



CITY OF GREAT FALLS
REQUEST FOR PROPOSALS

DOWNTOWN PARKING
OPERATION AND MANAGEMENT SERVICES

PROPOSAL DUE DATE AND TIME: November 17, 2010 3:00 P.M.

**THE CITY OF GREAT FALLS, MONTANA
REQUEST FOR PROPOSALS (RFP)
FOR PARKING OPERATION AND MANAGEMENT SERVICES**

The City of Great Falls is soliciting proposals for the operation and management of the City's Downtown Parking Program.

The City of Great Falls has approximately eleven hundred (1100) on-street parking meters, six (6) off-street parking lots with a total three hundred thirty-four (334) spaces, a four hundred ninety-eight (498) stall parking garage, and a three hundred and eleven (311) stall parking garage. Off-street lots employ leases and honor boxes.

PROPOSAL PREPARATION: Vendors are cautioned to carefully read and follow the procedures required by the Request for Proposals (RFP), as any deviation from these requirements may be cause for rejection. The complete Request for Proposals may be obtained from the Community Development Department, Room 112, Civic Center, #2 Park Drive, Great Falls, MT and is available on the City's web page at www.greatfallsmt.net

QUESTIONS: All questions regarding the RFP are to be directed to Mike Haynes, Director of Planning & Community Development at (406) 455-8433 or faxed to (406) 454-3181.

CONTRACT TERM: The City is requesting proposals for a three year services contract for the operation and management of the above facilities beginning January 1, 2011, with an option to renew for an additional three years. The contract will require a full time resident manager and approximately 10,218 man hours per year (exclusive of the manager's and maintenance time) to perform the contracted services. All full-time and part-time employees working under this contract must be paid in accordance with State of Montana prevailing wage rates (details at www.mt.gov).

REQUIREMENTS FOR SUBMITTAL:

1. A description of the manner in which the Proposer will provide services under this contract.
2. Documentation of at least five (5) years of parking management experience in each of the City's parking program sub-areas: garages, off-street lots, and parking meter enforcement/collection.
3. Contract price for each sub-area (garages, off-street lots, and parking meter enforcement/collection) for each year of the contract and total price for each three year contract proposal. Proposals will only be considered if all three sub-areas are included.
4. Name and qualifications of proposed resident manager.
5. References from current clients for garage, parking meter, and off-street lot management services.
6. Information regarding any previous contracts that were terminated for any reason prior to original contract termination date

SUBMITTAL: The City of Great Falls, Montana will receive proposals until **November 17, 2010 at 3:00 P.M.** Any proposals received after that time will not be considered. The City has the right to request additional information from the Proposer after the closing date for purposes of clarification.

All proposals must be submitted to:

Mike Haynes, AICP
Planning & Community Development Department, Room 112
PO Box 5021
Great Falls, MT 59403-5021

Each Proposal must be in a sealed envelope labeled "City of Great Falls Parking Operation and Management Proposal"

**City of Great Falls
Community Development Department
P.O. Box 5021
Great Falls, MT 59403-5021**

Submit each proposal in a sealed envelope, labeled "City of Great Falls Downtown Parking Operation and Management Proposal".

EVALUATION OF PROPOSALS: Proposals will be evaluated by various City representatives to ascertain which proposal best meets the needs of the City.

Evaluation consideration will include but is not limited to the following:

1. **Experience and Capabilities:** based on demonstrated ability of the firm to manage the contract, knowledge, expertise & qualifications of the firm's associates and personnel, adequacy of personnel and abilities of professional personnel, and past record and performance.
2. **References**
3. **Detailed Fee Schedule.** Contract price for each sub-area (garages, off-street lots, and parking meter enforcement/collection) for each year of the contract and total price for each three year contract proposal. Proposals will only be considered if all three sub-areas are included.
4. **Ability to obtain a performance bond** for each year of the contract in the amount of one hundred percent of the total contract price for each year.

Submission of a qualified proposal may result in an interview, at the City's discretion, in Great Falls by City Staff. If offered an interview, your proposed local manager and the firm's regional manager must attend the interview session.

Qualified Montana firms will be afforded an in-state bidder preference of 3%.

The City of Great Falls reserves the right to reject any or all proposals received, postpone award of the contract for a period not to exceed thirty (30) days, and to accept the proposal which is determined to be in the best interests of the City.

SCOPE OF SERVICES: The Contractor will be responsible for the complete operation, enforcement, management and revenue collection as follows:

1. **ON-STREET ENFORCEMENT/COLLECTION**

The Contractor shall provide an average of ninety-nine (99) hours per week of on-street parking regulation enforcement/collection. If enforcement/collection hours exceeding ninety-nine (99) hours per week are required by the City, the manpower cost of such additional hours will be charged to the City and paid by the City to the Contractor. Such work will be performed under the general supervision of the local manager. A routing schedule will be provided to the Contractor. Collections shall be made by two Contractor employees maintaining constant contact with each other. Enforcement responsibilities shall include:

A. At least one enforcement employee shall be motorized for enforcement of fringe areas and for collection of meter revenue. Repair and maintenance of these vehicles are the City's responsibility.

