seeking to replace the existing on street pay stations and expand paid parking into the six (6) surface lots. The preferred proposer will provide an integrated pay station and mobile payment solution that supports the Complete Parking Management Solution including integration with enforcement handhelds when applicable. The preferred technology will provide a customer friendly interface that makes it easy to pay for parking within Park City.

General Specifications:

The Pay & Display Pay Station technology features must include the following:

a) Payment must be available through multiple options, including coin, credit card, web, text, mobile application, NFC-enabled (or similar technology) and the potential Park City Transportation Incentive solution.

b) The parking technology must allow the patron to pay for a parking transaction at any meter.

c) The ability to add time to existing transactions is a requirement. The "add time" feature must not allow patrons to purchase time past the maximum time allowed for the parking space.

d) Meters must have the ability to store up to 8 different rate structures.

e) A large screen display is preferred in order for rate information to be displayed rather than printed signs posted on the meter – as applicable.

f) A merchant validation program to enhance the overall patron and neighborhood business experience (preferred).

g) Pre-payment (payments made in advance of operating hours).

h) An option for patrons to be informed of the expiration of their paid parking session.

i) All technology shall be simple to understand and easy to use.

j) All technology shall be reliable, easy to maintain, secure, and easy to collect.

k) All technology shall be able to electronically communicate the following to the patron with minimal effort:

    i.   rates

    ii.   days and hours of operation

    iii.   user instructions

l) Proposers must offer strong customer support seven (7) days a week including holidays.

m) Changing rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates to customizable, user-defined groups of meters.

n) All technology and systems shall be ADA-compliant.

o) All materials and components will be new and unused.

p) All technology shall have a modular design. Components shall be able to be quickly changed in the field.

q) All electronic components, connections and wiring shall be fully weatherproofed.

r) The meter shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.

s) It is preferred that the meter has additional lighting for nighttime usage. Proposer shall describe how the lighting operates.

t) All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.

u) All technology shall be managed by a web-based meter maintenance system (MMS) that can:

    i.   Remotely update meter pricing, regulations, and configuration

    ii.   Provide reports on meters

    iii.   Automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.

    iv.   Record meter maintenance completed by repair staff.

    v.   Easily indicate meter status and send alarms to designated personnel if a meter is not functioning.

v) All technology shall be warranted to operate as proposed within a temperature range of -20 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the Park City, including but not limited to snow, salt, grime, rain, fog, sun (including direct sunlight), and vibrations.

Proposers shall provide a proposed solution for both on street and surface lots. The current City preference is to install Pay & Display; however, the City is interested in receiving alternative approaches to manage parking resources. Proposers shall provide proposals that will have minimal impact on the downtown aesthetic.

Wireless two-way communications
a) The technology will be equipped with a modem, antenna, and the required software to support wireless communications.

b) The wireless communications will be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.

c) Describe the modem type: CDMA, GSM and/or Wi-Fi.

d) Identify the likely cellular carrier(s) to be used for the Park City service and the process of determining reliability of signal coverage.

e) The proposer will describe the established process to troubleshoot and resolve communication interruptions and failures.

f) System transactions will be communicated to the back-office system in real time to support enforcement queries for mobile payment. The system will support enforcement queries for vehicle payment status.

g) If credit card payments can be accepted during weak wireless signal occurrences, describe the process.

h) Proposer shall describe how the equipment will maintain real-time communications in areas with known communication 'dead' spots.

Display
a) Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles. Proposer shall describe its options for altering the display to make viewing in direct sunlight easier.

b) The meter shall have a backlit graphic display panel that is large enough to legibly display all

necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar-charging configuration and not cause excessive battery drain.

c) The display shall be scratch and impact resistant.

d) Current rates and hours must be able to be displayed on the meter graphic display and be remotely programmed.

e) Describe the ability to program and display different rate schedules by time of day and day of the week, including dynamic and progressive rate structures for peak occupancy periods. City shall have the ability to program rates independent of proposer support with no additional costs associated with these changes.

f) Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of proposer support and there shall be no additional costs for these types of adjustments.

g) All meters shall have an ability to display various special messaging. Proposer shall describe the process and features that enable special messaging, i.e., holiday and special event messages, which can be downloaded remotely.

h) Meter display shall clearly communicate the following electronically, alphanumerically and graphically:
   i. Meter rates
   ii. Days and hours of meter operation
   iii. Regulations
   iv. Instructions to the user:
       1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card;
       2. Coin Only – at the sole discretion of City, if the card slot is inoperable;
       3. Card Only – at the sole discretion of City, if the coin slot and/or bill acceptor is inoperable;
       4. Out of Order – at the sole discretion of City, if the coin and card slot are inoperable, with customizable instructions such as pay at another meter.
   v. Special messaging

i) Proposer shall describe any static information displayed and the format used.

Keypad

a) Keypads must be vandal resistant, weatherproof, and corrosive resistant.

b) Proposer shall describe any visual, audible or tactile indication that a button has been pressed, as feedback to the patron.

Payments

a) Proposer shall describe its support of coin and card operations, including the number of different coins accepted and the type of card based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).

b) All meters must support secure real-time authorization of credit cards and optional contactless cards.

c) The meter shall accept coins through a jam-resistant coin interface and jam- resistant card payments through a card interface.

d) The coin discrimination system should contain an automatic shutter, which opens during operational hours for coin insertion of approved coins, but not for non-metallic objects.

e) If the coin slot is inoperable, meters must have the option to still accept card payments and third party payments (e.g., phone payments), if applicable.

f) The coin chute or track and coin verifier unit shall be a free-fall type (non-moving and non-mechanized) or an equivalent.

g) The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).

h) Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.

i) Maintenance personnel must be able to easily clear jams without the use of special tools and without accessing the vault.

j) Describe how the 'Pay at Any Meter' feature would operate utilizing the proposed parking technology solution.

k) The meter system shall support integration with 3rd-party mobile payment technologies. Identify any current mobile payment integration partners and any costs, including transaction fees, associated with communicating to the meter to indicate that a payment was

made via mobile payment technologies.

    a. It is preferred that the mobile payment technology provided has expansion capabilities to incorporate the potential Transportation Incentive program and integration with all associated payment methods for the CPMS.

l) All meters shall be able to be programmed to accept pre-payments prior to start of regulated parking and extended payment within designated time limits.

m) Proposer shall describe in detail the step-by-step process of Proposer's credit card acceptance procedure from the time a patron inserts his/her card to the time the money is deposited in the City account. Include the name of your gateway processor (if using a third party) and the name of the gateway software (if your firm uses in-house software). Proposer shall list all subcontractors involved in each step (e.g., cellular providers or gateway companies) and describe the subcontractors' PCI compliance. Proposer shall describe any per transaction charges from the Proposer and/or the gateway company, or software charges; if none, then state as much.

n) The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).

o) Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).

p) Proposer shall describe their current and future EMV capabilities including any required upgrades, options and/or associated costs.

q) The MMS system shall allow the City to dynamically and remotely adjust parking prices on the meters in real-time.

Clock

a) The meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.

b) The clock shall be programmable at least one year in advance for automatic daylight savings time changes.

c) The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period).

    i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS.

    ii. The clock shall track the day of week, Monday through Sunday.

    iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.

Power

a) Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.

b) For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.

c) The parking meter will be powered by battery and/or rechargeable solar-powered battery pack.

d) When battery voltage falls below a minimum threshold, the parking meter will generate an alert prior to the meter going out of service.

e) Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.

f) Current battery voltage for both rechargeable (solar) and non-rechargeable batteries will be available on the meter display and through the MMS.

g) All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.

h) Please describe any unique power management capabilities.

i) Battery shall have a life of at least 5 years. Proposer shall describe how any and all options will impact battery life.

Security / Maintenance

a) Coins passing through the meter shall be deposited directly into secured containers in a separate vault area of the meter.

b) The coin vault areas shall not be accessible from the maintenance compartment.

c) Meters shall be resistant to vandalism and other attacks to remove or disable coin from the

coin boxes.

d) Meters shall have high security locks for all cabinet doors. Include a description of the locks provided. Electronic locks are preferred with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Describe the manual override process in case of power failure or electronic lock malfunction.

Warranty / Proposer Support

a) Proposer shall describe their system warranty and extended warranty options on all hardware and software effective from the date of installation.

b) Proposer shall describe technical support services including 24/7-day customer support help desk availability (including holidays), on-line help features, transaction assistance, on-site support and technical support, during and beyond the installation, trial and warranty periods. Proposer shall describe who is responsible for supporting the meter including any and all subcontractors.

c) The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including:
   i.   Verification of customer's expiration time
   ii.   Verify, log and dispatch reports of meter malfunctions in real time with online tracking

d) Proposer shall provide the City with toll free telephone numbers enabling them to reach Contractor's staff during normal business hours.

e) The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.

Training

a) Proposer shall provide a proposed training outline with their response.

b) Proposer shall provide all training at a location to be determined by the City or its designee.

c) Proposer shall cover all travel costs.

d) Proposer shall describe how upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract.

e) Proposer shall supply and keep current hard and digital copies of all operating, training,

repair and user's manuals, which includes detailed instructions for system usage.

Reporting / Maintenance Tracking / Enforcement

    a) The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.

    b) The MMS shall provide maintenance tracking with automated technical work ticket generation.

    c) Identify existing integrated proposers with the MMS, including but not limited to mobile payment, digital permitting, enforcement infrastructure & LPR technology vendors.

    d) Describe how access to real-time information regarding customer-generated reports of meter or signage problems, and meter-generated warnings and alarms is available to support staff, including maintenance technicians.

    e) The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.

    f) The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.

    g) The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.

    h) The MMS shall provide a maintenance dispatch interface for the scheduling, recording and reporting of error/problem corrections.

    i) The MMS shall provide an online mapping module for parking spaces and meters to identify maintenance and enforcement areas/zones. The MMS shall provide parking program information for enforcement purposes.

    j) The MMS shall allow the remote download of all rate changes, display changes, receipt layout changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.

    k) The web-based MMS reporting analytics tool shall allow for:
        i. custom filtering of data fields
        ii. drop & drag report capabilities
        iii. table creation where reports can be saved for individual or global use

l) The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs

Data / Integration

a) Identify any existing proposer integration that communicates in real-time via API with automated license plate recognition software, enforcement infrastructure and mobile payment technology enforcement applications.

Other Pay Station / Mobile Payment Services

a) Describe suggested public outreach/education campaigns and provide examples of prior successful implementations, including sample images.

b) Describe proposed pay station parking signage and the recommended number of signs per block face / surface lot that address the Historical Preservation Guidelines.

CITATION PROCESSING MANAGEMENT SERVICES & SUPPORT

Overview of Requirements

Park City (City) desires the services of a qualified firm to provide a Citation Processing Management System (CITATION PROCESSING MANAGEMENT SYSTEM) & Support, including Parking Enforcement Hardware, Warranty Support and Delinquent Collections.

As the primary representative of Park City for parking citation processing and collection services, the Contractor shall provide a wide variety of parking management services. The Contractor shall be responsible for the timely production of all correspondence, including notices and letters, the accurate processing of all DMV transactions and the maintenance of records for all city paid parking technology.

The work must be done per these specifications, all applicable and acceptable industry standards, of the highest quality workmanship commensurate with the required work, and completed by the time required.

Citation Processing Management System & Support Qualifications

Proposer must have at least three (3) years of citation processing management and delinquent collection experience, performing similar functions to those outlined in this Scope of Work – Citation Processing Management System & Support section of the RFP, for a minimum of three (3) governmental entities.

Proposer must have experience in providing parking and administrative citation processing management and delinquent collection services with a City that has similar citation issuance levels (15,000 or more annually).

Proposers must have existing Systems meeting the functional requirements of the City. The City will not consider CITATION PROCESSING MANAGEMENT SYSTEM software solutions that are still in development phase and not yet successfully implemented with other clients.

Proposer must be capable of implementing the outlined services with a transition start date of July 1, 2017 and a *go-live* date no later than September 1, 2017. Proposer shall provide an implementation plan that describes any training provided to the City and includes the details associated with the transfer of existing City citation and collections data to the Proposer's Citation Processing Management System and identify any required formats.

A Proposer will be considered "non-responsive" and disqualified from further consideration for the Scope of Work - Citation Processing Management System & Support if the minimum qualifications are not met.

