



City of Marquette

REQUEST FOR PROPOSALS

RFP 17-02  
Parking Management System

June 16, 2017

Deadline and RFP Opening will be at 2:00 p.m., July 14, 2017. Location of the opening will be at Marquette City Hall, Room 103, 300 W. Baraga Ave., Marquette, MI 49855. RFPs must be in sealed envelopes clearly identifying the RFP title. No fax or electronic RFPs will be accepted.

Mail Proposals To:

City of Marquette  
ATTN: Katie Burnette, Finance Department  
300 W. Baraga Ave.  
Marquette, MI 49855

The City of Marquette reserves the right to reject any and all bids if judged not to be in the best interest of the City.

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L. Michael Angeli  
City Manager

For questions or further information, contact: Daniel Frederickson  
Information Technology Department  
dfrederickson@mqtcty.org

**City of Marquette, Michigan  
Request for Proposal  
Parking Management System**

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**SECTION I -BACKGROUND AND GENERAL INFORMATION**

**1.0. PROJECT DESCRIPTION**

The City of Marquette invites proposals from qualified firms that possess outstanding qualifications, experience and knowledge to provide a fully integrated, Windows-based, parking management system that includes the functional requirements described in Section II, Scope of Work.

The City is requesting proposals for an existing, mature parking management system that supports citation issuance, tracking, payments and reporting functionality in a hosted environment. The proposed solution must contain the necessary software and hardware that seamlessly operates as an integrated, turnkey application.

Functional requirements for the application are detailed in Appendix A.

Proposals must be submitted on or before 2:00 p.m., Eastern Standard Time, July 14, 2017. Late proposals will not be considered. All proposals must be signed by an authorized representative of your organization. Faxed or e-mailed proposals will not be considered.

The City reserves the right to accept or reject any and all proposals, and to select the proposal most advantageous to the City of Marquette.

Copies of proposal documents may be obtained from the City of Marquette website at [www.mqtcty.org/bids](http://www.mqtcty.org/bids). Questions regarding this proposal may be directed to Daniel Frederickson, Information Technology Department, at [dfrederickson@mqtcty.org](mailto:dfrederickson@mqtcty.org) no later than July 7, 2017 in order to be posted on the City's website, [www.mqtcty.org/bids.html](http://www.mqtcty.org/bids.html).

**2.0. CURRENT SYSTEM**

The City uses the VATS application by Municipal Citation Solutions (MCS) for parking enforcement and collections. The Police Department has responsibility for enforcement while collections are handled through the Treasurer's office. In the Police Department, there is one employee working parking enforcement for the downtown area and five officers that cover all City streets. There are three employees that work on all aspects of collections.

The City uses HTC Windows cell phones with Verizon wireless connectivity to the hosted application. The thermal printer is a separate unit from the handheld but staff desires a one-piece handheld/printer. Citation data resides at the MCS hosted site. The staff involved in collections are able to send communications to the handhelds, such as Boot, Stolen vehicle, etc. that allow the officers in the field to take the appropriate action. These communications/commands can be added manually or can be configured to automatically label them (boot).

Citations are written in the field and updated to the database in real time. The Treasurer's Office can then go to the hosted site to manage all collections and transmit any new information back to the handheld units.

The Treasurer's Office generates a variety of reports to ensure accuracy of parking system data then must integrate parking citation data with the Treasurer's BS&A Cash Receipting System. Staff has the ability to hand void citations or transfer citations to District Court and uses a custom interface from the Michigan Secretary of State's office for the names, address and drivers' licenses for all Michigan plates. Letters, notices and monthly statements are generated within the application.

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## **3.0 ACTIVITY METRICS**

Number of citations issued (2016): 4,866

Amount of citations collected (2016): \$72,242

## **4.0. PROPOSED SCHEDULE**

The following table outlines the City's planned schedule of activities related to the RFP distribution, response submission, evaluation and selection processes.

<b>MILESTONE</b>	<b>DATE</b>
Request for Proposal Issued	June 16, 2017
Deadline for Receipt of Vendor Questions	July 7, 2017
Proposals Due	July 14, 2017
Vendor Demonstrations	July 28, 2017
Select Vendor	August 4, 2017
Project Start	August 15, 2017
Go Live	September 18, 2017

## **SECTION II - SCOPE OF WORK/REQUIREMENTS**

### **5.0. REQUIREMENTS**

The City has been using a hosted parking citation application supported by Municipal Citation Solutions since 2013. The current agreement expires soon and the City is interested in receiving proposals from qualified companies for a replacement application containing similar features and capabilities specified in Appendix A.

