

**CITY OF HUDSON
COUNCIL/COMMITTEE ISSUES**

Item # 3b

Submitted to: Public Safety Committee

Date: 01/05/2018

Submitted by: Chief Marty Jensen

Regarding: RFP for new Parking System

ISSUE: Attached to this issue sheet is a draft RFP from the parking committee reference updating the the city's parking system.

- **Legal aspects:** None
- **Budget Impact:** None
- **Past History:** None
- **Other Pertinent Data:** None

STAFF RECOMMENDATION: None

COMMITTEE RECOMMENDATION:

Request for Proposals for
Multi Space Meter System and LPR
Hudson, Wisconsin



**REQUEST FOR PROPOSALS
FOR
Multi Space Meter System**

Distribution/Advertisement: February 1, 2018

Pre-Proposal Conference: , 2018

Submittal Deadline: March 1, 2018 by 4:00 PM

Contact:

CITY OF HUDSON, WI
NOTICE TO PROPOSERS

Hudson needs to attach TEXT

Sealed proposals will be received by the City Purchasing Manger add address Wisconsin, until 4:00PM local time on March 1, 2018. Proposal shall cover the following:

Request for Proposal
RFP Number
For the
City of Hudson, WI

The City of Hudson, Wisconsin, is requesting proposals from qualified firms for the purpose of providing and installing pay by plate meters on-street and in the public parking lots located in the downtown, per the scope of work herein. This project will be managed by the City of Hudson.

The City of Hudson reserves the right to reject any or all Proposals, waive technicalities, and to be the sole judge of the suitability of the proposed services for its intended use and further specifically reserves the right to make the award in the best interest of the City.

1. PROJECT BACKGROUND

The City of Hudson, WI (“City”) manages 1,178 parking spaces consisting of a combination of surface lot and on-street parking. There are 327 single spaced meters. The City will be increasing the number of metered spaces to approximately 700 with the addition of the multi space meters in this proposal. The City is requesting proposals for new parking meter technology to replace the current single space coin operated meters. See the map on page 3 for the detailed study area and potential meter locations.

The proposed new parking meter technology will:

1. Meet the City’s various current and long-term parking enforcement needs
2. Increase the efficiency and effectiveness for the parking enforcement process
3. Integrate a new LPR enforcement system with the pay stations.
4. Provide new parking enforcement software along with recommended equipment for enforcement.
5. Integrate the City’s current Passport Parking system with the new pay stations.
6. Provide a wireless system for communication between the individual pay stations and the central computer and enforcement hand held units.

The proposed parking meter technology will enhance the City’s current parking system and support all specifications and requirements identified within this RFP. The City is seeking a vendor that will provide both solution and implementation services, as well as training and support.

Insert Map

2. Scope of Services

General Description

The City of Hudson requests proposal submissions for a parking meter system, Pay by License Plate Pay Stations and License Plate Recognition (LPR) enforcement hardware/software. The City is looking to convert and upgrade its designated parking from single meter parking with new equipment that has the capability of coin and credit card reader. This meter must have the ability to be managed and monitored remotely and be capable of operating in a Pay by License Plate system. The enforcement component must work with the meter system providing mounted vehicle cameras, hand held software and all software to run the back-office system.

Goals

- To make the parking system more convenient and user friendly for visitors' and residents parking in the downtown by allowing multiple forms of payment at the meters.
- To increase compliance of parking meters.
- Reduce service calls and customer complaints due to malfunctioning equipment
- Lower maintenance and repair costs
- Improve streetscape appearance through a reduction in meter clutter

There are 11 main areas which the parking meter technology solution proposal should address:

1. Pay station hardware proposal specifications including all components and materials;
2. Pay station software proposal components and capabilities including web-based back office application;
3. LPR enforcement hardware proposal specifications including all components and materials;
4. LPR enforcement software proposal components and capabilities including web-based back office;
5. Parking enforcement software;
6. Parking enforcement hardware if necessary;
7. training and support;
8. after sales support;
9. vendor references;
10. pricing;
11. warranty.

The City of Hudson retains the right to reject any and all proposal submittals in the submission process and specifically reserves the right to make the award that is deemed to be in the best interest of the city.

The following sections are specific to the City's minimum requirements for the identification, purchase, and implementation of parking pay stations and LPR enforcement equipment. Each vendor proposal must include all hardware, software, and associated systems to completely support the implementation and operation of the selected parking pay stations.

Meters

Physical Information Required

1. A fully functional parking pay station
2. brand name
3. installation requirements
4. dimensions of meter technologies

Hardware Specifications – Pay Station Solution Proposal

1. Cabinet and Pedestal

The parking pay station cabinet and pedestal must meet the following requirements:

- (a) The cabinet must be ADA compliant with no reach point higher than 48 inches including all buttons, payment openings and receipt dispensing.
- (b) Cabinet must be minimum 12-gauge zinc-coated steel.
- (c) Pedestal must be minimum 12-gauge zinc-coated steel with four locations for anchor bolt fasteners. Anchor bolts must not be exposed outside the pedestal.
- (d) Surface finish must be a powder-coating paint that is electrostatically charged and baked on.
- (e) Pay station should be available in a range of custom colors upon request and with the option for customized decals.
- (f) In general, the cabinet must have an aesthetically pleasing design that is easily recognizable as parking related.

1. Physical and Security Lock

The parking pay station and security lock must meet the following specifications:

- (a) Separate compartments for maintenance and collections. There shall be no access to the money in the cash box when the pay station is open for maintenance or collections.
- (b) Vandal-resistant with recessed hinges.
- (c) Optional electronic locks for maintenance and cash vault compartment doors.
- (d) No locks can be exposed beyond the flush mount of the cabinet.
- (e) Pay station must have vibration and shock sensing audible alarms.
- (f) All pay station doors must be equipped with sensors that will send a notification, in real-time, to the back-office software alerting to doors being opened or closed.
- (g) Cash status, audit reports, stall reports and revenue reports must all be printable at the pay station without opening the cabinet door; password protection to reports is mandatory.

2. LCD Display

The pay station LCD screen must address the following:

- (a) The pay station must have LCD screen, which is easy to read in various lighting conditions.
- (b) All instructions and rates are to be provided through the LCD display, eliminating the need for external signage.
- (c) The screen must be recessed and protected by a Lexan cover.
- (d) The screen must be vandal-resistant, weatherproof, and corrosion-resistant.

- (e) The screen must be modular and easily unplugged and replaced with basic tools for easy servicing.
- (f) For increased contrast, the screen must display dark lettering on light background, or light lettering on dark background. These contrast settings must be selectable and allow for automatic changing from one to the other and back at predetermined times during the day.
- (g) The LCD must have the ability to display rate menu or rate options simultaneously.
- (h) The LCD must be able to display a color graphic and/or photograph or message for a user-defined amount of time when the pay station is turned on.
- (i) All prompts on the pay station must be user configurable.