CITATION PROCESSING MANAGEMENT SYSTEM References & Experience

Provide a minimum of three (3) CITATION PROCESSING MANAGEMENT SYSTEM & SUPPORT references from agencies of similar size and a comparable scope of work. Each reference shall include, at a minimum:

- Primary reference contact details, including name, title, address, phone number and email address
- Contract term, including start and end date (operational for a minimum of two (2) years)
- Project summary description must include the following:
    o Similarities to the Park City CITATION PROCESSING MANAGEMENT SYSTEM & SUPPORT specification requirements, including parking and administrative citation processes and delinquent collections;
    o Project service features;
    o The type of handheld enforcement device;
    o Annual performance statistics, including, at a minimum:
        ▪ number of citations processed (electronic & handwritten);
        ▪ number of citations dismissed;
        ▪ number of citations voided;
    o Annual collection rate, as defined by this RFP, for each year of the contract term;
    o Identify and explain any interfaces with other vendor systems, hardware or technology.

CITATION PROCESSING MANAGEMENT SYSTEM Overview

The City is seeking a Citation Processing Management System (CITATION PROCESSING MANAGEMENT SYSTEM) that provides an intuitive and flexible web-based user-interface.

There are 8 Parking Enforcement Officers (PCO) enforcing the Utah Vehicle Code (UVC) and Park City Municipal Code (PCMC) throughout the City. The existing handhelds and printers need to be replaced. Citation management and collection services are presently provided by T2 Systems.

The CITATION PROCESSING MANAGEMENT SYSTEM will be integrated with the Permit Management System (PMS) to verify real-time permit status using the proposed parking enforcement handheld devices.

System Architecture

Proposers shall provide a detailed description of the turnkey citation processing management and delinquent collections software solution and support services to facilitate citation processing and revenue collections.

The detailed description must include:

- a summary of the CITATION PROCESSING MANAGEMENT SYSTEM and delinquent collections architecture and its ability to provide the services required by the City;
- a detailed description of Proposer's web security used for access, reports and credit card processing;
- a detailed description of the CITATION PROCESSING MANAGEMENT SYSTEM and delinquent collection's backup and recovery process;
- a detailed description of Proposer's disaster recovery plan.

The successful Contractor must maintain the highest standards of privacy and security. Proposer shall describe data security of the CITATION PROCESSING MANAGEMENT SYSTEM and delinquent collections, online data security measures and any practices such as encryption, firewall, etc.

Proposals shall also describe the ability of a user to access information in all the data areas indicated above, the ability of the System to build and access linkages in the database that would facilitate data entry, and the proposed System's capability to use flexible ad-hoc query and report writing tools.

System Documentation

Functional Requirements Document

The Contractor will submit the functional requirements documents to the City for approval no later than 30 days following contract award. The documents shall include the following:

- A statement of the constraints within which the System shall function; this shall include a chart showing the relationships between Parking Operations, financial transactions, accounting and reporting, the CITATION PROCESSING MANAGEMENT SYSTEM and the Contractor. The relationships shall be clearly defined.
- A description of the process by which the requirements will be satisfied, including:
  o An overall System narrative.
  o A System flow chart.
  o A data flow diagram that depicts the interaction of System functions.
- An inventory of expected outputs from the System (listings, reports, notifications, displays, etc.).
- A description of the conversion plan and how the new System will interact with the CITATION PROCESSING MANAGEMENT SYSTEM.
- The successful contractor shall provide a System that is fully hosted.
- The successful Contractor will provide a fully tested, functioning citation management System. The System shall comprise all hardware, software, database management, communication networks, reports, forms, notices, and support services. In addition, the System shall be compatible with the City's network infrastructure.
- The Contractor shall provide support services that may include: data entry, error correction, document storage, registrant data acquisition, noticing, report generation and distribution, audit and control processes, quality assurance, telephone and correspondence processing, and operational management of those functions. The Contractor shall also provide sufficient staff with the required expertise to support System applications and its ongoing operation, maintenance, and enhancement.

Operational Requirements

The Contractor shall:
- Promptly notify that utilize on-line Systems of all downtime, and report cause, expected duration, and remedial measures to be taken by the Contractor. The Contractor shall notify City of anticipated downtime at least one hour in advance of the System being taken down.
- Maintain operational integrity of the System and report all changes which would impact the City's ability to use the System.
- Perform routine updates of tables and lists, file reorganizations, software upgrades, and equipment maintenance.
- Provide online or electronic copies of required reports in accordance with mutually agreed upon schedules.
- Provide a user-friendly ad-hoc report writer to allow access to files for analysis and the collection of statistics.
- Demonstrate the above ad-hoc report writer to assure that it will meet the requirements of the City.
- Conduct the daily business or citation control in accordance with the agreed upon procedures.

- Maintain strict control of the privacy, integrity, and safety of all data stored or processed under the terms of the contract.
- The CITATION PROCESSING MANAGEMENT SYSTEM shall provide immediate access to an electronic copy or facsimile of a citation and/or an image of a handwritten citation.
- Maintain staff with the required expertise to identify and respond immediately to any problems affecting the System.
- Conduct ongoing training of City staff in the operation of the System including any enhancements.
- Complete the repair or replacement of all hardware devices that fail to perform as specified. The Contractor shall respond within one working day of a reported equipment or software failure by providing the on-site technical support at the City's premises if the fault lies at a City site.
- Perform scheduled equipment maintenance at such times and in such a manner so as not to impact the on-line user.
- Maintain back-up files and perform device fall back and recovery procedures.
- Modify or enhance the System in accordance with City requests.
- Support the transfer of data in the event the contract is either terminated or has expired and the City elects to select a new Contractor.
- Maintain all citations on the master violation file. All citation records including those archived shall remain accessible to on-line inquiry and payment indefinitely.

Hardware & Software

The Contractor shall provide a complete System, including all data processing hardware and software, sufficient to support the entire City's parking citation processing and collections operations, as well as parking meter and enforcement operations. The Contractor's System shall ensure near 100% availability to accommodate the City's workload. The Contractor shall provide a System that is capable of processing the City workload using current technology.
The complete System shall:

- have the capability to receive, store, process, and generate reports for all citations issued via electronic devices or handwritten.
- be compliant with all UVC requirements related to parking citations including but not limited to, timely printing and mailing of all notices, the scheduling and processing of all required adjudication transactions, the interfacing with DMV system for the retrieval of registered owner information, placement of DMV holds and releases, and posting and updating of payments to and from the DMV system.
- be able to receive credit card payments, inquiry and adjudication requests, and FAQs via the Internet or by phone in real time with immediate update to the database.
- have the capability to provide a cashiering functionality to accept payments in the form of cash, checks, and credit cards and accept inquiry and adjudication requests in person at the local office and online.

- support the City customer service center and secured remote access to the System by City staff.
- be capable of providing managerial and statistical standard reports, custom reports, and ad-hoc reports as requested by the City.
- be PCI compliant, including all components and sub-systems and shall use industry accepted standards for securing data and protecting privacy, and shall be redundant as to provide 100% availability.
- allow for online adjudication and payments. The CITATION PROCESSING MANAGEMENT SYSTEM shall allow customers to pay citations immediately after issuance.
- have a real-time interface will be required with the PMS to provide citation payment status based upon license plate and for PCO enforcement handhelds to verify permit status.

The Proposer shall provide a detailed description of the hosting requirements required for the proposed CITATION PROCESSING MANAGEMENT SYSTEM, including identifying any specific hardware or software requirements. The City requires a fully hosted system.

CITATION PROCESSING MANAGEMENT SYSTEM & SUPPORT Feature Requirements

The major components of the CITATION PROCESSING MANAGEMENT SYSTEM are processing citations, collecting payments and providing customer service for the facilitation of the citation adjudication process. The services provided shall be accurately and consistently monitored, reported, and the City shall be able to conduct in-depth audits of all aspects of services provided.

The Contractor shall provide all hardware, software, equipment and services for a CITATION PROCESSING MANAGEMENT SYSTEM with the following features, functionality and services, at no expense to City beyond the per-citation price identified in the cost proposal:
- Ability to record new citations issued, including identification of the issuing Agency
- Ability for the City and the public to make online, real-time citation inquiries
- Ability to interface on-line and in real time with Utah DMV
- Cashiering/payment processing/noticing/refund/adjudication and audit functions
- Administrative review and hearings modules for contested citations, including electronic imaging of administrative review and hearing requests
- General citation data storage and management, along with flexible reporting options
- Integration with Permit Management System
- Administrative citation processing
- Lockbox check payment processing (optional)
- Printing and distribution of notices (optional)
- Training and user manuals for City staff on CITATION PROCESSING MANAGEMENT SYSTEM maintenance requirements
- Maintenance support services for equipment, hardware and software

The Proposer's response should also address the following general background hosting issues:

- Hosting environment testing process preceding client delivery/access
- Process for application update development, testing and deployment, including client notification and acceptance
- Use of open web application security project protocols
- Security considerations
- Periodic client data extractions
- Service termination considerations
- Architecture diagram showing all servers, sampling of user workstations and handheld devices, indicating lines of communication including protocol and bandwidth requirements
- Technologies employed/required (Windows, Linux, SQL, Postgress, IIS, Apache, PDF readers, etc.)
- Description of communication from handhelds, workstations and server(s) to off-site services other than those indicated in the architectural diagram above

The following are a summary of the CITATION PROCESSING MANAGEMENT SYSTEM feature requirements. Proposer should explain any exceptions or highlight any features of the proposed CITATION PROCESSING MANAGEMENT SYSTEM that support these requirements.

The CITATION PROCESSING MANAGEMENT SYSTEM shall:
- be intuitive, user-friendly and provide simple navigation features;
- be easy to navigate for both the customer and the City, i.e. drop down menus, intuitive processes and icon-driven options (minimal clicking to complete a task);
- provide 24-hour, 7-days/week, 365-days/year customer and staff on-line access (except planned System maintenance and/or upgrades);
- accept credit card payments online (identify any credit card or online transaction fees charged to the City);
- provide the City the ability to edit customer accounts/records (i.e., customer name address, vehicle information, notes, etc.) and maintain a centralized audit history for all inputs and changes for each customer account and by whom the task was completed;
- allow for notes to be added by City staff to citation files during and after the citation process including a record of who completed the entry;
- allow City staff to search, update information, perform queries and run reports and reconciliations;
- allow for the option to send prefixed editable letter; CITATION PROCESSING MANAGEMENT SYSTEM shall automatically generate PDF copy of letter to be attached to the citation history;
- store email and letter correspondence letters with easy ability to access and review;
- have customizable permission based user groups for different levels of access for City specific to the user's roles and responsibilities, (i.e. clerk, supervisor, manager);
- provide report creating tools with various criteria selections.

* The CITATION PROCESSING MANAGEMENT SYSTEM must be PCI compliant. The real-time bank card authorization process is PCI Level 1 compliant and hardware/software must be PA-DSS validated at time

of proposal submission. Proposer must provide evidence of Payment Card Industry-Data Security Standard (PCI-DSS) compliance at time of submission and then annual thereafter.

Proposer shall describe any limitation on the size of the Notes section and identify the City's ability to view/access previously inputted Notes.

Proposer shall provide a screenshot example of an audit history associated with citation file.

New Citation Processing

The Contractor shall provide all equipment, hardware, software and technical support for all phases of citation processing, from initial entry of a citation into a database to final closure by payment, dismissal, or other disposition.

The Contractor shall provide a complete System, including all support personnel, that is capable of processing over 15,000 handwritten and electronically generated parking citations per year.

The proposal must describe the System's ability to provide active on-line retention of citation data for at least five (5) years, and on-demand access to archived citation records for a period of at least five (5) years.

Proposals shall also describe procedures:
- For ensuring that each electronically generated citation has a unique number to avoid duplication;
- For providing on-demand an electronic facsimile of all citations generated by handheld units and manually inputted handwritten citations;
- For providing real-time citation processing so that citations that are issued may be paid instantaneously;
- For providing "voided", "cancelled" and "warning" computer generated citations that can be identified by query;
- For providing electronic citations issued to citizens who leave the scene of a violation, so that a facsimile of a citation can be mailed to the registered owner (RO) within two (2) days of issuance;
- For processing electronic citations that are subsequently corrected so that a facsimile can be mailed to the RO with a notice of correction; and,
- For providing an audit trail that lists the status of all citations by number, regardless of disposition (i.e. paid, damaged, destroyed, etc.).

