



# **REQUEST FOR PROPOSAL PARKING METER INSTALLATION AND ENFORCEMENT SERVICES**

(July 11, 2017)

**Contact:**

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## **About Lynwood, California**

In 1902, C.H. Sessions had acquired title to about 400 acres and established a dairy and creamery. His wife's maiden name was Lynne Wood and they all agreed to call the place "the Lynwood Dairy and Creamery" which was located at what is now Sanborn Avenue and Long Beach Boulevard. Later, at this location, the Southern Pacific Railway installed a low-speed section of track known as a siding, which they referred to as the 'Lynwood siding'. In 1902, Henry Huntington organized another railroad company called the Pacific Electric Railroad. One of the lines, built in 1904, ran from Los Angeles to Santa Ana, passing directly through the middle of Lynwood. In 1929 Pacific Electric installed a P.E. Depot at the corner of Long Beach Boulevard and Fernwood Avenue. The building still exists and plans are to make it into a historical monument. The PE Railway took up the Lynwood name from the dairy and creamery.

Later, seven gentlemen formed the Lynwood Company and they brought excursions of potential buyers to Lynwood. They opened up 800 acres for 'suburban' home sites in 1913. The biggest attraction for lot buyers, who came on excursions and had lunch in a circus tent, was free water. Residential lots, measuring 100 x 800 feet, were sold for \$500 to \$800. In addition to free water, promoters promised to furnish buyers with a debt-free water system to any city that might be formed.

The City of Lynwood has grown considerably since the bustling days of its founding. Situated a mere seven miles from downtown Los Angeles and adjacent to the 105 and 710 freeways, the City is a dense community that continues to grow and redevelop to meet both the housing and retail demands of the population. A symptom of that growth is the ever-decreasing availability of parking. The City Council would like their full-time Code Enforcement Officers to focus on the residential areas within the City. In order to address the parking issues along the City's commercial corridors, the City would like to increase and modernize the existing parking meters, install meters or other pay for parking systems at City lots, and contract for the enforcement of parking in those defined areas.

### **I. PURPOSE OF REQUEST**

The City of Lynwood ("City") is currently investigating the feasibility of transitioning to an updated and expanded parking meter system with a vendor that can also provide enforcement services along the City's commercial corridors. The City is requesting proposals for parking meter installation and enforcement along the City's commercial corridors, identified in Attachment A. The City's needs are outlined in the following Request for Proposal (RFP).

This Request for Proposals (RFP) includes the procurement of parking meters (also referred to as Meter Mechanisms), and/or multi-space paystations (Paystations) and associated back-end support software systems for each type of parking enforcement device. Software systems will be used in tracking maintenance and revenue, and to program the equipment for variable rate and special event pricing. Proposers may submit Proposals for either single-space

meters or Paystations, or may elect to submit Proposals for both types of parking enforcement devices.

The contract for each type of device chosen shall be a firm fixed-price contract, with equipment batch payments, ongoing monthly communications, management system and credit card processing fees, and liquidated damages/credit assessments in accordance with the terms of the contract. No cost adjustments will be made for the base term of the contract.

The contract award is subject to approval by the Lynwood City Council.

The contract shall have an original term of five years. In addition, City shall have the option to extend the term for a period of up to two years, which City may exercise at its sole, absolute discretion.

## **II. SCHEDULE**

The City will attempt to follow this timetable, which should result in the implementation of a third-party parking meter and enforcement agreement by September 30, 2017.

Issue RFP.....	July 11, 2017
Pre-Submission Briefing.....	July 20, 2017
Deadline for Submittal of Proposals.....	August 17, 2017
Preliminary Selection of Firm.....	Early September 2017
Council Approval.....	September 19, 2017
Notify Firm Chosen.....	September 20, 2017
Finalization of Contract.....	September 30, 2017
Effective Date of New Contract.....	October 1, 2017

## **III. TERMS, CONDITIONS AND INSTRUCTIONS**

A. All questions regarding this RFP and submittals should be directed to:

Alma Martinez, City Manager  
City of Lynwood  
11330 Bullis Road  
Lynwood, CA 90262  
(310) 603-0220  
[amartinez@lynwood.ca.us](mailto:amartinez@lynwood.ca.us)

B. The City reserves the right to reject any proposals, and to waive minor irregularities in any proposal.

C. The City reserves the right to request clarification of information submitted, and to request additional information from any proposer.