#### **5.1. Handheld Devices**

The City requires a handheld device with a thermal printer built into the unit so it is all one piece. The thermal tickets will not rip, tear, fade or smudge in any weather. This unit must be durable and able to withstand sub-zero temperatures. It must be light weight and portable to provide parking enforcement officers with increased mobility and eliminate the need to carry separate devices. The handheld has a backlit keyboard for improved visibility and clarity in all usage situations.

The handheld unit may be equipped with an imaging capability to enable officers to scan a barcode on permits. The application must also support capturing images (vehicle registration, locations, etc) and linking them to the citation in the application.

The handheld unit must have memory capacity and a long battery life to prevent data loss and a custom interface, specific to the City which enables officers to simply select the appropriate citation information from a drop-down menu, eliminating data entry errors.

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#### **5.2. Application Software**

The City requires a proposal for real-time communication between the handheld device and the Treasurer's Parking Management System program in the office so the payment may be processed timely. Payments are entered into the City's cash receipting program and therefore an import/export conversion between the Parking Management System software and the BS&A Cash Receipting program will be necessary. Treasurer staff need to be able to void, transfer and reverse payments easily.

The Treasurer's Office needs a comprehensive library of reports for statistical and financial data collection. The new parking system must integrate with the Treasurer's BS&A Cash Receipting system, support the ability to hand-enter void citations or transfer them to District Court, and use a custom interface from the Michigan Secretary of State's office for the names, address and drivers' licenses for all Michigan plates. The system must also allow users to easily generate letters, notices and monthly statements.

#### **5.3. Specific Requirements**

The City has prepared requirements worksheets by functional area to be completed by the software Vendor. These worksheets will form part of the basis for scoring the Vendor's overall proposal. The requirements worksheets are described in Appendix A and need to be completed and submitted electronically along with the requested number of hard copies to be included in the RFP response. An electronic version of this RFP document can be downloaded from the City's website at: <http://www.mqtcty.org/bids>

As part of the implementation phase, the vendor will be asked to convert the data from the existing database at Municipal Citations Solutions. Implementation will occur as a single phase.

Aside from scheduled maintenance activities, the Vendor will be responsible for responding to calls for service according to predetermined service levels (service level agreement).

#### **5.4. Maintenance And Support Pricing**

The City requires comprehensive training and ongoing maintenance and repair of all parking enforcement equipment. Handhelds will be kept current and the software upgraded regularly to keep City parking enforcement officers working with state-of-the-art equipment.

Vendor must provide standard maintenance and service level-based support pricing for all products included in the proposal. Maintenance and support services must be provided by trained and qualified engineers and technicians. Vendor must document the training and qualifications of technicians who might provide service to the City.

#### **5.5. Environmental Requirements**

For any equipment proposed, both intermittent and continuous operating temperature ranges, allowable humidity limits and all other requirements for the equipment must be detailed in the proposal so that assurance is made that these requirements are acceptable. This must include the manufacturer's recommended continuous ambient temperature range.

#### **6.0. IMPLEMENTATION OPTIONS**

The software Vendor's solution and pricing must include all required hardware, software, data conversion and professional services. The City prefers a web-hosted solution where the Vendor will install and configure all software and services, and secure, maintain and upgrade them as a hosted web application available to the City over the internet at the service levels contracted. The City will own the data, but not the application, and pay ongoing usage charges for as long as these applications are utilized by the City.

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#### **7.0. SYSTEM DEPLOYMENT**

The Vendor shall be responsible for deployment of the system(s) in the City's environment including the following:

- **Software**

Install, configure and test a citation management system application for the City of Marquette. Proposals must include a completed Vendor Response section with a response for each specification.

- **Hardware**

Install and configure specialized hardware for the Police Department and Treasurer's Office.

#### **8.0. TESTING**

Perform system testing of the application software and hardware, and resolve issues as necessary. Vendor testing will occur concurrently with acceptance testing by the City of Marquette.

#### **9.0. PROJECT MANAGEMENT**

Provide project management oversight for implementation in conjunction with the City's designated project manager. Shared project management duties include developing a project plan and project schedule, and ensuring deliverables and milestones are met.

#### **10.0. DATA CONVERSION**

The Vendor shall utilize their data conversion tools/methodology to perform database conversion for the City's existing citations database. For modules that are deemed to need data imported/migrated from existing applications, the City's technical staff will work with the Vendor to export data fields in a flat file format (e.g. CSV, ASCII) suitable for import into the new application and allow the Vendor the ability to develop their mapping and conversion routines. The Vendor will be required to provide all tables and field mapping, conversion, and import routines to the City's technical staff for verification and validation review. The Vendor is ultimately responsible for data conversion.

#### **11.0. TRAINING AND DOCUMENTATION**

Vendor is to provide a training plan that incorporates system administrator and end-user training for City staff. It is anticipated that approximately 25 staff will require training on the use of the proposed equipment and application software. Provide a description of training offered for system administrators and end-users.