Citation Processing from Automated Handheld Devices

The Contractor shall completely manage and process citations issued by the handheld enforcement equipment.

Contractor shall provide an automated interface with the proposed handheld equipment, such that the transfer of data records captured in the field on handheld units are automatically transferred to the CITATION PROCESSING MANAGEMENT SYSTEM and appropriate information collected and maintained by the CITATION PROCESSING MANAGEMENT SYSTEM is communicated to the handheld equipment.

The handheld computer ticket writers shall allow citation data, as well as other types of information to be electronically transmitted.

The Contractor shall be responsible for ensuring the integrity of the transmission and reconciling the number of citations transmitted with the number received and processed. Proposer shall provide a thorough description of the data transmission and reconciliation procedures that are proposed.

The handheld equipment will transfer database files containing citations issued, voided, cancelled, etc. to the CITATION PROCESSING MANAGEMENT SYSTEM in real-time. The CITATION PROCESSING MANAGEMENT SYSTEM must respond to the transfer of this information with the following records:
- A file containing an audit trail that defines all citations and field maintenance requests received and deposited into CITATION PROCESSING MANAGEMENT SYSTEM files.
- A file consisting of VLNs/VINs of vehicles that are eligible for booting, towing or that have been reported as stolen.
- RPP & Employee permit status validation.
- Any code table files that have been modified since last transmission.

The System shall provide a Drive-Away option when a citation is completed. When drive away is selected, the citation will be automatically dispatched to a printing queue for processing by the selected contractor. Drive-Away citation notices shall be processed and printed by the System within two (2) business days of receipt. The citation status, including date printed and mailed, shall be tracked on the audit trail record. Proposer shall describe the procedure for processing electronic citations issued to motorists who leave the scene of a violation ("driveaways").

The System shall support a handheld incident report module that allows a user to input detailed incident records (follow up reports) to be tracked and attached to the corresponding citation notice. Incident reports shall include the same information as the citation and allow the user to document a more detailed accounting of an incident, along with supporting images. The System shall identify the citation number as the case number associated with the incident record. Proposers shall identify any maximum limits on the space allowed for incident reports.

Users shall have the ability to access the report module and input from a handheld or via a System log in. The user shall have the ability to print reports to letter, legal and ledger size. All associated records for each citation, including from the report module, shall be retained with the case file and have the ability to be queried and reviewed by a designated user.

Proposer shall describe the option for warning notices to be issued and tracked.

Handwritten Citation Processing

City staff will be responsible for inputting handwritten citations into the System. The System shall:

- Provide a clear, archive quality record of each citation and assign a sequential document locator number to each record.
- Provide clearly readable reproductions of all records upon request from the public or the City within 48 hours of request.
- Record on the database the following elements from each handwritten citation:
    - Citation Number
    - Issue Date
    - Issue Time
    - City
    - Vehicle Make
    - Vehicle Model
    - Vehicle Type
    - Vehicle Color
    - Vehicle License Number
    - License Plate State
    - Registration Expiration Date
    - Vehicle ID Number (last four (4) or full VIN)
    - Officer Badge Number
    - Violation Code
    - Violation Name
    - Location of Violation
    - Permit Number
    - Meter Location Number
    - Fine Amount
    - Any Comments or Notes
    - Handheld Device Number

Process citations voided by authorized City personnel as a separate transaction type which designates them as "voids" or "closed" and record balance due of zero for each voided citation.

The City shall retain all original citation documents.

Scofflaw

The System shall maintain and update scofflaw files on a daily basis to be recognized by handheld devices and any designated LPR equipment.

Proposer shall describe the capability for a PCO to query a license plate for scofflaw/delinquent citation status. Also, describe how the PCO is notified when a scofflaw license plate is identified.

Proposer shall describe how the handheld equipment supports the scofflaw process including any integrated automated processes including how the System verifies the number of delinquent citations before a vehicle can be booted or towed and describe any DMV status check using a real-time, automated interface with DMV.

Proposer shall describe the transfer and implementation of the existing scofflaw database including any data formatting requirements.

Citation Inquiry

The Contractor shall provide on-line, real-time access to all citation data, vehicle registration owner data, and complete records of all processing status and public contacts by phone or mail. The System shall provide such data by detail category, as well as in a summary format. The data retrieval System shall be able to accommodate the requirements of the City's Administrative Adjudication Program and any other specialized program. The System shall also provide graphical user interface capabilities for all System functions including, but not limited to, screens, menus, data retrieval and reports.

The CITATION PROCESSING MANAGEMENT SYSTEM shall display cross-referenced information for the VLN, including RO name and address, name and address of any subsequent owners that have received citations, detailed information on each citation, total amount due, effective date of ownership, payment history data and status indicators showing certain conditions, such as a bad check or unpaid administrative Fees. The information to be displayed shall be determined by the City for each citation. The CITATION PROCESSING MANAGEMENT SYSTEM shall have the ability to alert the user if more related data is available that is not displayed on the current data screen.

Proposals shall explain how the proposed System will provide, at a minimum, inquiry capabilities that will allow users to retrieve citation data by entering the appropriate information into one of the following citation data fields:

- VLN
- VIN
- Citation number
- Full or partial name of the Registered Owner
- Citation location
- Badge or other ID number of person who issued the Citation

If multiple entries exist for one of the given criteria (except for citation number), there should be a menu from which the user may select a desired record.

The System shall have controls, checks and balances sufficient to ensure data integrity for all information processed for the City. Full audit trail information for every processing transaction shall be captured and retained for each citation per the City's data retention policy (5 years). All processing activities, including direct public support transactions, shall be subjected to detailed audit by the City.

Citation Display

The Contractor's System shall provide on-line, real-time display of citations that share a common characteristic. For example, entering an individual VLN shall generate:
- A display of all citations assigned to the VLN, and if the VLN is associated with more than one RO, the System shall display the date of the change in RO;
- The option of displaying only those citations that are "open," with an unpaid balance owed;
- Display of citations that meet City's criteria for vehicle impound eligibility;
- Display of all citations currently identified by DMV for a hold on registration renewal;
- Display of citation assigned whether it be special collection status; and
- A visible indicator that further research is required when additional VLN records exist for an individual vehicle owner or operator. The system shall have the ability to display all VLNs related to an individual on a summary screen to improve City's ability to collect fines from owners of multiple vehicles.

Proposals must describe the proposed system's ability to provide the citation display functions listed above.

Split Plate Logic

The Contractor's data processing System shall reliably and automatically compare the issue date of each citation with the vehicle registration date information on file at the DMV. The System shall use registration date information to assign legal responsibility for each citation to a registered owner based on the effective date the license was assigned to an individual by a motor vehicle registry. Citations issued before a change in registered owner shall be assigned to the previous owner.

The Contractor's System shall also accommodate the manual entry and processing of owner name and address information. The System shall track all manual changes.

In addition, the Contractor's processing System shall provide on-line, real-time display of multiple citation records for a single plate, split by date of ownership.

Customized Information

The Contractor's System shall be capable of providing user-specified methods of inquiry and present information in formats determined by the City. The Contractor's System shall be dynamic and capable of being readily and efficiently adaptable to changes in policy, user preference, or future changes in the

processing, collection, and public service environment. At a minimum, the following categories of data shall be available, but is not limited to:

- Citation Information: issuing City, issue date, badge number, location of the violation, meter number, license plate number, license plate state, vehicle make/model/type/color, VIN/last 4 of VIN, registration expiration date, violation code, violation name, handheld device number, permit number, fine amount and comments or notes written on the citation.
- Payment Data: payment amount, source (lock box (when applicable), walk in, online, DMV), method of payment (cash, check, etc.), and payment processing date. Note: All payment data shall be in an on-line, real-time environment.
- Fine Status: original fine amount, late payment penalty, collection amount, total paid, total reduced, total due, amount overpaid, reason for overpayment including all data processing support required to meet the City's legal obligation to refund overpayments.
- Citation Processing Data: date citation updated to System, batch number and date, date of next processing step, notice dates.
- Vehicle Information: vehicle identification number, make of vehicle, year of vehicle, month and year of registration expiration, vehicle body type and color.
- Noticing Information: complete listing of each notice mailed with the actual mail date displayed.
- Administrative Hearing Information: date hearing requested, date hearing is to be held, hearing time scheduled, rescheduling date (if applicable), disposition, and any reduction in fine.
- Case Status: amount due, amount paid, current suspend code and description, date temporary suspension is removed, and "Contest Status" (a field that shows where a citation may be on the administrative adjudication timeline).
- Administrative Review Summary: citation issue date, time and reason for administrative review and date processed, last date to contest the citation, administrative review decision and date decision entered and mailed to registered owner or complainant.
- Correspondence Information: types of correspondence letters mailed, with the date and time of processing.
- General Citation Information: citation number, issue date, issue time, city, officer badge number, violation code, location of violation, meter location, handheld device number, permit number, amounts of fines due, and any comments or notes.

This information shall be available through an integrated database, which allows:

- City staff to know what data is on the ticket, what enforcement and adjudication actions occurred, and what notices have been sent. This data is used primarily to expedite a resolution to public inquiries.
- City Hearing Examiner to have ready access to all information required for a fair hearing.
- City personnel to see all citation data, the enforcement actions that occurred, all citation collection noticing, when a court hearing or administrative review took place and the outcome of each, and complete information on the vehicle's registered owner, and the name of the person responsible for the citation (if different than the registered owner).

- City staff to analyze data to conduct parking meter investigations and respond to public complaints.
- City accounting staff to pre-audit, review and process refunds and bounced checks, audit and reconcile revenue distributions, and balance all deposits with Contractor and City records.
- Parking enforcement staff to obtain detailed parking control officer information, identify errors, analyze trends, determine officer deployment, and continually enhance geographical deployment requirements.

Citation Selection

To facilitate the examination of citation information, the Contractor's System shall have the capability of on-line, real-time display of citations with a common characteristic. For example, entry of an individual license plate record shall result in the System displaying:
- All citations assigned to the license plate;
- The option of displaying only those citations which are "open," with a positive balance owed;
- An indicator for all citations currently marked at the DMV for a hold on registration renewal; and
- An indicator which gives an on-screen warning that additional license plate records exist for an individual vehicle owner or operator. This shall be used as an indicator that further research is required. The System should be able to display all license plates related to an individual on a summary screen in order to improve the City's ability to collect fines from owners of multiple vehicles.

Proposer shall describe how the System will differentiate records with the same name and verify how fees will be applied to the correct record.

Citation Detail

For each citation record, the Contractor's System shall enable the City to access in an on-line, real-time mode, at a minimum but not limited to, the following:

- **Summary Citation Data**: citation number, VLN, VLN state of issuance, VIN, issue date, issue time, city, officer badge number, violation code, location of violation, meter location, handheld device number, permit number, amounts of fines due, any comments or notes, and current processing status.
- **Enforcement Data**: Badge or ID number of the person issuing the citation and issuing City code.
- **Vehicle Data**: VIN, vehicle make, vehicle color, vehicle type, RO name and address as provided by the DMV and effective date of vehicle ownership.
- **Financial Data**: The original fine amount plus the dates and amounts of any fees that have accrued.
- **Mail Data**: The mail date and description of all notices or correspondence letters mailed, including all return information such as alternate addresses. Electronic images of all correspondence must be available via the System online within one (1) day of receipt.

- **Processing Data**: The processing batch date and number, date on which the citation was updated, the date RO information was requested and received from the vehicle registry and the date that a registration hold was placed, confirmed and released by the DMV.
- **Registry Data**: The vehicle make as recorded by the DMV, the date on which ownership data was recorded and dates that indicate returned mail or registration non-renewal.
- **Administrative Review Data**: The date and time of administrative review and disposition of citations following administrative review.
- **Adjudication Data**: The date, time and location of an administrative hearing and disposition following the hearing.
- **Phone-in, Walk-in Data**: For all phone inquiries or in-person contact with Customers.
- **Suspend Data**: The date and time a temporary suspension is applied to a citation that stops normal citation processing, the identification of the person implementing the suspension, type of suspension and the date that suspension is to be removed and normal citation processing is to resume.
- **Location:** The GPS location on a map for each citation.
- **Correspondence Data**: The date, time, code and description of all correspondence mailed relating to a citation.
- **Case Status:** all requests for administrative review are recorded including last date for requesting administrative review, dates received and letters mailed as a result of decision from the initial review and date forwarded to the City.
- **Payment Data**: Payer (individual who paid), Payment date, payment source (lockbox, walk-in, DMV, mail), payment amount, method of payment (cash, check, etc.), payment batch number and payment processing electronic tracking number.