- D. The City reserves the right to award any contract to the next most qualified firm if the successful firm does not execute a contract by the proposed implementation date of October 1, 2017.
- E. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City, and shall reflect the specifications in this RFP, however, the City reserves the right to modify the Scope of Work before the final contract is awarded. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP, and which is not approved by the City Attorney's office.
- F. The City shall not be responsible for any costs incurred by the firm in preparing, submitting or presenting its response to the RFP.
- G. All proposals must be in a sealed envelope and clearly marked: "City of Lynwood Parking Meter & Enforcement Program", "Name of Firm".
- H. All proposals must be signed by a company representative who is authorized to bind the firm.
- I. All proposals must be received by August 17, 2017 at 12:00 PM (Noon). One hard paper copy and an electronic version (PDF) either emailed or delivered by CD of the proposal must be submitted. Late proposals shall be returned unopened.
- J. Proposals should be prepared simply and economically, providing a straightforward, concise description of provider capabilities to satisfy the requirements of the request. Emphasis should be on completeness and clarity of content.
- K. The proposer shall not discriminate in employment or services to the public on the basis of race, color, national origin, sex, religion, age, marital status, or disability, except for employment actions based on bona fide occupational qualification.
- L. All proposals shall include the following information:
  - 1. The names of individuals who will be working on the proposed services and their areas of responsibility.
  - 2. Specific experience of individuals relative to the request for proposal requirements.
  - 3. The location of the office that will provide service to the City, or name the point of contact for disputed enforcement actions.

4. Description of the proposed methodology, hardware and software for issuing on and off-street parking tickets. Include enforcement techniques, back office support, accounting and any collections process if proposing to handle this part of the program.
5. Description of proposed methodology for issuing parking permits for long term parking.
6. Discuss any special conditions, other fees, other services, or deviations from the proposal specifications.
7. Provide information on how your firm, in partnership with the City and local businesses, can facilitate positive and fair enforcement, parking turnover, and public relations.
8. Provide contact name and phone number for each of the following: corporate office and any local branch office contact. It is the City's preference to have one contact person who will deal with other representatives at the firm to resolve any questions or concerns.
9. Provide references, including name, contact person, telephone number and services used. Municipal references preferred.
10. Proposers may submit Proposals for either single-space meters or Paystations, or may elect to submit Proposals for both types of parking enforcement devices.
11. Proposers must provide documentation of the following items:
  - Proposed Meter Mechanism and/or Paystation payment software shall be Payment Application Data Security Standard (PA-DSS) validated by a Payment Application Qualified Security Assessor (PA-QSA) and be verified on PCI SSC's list of PA-DSS validated payment applications.
  - Contractor's payment software submitted for PA-DSS validation should incorporate:
    - "Hold and Send" protocol
    - Contactless Payment
    - Remote connections capability such as Short Messaging Service (SMS).
  - The Proposer's credit card gateway shall have appropriate Payment Card Industry Data Security Standards (PCI DSS) certification as a Level 1 Service Provider (<https://www.pcisecuritystandards.org/index.shtml>). The credit card gateway shall meet the credit card data security

requirements outlined by the Payment Card Industry Security Standards Council (PCI SSC) for service providers and/or software vendors. Compliance with PCI DSS shall have been achieved through a third-party audit process. The Proposer shall comply with Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) programs.

- Annual Report on Compliance (“ROC”) by Qualified Security Assessor (“QSA”) or internal auditor if signed by officer of the company.
- Quarterly network scan by Approved Scan Vendor (“ASV”).
- Attestation of Compliance (with PCI requirements) Form.