B. The Contractor shall collect all money from City's parking meters and deposit same in a bank to be designated by the City. The Contractor shall provide monthly, a revenue report for the parking meter collection areas detailing daily collection activity.

C. The Contractor shall maintain and repair all parking meters including the furnishing of repair parts. The City shall provide parts for any major meter modifications at City's expense.

D. The City shall provide the following at its expense:

1. Parking Citations
2. Collection of citation fines
3. Shop space for meter repair
4. Meter pole installation/straightening
5. Accounting of all revenues received
6. Authorization for the Contractor to enforce City parking regulations
7. One motorized vehicle for patrol of fringe areas
8. Office space for Contractor's local manager
9. Computer equipment necessary to perform the required services

2. OFF-STREET PARKING LOT ENFORCEMENT/COLLECTION - The following lots are to be patrolled, monitored, and collected by the Contractor with the minimum daily frequency listed at an average of fifteen (15) hours per week. Checks will be as random as reasonable temporal spacing for even coverage allows.

Lot #2 - 39 stall lot located at 1st Ave S. & 2nd St. - check minimum of 3 times daily.

Lot #3 - 39 stall lot located at 2nd Ave S. & 4th St. - check minimum of 3 times daily.

Lot #4 - 139 stall lot located at 1st Ave N. & 6th St. - check minimum of 5 times daily.

Lot #6 - Library lot - 26 stall lot located on the East & North sides of library building - minimum of 5 times daily.

Lot #7 - 31 stall lot located at Park Dr & 1st Ave S - check minimum of 3 times daily.

Lot #8 - 60 stall lot located on 1st Ave N between 3rd & 4th St N - check minimum of 3 times daily.

A. The Contractor shall provide personnel on duty as shall be reasonably necessary to meet the minimum daily lot monitoring above. Such work shall be performed under the general supervision of the local manager.

B. The Contractor shall utilize a system without the use of parking meters to collect revenues from off-street lot parkers (honor boxes). The collection equipment used shall be provided by the City. The collection equipment shall provide maximum revenue security with minimum revenue exposure to the general enforcement personnel.

C. The Contractor shall collect and deposit all off-street lot transient revenues on a daily basis (Monday - Friday) to a bank designated by the City.

D. The Contractor shall control all off-street lot leases and deposit revenue from same on a daily basis (Monday - Friday) to a bank designated by the City.

E. The Contractor shall manage (selling/collecting/ accounting) the employer voucher, token, and daily use zone meter bag programs.

F. The Contractor shall provide the City monthly, a revenue report for each parking lot, validations, vouchers, meterbags, etc., detailing daily activities.

3. PARKING RAMP ENFORCEMENT/COLLECTION -

A. The Contractor shall provide the personnel (10.5 operating hours per day, now 7:30 a.m. - 6:00 p.m., Monday - Friday) to man the City's Northside parking facility (498 stalls, 6 tier deck), for a total of 2,730 operating hours annually. The Contractor shall monitor the City's Southside parking facility (311 stalls, 4 tier deck), which will be designated for monthly parkers only, on a daily basis, Monday - Friday.

B. The Contractor shall provide personnel at the City's Southside Parking Garage to monitor hourly parking, validation programs, and monthly leases. Additional programs from time to time may be available to parking customers through the manned operation to the parking ramp. These additional duties shall correspond to the normal working hours of operation of the parking facility or be compensated as stated above.

C. The Contractor shall collect monthly lease and daily transient revenues and deposit the same daily (Monday - Friday) in a bank designated by the City.

D. The Contractor shall provide monthly, a revenue report which will delineate daily lease sales, transient ticket accounting, repair and condition report, etc.

E. The parking ramp operation shall be under the general supervision of the Contractor's local manager.

F. The Contractor shall manage monthly lease receipts, key card deposits, and the validation system (tokens).

INSURANCE & BONDING:

1. The Contractor shall provide a certificate of insurance to the City showing the Contractor carries Comprehensive General Liability Insurance covering bodily injury and property damage insurance in a combined single limit of \$1,000,000.00 per occurrence; \$2,000,000.00 aggregate and also Garage Keepers Insurance in the amount of \$350,000.00 for the parking garages and parking lots. The certificate of insurance shall name the City of Great Falls as additional insured. In addition, the contractor must provide Montana Workers Compensation Insurance.