Vendor will provide in-house training for end-users at designated locations for City employees. Times and places for training will be negotiated at the time of contract award.

Vendor will provide manuals and operational manuals as part of the proposal. Additional copies to be determined.

The City will accept "Train the Trainer" solutions for some training. Please provide your solution for this option.

Sample documentation does not need to be provided as part of the initial RFP; however, short-listed Vendors will be asked to provide, at minimum, the Table of Contents and sample chapters of key user documents, such as the administrative and end-user manuals, systems and application diagrams, etc. Ultimately, the selected Vendor(s) must provide complete printable documentation of the Vendor's software suite.

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#### **12.0. FINANCING OPTIONS**

Proposals must be quoted using three-year fair market value leasing for hardware devices. At the end of the lease term, the City may exercise one of the following options: a) return the equipment at lease end; b) renew the lease for a specified period at a negotiated lease amount; c) purchase the equipment at fair market value; or d) extend the original term of the lease on a month-to-month basis.

## **SECTION III - GUIDELINES AND SCHEDULE**

#### **13.0. GENERAL REQUIREMENTS**

13.1. The City of Marquette requires a "not-to-exceed" price contract for this procurement. The Vendor is expected to complete the statement of work for the negotiated price.

13.2. Unless prices and all information requested are complete, proposal may be disregarded and given no consideration.

13.3. The City will hold the Vendor to total contract price. Phase and task cost reconciliation will not be performed.

13.4. In case of default by the Vendor, the City of Marquette may procure the articles or services from other sources and may deduct from any monies due, or that may thereafter become due to the Vendor, the difference between the price named in the contract or purchase order and the actual cost thereof to the City of Marquette.

13.5. All proposals must be signed with the Vendor's name and by a responsible officer or employee. Obligations assumed by such signature must be fulfilled.

#### **14.0. PROPOSAL SUBMISSION**

14.1. One (1) executed original and two (2) copies (and attachments and exhibits, if applicable) must be submitted in sealed envelopes on or before 2:00 p.m., Eastern Standard Time, July 14, 2017, to:

Marquette City Hall  
Attn: Katie Burnette  
300 West Baraga Avenue  
Marquette, MI 49855  
RFP # 17-02

Late proposals will not be considered. All proposals must be signed by an authorized representative of your organization. Faxed or e-mailed proposals will not be considered.

14.2. Any questions concerning this RFP should be directed to Daniel Frederickson via email at [dfrederickson@mqtcty.org](mailto:dfrederickson@mqtcty.org). Responses to e-mail questions will be posted on the City's website, [www.mqtcty.org/bids.html](http://www.mqtcty.org/bids.html). Respondents will not receive personalized or individual email responses. Respondents should check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.

14.3. Responses to all Appendices sections in this RFP must be completed using the templates provided by the City which can be downloaded via the City's website at: <http://www.mqtcty.org/bids/>

14.4. In addition to the paper copies requested above, please submit an electronic copy of your entire RFP response on CD/DVD in .pdf or Microsoft Word format.

14.5. Please provide one printed and one electronic copy of your completed Pricing Worksheets and other pricing-related documents on the above mentioned CD/DVD. The Pricing Worksheets are described in Appendix B.

14.6. All forms and questionnaires must be completed using the electronic versions provided with this RFP.

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## **15.0. LIMITATIONS**

15.1. All information and materials submitted will become the property of the City. Vendors should not submit proprietary or confidential business information unless the Vendor believes such information is critical to its presentation. Such information should be clearly identified as such. The City will protect such proprietary or confidential information only to the extent which the law allows.

15.2. This RFP does not commit the City to award a contract(s) or pay any costs incurred in the preparation of a proposal in response to this request.

15.3. The City reserves the sole right to accept or reject any or all proposals received as a result of this RFP, to negotiate with qualified contractors, or to cancel this RFP in part or in its entirety.

15.4. Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict. The Marquette City Commission reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the responder. The City Commission's determination regarding any questions of conflict of interest shall be final.

15.5. Information must be furnished complete, in compliance with the terms, conditions, provisions and specifications of the Request for Proposals. The information requested and the manners of submission are essential to permit prompt evaluation of all proposals on a fair and uniform basis. The response must follow the RFP Response Outline provided in Section V.

15.6. Accordingly, the City reserves the right to declare as non-responsive and reject any proposal in which material information requested is not furnished or where indirect or incomplete answers or information are provided.

15.7. Proposals and modifications or corrections received after the closing time specified will not be considered.

15.8. No telegraphic, telephone or facsimile of proposals will be accepted. If a photocopy is to be submitted, it must be signed in original, in ink.