12. For more information on these requirements, please go to the following site:  
[http://usa.visa.com/merchants/risk\\_management/cisp\\_merchants.html](http://usa.visa.com/merchants/risk_management/cisp_merchants.html)

### **Single-Space Meters**

13. The proposer’s firm or its principals shall demonstrate that they have been in the parking meter business for a minimum of seven years.
14. The proposed technology manufacturer (if different from above) shall have been in the parking meter business for a minimum of seven years.
15. The proposed technology manufacturer shall have an electronic Meter Mechanism installation base of a minimum of 15,000 mechanisms in North American markets.
16. The Proposer shall have participated in a minimum of two procurement projects of at least 5,000 devices within the last seven years.

### **Multi-Space Paystations**

17. The proposed technology manufacturer (if different from above) shall have been in the parking meter business for a minimum of seven years.
18. The proposed technology manufacturer shall have installed at least 250 Paystations in North American markets.
19. The Proposer shall have participated in a minimum of two procurement projects of at least 50 paystations within the last five years.

20. Pricing cost per year.

**IV. SELECTION CRITERIA**

<b><u>FACTOR</u></b>	<b><u>WEIGHT GIVEN</u></b>
A. Responsiveness of the written proposal to the purpose and scope of service	25%
B. Ability and history of successfully completing contracts of this type and meeting criteria established, as well as experience in similar work	35%
C. Price	40%
<b>Total Criteria Weight</b>	<b>100%</b>

**V. SCOPE OF SERVICES**

As described in Attachment “A” of this document. The proposal shall incorporate the terms, conditions, instructions and elements of operations that describe how the proposer intends to fulfill the scope of services in Attachment B.

**VI. TERM**

The City at this point prefers a term of contract to be multiyear. Term to be negotiable and proposer can make a suggestion, along with any pricing benefit.

**VII. ERRORS AND OMISSIONS IN RFP**

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the City, in writing, if the proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the City promptly after discovery, but in no event later than five working days prior to the date for receipt of Proposals. Modifications and clarifications will be made by addenda as provided below.

**VIII. ADDENDA**

The City may modify the RFP, prior to the Proposal due date, by issuing Addenda, which will be posted on the website. The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City prior to the Proposal due date regardless of when the Proposal is submitted.

Therefore, CITY recommends that the proposer consult the website frequently, including shortly before the Proposal due date, to determine if the proposer has downloaded all Addenda.

**IX. OTHER INFORMATION**

For additional information or explanation of the contents or intent of these specifications, please e-mail your questions to Ms. Alma Martinez, City Manager at [amartinez@lynwood.ca.us](mailto:amartinez@lynwood.ca.us).



## **ATTACHMENT “A” – SCOPE OF SERVICES**

### **I. General Provisions**

#### **A. Vehicles**

Proposer is responsible for supplying its transportation requirements for regulatory vehicles used in the performance of enforcement duties.

1. All vehicles used by the proposer in its performance of services shall:
  - a. Be clearly identified as performing parking enforcement;
  - b. Be operated at all times in compliance with all state and local motor vehicle laws;
  - c. Have prominent warning markings on the rear of the vehicle to prevent collisions.
2. Foot or other alternative enforcement may be used by the proposer personnel in lieu of vehicles.

#### **B. Personnel and Staffing**

1. Proposer will maintain staffing for the hours of Monday through Friday from 8:00 AM to 5:00 PM.
2. Proposer shall be responsible for all aspects of recruitment and selection of parking enforcement personnel.
3. Proposer will provide the City of Lynwood with a complete list of staff responsible for parking enforcement.
4. Proposer shall provide all parking enforcement personnel with professional appearing uniforms consisting of shirts, trousers and jackets. All uniforms shall have markings designating the wearer as official parking enforcement personnel. All enforcement personnel must display photo identification supplied by the Lynwood Human Resources Department and be in complete uniforms at any time they are engaged in enforcement duties, or if making a court appearance related to those duties.
5. Proposer shall be responsible for assuring employee compliance with all laws and regulations, compliance for all employment related laws and regulations, and all parking enforcement personnel will be considered employees of the proposer and not of the City of Lynwood.
6. All parking enforcement personnel shall be under the authority of the Public Safety Manager of the City of Lynwood.

