

Grand Valley State University

*“Parking Management System: Software and Equipment”*

Request for Proposal

Bid # 220-01

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September 23, 2019

To:  **Prospective Bidder**

Subject:  **Request for Proposal**

Grand Valley State University is accepting proposals for "Parking Management System: Software and Equipment" for use by its Department of Public Safety - Parking Services. Reference attached instructions and specifications.

This request for proposal is for a three (3) year contract with exact contract start date to be determined. We are requesting guaranteed pricing for that three (3) year period. Grand Valley State University reserves the right to renew the contract for two (2) additional years in one (1) year increments. Renewal(s) will depend on pricing and the level of service received during the contract period. Proposals for a five (5) year contract will be considered.

Questions must be submitted via email to one of the contacts below by Monday, September 30, 2019. Answers will be posted online.

* Questions regarding the proposal's technical requirements: Donna Markus, Parking Services Manager, [markusd@gvsu.edu](mailto:markusd@gvsu.edu)
* Questions regarding bid-processing: Valerie Rhodes-Sorrelle, C.P.M., Vendor Relations Manager, [rhodesv@gvsu.edu](mailto:rhodesv@gvsu.edu)

**If you wish to bid on this equipment, software and services, please submit your proposals** **for bid #** **220-01** **no later than Monday, October 14, 2019 by 10:00 A.M.** E-mail your proposal to: [**RFP-Received@gvsu.edu**](mailto:RFP-Received@gvsu.edu).

Your proposal must be received electronically by the bid opening date and time. Grand Valley State University is not responsible for e-mail bids affected by spam or not received by the bid opening date & time. Before submitting proposal, check to be sure that:

1. The Proposal/Certification/Contract form is signed and witnessed.\*
2. All addenda received are acknowledged

\*Note: Electronic submission becomes your authorized signature.

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

Vendor Relations Manager

***Procurement Services - 1 Campus Drive, 2015 James H. Zumberge Hall, Allendale, MI 49401***

***Phone - (616) 331-2280 - Fax (616) 331-328******7***

**Parking Management System: Software and Equipment**

**Bid # 220-01**

**INTRODUCTION**

Grand Valley State University was chartered by the Michigan legislature in 1960 in response to the need for a public, four-year College in the state’s second largest metropolitan region. Since the first year, when there were 226 students and 14 faculty members, Grand Valley has become a comprehensive university with more than 25,000 students and more than 1,700 full-time and part-time faculty members.

The university offers more than 200 areas of study, including 86 undergraduate programs and 36 graduate programs. The campuses offer state-of-the-art facilities, ranging from wireless academic buildings to modern living centers for more than 6,000 students, as well as performance and athletic facilities.

The university offers degrees from its campuses in Allendale, Grand Rapids, and Holland, and regional centers in Muskegon and Traverse City. The largely residential Allendale campus is 1,322 acres of beautifully wooded grounds. The Mary Idema Pew Library Learning and Information Commons is the intellectual heart of campus and is being recognized as a new national model for 21st century learning. The P. Douglas Kindschi Hall of Science opened in fall 2015 and will help Michigan meet the demand for STEM fields, nursing, and health professions.

The Robert C. Pew Grand Rapids Campus serves more than 10,000 students and focuses primarily on graduate and professional studies. The Grand Valley story is one of continued commitment to a high-quality, student-focused learning experience. It is the story of students, friends, alumni, faculty, and staff members, and donors who have positioned this institution to make a meaningful impact to shape the future within the state, the nation, and the world.

# Intent and Scope

Grand Valley State University (GVSU) is seeking proposals from qualified and experienced vendors to supply, support and maintain a vendor-hosted and integrated parking management system that is expected to be fully operational by July 6, 2020. Our focus is on effective and efficient stewardship of parking as an asset of the university. The system must support physical and virtual permits, provide a complete solution for permit management, compliance and parking violations management, and support online services for employees, students, and visitors.

The purpose of the RFP is not to solicit bids for conversion to a model based on virtual permits and License Plate Recognition, but vendors are asked to include information about how the proposed system would facilitate or hinder future change to a new model if the University chose to convert. Future plans may also include implementation of parking access and revenue control systems at multiple GVSU locations. Bidders are asked to describe how the proposed system may impact such a transition.