Proposals shall describe in detail the citation querying capability of the System, with specific attention to the ability to relate all the above information in a single inquiry function.

Additional Remarks

The Contractor's System shall be capable of capturing additional remarks beyond what is recorded in the handheld unit to permit the input of additional information regarding a citation. Access to the remarks screen shall be available for every citation record. Data entry on the screen must be controlled by access authorization. Once a remark is added and saved to a citation record, that remark and its associated information may not be edited, deleted or otherwise altered.

The remarks screen shall be a free-form screen that allows both alphabetic and numeric characters. Data entry shall be allowed until the entire screen is filled. Automatic, real-time spell/grammar check will occur as remarks are being typed. Any incorrect spelling or grammar shall be highlighted. Additional remarks may be entered by accessing additional remarks screens, with no limit on the number of remarks screens that can be associated with a particular citation record. Multiple screens shall be displayed in chronological order with the screen containing the most current data being displayed first.

The System shall provide the user with the ability to add remarks once a citation record has been retrieved. System users will add remarks records by either a drop-down menu selection or a clickable icon. Upon opening the "add remarks" screen, the System shall automatically populate the remarks record with the following required remarks fields:

- The date the remark is entered,
- The time remark is entered, and
- User ID fields identifying the person opening the "add remarks" screen which cannot be altered once the transaction is entered and saved.

All remarks records already entered shall be retrievable by citation number, VLN or RO name. The System must allow the user to display a list of already-entered remarks upon opening a citation record either by means of a drop-down menu or a clickable icon. The list of remarks associated with a citation record shall display the date the remark was entered, the time entered and the user ID of person who entered the remark. Each remark shall be listed in reverse chronological order, with the most current remark record listed first. The System shall allow the user to select a remarks record by clicking on a listed remark to open the detail of the remark record selected.

Citation History

On-line real-time access shall be provided for a history of all citation activity, which displays all processing transactions associated with a single citation. There shall be a display which includes every transaction related to an individual citation and which forms a permanent audit trail for future inquiry and research. All transactions shall be listed in chronological order, with the transaction type (payment, hearing, etc.), transaction date, user identification of the person who processed the transaction, and all other codes and information applicable to the transaction. The history shall also detail all collection activity (including the escalation of collection processes along with the transition of collection fees), collection and correspondence notices by type, date and mail date, cashiering activity, and complete historical data such as name and/or address changes or other manual or automated corrections and revisions.

License Detail

Detailed information related to a particular vehicle license plate shall be immediately accessible in an on-line, real-time environment. Like the information required for citation activity, license plate detail shall include information related to a single license plate, separated into various categories, including:

- General Information: the license plate, effective date of vehicle registration, vehicle identification number (VIN).
- Registry Information: the dates on which DMV data were requested, returned from DMV and confirmed or errors noted, processed by the Contractor by updating the data base with registered owner's full name, address and vehicle identification number.

- DMV Hold Data: the number of citations charged to the license plate that are currently confirmed and on hold at the DMV, and data on the holds that have been released.
- Seizure Data: the number of citations which count toward eligibility for immobilization (booting) or seizure (towing), as set forth by State law, and the total amount of fines these citations represent.
- Returned Mail Data: the date that any notice or correspondence was returned by the Post Office as undeliverable.
- Correspondence Mail Data: reverse chronological listing (most recent listed first) of correspondence mailed to the responsible party for a citation, including the date and time mailed and the type of correspondence.
- Summary of Fees: all penalties charged against the responsible part for a vehicle license plate, with any payments or penalty waivers recorded and displayed.
- Financial Summary Data: the total amount of fines and fees due for an individual vehicle and existing unpaid balance.

DMV Data Integration

The accurate and timely acquisition of RO information is critical to the success of processing citations.

The Contractor must provide a System with the ability to immediately retrieve vehicle-related information in a real-time, on-line environment from the Utah DMV and integrate it into the CITATION PROCESSING MANAGEMENT SYSTEM. The Contractor's Systems must also use available communication mechanisms to obtain the same information from all other state motor vehicle registries. This process must include continuous on-line, real-time placement and release of vehicle registration holds with the Utah DMV and other states' registries whenever possible. In addition to the name and address of the RO of a cited vehicle, the full VIN shall be collected and displayed in a format that permits a direct comparison with the VIN entered from the original citation. The System shall record this data for future use in authorized collection activities.

The Contractor must ensure that the System will protect confidentiality with regard to all data obtained from the DMV. Proposals should explain what controls will be in place to protect the confidentiality of customer DMV information.

The Proposer must describe how DMV information will be viewable by users of the CITATION PROCESSING MANAGEMENT SYSTEM. A detailed outline with screenshots of the information available shall be included with the Proposer's submission.

Name and Address Processing

The Contractor's System shall record when mail sent to a registered owner is returned as not deliverable. The bad address information shall be retained and displayed until updated information is received.

The Contractor's System shall compare the issue date of the citation with the registered owner information on file at the DMV to determine the registered owner responsible for the citation. Responsibility for a citation shall be assigned to those citations issued after the effective date of the vehicle registration. When two or more distinct owners exist for a single license plate, the System shall split the record and create a separate record assigning responsibility for citations based on the effective date of registration.

The Contractor's System shall be able to process all DMV name and address transactions required to support City parking operations.

Proposer shall describe the capability of the proposed CITATION PROCESSING MANAGEMENT SYSTEM to perform the following name and address processing functions:

- To process all DMV name and address transactions required to support real-time City parking operations.
- To interface directly in real-time with the vehicle registration database maintained by the Utah DMV.
- To process error messages resulting from returned DMV information.
- To obtain RO information within forty-eight (48) hours of a new citation record being updated or entered into the database.
- To obtain VLN information where the initial request is returned because name and address information was not available ("no hits").
- To ensure the accuracy of all data returned by the DMV prior to updating the citation database.
- To query DMV for RO information using either VLN or VIN.
- To document when mail sent to a RO is returned as undeliverable, to maintain and display such undelivered notices in the citation history and to retain and display the incorrect address information until updated information is received. The System shall retain a history of names and addresses.
- To schedule the processing of additional inquiries to DMV to obtain RO information when City determines that the RO on file is no longer the vehicle owner and should not be held responsible for the citation, or when mail is returned from an incorrect address. Proposals shall also note how this schedule will be evaluated as the number of positive responses based upon repeat cycles.
    - The System needs to report DMV hold rejects, including specifying when the DMV hold is rejected because of too many hold on the System or when no registration is on file for more than two (2) years.

Out-of-State Registry Interface

The Contractor shall retrieve name and address information from each of the 50 out-of-state vehicle registries (49 non-Utah states and the District of Columbia) as well as all the Canadian Transportation Ministries that permit registration name and address acquisition.

The Contractor's staff shall ensure the timely, legal acquisition of out-of-state DMV data on a schedule determined by the City. The Contractor shall also maintain current and complete interface specifications, and in-depth knowledge of state-specific data formats and registration update schedules.

The Contractor shall provide comprehensive quality assurance to guarantee proper vehicle ownership identification and data integrity. With each request and return cycle for each state, Contractor's staff shall check record counts, edit rejects, match rates, and match failures.

The Contractor shall validate critical data fields (e.g., vehicle make, registration renewal dates, state abbreviations) through interpretation and comparison of data from the citation and data received from the vehicle registry. As with vehicles registered in Utah, the Contractor shall be able to recognize and accurately split out-of-state registration records based on changes in ownership.

The Contractor shall provide reports to the City to document, monitor, and control the processing of citations issued to vehicles registered out-of-state.

Registration Hold Interface

The DMV allows local jurisdictions to add any fine amount for unpaid citations to the bill for annual vehicle registration renewal. This is called "placing a hold" on vehicle registration and is the most effective means of forcing payment of delinquent citations for vehicles registered in Utah. Each step of the registration hold and hold release process shall be completely documented by the CITATION PROCESSING MANAGEMENT SYSTEM.

Proposals shall describe the proposed System's ability to provide the following registration hold functions:
- To provide an on-line, real-time interface with the DMV to place these holds and to release them when a citation is resolved or moved to collections, to automatically forward information required by the DMV for registration hold processing, and to document acknowledgment of receipt of required information by DMV.
- To release the registration hold at the DMV within one (1) day of citation payment or to suspend DMV processing when payment or suspend transactions are applied to the citation record.
- To update the citation history for each citation associated with a registration hold to indicate the most recent processing step in the hold cycle.
- To monitor and produce reports of registration hold and release transactions with the DMV, and correct any errors.

DMV Payment Transfer Update

The CITATION PROCESSING MANAGEMENT SYSTEM database shall be updated with all citation payment transaction details and payment notices. Information received from the DMV about payments made to the DMV shall be reconciled with the CITATION PROCESSING MANAGEMENT SYSTEM. Because the DMV payment and the records for the payments made come separately, the Contractor will not post DMV payment information unless approved by the City.

Proposals shall describe the proposed System's ability to process and account for payment transactions associated with money collected by the DMV.

Registered Owner (RO) Reconciliation

Proposals shall describe the proposed System's ability to provide the following RO reconciliation functions:
- The ability of the data processing System to reliably and automatically compare the issue date of each citation with the vehicle registration date information on file at the DMV. The System shall use registration date information to assign legal responsibility for each citation to a RO based on the effective date that the VLN was assigned to a particular individual by a motor vehicle registry. Citations issued before a change is registered shall be assigned to the previous owner.
- The ability to accommodate the manual entry and processing of RO name and address information to accommodate any data entry errors.
- The ability to provide on-line, real-time display of multiple citation records for a single VLN or VIN, defined by date of ownership.

Status of Protested Citations

Utah law requires that local jurisdictions provide an administrative protest procedure for parking violations. Therefore, the Contractor must provide a System that accurately displays all dates relevant to the status of a protested citation, including the citation issuance date, the date of mailing a notice of delinquent parking violation, and the date of receipt of a request for an administrative hearing.

Proposals shall describe the System's administrative review and administrative hearing process.

Temporary (Incomplete) Citation Record

A temporary citation record is used by City when inquiries are made about a citation or when a request is received to contest a citation or payment mode for a record that has not yet been updated. The temporary record serves as a marker and exists as a record against which transactions are processed.

When the actual citation record is updated to the database, temporary records shall be merged into the record with the actual citation information. Processing dates, times and codes from the temporary marker shall be retained and permanently recorded as part of the citation history.

Proposals shall describe the proposed System's capability of adding a temporary citation record to the database prior to the actual citation being posted to the System.

Data Correction and Audit Trail Record

When a citation record is corrected the CITATION PROCESSING MANAGEMENT SYSTEM shall update the citation record with the new data, and retain a history record of the prior data. The history of the transaction or "audit trail record" shall record the date, time and log-on ID of the person making the correction. The System shall have different security levels for different categories of record changes, as specified by City.

When crucial data fields such as violation code or VLN are corrected, the System shall automatically perform any necessary processing actions. These shall include sending a new name and address request to the DMV or reinstating a citation into the noticing cycle.

Proposals shall describe the System's ability to permit manual correction of specified data fields on a citation record and any automatically generated actions caused by such corrections. The City shall have the ability to correct data fields like make, model, and VLN based on specific employee logs.

Financial Adjustments

Various financial adjustment transactions shall be routinely processed to update the parking citation database to accurately reflect conditions which occur after a payment is received. These transactions are processed by the Contractor often while in communication with City Accounting staff.

The System shall permit the input of financial adjustment transactions, such as, but not limited to, returned checks or refunds. The adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a citation, or reopening a citation. The System shall generate appropriate notification letters that would automatically be sent to the appropriate party advising of any such actions.

Financial adjustments shall impact the report on revenue distribution, which shall be received within the time mandated by the City and redistributed.

Copies of Parking Citations

The original copies of parking citations shall be stored and secured by the Contractor for a period of five years from the issue date. Copies of citations shall be produced upon request at no additional cost to the City or public.