## **16.0. GOVERNING LAW**

All proposals, agreements, and the provision of services resulting from this request for proposal shall be governed by and construed in accordance with the laws of the State of Michigan. No agreement arising as a result of this request for proposal shall contain any term or condition to the contrary. Your submission of a proposal in response to this request for proposal constitutes consent to this jurisdictional requirement.

## **17.0. PROPOSAL POSTPONEMENT AND ADDENDUM**

The City of Marquette reserves the right to revise or amend the specifications or any other part of the proposal up to the time set for opening. Such revisions and amendments, if any, shall be announced by addendum to this solicitation, and all registered bidders will be notified. Any such addendums shall be published by the City on the City's website. Copies of such addendums may be furnished to all prospective Vendors upon request.

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If revisions and amendments require changes in quantities or prices proposed, or both, the date set for opening of proposals may be postponed by such number of days as in the opinion of the City shall enable Vendors to revise their proposals. In any case, the proposal opening shall be at least five working days after the last addendum; and the addendum shall include an announcement of the new date, if applicable, for the opening of proposals.

#### **18.0. CITY CONTACTS**

Questions are to be directed to:  
Daniel Frederickson, IT Director  
300 W. Baraga Ave Marquette, MI 49855  
Email: dfrederickson@mqtcty.org

## **SECTION IV - PROPOSAL EVALUATION PROCESS**

#### **19.0. RFP EVALUATION CRITERIA**

In order for proposals to be evaluated and considered by the City, each Vendor must respond to this invitation by providing all data required. Upon approval, the City and the selected Vendor will enter into good faith negotiations on a contract. If agreement on the terms of such a contract cannot be reached after a period deemed reasonable by the City, the City may enter negotiations and sign a contract with any other Vendor who submitted a timely, responsive and responsible proposal to this RFP.

Technical ranking of proposals will be combined with the corresponding price ranking to determine a final ranking for each Vendor. Technical merit will have greater weight; however, the more closely responses are ranked technically, the more important total cost will become. The final decision will be selected based on best overall value to the City.

Vendors whose submittals include a significant failure to comply with the proposed proposal submission and general contract requirements will be dropped from the evaluation process. Proposals will be evaluated and ranked based on the following criteria:

- Ability to meet the stated proposal requirements
- Competency, experience and qualifications of Vendor and key personnel
- Past performance and experience with Citation Management Software services and operations of a similar scope and nature
- Understanding of the scope of the project and a logical methodology for carrying out the tasks in the scope of work.
- Software application functionality as indicated in Appendix A, Vendor Responses
- Costs for purchase and implementation as indicated in Appendix B, Pricing

The City reserves the right to negotiate a final contract in connection with this RFP based on selected modules of functionality and levels of proposer's support.

#### **19.1. Oral Presentations, System Demonstration, Site Visit**

Proposers should be prepared to discuss and substantiate any of the areas of the information submitted as well as its qualifications to furnish the specified products and services. Notwithstanding the possibility of a request for an oral presentation, proposers shall not rely on the possibility of such a request and shall submit a complete and comprehensive written response to this solicitation. The City shall not be charged any fees associated with Vendor's cost to give requested presentations, demonstrations or conducting site visits.



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**SECTION V - RFP RESPONSE REQUIREMENTS AND FORMAT**

Please use the following format to structure your RFP response. Your response should include each section detailed below in the order presented and must be separated by tabs. The detail represents the items that are to be covered in each section of your response. Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration. Please refer to Section II – Scope of Work for additional information.

RFP Response Format

Title Page  
Letter of Transmittal  
Table of Contents  
1.0 Executive Summary  
2.0 Company Background and Experience  
3.0 Project Understanding  
4.0 Project Staffing and Organization  
5.0 Project Work Plan and Schedule  
6.0 System Functionality  
7.0 Maintenance, Updates, and Support  
8.0 Cost Proposal  
9.0 Client References  
10.0 Vendor Profile Questionnaire  
11.0 Appendices

**A. TITLE PAGE**

The title page should include, at minimum, the following:

Name of Project – RFP # 17-02

City of Marquette Parking Management System Application

Submitted by - Company Name

Date of Submittal

Copy x of 2 – “x” indicating the specific copy number for each of the two printed copies

**B. LETTER OF TRANSMITTAL**

The transmittal letter will:

- Indicate the intention of the Vendor to adhere to the provisions described in the RFP without modification;
- Identify the submitting organization;
- Identify the person, by name and title, authorized to contractually obligate the organization;
- Identify the contact person responsible for this response, specifying name, title, mailing address, telephone and email address;
- Provide the original signature of the person authorized to contractually obligate the organization.

**C. TABLE OF CONTENTS**

The table of contents should outline Sections 1.0 thru 11.0, as described previously in this section.