3. Keypad

- (a) The pay station must have an alphanumeric, tactile feel keypad.
- (b) When a key is pressed, an audible indication must be given to provide feedback to the consumer.
- (c) The keypad must be vandal-resistant, weatherproof, and corrosion-resistant.
- (d) The keypad must be modular and be easily unplugged and removed with basic tools for easy servicing.
- (e) The keypad will be used to turn the pay station on when it is in sleep mode.
- (f) The keypad must be illuminated for easy night time usage.

4. Receipt/Ticket Cup

The receipt/ticket cup must be protected.

5. Coin Slot

- (a) The pay station should support an automatic coin shutter that opens for coin insertion but not for non-metallic objects.
- (b) Coin slot shall accept all United States coins ONLY. No foreign coins accepted. Must be capable of accepting nickels, dimes, quarters, and dollars.
- (c) All excess coins are to be channeled to a coin compartment for subsequent removal.
- (d) Pay station must have a coin escrow to allow consumers to cancel the transaction at any time and have funds returned.
- (e) Must reject fraudulent and foreign coins immediately through a coin return cup.
- (f) Must be modular construction to allow for easy removal with basic tools.

6. Cash Vault Compartment

The coin canister component must meet the following criteria:

- (a) All denominations of coins must be held in a securely locked stainless steel coin canister separate from the maintenance compartment.
- (b) The coin canister must have a handle to quickly and easily remove it and must have a separate key to open it.
- (c) The coin canister must have a minimum capacity of 1,000 coins.
- (d) Maintenance personnel without keys must not be able to remove the metal coin canister.

- (e) The unit should support a built-in sensor that sends a notification to the back-office software indicating the unit's removal and insertion.
- (f) Each container must support electronic programmable locks.
- (g) The unit must have a self-locking mechanism upon removal from the cabinet to ensure no access to coins.
- (h) The pay station must wirelessly notify parking operations staff of any faults, such as a card reader or coin validator jam, via a text message, email, or both.

7. Credit Card Reader and Operation

- (a) The card reader must be mounted in such a way that would mitigate the risk of attaching a skimming device.
- (b) The card reader must allow the customer to maintain control of their card at all times.
- (c) The card reader must accept and process Visa, Mastercard, Amex, Diner's Card, Discover or any combination thereof, and must be configurable via back-office software.
- (d) The Card Reader must be modular and be easily unplugged and removed with basic tools for easy servicing.
- (e) The Card Reader must read Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811.
- (f) The Card Reader must read and write to chip-based smart cards conforming to ISO 7810 and 7816.

8. EMV Card Reader

- (a) The card reader must be mounted in such a way that would mitigate the risk of attaching a skimming device.
- (b) The card reader must allow the customer to maintain control of their card at all times.
- (c) The card reader must accept and process Visa, Mastercard, Amex, Diner's Card, Discover or any combination thereof, and must be configurable via back-office software.
- (d) The Card Reader must be certified as EMV Level 2 on EMVCo's website.
- (e) The Card Reader modular and be easily unplugged and removed with basic tools for easy servicing.
- (f) The Card Reader must read Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811.
- (g) The Card Reader must read and write to chip-based smart cards conforming to ISO 7810 and 7816.
- (h) The Card Reader must have tamper-prevention features that disable the reader if uninstalled or disassembled.

9. Transaction Process

- (a) Software should provide management control and reporting of credit card process via internet.
- (b) Parking equipment for the City of Hudson must meet the Payment Card Industry (PCI) Compliance standards as Service Provider and Payment Application Data Security Standards (PA-DSS) for all hardware and software proposed. The provision of voluntary security scan reports and self-questionnaires as proof of compliance will not be acceptable. More details on these standards may be found at www.pcisecuritystandards.org.

10. Printer

- (a) The printer must be a high quality thermal printer with a simple paper path and a reliable cutting edge.
- (b) The paper roll must easily be removed and replaced in less than 60 seconds.
- (c) The printer must be modular and easily unplugged and removed with basic tools for easy servicing.
- (d) The printer must provide an alert when a ticket does not print.
- (e) Payment machine should allow report and receipt printing in the field. Payment machine should have capacity of producing at least 2,200 tickets/reports prior to replacing print roll.

11. Receipt Paper

- (a) The receipt paper must have the capability to be pre-printed with customized messages on the back and logo watermarks on the front of the receipt.
- (b) The tickets must be heat, fade, and curl-resistant.
- (c) Paper must be 100% recyclable.

12. Power Operation and Recharging System

- (a) The proposer will need to determine which pay station locations can operate on a solar recharging system and which locations will need direct power. Both systems must operate with a backup battery.
- (b) Required for Solar:
 - i. The solar panel must be affixed to the pay station in such a way that maximizes exposure to the Sun while maintaining aesthetics.
 - ii. The battery must be a minimum of a 12V 33Ah, sealed gel-cell, which when fully charged without charging input must power the pay station for at least 28 days with approximately 40 transactions per day.
 - iii. The battery voltage check system must be integrated into the pay station cabinet and the voltage of the battery must be determined in less than five seconds either by accessing the pay station or by reviewing real-time updates over the internet.
 - iv. The battery storage area must allow the battery to be removed and replaced in less than 60 seconds for servicing.
- (c) Describe the pay station's unique power management capabilities.

13. Electrical and Electronic Components

- (a) All major components must be modular and easily unplugged and removed with basic tools for easy servicing.
- (b) All electronic connection plugs must be physically differentiated and must only fit one way.
- (c) Temperature Specifications-
 - i. AC Charging: -40° F to 140° F (-40° C to 60° C) with an optional heater
 - ii. Solar: -40° to 140° Fahrenheit (-40° to 60° Celsius) in non-AC environments; up to 95% relative humidity (non-condensing).

14. CPU/Black Box

- (a) The central process unit (CPU) must be specifically designed for operation with the pay station.
- (b) The CPU must be custom designed, built, and supported by the manufacturer.
- (c) The CPU must contain Flash memory that can record a minimum of 10,000 transactions and allow data to be preserved when power has been removed.
- (d) The CPU must not require a battery backup to preserve memory.
- (e) The CPU must be modular and be easily unplugged and removed with basic tools for easy servicing.
- (f) The pay station must have a bad card maintenance list that can store up to 16,000 card numbers for offline processing.
- (g) To enable seamless additional application integration, the pay station operating system must be Microsoft Windows based or another non-proprietary-based operating system.
- (h) The pay station must be able to automatically adjust its internal clock for Daylight Savings Time changes.
- (i) The pay station must be able to be configurable to support multiple languages.
- (j) The pay station payment application must be PA-DDS validated and listed as Acceptable for New Deployments on PCI's website.
- (k) The pay station must use a currently-supported operating system receiving regular security updates.