The System shall have the ability to store images of both the front and back of the original copies of manually prepared citations, and the Contractor shall store the images for a period of five (5) years from the issue date. The System shall reproduce electronically generated citations in a user-friendly form upon request. Handwritten and electronic citation copies must be accessible by querying a citation number in the CITATION PROCESSING MANAGEMENT SYSTEM database.

Proposals shall describe the System's ability to provide copies of citations on demand.

Electronic Archiving and Retrieval

The statute of limitations on a parking citation is five (5) years from the date of issuance. The Contractor's archiving process shall remove citations that are closed from the active CITATION PROCESSING MANAGEMENT SYSTEM database but all closed citations must be retained for five (5) years.

Proposals shall describe the System's ability to provide the following processing capabilities:

- Any citation that is five (5) years old, whether or not it is resolved, is to be removed from the current citations database and electronically stored. The only exceptions are citations that are the subject of civil litigation that began before the five-year anniversary. In these cases, the citations cannot be archived until City notifies the Contractor that the litigation is resolved.
- All archived historical data shall be maintained so that it may be retrieved for use in management reporting and auditing.
- The System shall indicate whether VLNs in the current database have additional citations that have been archived. This indicator shall be readily discernable to inform users that other citations associated with a VLN exist.
- Proposals shall be capable of restoring archived records to the database within seven (7) days after receipt of a request from the City.
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The City encourages Proposers to provide technological alternatives for archiving that allow easy retrieval of records and the ability to use information over time. City is not interested in data retention that cannot be loaded back into the System or that limits the inquiry paths that can be used. Similarly, City is not interested in a System of archiving that would no longer be effective if the operational database or software programs were modified.

Administrative and Customer Service Functions

In addition to providing the CITATION PROCESSING MANAGEMENT SYSTEM solution, Proposers shall offer optional administrative and customer service support functions as part of their proposal. To meet City's processing needs, the Contractor's System shall be online, real-time, user-friendly, reliable, integrated, flexible and auditable. Proposers shall submit a full explanation of how the System shall meet City requirements for each of the functions listed below:

- Contractor shall provide customer support services available by a toll-free phone number to the City of Park City, Monday through Friday, from 8:00a.m. to 5:00 p.m. Pacific Time Zone. Live operator support must be available to support customers during these hours.
- Contractor shall document all customer service contact associated with a customer account. Proposer shall describe how the CITATION PROCESSING MANAGEMENT SYSTEM tracks and accounts for customer service support.
- Contractor shall input and process online payments within one (1) business day of receipt, including making daily bank deposits in the City's bank account. Payment date shall be based upon the date of receipt. Postmarked envelopes need to be retained as part of the citation record file.
- Proposer shall describe the accounting and reconciliation workflow to ensure accurate and timely deposits in to the City's account.
- Proposer shall describe online System support for both the customer and City staff.

Online Cashiering Support

The online cashiering System will allow the City to accept payments for all fees for single or multiple citations issued to one license. It will also be capable of accepting cash, check, credit card or money order payments and will mark them accordingly on the System.

- All methods of payment for a citation must accompany the citation record. Checks must be copied and linked to the citation in case of future refund to verify the payee.

In rare cases of downtime, the System shall have the ability to continue to accept payments and will apply the information once the System is back online. Payments received in the form of cash, or cashier's check for citations with a hold on the vehicle registration will be immediately released from the DMV.

The equipment that shall be used for processing and recording citation payment information shall operate in a real-time mode, and the Contractor shall provide the capability to continue accepting citation payments during times when data communication lines are temporarily inactive. The contract shall require that such transactions be transferred to the processing database once communications are restored, within the time limits set forth in performance requirements.

The Contractor's System shall print a parking citation payment receipt, in a form acceptable to the City, which shall provide the public with an easily recognizable record to be used as proof of payment. The receipt shall display all citations paid, the total amount paid, the amount tendered and any change

given, the license plate of the vehicle which was improperly parked, the name or identity of the person processing the payment, and the time and date the payment was made. The System shall also provide a clear auditable record of payments received. The audit trail shall include citation number, payment date and time, payment amount, payment method, and the name or identify of the staff member who accepted payment and made the entry. The Contractor shall provide a printer and a journal printer to facilitate daily balancing and audit of all payment transactions received and processed. All transactions are subject to audit by the City and the City Auditor, at any time, without advance notice.

The Contractor's on-line cashiering System and support personnel shall be able to process payments of citations that have not yet been entered on the database, payment of single citations, multiple citations, and citations on one or more vehicle license plates, in an on-line real-time environment. The System shall be able to perform all necessary actions to release DMV holds or change vehicle seizure eligibility based upon citations that have been paid. In addition, the System shall be able to process City-imposed penalties and fees, including but not limited to returned ("bounced") check fees due to insufficient funds. The Contractor's System shall be capable of accepting and identifying whether payments were made in cash, credit card, by check, or money order. Copies of checks or money orders are retained in case the payment applies to the wrong citation or a refund is required.

The Contractor's System shall incorporate security and financial control measures that will insure at a minimum:

-   password security to gain access to the System;
-   segregated cash out, by operator;
-   separate totals for cash, check, and money order; and
-   operator name or identity, date and time as a record for each payment or adjustment transaction.

The Contractor's reconciliation process of all payment transactions shall include balancing of monies received to a report that is automatically generated listing the totals by method of payment.
All transactions shall be updated to the Contractor's System in an on-line, real-time mode within the one Working Day timeframe.

Pay-By-Web System

The Contractor shall provide a pay-by-web service (PWS) that allows customers to pay one or more citations via the internet using a credit card. This service must be fully integrated with the CITATION PROCESSING MANAGEMENT SYSTEM, and City must be able to audit all transactions. The PWS shall accept credit card payments, and then credit the citation processing System and deposit monies collected into City's credit account. The page shall ensure that all transactions are secure according to PCI Standards.

The Contractor shall be required to provide all hardware and software required to interface with the Contractor's System and a credit card clearinghouse in order obtain real time authorization and eliminate chargebacks.

Detailed information pertaining to each transaction, including credit card number, registration, date and time of transaction, authorization status and amount of payment must be captured and retained. The system shall provide operational and management reports and appropriate audit trails to monitor the performance of the System.

All pay-by-web transactions and the transfer of funds to the appropriate bank accounts must be confirmed within twenty-four (24) hours.

The Contractor must reconcile all pay-by-web transactions and transferred amounts, and resolve any discrepancies. Funds from all pay-by-web transactions must be distributed through the revenue distribution formulas required by the City and by State law.

The Contractor's System must ensure security of internet-based transactions by implementation of firewalls, public key information and data encryption. System must be compliant with any City standards established for e-commerce applications

Any fees to be charged to the customer shall be identified.

Proposals shall describe how the above provisions will be provided for the PWS.

Americans with Disabilities Act Compliance

Contractor will provide a website that is in compliance with all applicable ADA standards and requirements. Information on ADA requirements for websites can be downloaded at http://www.ADA.gov. Contractor should pay particular attention to web design standards regarding compliance with the regulations pertaining to the use of "web frames" and "screen reader equipment."

Web / URL Address

Contractor shall supply a website URL (that customers can click to which will automatically link them to a web page which will allow them to enter their parking ticket number or other identifying information. The website shall be designed in a way that once the Park City portion of the website is entered, all other jurisdictions are "masked." For example, once the customer has connected to the Park City URL, they should not have to sort through a list of other cities or jurisdictions to enter their information.

Privacy and Security Policy

Contractor agrees to use the highest level of data security and data privacy in regards to all transactions

with the Park City customers. Web based data traffic which includes our customer's names, addresses, parking ticket numbers, or credit card numbers should be encrypted using industry standard 128-bit encryption Systems. Contractor further agrees, to keep all City customer data private and secure. Contractor will not share, sell, or otherwise access City customer data for reasons other than the normal processing of payments or as otherwise required by law.

Contractor's website shall notify City customers of Contractor's data security and privacy policies before accepting customer payment. Before City customers submit their payment for web based processing they shall be given the opportunity to read, and agree or disagree to Contractor and City's data privacy and security policies. If customer agrees to said policies; they can click an "I AGREE" icon and payment will be made. If customer clicks "I DO NOT AGREE", the transaction shall be canceled and customer shall be presented with a web page with information on alternate payment methods and the City contact information. If customer transaction is canceled in this manner, all of the customer's personal identifying data shall be removed from System.

Lockbox Processing

The Contractor shall provide a verifiable System capable of processing payment transactions received by the City through the mail. The accurate processing of mail-in payments is critical and directly affects subsequent collection actions, such as the application of late penalties, delinquent noticing, and applying registration holds at the DMV.

The lockbox will be managed by the City.

The System shall provide adequate levels of control, audit, and redundancy, to ensure the accurate and timely processing and update of mail-in payments.
Proposers shall explain the System processes for handling overpayments, duplicate payments and unidentified payments on a real-time basis.

Accounting

Transaction Accounting

The System shall reconcile all transactions updated to the database based upon the individual needs of the City. A daily report shall be required that balances the number of transactions in a given day, citations updated, parking citation payments, payments held in suspense, corrections, administrative hearings and dispositions, updated name and address information, returned mail, and DMV processing.

New citations added to the database shall be balanced and reconciled through all stages of processing from initial entry, to batching for data entry, subsequent processing, and updates to the System.

Daily transaction reports shall be issued to reconcile the correspondence processed by City, especially citation suspensions.

Accounting Reconciliation

Proposals shall describe the System's ability to provide the following financial reconciliation functions:
- Reconcile all transactions updated to the database. A report will be required which balances the number of transactions in a given day, citations updated, payments, corrections, administrative hearings and dispositions, updated name and address information, suspends, returned mail and DMV non-renewal processing.
- Balance and reconcile new citations added to the database through each stage of processing, from initial receipt, batching for data entry and copying to actual data entry and update to the Contractor's System.
- Produce transaction reports that shall be used to reconcile the correspondence processed by the Contractor, especially any Citation suspensions.

Financial Adjustments

Proposers shall provide a complete description of the proposed System's ability to perform the following functions:

- Permit the input of financial adjustment transactions, such as returned checks or refunds. The adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a citation or reopening a citation. The System shall automatically generate, track (within the CITATION PROCESSING MANAGEMENT SYSTEM) and send appropriate notification letters to the appropriate party advising of any such adjustments.
- Refund and notification processes and the audit trail to record these transactions.
- Display financial adjustments on the report of revenue distribution.
- Process returned check transactions, send correspondence to the customer advising of the consequences and penalties applied because of the returned check transaction, update the citation information on the citation database and resume normal noticing and processing of the citation.
- Permit the input of financial adjustment transactions, such as returned checks or refunds. The adjustments may include reversing an entire payment, modifying a payment amount, altering the amount due to close a citation or reopening a citation. The System shall automatically generate and send appropriate notification letters to the appropriate party advising of any such adjustments.
- Display financial adjustments on the report of revenue distribution.

Refund of Overpayments

The CITATION PROCESSING MANAGEMENT SYSTEM shall automatically indicate to City staff when a refund is due to a customer and shall assist at the various stages of the refunding process.

Proposers shall explain the CITATION PROCESSING MANAGEMENT SYSTEM process for refunding of overpayments.

Administrative Review & Adjudication Procedures

The City seeks a CITATION PROCESSING MANAGEMENT SYSTEM that optimizes automation and integration to minimize human error and paper processes.   The System shall support the Administrative Review and Adjudication Program and shall be completely integrated with the CITATION PROCESSING MANAGEMENT SYSTEM throughout every phase of its operation.

The System shall provide administrative review processing, utilizing policies and procedures specified by the City, for all contested citations. The number of citations involving administrative review changes based on the number of citations issued.

Proposer shall describe the administrative review processes provided by the System, including automated verification of submission deadlines and decision notification procedures.

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The System must provide a web-based feature that allows Protestants to submit their review online. Customizable business rules including review submission timeline requirements and payment deposits and waivers, if applicable, must be applied to all submissions.

The Contractor shall provide an online, real-time administrative hearing scheduling function which is integrated with a hearing date availability calendar, to ensure consistent workload volumes in accordance with City specifications and in compliance with hearing deadlines mandated by State law.

The System shall provide the City the ability to conduct online adjudications via a paperless process. The service shall allow complainants the option to submit their citation adjudication requests or appeals online and shall require the Contractor to upload any available evidence to the online appeal System to allow City staff access to review the information electronically. All adjudication requests or appeals received in hardcopy form will be scanned and uploaded to the online appeal System and available for access via the system by City staff. All citation information and photos must be made available directly through the online appeal System and all adjudication processes and options shall be made available via the online System allowing all appeals to be conducted through a single interface.