**D. EXECUTIVE SUMMARY**

The Vendor will provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the proposal response. In addition, the Vendor must clearly and specifically detail all exceptions to the exact requirements imposed by this RFP.

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#### ***E. COMPANY BACKGROUND AND EXPERIENCE***

This section of the proposal should establish the ability of the Vendor to satisfactorily perform the required work by reasons of experience in performing work of a similar nature, demonstrated competence in the services to be performed, strength and stability of the firm, staffing capability, and record of meeting expectations on similar projects. Include a completed Appendix D in this section along with any other information deemed relevant about the company. The City, at its option, may require a Vendor to provide additional support and/or clarify requested information.

#### ***F. PROJECT UNDERSTANDING***

This part of the Proposal will contain a description of how the Vendor intends to organize its approach to the project. The Vendor should discuss how its software solution meets the City's requirement for an integrated system, as requested in this RFP. The Vendor shall relate how it perceives its role in carrying out the responsibilities required by this implementation. The Vendor shall also provide examples of challenges encountered on similar engagements and discuss their approach in handling some of the specific challenges and opportunities it foresees for this project.

#### ***G. PROJECT STAFFING AND ORGANIZATION***

This section shall identify key personnel who will be assigned to the project. An organization chart for the project shall be provided indicating how the Vendor intends to structure the project effort, and identify the key members for the project. The Project Manager shall have the responsibility for the day-to-day communications with the City, to coordinate the activities of the installation and implementation team, and to accomplish the scope of work within the contract budget and project schedule.

For all proposed project team members, please also indicate other projects these individuals will most likely be engaged in at the time this project commences and the amount of time the individuals will be spending on the City of Marquette's implementation.

#### ***H. PROJECT WORK PLAN AND SCHEDULE***

In this part, the Vendor is requested to provide details of its methodology and implementation strategy along with a schedule of the tasks identified in Section II, Scope of Work, of this RFP. The Work Plan shall provide a narrative description of the plan for implementing the work tasks as well as any substantive or procedural innovations used by the Vendor on similar projects that are applicable to the services described in this RFP.

The City understands that each Vendor will have their own implementation methodology derived from their industry experience and software requirements. It is the desire of the City to have consistency of detail within the Work Plan and Schedule across respondents to allow for an objective determination by staff as to the quality and feasibility of each respondent's Work Plan and Schedule.

The City recognizes that improvements in structure and processes can be as beneficial as improvements in technology. Accordingly, the Vendor's experience with similar organizations and "Industry Best Practices" is important to the City and should be reflected in the Work Plan and Schedule.

#### ***I. SYSTEM FUNCTIONALITY***

This section should address the detailed attributes of the application software. Refer to the requirements worksheets in Appendix A that define needs for the new system by functional area. Vendors will be rated how well they can meet each need by indicating whether the feature is supported or not supported. The requirements worksheets can be downloaded from the City's website – please see Appendix A for further information. For each requirement, indicate whether your application is compliant or non-compliant. For the purpose of completing this section, the following definitions apply:

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Supported: the functionality currently exists in the application.  
Non-Supported: the functionality does not exist in the application.

#### **J. MAINTENANCE, UPDATE AND SUPPORT**

At a minimum, the proposal must include information and pricing associated with all aspects of ongoing hardware and software support and maintenance activities. This proposed support must include: hardware maintenance, software maintenance, product help desk, product fixes, product enhancements and regular product releases based on a defined on-going maintenance fee. The Vendor should discuss its upgrade policies and upgrade history of the proposed solution. *The Vendor must propose the on-going costs for product maintenance and upgrades for a 3-year period in the pricing response.*

#### **K. COST PROPOSAL**

Pricing is an important aspect of the overall evaluation of the Vendor's response. Included in Appendix B of this RFP is a pricing template that may be used to provide the cost of the solution. Please price the solution as accurately as possible as it will become the basis for the solution price.

#### **L. CLIENT REFERENCES**

Vendors should provide at least five (5) client references, at least two (2) of which must be from other municipalities where a Citation Management System was implemented, that most closely reflect similar projects to the scope of work for the City of Marquette, as described in this RFP. Please use Appendix C - Client Reference form provided on the City's website. For each reference listed, Vendor must disclose if it has offered or provided any benefits, products, discounts or other in-kind services/products to the reference in exchange for fulfilling the role of providing a customer reference.

#### **M. VENDOR PROFILE**

Under this section, Vendors shall complete the Vendor Profile Questionnaire referred to in Appendix D of this RFP.