15. Communication

- (a) The pay station must be able to support a direct Ethernet connection without any additional hardware.
- (b) For wireless communication, an optional choice of GSM/CDMA modem must be available.
- (c) Central server system and the proposed pay stations must be able to work with the latest technologies in metro Wi-Fi technology.
- (d) All quoted communications options must be backed with a reference to a proven existing field installation where the communication method has been shown to be reliable.

Software Specifications

1. Payment Options

The pay station and/or meter must support the following payment options:

- (a) United States coins only – Must be capable of accepting nickels, dimes, quarters, and dollars (both Susan B. Anthony and Sacagawea).
- (b) No foreign currency.
- (c) Credit cards– Type of credit cards accepted must be configurable for each pay station Visa, Master Card, American Express, and Discover.
- (d) Cell phone payment – The solution must be able to work with the Passport Parking System cell phone payment option.
- (e) The pay station must have the ability to allow for adding time to the existing time purchased up to a maximum limit. A PIN number printed on the ticket must be entered when adding time to ensure that only the original parker can add time.
- (f) The consumer must be able to pay for any space from any pay station provided that the pay stations are online (communicating to the central server).

2. Pay-by-Phone Integration

- (a) The solution must have an option to pay for parking with a cell phone in a Pay-by-License Plate deployment using the Passport Parking app.
- (b) If the initial payment was made at the pay station, the consumer must have the ability to add time through a cell phone.
- (c) If the initial payment was made through a cell phone, the consumer must have the ability to add time through a cell phone.
- (d) If payment was made through a cell phone, the system should be able to notify the consumer through a cell phone prior to the expiration of the parking time.
- (e) For enforcement purposes, the enforcement officer must be able to print a report at a pay station for valid spaces paid for regardless if they were paid for at the pay station or by cell phone.

3. Extend-by-Phone

- (a) The system shall enable consumers to receive text messages reminders of parking expiring on their cell phone for transactions initiated at the pay station. When operating in Pay-by-License Plate mode and when online credit card authorization is used, the system shall provide a means for consumers to extend parking transactions initiated at a pay station by sending a text message from their mobile phone.
- (b) Parking extensions of this nature shall be reflected in pay station stall or license plate enforcement reports and information presented to enforcement devices and license plate recognition systems.
- (c) No pre-registration (Web or telephone system) shall be required for consumers to benefit from text message reminders or extensions. They should be able to select this option by providing their mobile phone number at the pay station.
- (d) Parking extensions shall be charged to the credit card originally used at the pay station and /or meter.

- (e) The text message sent to consumers to extend time must be simple and devoid of cryptic syntax. Ideally, the consumer should only have to send the number of minutes to add to the parking session.

4. Pay-by-License Plate

- (a) The Pay-by-License Plate system proposed by the proposer shall fully integrate with the supplied License Plate Recognition (LPR) enforcement system.
- (b) The pay station system back-end shall be able to accept Pay-by-Phone payments and provide the information to the LPR enforcement system.
- (c) The parking equipment shall be capable of transferring data in real-time between the pay stations, the central server system, and the LPR enforcement system.
- (d) The pay station shall support license plate entry through an alphanumeric keypad.
- (e) The proposer must list all aspects of the management modules available to monitor finance, maintenance, operation, and administration of a Pay-by-License Plate system with the central server system.

5. Enforcement

At the pay station, the enforcement officer must be able to:

- (a) Generate Valid Stall reports within the entered stall range regardless of how (pay station or cell phone) and at which machine the spaces were paid for. The report must clearly display the expiration time for each valid space.
- (b) Generate an Expired Stall report within entered stall range which clearly displays the spaces that have not been paid.
 - i. The City of Hudson has a goal of integrating Pay-by-License Plate data at the pay station with the enforcement systems for consolidated reporting purposes.
 - ii. The central server system must be able to integrate with Passport Parking and more of the leading mobile enforcement providers for real-time stall information. The proposer must outline all potential partners where integration exists today.

6. Management Software Capabilities

The management software must have the following capabilities:

- (a) Password access at the pay station for collection and service personnel.
- (c) The ability to set sleep timer mode for the pay station
- (d) Configure the pay station to operate in Pay-by-License Plate environments
- (e) Ability to configure credit cards, smart cards, contactless cards and magnetic strip cards that will be accepted.
- (f) Restrict payment types on a rate-by-rate basis
- (g) Enable online “real-time” credit card authorization (with Ethernet connection or modem option).
- (h) The ability to enable/disable additional time to be added to paid stalls
- (i) Issuance of printed refund slip
- (j) Issuance of refund slip for cancelled payment
- (k) Enable a “Store and Forward” mechanism to process credit cards that are accepted when online communications have been disrupted.

- (l) Allow configuration of designated stalls for exclusion from transient parking on specified days and times.
- (m) Remote upload of all rate and configuration parameters to the pay station/meters via the central server at no charge as many times as requested.
- (n) Allow for a color BMP image to be displayed on the meters LCD screen.
- (o) Allow a four-line custom message on introduction and exit screen.
- (p) Allow a four-line custom message on receipt header, footer and refund receipt.
- (q) Allow for the remote upload of all rate and configuration parameters to the pay station via the central server at no charge as many times as the operator wishes.

7. Standard Rate Capabilities

Standard rate capabilities must include:

- (a) Rates by the minute (5 min), hour, day, week, and month.
- (b) Special event pricing.
- (c) Different values can be assigned to different hourly increments (for example, first hour at \$2.00, and each additional hour thereafter at \$1.00).
- (d) Progressive, regressive, flat, evening, early bird, and holiday rates.
- (e) Programmable minimum and maximum time periods.
- (f) Ability to preset special rate structures up to a year in advance.
- (g) One-step uploads of bad credit card/smart card file.
- (h) Incremental rates with minimum increment being five minutes.
- (i) Ability to set a minimum credit card value for incremental rates.
- (j) Ability to provide monthly passes.
- (k) Rate descriptions must be user configurable up to 20 characters in length.
- (l) The pay station must be able to display rates and instruction in multiple languages.
- (m) Rates must have the option to add up to two tax rates to the transaction price and these taxes must be itemized on the receipt and on management reports.