Proposer shall describe the automated adjudication procedures.

Protestants shall receive an automated notification from the System if their administrative review submission request does not meet the submission timeline requirements.

The System shall allow for an option of a deposit payment or a Hardship Waiver Form for Administrative Level Reviews to be applied to a citation. Hardship waiver requests must be approved by the City.

Proposers shall describe how the payments are applied and processed during the review process to ensure that citations are placed on hold and do not accrue late penalties, collection assignments or DMV holds.

The System shall store scanned copies of submitted review documentation. These files shall be logged, tracked and retained with the corresponding citation case file.

The Contractor shall provide a System that can capture and process information related to Administrative Hearings. The System shall enable the City to create a data record when a request for Administrative Hearing is received.

Hearing Examiners/Reviewers shall have the ability to access all associated files, attachments and records associated with the electronic case file.

The Hearing Examiners/Reviewer shall have direct, immediate access to DMV vehicle registration file, the CITATION PROCESSING MANAGEMENT SYSTEM and the hearing scheduling calendar.

The Proposer shall describe any features that will allow the Reviewer/Hearing Examiner to immediately scan/attach any documentation provided by the Protestant during a hearing to the electronic case file.

The Contractor's System shall provide for online, real-time updating of citation dispositions at the time the Hearing Examiner's decision is completed, the hearing type (in person or by declaration), and the hearing date, the amount of parking penalty to be paid (if any amount is due). The System shall also provide a complete audit trail of all information relating to each case.

The Hearing Examiner/Reviewer shall have the ability to edit documentation, paste and edit text with basic word processing features, including spell check and document formatting with the option to generate a letter and/or email correspondence. All correspondences shall be tracked, retained and accessible for the associated case file.

Hearing Examiners/Reviewers shall have the ability to:
- easily query any historical or case file associated with the appeal submitted;
- review other citations issued at the same location as the protested citation, or to the same vehicle that was issued the protested citation;

- assign a decision (Deny or Approve) or a Pending status. Proposer shall provide list of liable and not liable decision codes used by the System for each review level. The proposed list is subject to approval and change by the City without cost;
- to generate disposition letters to provide the reason for the outcome of the review/hearing within one (1) day of a Hearing Examiner/Reviewers decision. The letter shall include the reason and custom text that will provide the Protestant with specific information detailing the outcome. Proposer shall describe how the letters can be configured, issued and tracked to ensure compliance with any timeline requirements;
- generate ad hoc decision letters.

The Pending and Deny status shall provide the Hearing Examiner/Reviewer the opportunity to send a prefixed editable letter within a designated timeframe. An exact version of the letter shall be attached and stored with the associated electronic case file.

Each case file shall provide a Comments section that allows the Hearing Examiner/Review the ability to input notes and attach reference records. There shall be no limit to the amount of text that can be inputted by the Hearing Examiner/Reviewer.

Email notifications shall be tracked by the System within each electronic case file and responses from notification recipients shall be recorded and retained within the associated electronic case file.
- The System shall have the ability to send, receive and track correspondences and associate these records with the electronic case file.

If the review is dismissed, a prefixed dismissal code must be entered and stored with the electronic case file. This will prompt an automated notification to the Accounting Division to process a refund to the Protestant.

The City processes refunds by check. The System shall track the original payee to ensure that refunds are processed accurately. Proposer shall describe the refund reporting to the City procedures.

Reporting

CITATION PROCESSING MANAGEMENT SYSTEM Reports

Required reports need to have PDF, Microsoft Excel, CSV export options. A list of reports is included but is not limited to:

- Out-of-State Citation Analysis
- Habitual Parking Violator List. (Tow list)
- Habitual Parking Violation Analysis
- Analysis of Open Violations
- Analysis of Closed Violations

- Listing of Notices Sent
- Notices Mailed
- Aged Payment Analysis – past due 30, 60, 90, and 180 days
- Current month totals
- Prior month totals
- Percentage change from prior month
- Corresponding month on prior year
- Percentage change for the month from the prior year
- Collected from noticing by type
- Collected by month and type of payment (i.e. with or without penalty)
- -Ad-hoc reporting

In addition to static reports, the System shall provide ad-hoc reporting capabilities that include inputting flexible date ranges. The Contractor's System shall allow for the ability to query any inputted field. The System shall include a report builder tool that allows the user to define a variety of independent parameters.

The System reporting function shall be formatted with the ability to print on letter, legal and ledger size paper.

Proposer shall provide a detailed description of the comprehensive reporting features available for the components outlined herein.

The City reserves the right to request management reports detailing the information stored on the database. The Contractor shall absorb the cost of delivering these reports on the date specified by the City. Designated City staff shall have the ability to generate reports of their own design and preference and print at their office upon demand. Proposer shall specify any anticipated time delays in the City's ability to generate ad hoc reports.

Notice Reporting

Proposer shall provide a detailed description of the comprehensive reporting features that are included with the System, include a list of the reports provided with an explanation of the report. The System shall, at a minimum provide the following standard reports:

- Scofflaw list
- Daily tickets
- Voided tickets
- Workload activity:
    - by PCO
    - by violation
    - by day

- o   by hour
- o   by zone
- o   by route
- o   by area
- o   by street
- o   by activity
- o   by citation issued

In addition to static reports, the System shall provide ad-hoc reporting capabilities that include inputting flexible date ranges. The Contractor's System shall allow for the ability to query any inputted field. The System shall include a report builder tool that allows the user to define a variety of independent parameters and allows the ability to save previous report formats.

The CITATION PROCESSING MANAGEMENT SYSTEM shall include the System on-demand query features. Proposer should describe the CITATION PROCESSING MANAGEMENT SYSTEM query capabilities and identify any query limitations.

The CITATION PROCESSING MANAGEMENT SYSTEM must provide the ability to self-generate pre-determined reports on a daily, weekly, monthly and annual basis. Proposer shall describe the reporting functionality of the CITATION PROCESSING MANAGEMENT SYSTEM, including providing a list of the file export format capabilities (csv, excel, pdf, etc.) and any report building features.

The City reserves the right to request management reports detailing the information stored on the database. The Contractor shall absorb the cost of delivering these reports on the date specified by the City. Designated City Staff shall have the ability to generate reports of their own design and preference and print upon demand.

Proposer shall describe analytic and forecasting capabilities of the System reporting features and graphic capabilities, including the use of customized dashboards, graphs, charts and visual displays.

The System reporting naming conventions need to be self-explanatory, including definitions, glossary, assumptions i.e. collection percentages.

Proposer shall describe the DAR reporting and query capabilities including the use of service stats, shift assignments by time commitments, tracking of duties completed and by location.

Proposer shall describe auto generate designated report capabilities and the ability to distribute to designated users via email on a specified schedule.

The Contractor shall provide a weekly activity report and a monthly summary report to the City in a format approved by City Staff.

The Contractor shall provide, at the request of the City, the format and methodology used to generate all management reports. These reports shall be available either online or in hard copy, depending upon City request. The System shall be able to supply management reports within 72 hours of City request. The Proposer shall describe any additional costs for special report requests.

Proposer shall describe the reporting methods that are available for:

- ability to produce comprehensive management reporting for all areas within the organizational process;
- ability to produce both standard and ad hoc reports;
- ability to allow user to select data, choose field and create calculated fields;
- ability to reconcile reports from different components in the System;
- ability to export data and reports in Excel or other formats.

Proposer shall provide sample reports as an Appendix to the Proposal.

Required Management Information Reports

The Contractor shall submit, at the request of the City, the format and methodology used to generate all reports. The Contractor shall generate management information reports documenting:

- total pieces of correspondence received;
- total pieces of correspondence processed;
- any unresolved correspondence

The Contractor's System shall have the capability of ad-hoc reporting so that reports shall be produced in a format specified by the City to show data including, but not limited to, the number of dispositions, rates of dismissals, numbers of hearings held by time, or any other combination of data required by the City.

The Contractor's System to support the administrative adjudication program shall be completely integrated with the citation database in every phase of its operation.

Weekly, monthly, and any ad hoc reports shall be provided to the City for analysis at no additional cost within 72 hours of request. Examples of the types of reports that shall be required include, but shall not be limited to: disposition by hearing examiner, disposition by violation type, number of hearings conducted in any given time, and reports detailing the average length of time of hearings. Activity reports shall be available in weekly and monthly summary reports or any other schedule specified by the City.

Accounting Reports

The Contractor shall provide a weekly activity report and a monthly summary report to the City in a format approved by City Staff, including, but not limited to, the following information:

- Tracking of corrections by PCO
- Total number of customer service calls
- Average length of customer service calls
- Web-based CITATION PROCESSING MANAGEMENT SYSTEM utilization statistics
- Citation and delinquent collection revenue details

Audited Report of Adjudication Activity

The Contractor shall prepare an audited report at the end of each fiscal year, setting forth the number of cases processed, and all monies received and distributed together with any other information that shall be specified by the City. This information shall be monitored and submitted by the Contractor to the City via a monthly report. Copies shall be available upon request to the City Auditor and the State and County Controllers.

Adjudication Reporting

In addition to static reports, the System shall provide an ad hoc reporting capability that includes inputting flexible date ranges for daily, weekly, monthly, quarterly and annual reports. The System shall include a report builder tool that allows the user to define a variety of independent parameters including the ability to track Hearing Examiner activities.

Delinquent Collections

Most parking citations are resolved during normal processing by payment of the fine, by permanent suspension as a result of an administrative review, or by adjudication. There are, however, several citations which remain open or unresolved. The City is seeking a delinquent collections program that is integrated with the CITATION PROCESSING MANAGEMENT SYSTEM.
Proposers must describe how the delinquent collections program will interface with the CITATION PROCESSING MANAGEMENT SYSTEM. Proposer shall also describe how resolved collections account information will be submitted back into the CITATION PROCESSING MANAGEMENT SYSTEM, so that the City is notified as accounts are resolved.

The Proposer must provide a detailed implementation timeline that will show the ability to provide services and the time needed to implement these services. Upon award, the Contractor shall also be required to provide a detailed implementation plan for the review and approval of the City.

The Proposer shall describe the recommended approach to handle the transition of existing citation collections from the incumbent vendor System.

The Contractor will be responsible for all software, hardware, installation and support required to support the collections program. The Contractor will ensure that only authorized personnel will have access to the CITATION PROCESSING MANAGEMENT SYSTEM. The System must provide on-line updating of the CITATION PROCESSING MANAGEMENT SYSTEM for all completed transactions.

The selected Proposer shall provide delinquent payment collection services for citations over 60 days past due including:

- Out of State delinquent citations
- Process payments daily and deposit to the City's regular citation processing bank account
- Handle all collection related calls through a toll-free customer service telephone number
- Provide a monthly report showing all accounts moved to the collection System and all payments received due to Contractor collection efforts
- Help obtain the goal of increased collections and reduced workloads

Collections Processing Requirements

The Contractor shall provide the capability of printing and mailing all the notices required to support the parking program. The Contractor shall provide a noticing program that is accurate, timely, and incorporates industry-specific design and mailing techniques.

A variety of standard notices are mailed to both Utah and out-of-state violators. Specific criteria and business rules are developed for each notice. The City will issue the first delinquency notice with the original fine amount and a late penalty. The Contractor will assume collection support services following 60 days past the original due date. A second delinquency notice addresses additional penalties. All information relating to these notices will be recorded and reflected in the CITATION PROCESSING MANAGEMENT SYSTEM. A system of collection notices must be a major component of any collections System. As a result, it should be noted that the success of the noticing program is dependent upon the Contractor's capability to obtain accurate, timely and usable registrant data from the Utah DMV.

The content of the delinquent notices is subject to change upon notification from the City within twenty-four (24) hours. Notices are to be addressed to the vehicle's registered owner based upon the corresponding State DMV registration. Proposers must actively pursue locating new addresses of violators whose notices have been returned for lack of a valid address and not send further notices until a new address is obtained.

Notices are to be addressed to the vehicle's registered owner based upon registration files from the various states City of motor vehicle agencies. The Contractor must actively pursue locating new

addresses of violators whose notices have been returned for lack of a valid address and not send further notices until a new address is obtained.