2. All Contractor employees must have blanket bonded coverage for no less than \$50,000.

3. The Contractor shall provide a performance bond in the amount of one hundred percent (100%) of the annual contract price for each separate year of service. Such bond shall be increased in accordance with the annual increase in the contract price as awarded and hereinafter designated.

LICENSE & PERMITS: The Contractor will obtain and maintain any and all necessary licenses and permits required by any governmental body or agency having jurisdiction in connection with any activities at or on the City's premises and will abide by the terms and provisions of any such licenses and permits. Any expense incurred by the Contractor to obtain such licenses and permits shall be treated as an operation expense of the Contractor's.

PERSONNEL:

1. The Contractor shall designate an experienced full-time local manager on-site to direct the Contractor's employees. In the absence of the local manager, his designated assistant shall carry on his duties. Any man hours expended by a designated assistant manager during the local manager's absence shall be in addition to those prescribed for garage, on-street meter, and off-street lot manning.
2. The Contractor shall select all on-site personnel, and will bear all expenses related to the hiring process of parking personnel. For the purposes of the State of Montana prevailing wage rates the job descriptions will be classified as "Parking Enforcement Officers", "Counter Attendants" (Cashiers) and "Janitors and Cleaners" unless the Contractor can demonstrate alternate classifications are appropriate and allowed by the state.
3. The Contractor will utilize TDS Recon hand held ticket issuing devices, and the TickeTrak parking enforcement management software system supplied by the City. The Contractor will train parking personnel in the proper use of the hand held units.
4. The Contractor shall provide the City with any changes in the following information: name and qualifications of the individuals who will be responsible for administering the programs and name and qualifications of the local manager.
5. All Contractor employees must wear colored, coordinated uniforms provided by the Contractor.
6. The Contractor shall provide a training program relative to the public relations aspects of parking enforcement, procedures, local laws and ordinances. Such program shall be approved by the City.

ACCOUNTING & REPORTING:

1. Contractor will be responsible for collection, counting and depositing of revenue. All funds collected will be deposited daily (Monday – Friday) in a bank designated by the City.
2. All monies collected by the Contractor shall be turned over to the City. The City's agent will issue a receipt and will maintain a cash receipt record. A mutually agreeable system of accounting and auditing will be established.
3. Monthly revenue reports will be provided to the City on or before the fifth of each month for the previous month and will include, but is not limited to the following: total revenue for each parking garage and city lot; total lease parkers by facility and surface lot; meter collections, meter bag, token, and transient revenue.

4. Books and accounts will be open to inspection by the City or its authorized representatives at all times.

GENERAL CONDITIONS:

1. The Contractor will operate an immobilization (booting) and towing program for the City based only on policies and procedures approved by the City.

2. The Contractor will provide a trained meter repair person(s) on staff from initial date of contract.

3. The Contractor shall provide approximately thirty (30) man hours per week toward general janitorial, facility and turf maintenance services to the parking garages and off-street lots. These man hours are to be in addition to those specified for the garage, meters and lots. All supplies and equipment shall be furnished by the City. Please refer to the State of Montana prevailing wage requirements for this position.

4. The City reserves the right and privilege to audit, amend rates, change operating hours, approve staffing, approve personnel to be hired, redefine duties and lines of authority, etc.

5. The City reserves the right to approve all collection equipment used by the Contractor.

6. The City reserves the right to approve of personnel employed, parking rates, hours of operation, operating standards, monthly and transient mix and other personnel matters.

7. The maintenance and repair obligations except as herein set forth shall be the obligation and expense of the City which shall include, but may not be limited to the following: light replacement, replacement of broken gate arms, and maintenance of equipment and improvements including elevators, mechanical, electrical, plumbing, fire prevention systems and parking control equipment.

8. The Contractor will be responsible for the repair and replacement of all handheld units if the need for repair or replacement is due to the negligence of the Contractor's personnel.

9. The Contractor shall not use, and shall make every reasonable effort to prevent any person from using, all or any part of the parking facilities for any use or purpose directly or indirectly forbidden by public law or which may be in violation of the laws of the United States, any State law, or any City ordinance, or which may be dangerous to life, limb or property.

10. City and Contractor shall release each other from any liability for any loss, destruction or damage resulting from fire or other casualty to property of either party and also release and discharge each other from any and all subrogation rights.

11. The Contractor shall indemnify and hold the City harmless against any and all claims, demands and liability for bodily injury and/or property damage caused by Contractor's acts or omissions in its performance of the services contracted.

12. The Contractor shall provide at Contractor's expense at least an annual audit of Contractor's services to the City. This audit must be performed by personnel other than local contractor

employees/manager and must be conducted on an unannounced basis. This audit shall review all procedures, policies and revenue controls. The audit results shall be available to City Staff.