8. Management Reports

Proposer should provide samples of all reports to allow for evaluation of reporting features. The pay station must issue a report from the printer with the following information:

- (a) machine serial number
- (b) pay station firmware version
- (c) stall reports showing valid stalls, unpaid stalls, or paid since last stall report
- (d) date and time of collection
- (e) date and time of previous collection
- (f) total amount of
 - money in the collection
 - coins
 - credit card payments by credit card type
 - number of tickets issued
 - refunds issued
 - change issued

Revenue detail must have the capability of providing the following information at the pay station:

- Date of transactions with “from” and “to” parameters
- Total deposits
- Overpayments
- Total transactions
- First transaction number
- Last transaction number

In the back-office software, reports must be able to be generated based on the following parameters:

- Transaction Date and Time
- Payment Method
- Rate
- Pay Station Number
- Credit card type

The pay station must issue a report with the history of the machine with the following Audit details:

- Date of the transactions with “from” and “to” parameters
- Total deposits
- Overpayments
- Total transactions
- First transaction number
- Last transaction number

9. Remote Management

The City of Hudson would like the proposer to host remote management options. The capabilities provided through remote management must include the following:

- (a) Dashboard – The Online Management Platform must include a customizable dashboard that displays default and user defined widgets. It must include visuals of the following metrics:
 - i. Purchase Volume
 - ii. Permit Revenue
 - iii. Real-time Credit Card Processing Performance
 - iv. Active Alerts
 - v. Paid Occupancy
 - vi. Counted Occupancy
 - vii. Counted vs. Paid Occupancy
 - viii. Utilization
 - ix. Turnover
 - x. Permit Purchase Price
 - xi. Permit Duration
 - xii. Revenue per space
 - xiii. Geographic locations of assets
 - xiv. Geographic location of Citations issued, shown on a map
 - xv. Citations issued within the system

- xvi. Paid occupancy visualized as red, yellow and green markers for on-street and off-street locations.
- (b) Real-Time Reporting/Pay Station Configuration - The pay station and/or meter must provide, as an option, the ability to generate all of the reports as listed under “Reports” above through any computer with an internet connection using up-to-date, real-time information.
- i. The pay station must provide, as an option, the ability to generate all of the reports as listed under “Reports” above through any computer with an Internet connection using real-time information.
 - ii. All users must be able to generate their own personalized reports from a list of available reports.
 - iii. All reports must be able to be scheduled with recurrence on a daily, weekly, and monthly basis.
 - iv. Run time-of-day of the scheduled reports must be able to be set on a per report basis.
 - v. Reports must be able to be generated in CSV format with up to 1 million rows of data.
 - vi. Reports must be able to be generated in PDF format.
 - vii. Reports must be able to be emailed from the Online Management Platform to a user-managed list of recipients.
 - viii. A copy of generated reports must be kept on the server for a specific period of time up to 40 days so that they can be accessed later.
 - ix. Reports must be generated in such a fashion as to not block a user from working in other areas of the application while they are being generated. The Online Management Platform must provide a method to perform a lookup of a single transaction with only partial details including: space number, license plate number, date range, last 4 digits of a credit card, phone number, email address, and coupon ID.
 - x. The Online Management Platform must be integrated with and allow lookup for active permits.
 - xi. The Online Management Platform must provide the ability to email a copy of a consumer’s receipt.
 - xii. The Online Management Platform must be able to track that an emailed receipt has been requested.
 - xiii. The Online Management Platform must be able to print a copy of a consumer’s receipt.
 - xiv. The Online Management Platform must be able to generate a pay station inventory report that displays information such as location, last seen time and software and firmware versions.
 - xv. The Online Management Platform must be able to generate a pay station maintenance report that itemizes the pay stations that have generated alerts and require attention.
 - xvi. The Online Management Platform must be able to generate a pay station collection report that itemizes pay stations that have exceeded a user specified threshold and require collection.
- (c) Remote pay station and/or meter configuration
- i. The solution must allow for changes in the rate structure to be sent remotely from the office over the air.
 - ii. The solution must allow for all configuration changes listed under “Management Software Capabilities” to be configured from a remote PC and capable of being uploaded to the pay station in real-time (with a maximum upload delay of five minutes) provided the pay station is online.

- iii. Changes that are made to configurations must be time-stamped with a date of receipt by the Online Management Platform from the remote configuration utility.
 - iv. Acknowledgment of the receipt of configuration changes must be time-stamped in the Online Management Platform to ensure that all changes have been received by the pay stations.
 - v. Status of the receipt of configuration changes must be visualized on a map with the Online Management Platform to provide a high level overview of the deployment state.
- (d) Real-Time Monitoring/Intelligent Dispatch
- i. The pay station and/or meter may provide, as an option, the ability to monitor at a minimum the following parts and systems and communicate any malfunctions or supply requirements through e-mail or cell phone.
 - ii. The Online Management Platform must have a dedicated module that is designed for the purpose of monitoring the maintenance needs of the pay stations.
 - iii. The Online Management Platform must have a dedicated module that is designed for the purpose of monitoring collection needs of the pay stations.
 - iv. Alarms must be transmitted within 10 seconds of the event occurring at the pay station.
 - v. Please describe different alert or alarm types and provide examples regarding which components would trigger each.
- (e) The back office system must allow for the following items without alarms that may be monitored on a secure internet connection including:
- number of coins
 - battery voltage levels
 - solar charging status: charging/not charging
 - pay station temperature level
 - pay station humidity levels
- (f) Real-Time Credit Card Authorization
- i. The pay station must allow credit cards to be processed in real-time.
 - ii. The system must process and reconcile transactions with a PCI compliant credit card processor or gateway.
 - iii. Software should provide management control and reporting of credit card process via Internet.
 - iv. There should be a simple, one-step process to automatically transfer credit card data to the clearinghouse. No duplicate checks or transfer of data between files or spreadsheets should be required.
 - v. The unique authorization number received from the credit card clearinghouse must be clearly displayed on the receipt.
 - vi. The authorization number must be available in the back-office software to be used as criteria for credit card transaction searches.
 - vii. The pay station must be configurable to accept or not accept credit card payment in the event that the communication to the pay station becomes temporarily unavailable.
 - viii. The pay station must maintain a list of known bad cards so that they are not accepted when the pay station cannot communicate with the processor.
 - ix. Credit card/smart card transactions that are declined should automatically populate a file of bad credit cards/smart cards to prevent future acceptance of bad credit cards/smart cards.
 - x. Bidder-supplied management software should allow for manual entry of cards into a bad credit card/smart card file.

- xi. Bad credit cards/smart cards should be prevented from use in any payment machine in the network.

10. Future Capabilities

The identification of features that will be available after the equipment is deployed may also be mentioned, but descriptions should clearly state when features will be available for deployment and any hardware upgrades associated with such upgrades.