The Contractor must be prepared to report promptly, completely and accurately all collection activities.

- The Contractor shall undertake the collection of delinquent accounts referred to them no less than 60 days after becoming delinquent. Collections shall be subject to all applicable federal, state, and local laws, rules and regulations.
- Proposer must have the ability and resources for collecting in the State of Utah as well as out-of-state collections.
- Proposer must be able to perform collection activities including, but not limited to; formally demanding payment of each collection item and/or seeking an arrangement satisfactory to the City under which the collection item will be paid.
- Contractor shall update the CITATION PROCESSING MANAGEMENTSYSTEM with a listing of address updates on debtors when the Contractor locates and confirms validity of new addresses.
- The Contractor shall not litigate or compromise any undisputed debt for less than its full value. Contractor shall submit any disputed amount to the City for review and research before continuing with the collection process.
- Proposer shall describe how fleet vehicles are managed within the CITATION PROCESSING MANAGEMENT SYSTEM, including rental car companies and commercial vehicle carriers.
- The Proposer should outline its ability to provide delinquent notification and follow up notices and the cost associated therein. The City will review and have final editorial approval of all printed formats of collection notices and telephone scripts used by the Proposer for collection of past due accounts.
- Payment services and release from immobilization and/or Tow must be available to those immobilized seven days a week, twenty-four hours a day, including holidays.
- All delinquent payments shall be made directly to the Contractor; they will retain the collection fees and report the amounts with each transmittal of collections to the City. For insufficient payments or NSF, citation status shall be changed back and remain open in the delinquent collections process.
- Overpayment should not have any fees attached by the Contractor. For example, if a citation is in the special collections process and there is a fee associated with that collection and it is paid, then another payment is applied resulting in an overpayment, the Contractor cannot charge any fees for the payment as is done with the percentage applied in typical special collections.

Contractor shall do each of the following in processing an unpaid parking citation:

- Contractor shall mail a minimum of two (2) notices of delinquency for each unresolved citation as well as additional special notices approved by the City, including notices for partially paid citations. Currently, a notice of delinquent parking violation is mailed fourteen (14) days after

issuance of a citation. If the citation remains unpaid, a courtesy advisory of pending vehicle registration hold (not required by statute) shall be mailed thirty (30) days after the first notice.

- The cost of the notices mailed by the City shall be considered as part of the base processing fee and that revenues collected as a result of these notices are not assignable to the special collections fee.

- Contractor's notice program shall be flexible and able to accommodate time-based as well as criteria-based selection variables to generate a specific type of notice. Examples of such criteria are: citation age, suspend status, and returned mail status. Contractor shall obtain prior written approval by the City for the original form and any revisions to language in the notices, notice layouts, or to noticing criteria.

- Contractor shall provide to the City complete production, operational and management reports on its noticing program for reconciliation, audit, and City management oversight.

- However, there are citations that remain unpaid after all the specified processing and collections efforts are completed, including DMV registration holds. These open accounts result from such things as anomalies in the Utah DMV registration System, failure of a new owner to re-register a vehicle, inaccurate mailing address provided to the DMV, and other similar situations. City will assign specific categories of open/unpaid citations for special collections efforts based on the criteria set forth below. Monthly, the Contractor's System shall automatically review the parking citation database and assign all citations that meet the designated criteria to its special collection component.

Basic Special Collections

Assignment Criteria: The following criteria shall be used to determine special collection assignments for unpaid parking citations:

- DMV Hold Rejects/Returned Transfers: Any unpaid citation where the request for DMV hold was rejected or where the DMV hold was released after transfer of ownership information has been obtained from DMV.

- Aged DMV Hold: Any unpaid citation that is on DMV hold and still unpaid 60 days after the expiration date of the previous year's registration.

- Out-of-State Unpaid: Any unpaid citation on an out-of-state plate that remains unpaid 30 days after the date of issuance and after registered owner information was obtained and a delinquent notice was mailed.

- Returned Mail: Any unpaid citation whose final notice has been returned by the Post Office as undeliverable.

- Registered Owner Information: Any unpaid citations associated with a plate for which no registered owner information has been returned from the DMV after at least four requests have been made in two month intervals.

- Declaration of Non-Ownership: Any unpaid citation issued to a vehicle for which a declaration of non-ownership has been received and 45 days or more has elapsed since the mailing of a letter requesting payment from the person identified as the new owner.

- Lessee/Rented Vehicles: Any unpaid citations issued to leased or rented vehicles 45 days after a letter requesting payment has been mailed to the person who leased or rented the vehicle.
- Basic Special Collection Services: Contractor shall assume all costs related to the Basic Special Collection services and at a minimum provide the following services:
  - Mail up to two additional collection letters requesting payment.
  - Update all outstanding accounts as needed.
  - Process payments collected through the basic special collection process within 24 hours of receipt and deposit payments collected through the basic special collection process within 48 hours of receipt.
  - Provide on-line reports outlining the status of special collection accounts.
  - Provide and appropriately staff a customer service center to handle customer inquiries related to unpaid parking citations going through special collections.
  - Utilize the Contractor-provided customer service phone number for basic special collection inquiries.
  - Process all correspondence related to special collections.

Basic Special Collection Fee: Contractor shall be compensated a Basic Special Collections fee in the amount of the Contractor specified percentage of the fine (or portion of a fine) collected.

Exclusions

Regardless of the special collection efforts of the Contractor, the City shall not pay a fee for citations collected as a result of:

- Collection efforts of the DMV, i.e., all citations paid at the DMV:
- Dismissals by the City or the Municipal Court:
- When no collection activity has occurred within the twelve (12) months preceding payment for citations or where notices have been returned by the Post Office as undeliverable
- Notices sent during the period of time between the date of issuance and confirmation of a DMV hold.

Third party collection

The City reserves the right to enter into contract with a third-party collection City at any time. If the collection agent is not the Proposer, the Proposer shall interface with the City and properly maintain a daily batch exchange of records/data.

Handhelds

Handheld Overview

Contractor shall supply all handheld citation issuance equipment and materials for up to 10 PCO personnel, including integrated, web-based citation issuing equipment, printers and customized citation forms. Materials shall include, but are not limited to device covers, clips, chargers and batteries.

Proposer shall provide at least two (2) handheld citation issuance device options, including, but not limited to ruggedized handheld computers, tablets and/or smart phones. The Contractor will provide demonstration units for the City's evaluation during the implementation phase. Based upon the evaluation, the City will determine the final quantity of the device options to be provided by the Contractor.

All equipment and hardware provided by the Contractor must be new. The City is not interested in purchasing used or refurbished hardware and/or equipment.

Proposer shall recommend the optimal amount of spare equipment, including printers and batteries, to support the PCO staff. Proposer shall have sufficient spare equipment available to the City to ensure PCO's have handheld equipment to complete their job duties. Repair will be replaced with temporary equipment within 24 hours of repair submission until repairs can be completed by the Contractor.

Proposer shall describe any technology refresh options, the associated timelines and any costs available to the City to ensure the most optimal enforcement equipment is utilized for the CITATION PROCESSING MANAGEMENT SYSTEM for the term of the Agreement.

Contractor shall be responsible for all maintenance, service and warranty support for Contractor-provided equipment for the term of the Agreement. Contractor shall provide on-going technical support and problem solving as needed throughout the term of the Agreement. Proposer shall describe the equipment and technical support services available to PCO in the field or outside business hours.

Contractor shall be responsible for training City staff on the use of the handheld equipment.

The City shall be able to efficiently, quickly and accurately download all parking citation or warning information contained in each handheld ticket writer in real-time to the CITATION PROCESSING MANAGEMENT SYSTEM.

Proposer shall describe how the handhelds will receive or verify the following types of data:

- Prior warning notices issued to a license plate
- Scofflaw (license plates with 5 or more unpaid citations)
- Escalating fine structure (applicable for license plates issued citations for specific violation types)
- Permit status
- Parking pay station mobile payment status

Contractor shall be responsible for providing management reports by PCO, beat and enforcement area activity using information collected by the handhelds.

Handheld Technical Requirements

The handheld citation issuance devices shall include the following features:
- Water, dirt, dust and cold-weather resistant;
    o Proposer shall describe any protective infrastructure that is included;
- Ruggedized computers, tablets and/or smart phones;
- Lightweight;
- Durable screen that is scratch resistant over the life of the device;
- Screen is easily viewable in full sun light and at night;
- Multiple supported operating Systems, including but not limited to the following service providers for:
    o Mobile payment;
    o Permit management system
    o License plate recognition (LPR);
    o Parking pay stations;
    o Any potential future integrations with parking solution applications;
- Extended battery operation;
- Wireless communications and data download capability;
- Printer;
- Enabled for portable printer communications;
- Barcode reader (optional);
- Color camera.
    .

Proposer shall describe:

- the weight and size of the proposed device;
- the minimum and maximum daily battery capacity performance and battery recharge requirements;
- the communications service provided (4G or LTE, at a minimum);
- how the handheld operates in communications dead zones;
- any stylus options (if applicable)
- Proposer shall describe how the printer is carried by PCO and the maximum distance allowed between the handheld and printer for the equipment to print;
- the megapixels of the camera images;
- the maximum capacity of images captured per issued notice (minimum of 5 preferred);
- any camera enhancements that will improve image capture abilities;
- how the handheld and camera operate in low light conditions;

- any camera limitations, including identifying any impacts on nighttime image capture;
- if a video feature option is available, the impacts of day/night lighting and battery impacts.
- voice recording and playback preference (optional);
- Barcode scanning capabilities, including ability to scan VIN barcodes or to verify barcoded parking permits;
- GPS location identification and reporting capability.

Handheld Citation Issuance Software Requirements

The handheld citation issuance software shall include the following features:

- Provide a user-friendly interface for ease of use and durability;
- Be configurable so that City may select data entry fields and make them a required entry, an optional entry, or an unused field;
- Require a password/security sign on to prevent unauthorized use;
- Handheld software shall have the capability to validate scofflaw, parking space and parking permit status in real-time;
- Support standard location codes and descriptions, location comments, block numbers, and meter numbers.
    o Street address location shall pre-populate based upon the handheld GPS location and verified by the user.
    o Locations shall also be manually generated when necessary;
    o The City shall have the option to integrate the System with existing City maps to identify location rules and regulations for verification by the user at the time of issuance.
- Support entry of information including, but not limited to:
    o License plate, type, tag, state;
    o Vehicle make, model, color, style;
    o Violation code;
    o Meter identification number (if applicable);
    o Notes;
        • Proposer shall identify the maximum number of characters allowed for the Notes section;
        • Proposer shall describe the ability to include pre-fixed comments for specific violation types;
    o VIN number or comment if not identified;
- Allow the user to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process;
- Support the reprinting of an issued citation; this reprinted citation must contain the same time as the original citation (reprint shall be captured on the audit trail record);
- Upon entering a license plate the System shall provide an automated, real-time scofflaw status check;

- o If a scofflaw match is found:
  - Vehicle data shall automatically populate into the proper fields;
  - The System shall display the number of outstanding citations and corresponding information;
- System shall prompt camera image capture for specific violations and require at least one image for all violation codes;
- Support monitoring of vehicles in a fixed time zone;
- Ability to use the handheld for tire stem marking;
- Timestamp transactions by the Systems internal clock;
- PCO shall not have the capability to change the handheld time;
- Fine amount calculation;
- Unique citation numbering;
- Provide the PCO the option to issue a warning notice;
- Support the issuance and tracking of warnings as well as actual citations;
- Allow the user to cancel a citation in progress only prior to printing the citation;
  - o A valid reason code must be entered when a citation in progress is canceled, including an option for comments/notes;
- Allow the user to view and void any citation written by the user;
  - o A valid void code must be entered for the voiding of any completed citation, including an option for comments/notes;
  - o Produce a voided ticket audit trail;
  - o Voids shall be auditable and viewable by a supervisor in real-time;
- City staff shall have the ability to query voids and/or cancellations by user, date, time and other ad hoc fields that will allow the performance monitoring of PCO staff;
- Allow PCO to input details into a Daily Activity Report;
- The System shall allow a user to input a maintenance issue (trouble ticket) that can be routed and tracked to a designated user group.