#### **N. APPENDICES**

Section 12 - Under this section, Vendors shall provide all legal documents and compliance reports, including but not limited to the following:

- Software Licensing Agreement
- Standard Support/Maintenance Agreement (including the escalation policy)
- Service Level Agreement
- Hardware Support Agreement

Additionally, Vendors shall carefully examine the RFP for required documentation not specifically covered in subsections A thru N, and shall place such documentation in an appendix. Information considered by the Vendor to be pertinent to this project, but not specifically requested in this RFP, may also be placed in an appendix. Examples of documents to be included in this section include:

- Sample from Training Manual
- Sample Standard Reports
- Sample of Actual Implementation Plan (used at previous client sites)

#### **APPENDIX A REQUIREMENTS WORKSHEETS**

The "Appendix A – Requirements Worksheets" Excel workbook contains the requirements worksheets that are to be completed by the Vendor and submitted in electronic (Microsoft Excel) as well as hard copy format. The Requirements Worksheet file can be downloaded via the City's website at: <http://www.mqtcty.org/bids/>.

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#### ***APPENDIX B PRICING WORKSHEETS***

The pricing worksheet Appendix B is provided in Microsoft Excel and should be downloaded from the City's website. Each Vendor is required to complete the supplied pricing worksheet or similar format for pricing their solution. Incomplete responses may be withdrawn from further consideration. The worksheet is for hosted solution pricing so adjust as necessary to include an accurate price. If additional space is needed, please include those additional details and costs as part of your overall response to this section.

#### **Pricing Format**

The Vendor shall describe its pricing method(s) (e.g., flat monthly fee, per transaction fee, per-user fee, or other) for the options described under Section II – Scope of Work. Pricing provided must include:

- Software licensing
- Hardware costs (both purchase and lease costs based on three-year FMV)
- Software costs
- Conversion costs
- Support services
- Training
- Integration with any City applications and/or systems and anything else necessary to meet all the requirements in this RFP.

#### ***APPENDIX C CLIENT REFERENCES***

The "Appendix C – Client References" Word Document contains the References Form to be completed by the Vendor and submitted in electronic (Microsoft Word) as well as hard copy format. The References Form file can be downloaded via the City's website at: <http://www.mqtcty.org/bids/>

#### ***APPENDIX D VENDOR PROFILE***

The Vendor Profile Appendix D is provided in Microsoft Word and should be downloaded from the City's website. Each Vendor is required to complete the supplied Vendor Profile Form. Incomplete responses may be withdrawn from further consideration.

# APPENDIX A

## City of Marquette Parking Management System Functional Requirements Response Form

RFP #17-02

Complete the worksheet by placing an X in the most appropriate column for each criterion.  
The X's should represent the current state of a particular product or service.

### Legend

SUP - Supported as delivered.  
NS - Not supported

Req #	Requirement	SUP	NS	Comments
<b>A.1</b>	<b>General System Specifications for Handhelds</b>			
1.1	The system allows customizing or adding to citation (Warning citation).			
1.2	Citation information is organized and accessed through drop-down menus in order selected by user.			
1.3	Inactivated violations don't show up on handhelds.			
1.4	The handheld computer/printer unit is housed in one unit.			
1.5	Handheld communications can be updated manually and automatically.			
1.6	Handheld has sufficient memory to store citations and images/photos for a full day in the field.			
1.7	Battery life of handhelds is 12-24 hours.			
1.8	Handhelds use thermal paper that will not rip or tear and can be used in all types of weather.			
1.9	Equipment functions in outdoor temperatures down to -20 degrees.			
1.10	Handhelds have sufficient backlighting that provides good visibility under all lighting conditions.			
1.11	Handhelds support image/photo capture that attach to citation.			
1.12	Electronic chalking capabilities.			
1.13	Citations can be reprinted as necessary.			
<b>A.2</b>	<b>General System Specifications for Hosted Software</b>			
2.1	Custom interface for payments specific to The City of Marquette			
2.2	Custom interface for Michigan Secretary of State information			
2.3	Citation information is uploaded live as citation is printing.			
2.4	Paper citations can be entered manually and all fields can be edited by City, such as citation number, plate number, location, etc.			
2.5	Variety of predefined letters, notices, and statements are available with ability to edit existing or create new using existing templates.			

# APPENDIX A

## City of Marquette Parking Management System Functional Requirements Response Form

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Complete the worksheet by placing an X in the most appropriate column for each criterion.  
The X's should represent the current state of a particular product or service.