Hardware Specifications – License Plate Recognition System with Handheld Integration

1. General Specifications:

This request for proposal is for one system which will be mounted on the enforcement vehicle along with software that will work with handhelds and meter system. Demonstration or site testing is required prior to award of the bid. The System Minimum Requirements:

- (a) System demonstration/site testing is required prior to the award of the bid.
- (b) Camera System Hardware
 - i. Compact, low profile cameras
 - ii. Variable light condition cameras
 - iii. Waterproof and impact resistant
 - iv. Cameras to be combination IR/color LPR cameras
 - v. All wiring, cables and equipment necessary for an operational system
 - vi. All hardware to be new, no demonstrators or used equipment
- (c) Software and Site Licensing
 - i. Any software subscription/maintenance annual fee must be listed on the pricing sheet
 - ii. Unlimited technical support and software maintenance, fixes, patches, upgrades, and utilities per the Product Site License agreement.
 - iii. Make unlimited searches for whole or partial license plate numbers
 - iv. Capable of generating data reports
- (d) On-site Installation and Training – Training to include set up, system configuration and demonstration of all product features
- (e) iOS, Windows and/or Android compatible
- (f) Real-time hot file access
- (g) Software
 - i. Software to include all applications necessary to operate the complete system
 - ii. Software to include camera control package, Hot-List Management and reporting capabilities.
 - iii. Software to be the latest available version.
- (h) Additional Hot File Integration
 - i. Integration/Hot File Check
 - ii. Options for integration into other/future systems
- (i) Warranty
 - i. Manufacturer’s Standard Warranty – copy must be enclosed with proposal
 - ii. Overnight replacement parts

Enforcement Software Specifications –Ticket writing

1. General Specifications:

This request for proposal is for one system which will work with the enforcement vehicle along with software that will work with handhelds (current or recommended) and meter system. Demonstration or site testing is required prior to award of the bid. The System Minimum Requirements:

- (a) Handheld system software
 - i. Compact, low profile
 - ii. Cameras
 - iii. Waterproof and impact resistant
 - iv. All wiring, cables and equipment necessary for an operational system
 - v. All hardware to be new, no demonstrators or used equipment
- (b) Software and Site Licensing
 - i. Any software subscription/maintenance annual fee must be listed on the pricing sheet
 - ii. Unlimited technical support and software maintenance, fixes, patches, upgrades, and utilities per the Product Site License agreement.
 - iii. Make unlimited searches for whole or partial license plate numbers
 - iv. Capable of generating data reports
- (c) On-site Installation and Training – Training to include set up, system configuration and demonstration of all product features
- (d) iOS, Windows and/or Android compatible
- (e) Real-time hot file access
- (f) Software
 - i. Software to include all applications necessary to operate the complete system
 - ii. Software to include camera control package, Hot-List Management and reporting capabilities.
 - iii. Software to be the latest available version.
- (g) Additional Hot File Integration
 - i. Integration/Hot File Check
 - ii. Options for integration into other/future systems
- (h) Warranty
 - i. Manufacturer’s Standard Warranty – copy must be enclosed with proposal
 - ii. Overnight replacement parts

Training and Support

Proposer shall provide training on an individual location basis or in group settings as approved by the City of Hudson. The proposer shall provide additional training, if needed or as requested throughout the length of the contract. Additional training shall be determined by the City of Hudson’s need and provided based on practicality and reasonableness. Proposer shall provide a training program for technicians and staff responsible for:

1. Installation, startup, and maintenance of the cameras;
2. Programming through the LPR software, for cameras and handheld units;
3. Monitoring the equipment;

4. Data file collection, system monitoring and auditing, setup and maintenance of user account passwords, etc.
5. Proposer shall provide a thorough outline of the training content and provide a training schedule for both software and hardware. The schedule shall include periodic refresher training (continuing education), including, but not limited to, emphasis on particular areas of the City of Hudson's choice and upgrades of software and/or hardware.
6. The successful proposer shall provide a minimum of 8 hours of training at a designated City of Hudson facility for each City of Hudson technician to develop expertise in the maintenance and repair of their product, including, but not limited to:
 - (a) installation
 - (b) maintenance
 - (c) troubleshooting repairs
 - (d) operations – programming, enforcement and ticket writing
7. Two hardcopies and one electronic version on a cd or flash drive of the operating manual in English for installation, maintenance and use with wiring diagrams and specifications are to be provided at the time the LPR equipment is delivered.

After Sales Support

Proposer must provide access to 24/7 telephone support. The proposer must also outline what support options are made available with regard to online knowledge databases.

References

Proposer must supply at least five (5) references using the product proposed.

Pricing

Proposer must identify, itemize, and price every component or sub-system required for pay stations/meters to perform satisfactorily as a fully functioning system. Any software, hardware, cabling, communications connections, printer, paper, batteries, ribbons, lubricants, adapters or other items required for proper operation as a working network of machines must be offered during submittal.

Proposer should identify and price any components that are recommended as “spare” or stocking repair parts or supplies to provide timely repairs for broken equipment. Proposer must identify an authorized provider for installation, repairs, service, and warranty.

Proposer must also provide a five (5) year cost projection of any on-going (monthly/annual) costs associated with back office support and any transaction fees which the City may incur. The proposer should specify whether the transaction fees are charged at a flat per-transaction fee rate or if another fee structure will be utilized.

Warranty

The proposer guarantees for a period of a minimum of one (1) year from the date of installation to repair and/or replace any part or modular component determined to be defective in material or workmanship under normal use and service at no additional cost.

Extended warranty options must be made available and outlined within this proposal.

3. EVALUATION CRITERIA

The City will select the successful firm through an evaluation process based on the firm meeting the specifications which are outlined in this RFP. A review committee will review in detail all proposals that are received. During the evaluation process, the City may require a proposer's representative to answer questions with regard to the proposal and/or make a formal presentation to the review committee. The review committee will make a recommendation to award the contract based on the criteria set forth below. This contract will be forwarded to the City Council for final approval.

The evaluation criteria listed below will be used in the selection of the successful Proposer.

1. Qualifications and Expertise
2. Organization and Completeness of Proposal
3. Proposal design and installation process
4. Preference will be given to firms that can provide all proposed componets in house or firms that can guarentee all proposed componets will work together
5. Price

4. SELECTION PROCESS

The City will select a firm on the basis of the responsiveness of the proposal to the RFP submittal requirements, the evaluation criteria stated above and the demonstrated willingness to execute an acceptable written contract. The City reserves the right to reject any or all proposals, and to request written clarification of proposals and supporting materials from the Proposer.

While it is the intent of the City to award a single firm, the City reserves the right to award in part or in whole and to select multiple firms and/or individuals, depending on whichever decision is deemed to be most advantageous to the City.

Proposals should be based on the following instructions and project requirements.

Errors, Omissions, Clarifications

All questions and requests for clarification relating to the RFP, the RFP process, and/or identification of any errors or omissions in the RFP documents shall be directed in writing to:

Contact: _____

Email: _____

Questions or request for clarification must be received on or before January 15, 2018 and responses will be provided to all prospective Proposer on or before January, 28, 2018.

Response can only be provided to vendors on the Prospective Proposers List who have provided proper contact information. Vendors who wish to be placed on the Prospective Proposer List **must email or fax (** _____ **)** the form provided in Attachment No. 1 to _____

Compliance With Wisconsin State Laws

Proposers, suppliers, or any of the proposer's sub-contractors agree to comply with all Wisconsin State contract laws, bidding laws, and laws and regulations governing firms engaged in the manufacturing, sale, distribution, or installation of multi-space parking meters. Proposers and proposer's sub-contractors must be licensed to do business in the State of Wisconsin.