### C. Communications

1. All parking enforcement personnel shall have the ability to be accessed by the Community Development Department – Parking Enforcement Division during enforcement duties, including carrying a radio supplied by the Community Development Department – Parking Enforcement Division if needed.
2. Proposer shall maintain at least telephone accessibility to the City, including a supervisor of the parking enforcement personnel.

### D. Training

1. Proposer shall be responsible for complete training of parking enforcement personnel. Training shall include, but not be limited to:
  - a. Customer service and expectations;
  - b. Satisfactory completion of PC 832 certification for all parking enforcement personnel.
  - c. Information about the City in general, and municipal code regarding parking regulations;
  - d. Dealing with difficult people; conflict management and dispute resolution;
  - e. Job procedures and emergency protocol;
  - f. Job safety;
  - g. Public and Traffic Safety;
  - h. How/when to conduct parking enforcement, and knowledge of the parking permit program.

### E. Record Keeping and Reports

1. Proposer shall be responsible for all employment related record keeping and, upon request by the City, shall provide personnel and training information for parking enforcement personnel.
2. Proposer shall be responsible to keep all records of tickets issued, any fine monies that might be collected, tickets voided, and complaints handled.
3. Reports – The following is the minimum requirement for reports that shall be prepared by the proposer and transmitted to the City:
  - a. Monthly summary of activities showing total work hours by enforcement personnel.
  - b. Monthly summary of ticket activity including number of tickets issued by infraction type, by location, and a list of voided tickets with reason for voiding.

- c. Quarterly reports showing parking trends, including use, volume, needs.
- F. Court Appearance – Proposer’s employee(s) shall appear in Court when necessary, meet with the City Attorney(s) regarding cases, and will supply any evidence needed to support tickets issued.
- G. Special Event Support – Proposer shall coordinate special parking needs for enforcement to accommodate special events, particularly the large-scale events held at Plaza Mexico. This may include staffing on days not normally staffed for parking enforcement, placard or sign preparation and installation, closing of parking lots or street parking.

**II. Parking Enforcement Operations**

A. Enforcement Duties:

Services to be provided shall include, but are not limited to:

1. Regulation of on street parking including along the commercial corridors identified in Attachment A or other locations, identified through complaints, referrals or random patrols, including for the following:
  - a. Enforcing timed parking (2 or 3 hour) regulation violations
  - b. Enforcing handicapped parking violations
  - c. Enforcing abandoned vehicle (72 hour) parking violations
  - d. Enforcing violations for parking in crosswalks, violations for parking outside of marked stalls, violations for parking in no parking areas or as prohibited by State or local laws
  - e. Enforcing parking restrictions and zones when required by a special event
2. Regulation of off street (City owned parking lots/structures), identified through complaints, referrals or random patrols, including for the following:
  - a. Enforcing handicapped parking violations
  - b. Enforcing abandoned vehicle (72 hour) parking violations
  - c. Enforcing violations for parking outside of marked stalls, violations for parking in no parking areas or as prohibited by State or local laws
  - d. Enforcing any timed parking (times as set by City Code) that may be required
  - e. Enforcing parking restrictions and zones when required by a special event
3. Issuing parking tickets and notices for unpaid tickets for violations when and where appropriate.

4. Preparing reports for parking infractions, violations and incidents.
5. Preparing and performing parking surveys if required.
6. Maintaining knowledge of the layout of the commercial corridors in Lynwood including the locations of businesses and landmarks, knowledge of activities ongoing in the area including events.