## GVSU is currently using T2 Systems for permit and citation management; T2 Luke II pay stations with Digital Iris; the ParkMobile mobile payment app, and iPads for enforcement. Appendix 1 contains a list of equipment and additional systems used by Parking Services. Proposals must include products and services that are 100% compatible with the items listed in Appendix 1 or provide specifications and detail all costs that would be incurred for proposed replacements, including transition costs.

**Parking Information**

The University owns parking facilities on the Allendale Campus (12 miles west of Grand Rapids); the Grand Rapids Campuses (the Robert C. Pew Campus and the Health Campus); and in Standale (a park-and-ride lot located midway between Allendale and Grand Rapids). Parking on the Allendale and Grand Rapids Campuses is only permissible with a permit or in a pay-to-park area. Approximately 12,000 parking spaces are available in 50 parking lots; 70% of those spaces are on the Allendale Campus. The only parking structure is located on the Pew Campus. There are no gated lots on the Allendale Campus. Surface lots and the ramp on the Grand Rapids Campuses are gated for access control, but there is no payment upon entry/exit. Students are required to purchase parking permits each semester (11,200 permits were purchased Fall 2019). Faculty/staff are also required to have permits, which are issued at no charge.

Two projects are underway on the GVSU Health Campus which will impact parking. One involves construction of a new building that will result in the addition of 75-80 spaces below the facility. The purpose of the second project is to build a parking ramp (shared with and managed by another organization) which will provide 1,260 spaces for the university. Both projects are scheduled for completion in 2021.

Parking Services is an operation within the Department of Public Safety. There are two Parking Services offices, one on the Allendale Campus and the other at the Pew Campus in Grand Rapids. Three clerical staff members support the parking office operations, two in Allendale and the other in Grand Rapids, assisted by student and temporary employees.

Parking violation notices (referred to as "citations" in the RFP) are issued by Parking Services student, temporary, and security staff members for failure to comply with the University Parking Ordinance. The Parking Ordinance does not allow for escalation of fines or assessment of late or other fees. Collection of overdue unpaid fines is the responsibility of the Business and Finance Office. Unpaid parking fines are not sent to area courts for processing.

**Grand Valley State University**

**Parking Management System: Software and Equipment**

**BID INSTRUCTIONS**

**Bid # 220-01**

1. Grand Valley State University’s sales tax-exempt number is 38-1684280
2. Reference attached specifications
3. Any product deliveries involved in providing services described in the bid specifications shall be included in the total cost of service. (Base Proposal Sum)

1. Include with your proposal three (3) references.
2. Grand Valley State University reserves the right to award bids / proposals in the manner that will best suit the University.
3. At Grand Valley State University, socially responsible procurement (defined as supporting diversity, socially responsible procurement, and sustainability) is highly valued. These ideals are fundamental to our academic, research, and athletic excellence.  Grand Valley promotes supplier inclusion that is reflective of the diverse business community, and is committed to purchasing environmentally friendly products, while remaining focused on socially responsible procurement methodologies
4. Grand Valley State University endeavors to buy products made in the United States of America whenever an American made\* product is available that meets or exceeds the specifications requested and the price is equal to or lower than a foreign made product. Vendors are requested to bid American-made products and/or services whenever available. Vendors may bid foreign made products or services when:
   1. They are specified
   2. They are identified as an alternate by the vendor as long as they are technically acceptable.

\*More than 50% of the manufactured or assembled in the United States.

1. GVSU reserves the right to accept or reject any or all Proposals not withdrawn before the opening date and to waive any irregularity or informality in the Proposal process. The University reserves the right to conduct discussions, request additional information and accept revisions of Proposals from any or all bidders. The University reserves the right to negotiate with the bidder whose proposal is deemed most favorable.
2. Grand Valley State University reserves the right to terminate the contract for any reason upon written notice to the supplier. Supplier shall have 30 days to dissolve any problems that the department is experiencing regarding services rendered and/or quality of product received.