Late Proposal

Late proposals will not be accepted and will be returned to the respondent.

Singed Proposals

The proposal must be signed by a person authorized to sign on behalf of the Contractor binding the contractor to statements made in response to this RFP.

Inspection of Site

Each Proposer shall personally examine the various sites of proposed work in the project and fully acquaint themselves with the existing conditions there relating to the work required under this contract and the restrictions attending the performance of the contract. Proposers by satisfying themselves via such personal examinations shall not, at any time after the submission of their proposal, dispute or complain of such estimate or assert that there was any misunderstanding in regard to the nature of the work to be done.

Delivery

The City would like to take delivery of the multi-space parking meters, LPR equipment and enforcement components on or before June 1, 2018 Proposal shall include a guaranteed delivery date so the City may properly plan and coordinate the installation process.

Responses may be rejected if the firm fails to perform any of the following:

1. Adhere to one or more of the provisions established in this Request for Proposal
2. Demonstrate competence, experience, and the ability to provide the services described in this Request for Proposal
3. Submit a response on or before the deadline and fail to complete all required forms
4. To fulfill a request for an oral presentation
5. To respond to a written request for additional information

Discussions and/or interviews may be conducted with responsible firms that have submitted proposals in order to clarify certain elements. All proposals shall be afforded fair and equal treatment with respect to any opportunity for clarification. In conducting discussion, there shall be no disclosure of information derived from proposals submitted by competing firms. The selection shall be done by the City's review committee and will be recommended to the City Council for final approval.

The firm to be recommended to the City Council will be the one whose proposal is determined to be the most advantageous to the City in consideration of price and all other evaluation factors which are set forth in this Request for Proposal.

The City reserves the right to request additional information from firms for the purpose of explaining the contents of their proposal. Any such request shall be for informational purposes only and does not constitute discussion.

Pre-Proposal Conference

A Pre-Proposal Conference will be held at the _____ location _____, at _____ (time) on _____ (date). The purpose of this conference will be to clarify the contents of this solicitation in order to prevent any misunderstanding of the project parameters and submission requirements. Any doubt as to the requirements of this solicitation or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and may issue a written amendment to the solicitation. Oral statements or instruction will not constitute an amendment to this solicitation.

PROPOSED SCHEDULE:

The tentative schedule for this RFP and project process is as follows:

- February 1 – Issue RFP to parking vendors
- March 1 – Deadline for RFP submission
- March 21 – Selection of Vendors
- June 1 – Installation begins
- July 9 – Soft launch of new system

<p>All proposals must be received no later than 4PM on March 1, 2018 in order to be considered.</p>
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5. CONTRACT AWARD / RIGHT TO TERMINATE

By submission of a proposal, the Proposer agrees that should it be identified as the successful Proposer, it is willing to enter into a contract with the City to deliver the specified goods and services by a guaranteed date.

If the Proposer informs the City that they are unable to meet the guaranteed delivery date or if the Proposer does not meet the guaranteed delivery date, the City shall have the right to terminate the contract and the Proposer will have no rights or claims against the City.

6. GENERAL TERMS & CONDITIONS

Confidentiality

In connection with this Agreement, City may provide Consultant with information to enable Consultant to render the Services hereunder, or Consultant may develop confidential information for City. Consultant agrees (i) to treat, and to obligate Consultant's employees to treat, as secret and confidential all such information whether or not identified by City as confidential, (ii) not to disclose any such information or make available any reports, recommendations and /or conclusions which Consultant may make for City to any person, firm or corporation or use the same in any manner whatsoever without first obtaining City's written approval, and (iii) not to disclose to City any information obtained by Consultant on a confidential basis from any third party unless Consultant shall have first received written permission from such third party to disclose such information.

The City and the Consultant shall cooperate to determine what records are subject to such a request and whether or not any exemptions to the disclosure of such records, or part thereof, are applicable. The Purchasing Manager will endeavor to advise the firm of any request for the disclosure of the material so marked with "TRADE SECRET", "CONFIDENTIAL", or "PROPRIETARY", and give the firm or other submitting party the opportunity to seek a court order to protect such materials from disclosure. If the requested material was submitted by a party other than the firm, then the firm shall be solely responsible for notifying the submitting party of the request. The City's sole responsibility is to notify the firm of the request for disclosure, and the City shall not be liable for any damages resulting out of such disclosure, whether such disclosure is deemed required by law, by an order of court or administrative agency, or occurs through inadvertence, mistake, negligence on the part of the City or its officers, or employees.

Withdrawal of Proposal

Proposals may be withdrawn prior to the submittal deadline. Withdrawal may be attained by written request; however, no offer can be withdrawn within the ninety (90) day period which occurs after the time is set for closing. Proposers who withdraw their proposals prior to the designated date and time may still submit another proposal if done in accordance with the proper time frame.

Exceptions to Specifications

Exceptions to these specifications shall be listed and explained on a separate page titled “Exceptions to Specifications”, which shall be prepared by the Proposer. This page shall then be attached to these documents and submitted at the same time as the proposal. Each exception must refer to the page number and paragraph to which it is relevant. The nature and reasoning of each exception shall be explained in its entirety. Any exceptions to these specifications may be cause for rejection of the proposal.

Hold Harmless

The contractor agrees to hold harmless the City of Hudson and all of its agents, servants, and employees against any and all lawsuits, claims, demands, liabilities, losses, and/or expenses; including court costs and attorneys’ fees on account of injury to any person, or any death resulting from such injury, or any damage to property which may have arisen from work specifically related to the contract and/or project.

Addenda

Any and all changes to these documents are valid only if they are included via written addendum to all respondents. Each respondent should acknowledge receipt of any addenda by indicating same in their proposal submission. Each respondent acknowledging receipt of any addenda is responsible for the contents of the addenda and any changes to the proposal therein. Failure to acknowledge any addenda may cause the proposal to be rejected. Addenda information is available over the internet at _____, or by contacting _____.

Term

The contract is for three years with one (1) additional 1-year option to renew. The City may terminate a contract for either cause or convenience.

Non-Appropriation of Funds

The City of Hudson reserves the right to terminate in whole or in part of the contract in the event that sufficient funds to complete the contract are not appropriated by The City of Hudson’s City Council.

Property of the City

All discoveries and documents produced as a result of any service or project undertaken on behalf of the City of Hudson shall become the property of the City.

Payment Terms

The consultant shall submit invoices detailing the services provided, project, professional staff, and hours. Please note that failure to provide a detailed invoice could result in delay of payment and include termination of any agreement.