### Legend

SUP - Supported as delivered.  
NS - Not supported

Req #	Requirement	SUP	NS	Comments
2.6	System must run in a hosted environment.			
2.7	System supports customer online payments.			
2.8	Payments can be voided, transferred, marked for hold, reversed or adjusted.			
2.9	One screen has the majority of information; staff do not have to go back and forth to retrieve information.			
2.10	The system allows changing address and listing source of address change with history.			
2.11	Tasks can be scheduled to run when needed (i.e after hours, etc).			
2.12	The system must support the ability to escalate violations in steps.			
2.13	Any data screen in the system must be printed without data loss or clipping.			
2.14	The application is compatible with Internet Explorer and Google Chrome browsers for processing internet transactions.			
<b>A.3</b>	<b>General Specifications for System</b>			
3.1	Document imaging and digital archiving from handhelds to hosted system			
3.2	The system must include a customer account module to track customer balances and to provide reports for all citations coming due.			
3.3	The system must post adjustments to a customer's account balance.			
3.4	The system must include a built-in financial export process that allows financial data to be exported in a variety of formats such as .xls, .pdf, .csv, etc.			
3.5	The system must retrieve information by citation, license plate number, registered owner or business name.			
3.6	The application allows staff to access all functional areas from a single "main" screen without having to launch and then minimize separate screens for different functional areas.			

# APPENDIX A

## City of Marquette Parking Management System

### Functional Requirements Response Form

Complete the worksheet by placing an X in the most appropriate column for each criterion.  
The X's should represent the current state of a particular product or service.

RFP #17-02

#### Legend

SUP - Supported as delivered.  
NS - Not supported

Req #	Requirement	SUP	NS	Comments
3.7	Menus, toolbar items, and buttons that are unavailable because of a user's security profile do not appear on the screen.			
3.8	Software must be designed as a multi-user system, and support an unlimited number of users.			
3.9	Voids/write-offs mark the citation and reduce to zero in one step.			
3.10	Name and address fields dynamically expand to accommodate all information.			
3.11	The application supports electronic permitting.			
3.12	The application supports online credit card and electronic check payments through a secure portal.			
3.13	The application must distinguish between Boot and Scofflaw as rules are unique.			
3.14	Statements and letters are attached to the customer to support retrieval/reprints.			
3.15	Citations may be reprinted at time of payment if requested by customer.			
3.16	The application supports creating 8,000+ statements at a time with ability to print in blocks as specified by staff, then marked as printed.			
3.17	The application allows citations/register owners to be flagged to exclude them from being sent to Michigan Secretary of State.			
3.18	Warning citations can be created and printed for different violations in a different format.			
<b>A.4</b>	<b>General Specifications for System Interfacing</b>			
4.1	The system must integrate with BS&A Cash Receipting Application.			
4.2	The system must have the ability to import/export information between Parking System and Michigan Secretary of State (SOS) according to SOS specifications.			

# APPENDIX A

## City of Marquette Parking Management System Functional Requirements Response Form

RFP #17-02

Complete the worksheet by placing an X in the most appropriate column for each criterion.  
The X's should represent the current state of a particular product or service.

### Legend

SUP - Supported as delivered.  
NS - Not supported

Req #	Requirement	SUP	NS	Comments
4.3	The system must interface with out-of-state DMV import/export license and address information.			
<b>A.5</b>	<b>General Specifications for System Security</b>			
5.1	More than one operator may update the database at the same time, in the same program. A record locking feature must prevent the loss of data when two or more users are updating the same record.			
5.2	The software offers the ability to report on system usage by user for any time period specified by the user.			
5.3	System contains user security features to grant/deny privileges with display, add, modify, delete capabilities within each functional area.			
5.4	The system must have the ability to add users to a profile or group that gives the assigned user all the rights of that group.			
5.5	Users can be assigned to multiple profiles/groups.			
5.6	The system must use 128-bit SSL encryption when processing credit card internet transactions.			
5.7	Security password control can be set at multiple levels, from initial sign-on down to the individual data element.			
5.8	The system must log illegal access attempts by user ID and identify the attempt both at the place where the attempt occurred and in the system log file which is accessible with the appropriate role/privilege.			
5.9	Password expiration is controlled according to the City's password policy.			
5.10	All transaction activity must be logged on the entire application and must include date, time, user, and transaction (preferably with a before and after image for changes).			
5.11	The system must support modifying, viewing and restricting access controls.			



# APPENDIX A

## City of Marquette Parking Management System Functional Requirements Response Form

RFP #17-02

Complete the worksheet by placing an X in the most appropriate column for each criterion.  
The X's should represent the current state of a particular product or service.

### Legend

SUP - Supported as delivered.  
NS - Not supported

Req #	Requirement	SUP	NS	Comments
5.12	Report on unauthorized access to data classified as sensitive (i.e. containing driver license numbers, birthdates, or other personal information).			
5.13	The system must support a hierarchal security structure with internal security access controls to various modules.			
5.14	Any menus, toolbar items, and buttons that are unavailable because of a user's security profile do not appear on the screen.			
5.15	The system logs who has accessed, created, or modified each data entry item.			
<b>A.6</b>	<b>Pay Station Integration</b>			
6.1	The City has a goal of integrating Pay-by-Space or Pay-by-License Plate data at existing pay stations with the City's selected enforcement system for consolidated reporting purposes. The proposal should identify at least one option where this integration capability can be provided.			