**GENERAL TERMS & CONDITIONS (REV.4.19.19)**

1.0 The Supplier shall comply with the University’s policy and procedures (http://www.gvsu.edu/purchasing) and any additional instructions issued from time to time by the University.

1.1.1 During the period of contract, no change requested is permitted to any of its conditions and specifications unless the Supplier receives prior written approval from the University.

1.1.2 Should the Firm find at any time that existing conditions make modification in contract requirements necessary, it shall promptly report such matter to the University for its consideration and decision.

1.1.3 The Firm shall comply with any and all federal, state or local laws, now in effect or hereafter promulgated which apply to the operation herein specified.

1.1.4 The Firm’s performance may be evaluated by a designee or an Advisory Committee of the University meeting from time-to-time during the period of contract.  It will be the responsibility of the Firm to respond, in writing if so requested, to inquiries, requests for change, and recommendations.

1.1.5 The Firm shall provide the University, with telephone numbers and addresses of management personnel and shall arrange for at least one such person to be available during the University’s normal working hours by telephone. The Firm shall also provide sufficient backup in times of staff shortages due to vacations, illnesses, and inclement weather.

1.1.6 The Firm shall maintain applicable insurance coverage with appropriate coverage limits.  The Firm shall provide the name of the primary insurance carrier and their trade rating which may apply to the operation herein specified.

**2.0 Termination**

The University may terminate this agreement for any reason, including but not limited to, changes in the market price of the products and non-appropriation of federal or state funding to University, by delivering not less than thirty days prior written notice to Supplier.

If termination is due to default by Supplier, Supplier shall have ten days from receipt of notice to cure the default. If Supplier fails to cure within the ten-day period, university may terminate this agreement immediately.

The failure of the university to exercise its rights of termination for default due to Supplier’s failure to perform as required in any one instance shall not constitute a waiver of termination rights in any other instance.

**3.0 General Terms and Conditions**

The terms and conditions shall govern any agreement issued as a result of this solicitation.

Additional or attached terms and conditions which are determined to be unacceptable to the University may result in the disqualification of proposals.  Examples include, but are not limited to: liability for payment of taxes, subjugation to the laws of another state, and limitations on remedies.

3.1.1 Interpretation, Enforcement and Forum of Laws

For disputes between University and Supplier, this agreement shall be governed by, construed, interpreted, and enforced solely in accordance with the laws of the State of Michigan and the venue shall lie in Kent County.

 3.1.2 Compliance with Law

Supplier warrants and certifies that in the performance of this agreement, it has complied with or will comply with all applicable statutes, rules, regulations and orders of the United States, and any state or political subdivision thereof, including but not limited to, laws and regulations pertaining to labor, wages, hours and other conditions of employment.

3.1.3 Funding Provided by Federal Contracts or Grants

Where federal contracts or grants provide funding to University, it is the responsibility of the Supplier and University to comply with all FAR (Federal Acquisition Regulations) applicable laws and regulations by completing any certifications and disclosures and any other requirements. When federal contract or grant funds are used on purchases under this agreement, which exceed $25,000, certification must be provided in writing that the Supplier is not debarred, suspended, or proposed for debarment by the Federal Government.

3.1.4 Insolvency

In the event of any proceedings in bankruptcy or insolvency by or against Supplier, or in the event of the appointment (with or without its consent) of an assignee for the benefit of creditors, or a receiver, University may cancel this agreement without prior notice and without incurring any liability whatsoever to Supplier.

3.1.5 Assignments

Supplier shall not assign this agreement or any of Supplier’s rights or obligations hereunder, without University’s prior written consent. Any purported assignment made without prior written consent shall be void and of no effect.

3.1.6 Patent Trademark and Copyright Infringement

The Supplier warrants that the products/services hereby sold, either alone or in combination with other materials, do not infringe upon or violate any patent, copyright, trademark, trade secret, application or any other proprietary right of any third party existing under laws of the United States or any foreign country.  The Supplier agrees, at its own expense, to defend any and all actions or suits alleging such infringements and will hold University, its officers, agents, servants, and employees harmless from any and all losses, expenses, claims, (including reasonable attorney’s fees), or judgments arising out of cases of such infringement.