Disclosures and Potential Conflicts of Interest

To ensure full and fair consideration of all proposals, the City of Hudson requires all Proposers including owners or employees to investigate whether a potential or actual conflict of interest exists between the Proposer and the City of Hudson, its officials, and/or employees. If the Proposer discovers a potential or actual conflict of interest, the Proposer must disclose the conflict of interest in its proposal, identifying the

name of the City of Hudson official or employee with whom the conflict may exist, the nature of the conflict of interest, and any other relevant information. The existence of a potential or actual conflict of interest does NOT, on its own, disqualify the disclosing Proposer from consideration. Information provided by Proposers in this regard will allow the City of Hudson to take appropriate measures to ensure the fairness of the proposal process.

The City requires all Proposers to submit a certification, enclosed with this RFP, that the Proposer has conducted the appropriate investigation and disclosed all potential or actual conflicts of interest.

Litigation

All Proposers shall describe any prior or pending litigation or investigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Firm, any of its employees, or subcontractors has been involved in within the last three (3) years.

Subcontractors

If any firm submitting a proposal intends on subcontracting out all or any portion of the engagement, that fact, and the name of the proposed subcontracting firm(s) must be clearly disclosed in the proposal. Following the award of the contract, no additional subcontracting will be allowed without the prior written consent of the City of Hudson.

Contact with City Personnel

All Proposers are prohibited from making any contact with the City Manager, City Council, or any other official or employee of the City with regard to the Project, other than in the manner and to the person(s) designated herein. The Purchasing Manager reserves the right to disqualify any Proposer found to have contacted City Personnel in any manner with regard to the Project.

Costs Incurred

The City of Hudson assumes no responsibility or liability for costs incurred by the Proposer prior to the execution of a contract. This includes costs incurred by the Proposer as a result of preparing a response to this RFP.

PROPOSAL FORM

PROJECT IDENTIFICATION: Multi Space Meter Parking System

THIS PROPOSAL IS SUBMITTED TO:

City of Hudson

1. The undersigned PROPOSER proposes and agrees, if this proposal is accepted, to enter into an agreement with OWNER in the form included in the Contract Documents to perform and furnish all Work as specified or indicated in the Contract Documents for the Price and within the Times indicated in this proposal and in accordance with the other terms and conditions of the Contract Documents.

2. PROPOSER accepts all of the terms and conditions of the Advertisement for Proposals and Instructions to Proposers including without limitation those dealing with the disposition of Proposal security. This Proposal will remain subject to acceptance for 90 days after the day of Proposal opening. PROPOSER will sign and deliver the required number of counterparts of the Agreement with the Bond and other documents required by the Proposal Requirements within fifteen days after the date of OWNER'S Notice of Award.

3. In submitting this Proposal, PROPOSER represents, as more fully set forth in the Agreement, that:
 - (a) PROPOSER has examined and carefully studied the Proposal Documents, including the Specifications and the following Addenda receipt of all which is hereby acknowledged:
(List Addenda by Addendum Number and Date)

 - (b) PROPOSER has visited the site and become familiar with and is satisfied as to the general, local and site conditions that may affect cost, progress, performance and furnishing of the Work.

 - (c) PROPOSER is familiar with and is satisfied to all federal, state and local Laws and Regulations that may affect cost, progress, performance and furnishing of the Work.

 - (d) PROPOSER is aware of the general nature of Work to be performed by owner and others at the site that relates to Work for which this Proposal is submitted as indicated in the Contract Documents.

- (e) PROPOSER has correlated the information known to PROPOSER, information and observations obtained from visits to the site, reports and drawings identified in the Contract Documents and all additional examinations, investigations, explorations, tests, studies and data with the Contract Documents.
 - (f) PROPOSER has given the City of Hudson written notice of all conflicts, errors, ambiguities or discrepancies that PROPOSER has discovered in the Contract Documents and the written resolution thereof by City of Hudson is acceptable to PROPOSER, and the Contract Documents are generally sufficient to indicate and convey understanding of all terms and conditions for performing and furnishing the Work for which this Proposal is submitted.
 - (g) This Proposal is genuine and not made in the interest of or on behalf of any undisclosed person, firm or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; PROPOSER has not directly or indirectly induced or solicited any other PROPOSER to submit a false or sham Proposal; PROPOSER has not solicited or induced any person, firm or corporation to refrain from Proposal; and PROPOSER has not sought by collusion to obtain for itself any advantage over any other PROPOSER or over OWNER.
4. PROPOSER will provide all labor, materials, and equipment in order to complete the Work in accordance with the Contract Documents for the following price(s):

Proposal Form: Please include completed attached Proposal form

(AMOUNT WRITTEN)

5. PROPOSER agrees that the Work will be substantially completed and ready for final payment in accordance with on or before June 1, 2018 or within the number of calendar days indicated in the Agreement. The City will hold no less than 10% of payment until items are completed and inspected.
6. The following documents are attached to and made a condition of this Proposal:
- (a) Required Proposal Security in the form of performance bond. Each proposal shall be accompanied by a bond executed by a surety company acceptable to the City of Hudson and licensed to do business in Wisconsin for the amount of the proposal and price of the contract, guaranteeing that the Proposer shall complete the work covered under the RFP and at the fees stated therein.

7. The City of Hudson shall follow the Hudson Public Act .

Is your business located in the City of Hudson? Yes or No

Does your business employ union workers? Yes or No

If Yes, please state Union and Local: _____

8 Communications concerning this Proposal shall be addressed to the address of PROPOSER indicated below.

SUBMITTED on _____.

State Contractor License No. _____

If PROPOSER is:

An Individual

By _____ (SEAL)
(Individual's Name)

Doing business as _____

Business Address: _____

Phone No: _____

A Partnership

By _____ (SEAL)
(First Name)

(General partner)

Business Address: _____

Phone No: _____

A Corporation

By _____ (SEAL)

(Corporation Name)

(State of incorporation)

By _____

(name of person authorized to sign)

(Title)

(Corporate Seal)

Attest _____

(Secretary)

Business Address: _____

Phone No: _____

Date of Qualification to do business is _____

A Joint Venture

By _____ (SEAL)

(Name)

(Address)