## **ATTACHMENT B-1**

### **METER COMMISSIONING CHECKLIST**

- 1) Meter Mechanism shall not be damaged during shipment.
- 2) Battery voltage and condition shall meet the minimum voltage requirements for a new battery pack.
- 3) Coins (5¢, 10¢, 25¢, \$1) shall be accepted and record the proper amount of time when deposited.
- 4) Non-authorized coins shall not register any amount of time.
- 5) The card reader shall recognize the insertion of a valid credit or smart card.
- 6) NFC card reader functionality shall work as described in the Technical Specifications of the device.
- 7) The automated mechanism configuration download shall work as described in the Technical Specifications of the device.
- 8) The Meter Mechanism location id and serial # shall be part of the MMS inventory.
- 9) The Meter Mechanism programming profile is accurate for its assigned location id.
- 10) The Keypad shall work properly.
- 11) The Meter Mechanism shall register jams.
- 12) The Meter Mechanism LEDs shall work properly.
- 13) The Meter Mechanism stickers shall be properly applied.
- 14) The Meter Mechanism communications channels shall work properly.
- 15) The Meter Mechanism shall display proper the date and time.
- 16) The Meter Mechanism backlight shall operate properly.
- 17) The Meter Mechanism shall have the ability to add time without using the coin and/or register in the audit records.

## **Attachment B-2**

### **Paystation Commissioning Checklist**

- 1) Paystation shall not be damaged during shipment.
- 2) Battery voltages and condition shall meet the minimum voltage requirements for a new battery.
- 3) Coins (5¢, 10¢, 25¢, \$1) shall be accepted and give proper time.
- 4) Non-authorized coins shall be rejected/returned.
- 5) The card reader shall recognize insertion of valid credit or smart card.
- 6) NFC card reader functionality shall work as described in the Technical Specifications of the device.
- 7) Automated configuration download shall work as described in the Technical Specifications of the device.
- 8) Paystation's location id, associated spaces and serial number shall be part of the MMS inventory.
- 9) Paystation programming profile is accurate for its assigned location id.
- 10) Keypad shall work properly.
- 11) Paystation shall register jams.
- 12) All Paystation LEDs shall work properly.
- 13) All appropriate stickers shall be properly applied.
- 14) All Paystation communications channels shall work properly.
- 15) All Paystation doors shall be aligned and sealed properly to not allow a gap.
- 16) Paystation doors and locks shall open and close smoothly.
- 17) Paystation shall display proper date and time.
- 18) Paystation's backlight shall operate properly.
- 19) Paystation's visual enforcement indication shall work properly.
- 20) Paystation's add-time function shall work as described in the Technical Specifications.
- 21) Paystations shall have the ability to add time without using the coin and/or register in the audit records.

**Attachment C**

**Certification Regarding Debarment, Suspension, and Other Responsibility Matters**

By signing and submitting its Proposal, the Proposer or proposed subcontractor certifies as follows:

(1) \_\_\_\_\_ (Proposer or Proposed Subcontractor Business Name)

Certifies to the best of its knowledge and belief that it and its principals:

- a. Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from contracting with any federal, state or local governmental department or agency;
  - b. Have not within a three-year period preceding the date of this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) contract; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (1) b. of this certification; and
  - d. Have not within a three-year period preceding the date of this Proposal had one or more public contracts (federal, state, or local) terminated for cause or default.
- (2) Where the firm executing this RFP Attachment C is unable to certify to any of the statements in this certification, such firm shall attach a detailed explanation of facts that prevent such certification.
- (3) The certification in this clause is a material representation on fact relied upon by the City of Lynwood (City).

As the authorized certifying official, I hereby certify that the above-specified certifications are true.

Business Name: \_\_\_\_\_

\_\_\_\_\_  
Authorized Representative Name (print)  
(print)

\_\_\_\_\_  
Authorized Representative Title

\_\_\_\_\_  
Authorized Representative Signature

\_\_\_\_\_  
Date