3.1.7 Use of Name, Logos, etc. in Advertising

Supplier agrees not to make reference to this agreement or use University logo or trademarks in any advertising material of any kind without expressed written permission.  University agrees not to make reference to this agreement or use the logo of Supplier in any advertising and marketing materials of any kind without the expressed written permission of the Supplier.

3.1.8 Indemnification

Supplier agrees to indemnify and hold University harmless from and against all liability, losses, damages, claims, liens, and expenses (including reasonable legal fees) arising out of or connected with the products purchased, work or services performed, or resulting from damages or injuries incurred by or to University by reason of any defect in manufacture, construction, inspection, delivery, material, workmanship, and/or design of any goods and services furnished hereunder, excepting only such liability as may result solely from the acts of negligence of University or its employees.  Supplier, at the request of University, shall undertake to defend any and all suits and to investigate and defend any and all claims whether justified or not, if such claim or suit is commenced against University or its respective officers, agents, servants, and employees.

3.1.9 Insurance

The Supplier will procure and maintain, at all times during the term of this contract, the following minimum insurance coverages:

(a) Commercial General Liability Insurance: including Bodily Injury and Property Damage, Independent Contractors Liability, Product Liability, and Completed Operations Liability in limits of not less than $1,000,000 per occurrence and $2,000,000 policy aggregate.

(b) Workers Compensation: Statutory limits

(c) Employers Liability: $500,000 each incident and each disease

(d) Umbrella or Excess Liability: $5,000,000 per occurrence and in the aggregate. Coverage will sit excess over Supplier’s Commercial General Liability, Employers Liability, and Auto Liability

Additional Coverages which may be required, per the scope of work.

(e) Auto Liability: $1,000,000 Combined single limit, except Charter transportation companies who will maintain $10,000,000 - Only and always applicable to Suppliers who will drive on GVSU property, except Charter transportation companies who are providing chartering services

(f) Professional Liability: $1,000,000 per claim, except Architects and Engineers who will maintain $2,000,000 - Only and always applicable to Suppliers with professional designations or licenses, who are providing professional services to GVSU

(g) Environmental Liability $5,000,000 per claim and aggregate - Only and always applicable to Suppliers who perform environmental remediation, or work with hazardous substances or waste

(h) Liquor Liability: $2,000,000 - Only and always applicable to Suppliers who will furnish alcohol

(i) Technology Errors & Omissions: $10,000,000 – Only and always applicable to Suppliers who use, store, or have access to private, confidential or protected data

(j) Privacy & Network Security Liability: $10,000,000 – Only and always applicable to Suppliers who use, store, or have access to private, confidential or protected data

The Supplier shall name Grand Valley State University as Additional Insured on a primary and noncontributory basis under the following policies: Commercial General Liability, Umbrella or Excess Liability, Auto Liability, and Liquor Liability. The Supplier shall waive rights of subrogation against Grand Valley State University on any policy where said waiver is legally permitted.

The Supplier shall provide Grand Valley State University with Certificate(s) of Insurance which evidence all required coverages, as well as copies of all applicable Additional Insured, Primary and Noncontributory, and Waiver of Subrogation Endorsements. Failure to provide a Certificate of Insurance, or the relevant Endorsement(s) does not waive the Supplier’s obligation to carry the required coverage.

3.2.1 Licenses/Permits/Taxes and Tax-Exempt Status

Supplier shall be responsible for obtaining all permits, licenses and bonding, to comply with the rules and regulations of any state, federal, municipal or county laws or any city government, bureau or department applicable and assume all liability for all applicable taxes.

University is a 501(c) (3) not-for-profit corporation and is exempt from state sales and use taxes imposed for services rendered and products, equipment or parts supplied.

All prices listed and discounts offered are exclusive of sales and use taxes. Supplier has the duty to collect all taxes in connection with the sale, delivery or use of any items, products or services included herein from University (if for the purpose of resale), at the taxable rate in effect at the time of invoicing.  Supplier shall comply with the tax requirements of the State of Michigan.  University shall furnish to Supplier a certificate of exemption in form and timeliness acceptable to the applicable taxing authority.