By _____

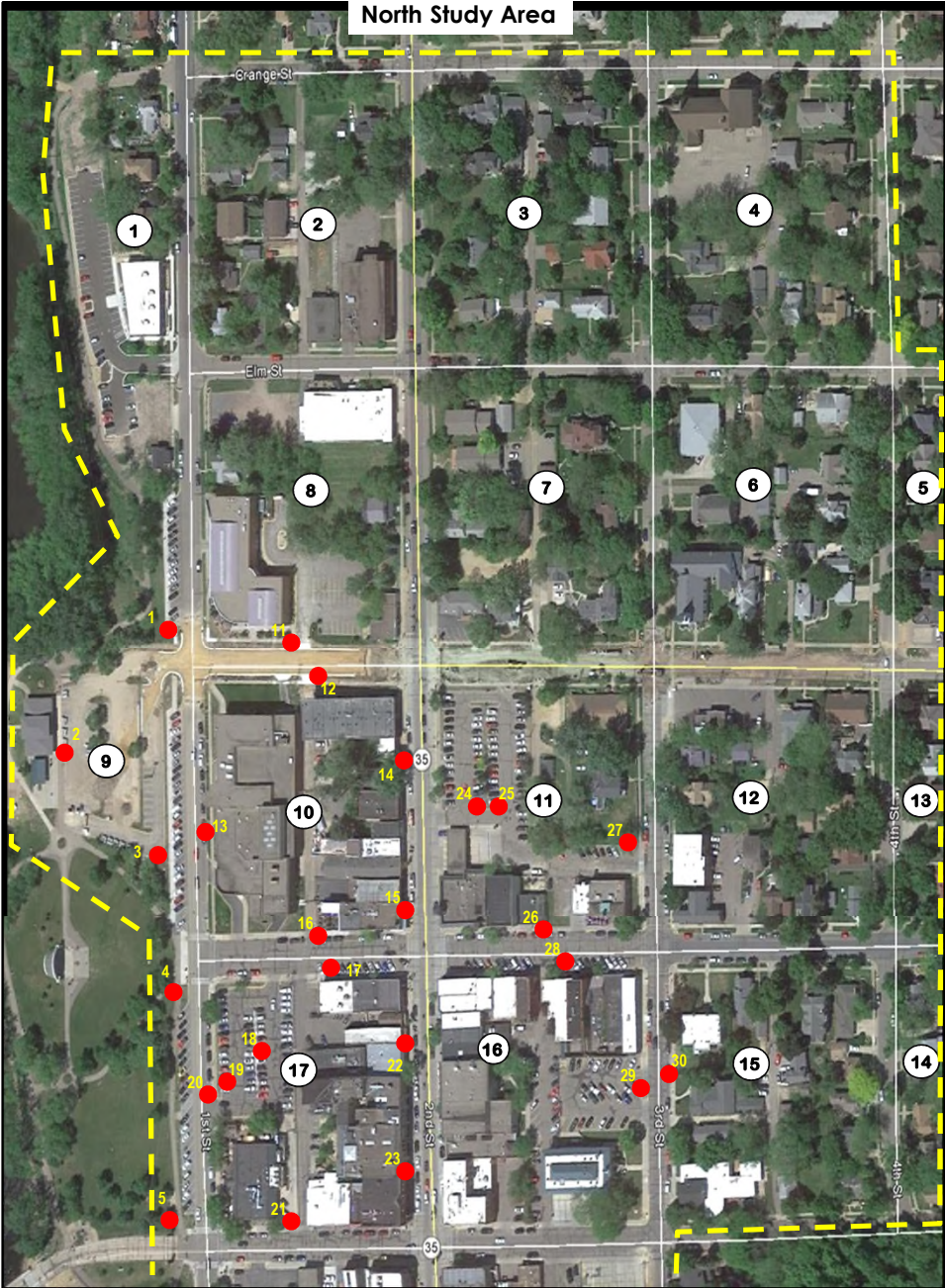
(Name)

(Address)

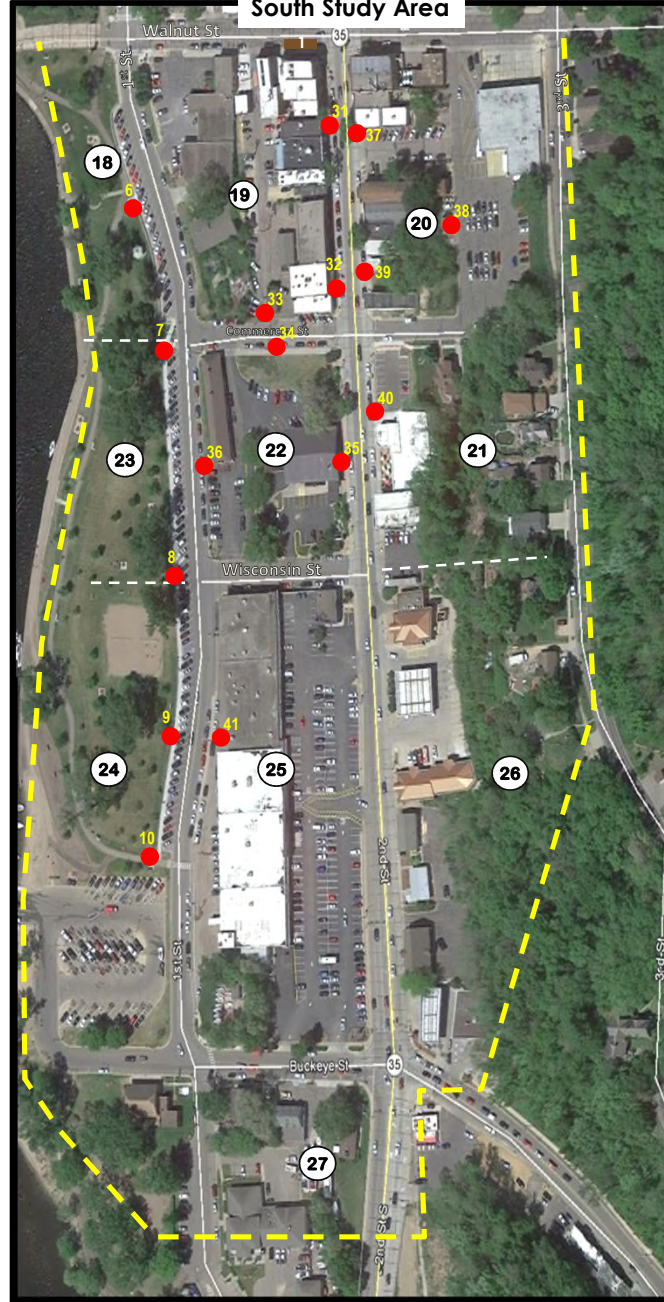
Contact Name, Phone Number, address, and email for receipt of official communications.

(Each joint venture must sign. The manner of signing for each individual, partnership and corporation that is a party to the joint venture should be in the manner indicated above.)

North Study Area



South Study Area



CITY OF HUDSON

Hudson, Wisconsin

PARKING STUDY

Sheet Title: **POTENTIAL LOCATIONS FOR MULTI-SPACE PAY STATIONS**
41 Total

Proposer is responsible to conduct a site visit to:

- provide correct locations for all meters.
- verify that there is a sufficient number of meters for the system to run efficiently.
- determine whether meters will be solar or AC powered.

LEGEND:

Study Area

BLOCK NUMBER

BLOCK FACE KEY PLAN:

A B C D

Pay Station Locations

Parking Consultants • Planners
Architects • Engineers
 26877 NW Hwy Suite 208
 Southfield, MI 48033
 Tel: 248-353-5080
 www.richassoc.com

File No. 1817
 Date 12/6/17
 Checked by DWB



MAP Number: _____ Page Number: _____