**APPENDIX B**  
**City of Marquette**  
**Parking Management System**  
**Pricing Response Form**

RFP #17-02

Complete and submit with cost section of proposal	Pricing method (i.e. flat monthly fee, per transaction, per user, etc.)	Unit Cost	Qty	Total Cost	Annual Year 1	Support Year 2	Costs Year 3	Comments
Parking Management System Software								
<i>Indicate total cost if bundled as a package; Include cost per module if priced separately</i>								
Hardware Purchase			6					
Handheld devices @ \$ _____ ea.								
or								
Hardware Lease			6					
Handheld devices @ \$ _____ ea.								
<i>Indicate total first-year lease cost based on three-year FMV lease.</i>								
Other Software (itemize below)								
License 1								
License 2								
License 3								
Data Conversion								
System Integration								
Integration with other City applications and/or systems								
Network/Connectivity								
Training								

**APPENDIX B**  
**City of Marquette**  
**Parking Management System**  
**Pricing Response Form**

RFP #17-02

Complete and submit with cost section of proposal	Pricing method (i.e. flat monthly fee, per transaction, per user, etc.)	Unit Cost	Qty	Total Cost	Annual Year 1	Support Year 2	Costs Year 3	Comments
Other Support Services								
Itemize below anything else necessary to meet all the requirements in this RFP								
<b>Total</b>								

**City Of Marquette  
Request For Proposal  
Parking Management System  
Appendix C – Client References**

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Please list at least five (5) references that most closely reflect similar projects to the scope of work of the City within the past three (3) years. These references should be sites at which the software has been *fully implemented*.

For each reference listed, vendor must disclose if it has offered or provided any benefits, products, discounts or other in-kind services/products to the reference in exchange for fulfilling the role of providing a customer reference.

**Reference #1**

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_ Project Date: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# of Employees: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

**Reference #2**

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_ Project Date: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# of Employees: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

**City Of Marquette  
Request For Proposal  
Parking Management System  
Appendix C – Client References**

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**Reference #3**

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_ Project Date: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# of Employees: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

**Reference #4**

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_ Project Date: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# of Employees: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

**City Of Marquette  
Request For Proposal  
Parking Management System  
Appendix C – Client References**

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**Reference #5**

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Contact Title: \_\_\_\_\_ Project Date: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Summary of Project: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# of Employees: \_\_\_\_\_

Product (Modules): \_\_\_\_\_

**City Of Marquette  
Request For Proposal  
Parking Management System  
Appendix D – Vendor Profile**

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All information requested in this attachment must be completed and submitted with the proposal. Statements must be complete and accurate and in the form requested. Omission, inaccuracy or misstatement may be cause for the rejection of a proposal.

***Company Information***

1. Name of Vendor exactly as it is to appear on agreement for services and address which the Vendor would designate under the Notice provision of the agreement:

Company: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. What is your organization's primary business?

3. How many full-time staff does your firm employ? \_\_\_\_\_

4. Provide a general overview of the company's relevant experience in providing Parking Management Systems.

5. Length of time your organization (not parent) has been in business providing this software solution?

6. How many customers/sites do you currently support? \_\_\_\_\_

Attach a complete listing of your company's government clients, including the year software was placed into service.

***Application Support***

7. How often are upgrades, patches and new releases available/installed?

8. What is your procedure for notifying customers when upgrades are available?

9. What is your policy regarding customized customer enhancements and availability to all customers?

**City Of Marquette  
Request For Proposal  
Parking Management System  
Appendix D – Vendor Profile**

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***Technical Support***

10. Describe your customer support/help desk (i.e. location, number of staff, days and hours available).
11. Describe your technical support and escalation procedure (i.e. initial call logging and escalation).
12. Do you maintain a web site for customers to access technical support and documentation? If so, provide URL.
13. If your application is hosted, please provide answers to the following:
- How often are backups performed?
  - What percent of time is the application typically available during a month (i.e. 90%, 95%, etc.)?
  - Describe your implementation of server and application redundancy.
  - How often are software and hardware upgrades performed?
  - Describe your security procedures for controlling access to customer data.
  - Describe your direct connection to the internet in terms of customer access and performance with the application.
14. Do you offer the ability to use a list server for your customers?

***Software Support and Warranty***

A complete software support and warranty agreement must be included as part your proposal, including options available for extended coverage and full pricing details for each level of coverage.

15. How long is the warranty period for the software application?
16. How long is the warranty period for the hardware? Is extended hardware support available after the warranty period expires?
17. Will annual software maintenance begin after the warranty has expired?
18. When is the first payment due for annual software maintenance?