3.2.2 Americans with Disabilities Act

Supplier shall comply with all applicable provisions of the Americans with Disabilities Act and applicable federal regulations under the Act.

3.2.3 Alcohol, Tobacco & Drug Rules and Regulations

Employees of the Supplier and its subcontractors shall comply with all instructions, pertaining to conduct and building regulations of the University.  University reserves the right to request the removal or replacement of any undesirable employee at any time.

All buildings at all University locations are tobacco-free. Use of tobacco products is not permitted in any area inside any buildings.  Smoking is prohibited within twenty-five (25) feet of any building, within twenty-five feet of any bus stop on University property and within twenty-five feet of the Little Mac Bridge on the Allendale campus. The Supplier is expected to respect this tobacco-free policy and fully comply with it.

The Supplier agrees that in the performance of this agreement, neither the Supplier nor any of its employees shall engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance, including alcohol, in conducting any activity covered by this agreement.  University reserves the right to request a copy of the Drug Free Workplace Policy. The Supplier further agrees to insert a provision similar to this statement in all subcontracts for services required.

3.2.4 Equal Opportunity

The provisions of Section 202 of Executive Order 11246.41 C.F.R. Sec. 60-1.1 C.F.R. Sec. 60-250.4 and 41 C.F.R. Sec. 60-741.4 are incorporated herein by reference and shall be applicable to this agreement unless this agreement is exempted under the rules, regulations, or orders of the U.S. Secretary of Labor.

3.2.5 Non-Discrimination

In the provision of goods and/or services to Grand Valley State University, the parties agree to comply with applicable state and federal rules governing Equal Employment Opportunity and Non-Discrimination and Grand Valley State University’s Commitment to Inclusion and Equity and Equal Opportunity/affirmation Action Policy.  In the performance of a contract to provide goods or services to Grand Valley State University, the vendor agrees to not discriminate on the basis of age, color, disability, familial status, height, marital status, national origin, political affiliation, race, religion, sex/gender (including gender identity and expression), sexual orientation, veteran or active duty status or weight.

3.2.6 Sexual Harassment and Bias Incidents

Federal law and the policies of the University prohibit sexual harassment.   Supplier is required to exercise control over its employees so as to prohibit acts of sexual harassment.  If University in its reasonable judgment determines that any employee of Supplier has committed an act of sexual harassment, Supplier agrees as a term and condition of this agreement to cause such person to be removed from University’s facility and to take such other action as may be reasonably necessary to cause the sexual harassment to cease.

3.2.7 Compliance with Specifications

The Supplier warrants that all goods, services, or work supplied under this agreement shall conform to specifications, drawings, samples, or other descriptions contained or referenced herein and shall be merchantable, of good quality and workmanship and free from defect.  The Supplier also warrants that all goods covered by this agreement which are the product of the Supplier or are in accordance with its specifications, will be fit and subject to University inspection before acceptance, and also to later rejection if use reveals defects not apparent upon receipt; and if rejected will be held at Supplier’s risk and expense for storage and other charges after 60 days of storage, goods may be disposed of without cost to University.  Neither receipt of goods nor payment therefore shall constitute a waiver of this provision.

3.2.8 Gratuities

University may, by written notice to Supplier, cancel the agreement if it discovers that gratuities, in the form of entertainment, gifts or the like, were offered or given by Supplier to any officer or employee of University with a view toward securing an agreement or securing favorable treatment with respect to the awarding of this agreement.

3.2.9 Covenant Against Contingency Fees

Supplier certifies that it has neither offered nor paid a contingency fee to any individual, agent, or employee of University to secure or influence the decision to award this agreement to Supplier.

3.3.1 Suspension or Debarment

University may, by written notice to the Supplier, immediately terminate the agreement if it is determined that the Supplier has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor by any public procurement unit or other governmental body.

3.3.2 Conflict of Interest

In order to avoid even the appearance of any conflict of interest, neither University nor Supplier shall employ any officer or employee of the other party for a period of one year from the date hereof.