Proposer shall describe:

- any ability for PCO to make corrections to the last citation issued and how any corrections are tracked;
- the level of accuracy of the GPS locations to determine street address locations;
- how the handheld supports and documents marking/tracking vehicles for time zone enforcement;
- how the handheld supports vehicle abatement and the features associated with marking/tracking the vehicle, the vehicle location and retaining any vehicle images for potential future use, reporting/dispatching future shifts to verify previously marked vehicles and how a PCO can use the handheld to close pending vehicle abatement tracking actions;
- the Daily Activity Report feature capabilities, including, but not limited to:
  - o PCO ability to input shift details, including time allocated to complete assigned and to log the details associated with any task;

- log rest break and meal period times;
- ability to designate drop down menus for service categories and other mandatory fields to allow for performance tracking and statistical reporting to identify the types of duties being completed and the associated time commitment;
- System provides the ability for PCO to print their Daily Activity Report at the end of shift for final approval and submission to City;
- reporting by task, work output, time associated and ad-hoc report query abilities of DAR shift details.

Mobile License Plate Recognition Technology

LPR Overview

The Complete Parking Management Solution (CPMS) includes a preference for a mobile license plate recognition (LPR) solution that is integrated with the Citation Processing Management Solution and the Permit Management System. In addition to monitoring scofflaws and verifying permit status, PCOs will also use the mobile LPR to monitor time limit restrictions. The purpose of mobile LPR is to identify a proven solution with the capability and experience to optimize enforcement practices and deliver all of the requirements described in this RFP including the hardware, software, training and support

LPR System Requirements

LPR components shall be weather proof and capable of continuous, dependable operation within range of weather conditions experienced within Park City and must include the following features:
  a. Capability to provide electronic tire chalking.
  b. Keyboard including programmable hot-keys capable of executing preprogrammed keystrokes.
  c. Ability to move the unit from one vehicle to another and maintain continuous operation.
  d. Include integrated assisted GPS module.

LPR Scope of Work

The Contractor shall provide hardware, software, and services for implementation of a LPR system for parking enforcement support in Downtown Park City.
Scope shall include:
  - Purchase of a complete LPR Unit including cameras, mounting hardware, cables, computer and installation)
  - Application Wireless Communication, GPS and Mapping
  - Purchase of Central LPR Software System
  - Integration with Citation Processing Management System and Permit Management System, scofflaws, and
  - Desk Support Services
  - Maintenance Services and Warranty

- Installation and Training

Contractor must:

- Provide a list of at least three (3) current clients similar to Park City that include an integrated permit and citation solution that is monitored by the proposed LPR system. ion with the proposed integrated citation and permit solution to which your company has supplied License Plate Recognition Systems.
- Submit a project plan time table required to install and integrate the LPR system on the City specified vehicle(s).
- provide on-site testing of LPR demonstrating the system's ability to read and store the license plate information with a minimum 98% read accuracy.
- submit a sample of the available reports during test phase.

Proposer shall describe:
- The hardware and software solution including the communications configuration identifying how the LPR operates within dead communication areas.
- the speed and accessibility of technical support.
- the proposed training plan for City staff, including PCOs.
- the LPR warranty program that will be provided to the City for software and hardware support.

PERMIT MANAGEMENT SYSTEM & SUPPORT

PERMIT MANAGEMENT SYSTEM OVERVIEW

The City of Park City (City) desires the services of a qualified firm to provide a Permit Management System (PMS) and Support, including an online application, approval and payment features. All the work must be done per these specifications, all applicable and acceptable industry standards, of the highest quality workmanship commensurate with the required work, and completed by the time required.

QUALIFICATIONS

Proposer must have at least two (2) years of permit management experience, performing similar functions to those outlined in this Permit Management System & Support Scope of Services section of the RFP, for a minimum of three governmental entities.

Proposer must have experience in providing parking and municipal permit management services with an agency of similar size and service needs.

Proposers must have existing Systems meeting the functional requirements of the City. The City will not consider PMS software solutions that are still in development phase and not yet successfully implemented with other clients.

Proposer must be capable of implementing the outlined services with a *go-live* date no later than July 1, 2017. Proposer shall provide an implementation plan that describes any training provided to the City and includes the details associated with the transfer of existing City permit data to the Proposer's PMS and identify any required formats.

A Proposer will be considered "non-responsive" and disqualified from further consideration for Permit Management Services if the minimum qualifications are not met.

REFERENCES & EXPERIENCE

Provide a minimum of three PMS references from agencies of similar size and a comparable scope of work.

Each reference shall include, at a minimum:

- Primary reference contact details, including name, title, address, phone number and email address
- Contract term, including start and end date
- Project summary description must include the following:
- Similarities to the Park City PMS specification requirements;
- Project service features;
- Specify the type of permits processed;

- Identify and explain any interfaces with other vendor systems, hardware or technology.

PERMIT MANAGEMENT SYSTEM OVERVIEW

The City is seeking a Permit Management System (PMS) that provides an intuitive and flexible web-based user-interface for both City staff and customers.

The existing permit program is supported by T2 Systems. The City currently handles all processes, including verification and fulfillment, issuing annual Residential Parking Permits (RPP), annual Guest Permits (hangtags), Employee Parking Permits, Special Use Permits and Special Event Guaranteed Parking Permits.

The PMS will be integrated with the Citation Processing Management System (CPMS), including the parking enforcement technology and any other future enforcement hardware designated by the City.

PERMIT MANAGEMENT SYSTEM REQUIREMENTS

System Architecture:

Proposers shall provide a detailed description of the turnkey permit management software solution and support services to facilitate online permit sales and distribution.

The detailed description must include:

- a summary of the PMS architecture and its ability to provide the services required by the City;
- a detailed description of Proposer's web security used for access, reports and credit card processing;
- a detailed description of the PMS's backup and recovery process;
- a detailed description of Proposer's disaster recovery plan.

The successful Contractor must maintain the highest standards of privacy and security. Proposer shall describe data security of the PMS, online data security measures and any practices such as encryption, firewall, etc.

Software:

The City is seeking proposals from qualified Contractor to provide a hosted PMS solution to manage the City's parking and municipal permits. The City desires an updated web-based online permitting System that provides a high level of customer service, convenience and efficiency. Proposer should provide screenshot examples of the PMS webpages that would be utilized by customers and City staff.

The website provided to the customer must be responsive in design so it may be used on mobile devices effectively.

The proposed PMS must allow for online permit application, renewals and payments.

Proposer shall provide a detailed description of the hosting requirements required for the proposed PMS, including identifying any specific hardware or software requirements.

A real-time interface will be required with the CPMS to verify delinquent citation payment status prior to permit approval and with City-designated enforcement equipment, including, but not limited to, enforcement handhelds and license plate recognition (LPR) hardware, to verify valid permit status, including RPP Permits.

PMS FEATURE REQUIREMENTS

The following are a summary of the PMS feature requirements. Proposer should explain any exceptions or highlight any features of the proposed PMS that support these requirements.

The PMS shall:

- Be intuitive, user-friendly and provide simple navigation features both online and via a mobile version of the PMS;
- Provide the ability to purchase permits online or by phone payment without a requirement to visit a physical facility;
- Allow for multiple permit processes including residential parking permits and employee permits;
- Be easy to navigate for both the customer and the City, i.e. drop down menus, intuitive processes and icon-driven options (minimal clicking to complete a task);
- Allow customers to create their own accounts using ID/Password authentication to manage, edit and update their vehicle, license plate number, permit, and contact information including address, phone number and email;
- Provide the customer with the option to receive notifications and alerts via email and allow the customer track their permit status and to have access to view history of all transactions made on their account;
- Provide, at a minimum, the following account setting options:
    o Owner
    o Tenant
    o Business
- Proposer shall describe how an owner can identify a tenant that does not receive a utility bill.
- Allow customers to complete an application and upload applicable credential evidence or required documentation online (when applicable);

- Allow partially completed online permit applications to be saved and completed at another time by the applicant;
- Allow customers to renew and cancel their permits online;
    - System shall update the CPMS with cancelled permit status for parking enforcement reference and verification.
- Allow owners to request special use permits, subject to City approval;
- Approve or deny permit applications based on City business rules, like geographical location
- 24-hour, 7-days/week, 365-days/year customer and staff on-line access (except planned System maintenance and/or upgrades);
- Provide a "Frequently Asked Questions" (FAQ) page to assist applicants through the permit application process;
- Provide a basket feature [shopping cart] that allows multiple permits transactions to be registered to one applicant or residence in one transaction (subject to applicable business rules);
- Provide automated expiration date and renewal noticing to permit holder;
- Provide customers with e-mail or text messages regarding the approval or status of their permit;
- Provide a routing process to City personnel for exceptions and designated processing requirements;
- Check for unpaid citations and disallowing issuance of permits based upon City business rules;
- Accept credit card payments (identify any credit card or online transaction fees charged to the customer);
- Email receipts for permits issued online;
- Track customer name, address, phone number, parking permit history, vehicle type, vehicle registrations;
- Provide the City the ability to edit customer accounts/records (i.e., customer name address, vehicle information, notes, etc.) and maintain a centralized audit history for all inputs and changes for each customer account;
- Allow for notes to be added by City staff to accounts during and after the permit registration process;
- Allow City staff to search, update information, perform queries and run reports and reconciliations;
- Provide the City the ability to monitor the number of permit applications that have been approved, been rejected, or that are in pending status;
- Provide the City the ability to communicate information via mass email or letter (when applicable) with all current permit holders;
- Allow for the option to send prefixed editable letter; PMS shall automatically generate PDF copy of letter to be attached to user's permit history;
- Store email and letter correspondence letters with easy ability to access and review;
- Have customizable permission based user groups for different levels of access for City specific to the user's roles and responsibilities;
- Provide report creating tools with various criteria selections; and
- Evolve with changes in the City permit program. The PMS should allow for:
    - the removal and addition of various parking permit zones;

- o residents in residential parking permit zones to request and potentially print guest permits online;
- o adjustments to permit requirements, as may be requested and approved by City Council.

* The PMS must be PCI compliant**.** The real-time bank card authorization process is PCI Level 1 compliant and hardware/software must be PA-DSS validated at time of proposal submission. Proposer must provide evidence of Payment Card Industry-Data Security Standard (PCI-DSS) compliance at time of submission

Proposer shall describe the customer notification process if an application is incomplete, a processing error or the application is denied.

Proposer shall describe the document upload processes for applicants and identify any issues experienced by customers and any troubleshooting to mitigate issues.

Proposer shall describe any limitation on the size of the Notes section and identify the City's ability to view/access previously inputted Notes.

Proposer shall provide a screenshot example of an audit history associated with permit file.

ADMINISTRATIVE AND CUSTOMER SERVICE FUNCTIONS

In addition to providing the PMS solution, Proposers shall offer administrative and customer service support functions as part of their proposal. Such services may include the following:

Contractor shall provide customer support services available by a toll-free phone number to the City of Park City, Monday through Friday, from 8:00a.m. to 5:00 p.m. Mountain Time Zone.

Proposer shall describe the permit processing workflow for any mailed permit applications received by the City.

Contractor shall process online payments within one (1) day of receipt, including making daily bank deposits in the City's bank account.

Proposer shall describe the accounting and reconciliation workflow to ensure accurate and timely deposits in to the City's account.

The City currently provides permit fulfillment services. Proposer should describe their option to provide permit fulfillment services, including mailing approved permits to the designated addresses and identify any exceptions to the process.

The PMS must have the ability to accommodate a future increase in the number of residential permit parking districts and additional special events.

Contractor shall provide the ability for residents to print bar-coded special use permits based on City business rules by parking district.   Proposer shall describe the process and numbering sequence to minimize temporary use permit fraudulent use and the integration capabilities with enforcement handhelds.

PMS shall provide quantity tracking of special use permits by year by user account;

PMS shall provide ability to set different quantity limits of special use permits if requested by the City;

Contractor shall be responsible for coordination and purchase of stock for annual residential and guest permits (optional);

Proposer should propose method and approach of managing permit inventory

Proposer shall describe online System support for both the customer and City staff.

REPORTING REQUIREMENTS

The PMS must provide the ability to self-generate pre-determined reports on a daily, weekly, monthly and annual basis. Proposer shall describe the reporting functionality of the PMS, including providing a list of the file export format capabilities (csv, excel, pdf, etc.) and any report building features.

The PMS shall include an on-demand query feature.   Proposer should describe the PMS query capabilities and identify any query limitations.