3.3.3 Strikes or Lockouts

In the event Supplier should become involved in a labor dispute, strike or lockout, Supplier will be required to make whatever arrangements that may be necessary to insure that the conditions of this agreement are met in their entirety. Should the Supplier be unable to fulfill its obligations under this agreement, University shall have the right to make alternative arrangements to insure the satisfactory performance of the agreement during the time Supplier is unable to perform the required duties.  Any costs incurred by University, as a result of such job action, shall be reimbursed by the Supplier.

3.3.4 Force Majeure

Neither party shall be held responsible for any losses resulting if the fulfillment of any terms or provisions of this agreement are delayed or prevented by any cause not within the control of the party whose performance is interfered with, and which by the exercise of reasonable diligence, said party is unable to prevent.

3.3.5 Modification of Terms

No waiver or modification of any of the provisions hereof shall be binding unless mutually agreed upon by University and the Supplier, in writing, with signatures of authorized representatives of all parties authorizing said modification.

3.3.6 Continuation of Performance through Termination

Supplier shall continue to perform, in accordance with the requirements of this agreement, up to the date of termination, as directed in the termination notice.

3.3.7 Proprietary/Confidential Information

University considers all information, documentation and other materials requested to be submitted in response to this solicitation to be of a non-confidential and/or non-proprietary nature and therefore shall be subject to public disclosure.  Supplier is hereby notified that University adheres to all statutes, court decisions and the opinions of the State of Michigan regarding the disclosure of proposal information.

All information, documentation, and other materials submitted by Respondent in response to this solicitation or under any resulting contract may be subject to public disclosure under the Freedom of Information Act.

 3.3.8 Strict Compliance

The parties may at any time insist upon strict compliance with these terms and conditions, notwithstanding any previous custom, practice or course of dealing to the contrary.

3.3.9 Entire Agreement

This agreement together with the Exhibits annexed hereto constitutes the entire agreement between the parties and supersedes all prior agreements whether written or oral between the parties.  Documents subject to Freedom of Information Act will only be released after award.

3.4.1 Addendums

If any vendor addendum(s) and/or exhibit(s) conflict with GVSU’s specifications, terms and conditions, GVSU’s terms and conditions will prevail.

EXPORT CONTROLS. It is Grand Valley State University policy to remain compliant at all times with all U.S. export control regulations, including but not limited to the International Traffic in Arms Regulations and Export Administration Regulations. Before furnishing goods, software, services or technical data that are on the U.S. Munitions List (22 CFR 121) or in the 500- or 600-series of the Commerce Control List (15 CFR 774), [named Agreement party or any other party to this agreement] must notify Grand Valley State University’s Office of Research Compliance and Integrity that such items are export-controlled. [Named Agreement party or any other party to this agreement] will ship export-controlled items only after Grand Valley State University’s Office of Research Compliance and Integrity has furnished written confirmation that Grand Valley State University is prepared to accept delivery of such items.

## STATEMENT OF NEEDS

| **REQUIREMENT** | **RESPONSE** |
| --- | --- |
|  | |
| **A. GENERAL SOFTWARE REQUIREMENTS** | |
| A1. Employ a fully relational database that allows data to be manipulated, linked and queried. |  |
| A2. Ability to disable fields, define fields as required, change field titles and associate default values. |  |
| A3. Licenses for a minimum of 15 operators to utilize software concurrently at various locations. Concurrent licensing preferred to per seat. |  |
| A4. The software must provide for restriction of user designation and set-up privileges to the parking system administrator. |  |
| A5. The system must allow for creation of a profile for each individual user detailing the access rights as defined by the Director of Public Safety and implemented by parking system administrator. System administrator must be able to set up different user roles and assign a user to more than one role. |  |
| A6. The system must provide a tracking/auditing trail of all modifications/transactions executed by a particular user. |  |
| A7. Transactions must not be able to be modified or deleted in the system after they are completed. |  |
| A8. Display, track and manage detailed status information regarding balance due, adjustments, voids, dismissals, warnings, etc. |  |
| A9. Limited access to cancel or reassign citations or appeals as determined by Director of Public Safety and implemented by parking system administrator. |  |
| A10. Software must include fields for legal first, middle and last names. It must also include an additional field for an alternate first name and additional field for an alternate last name. |  |
| A11. Must include financial integrity controls with auditing and reconciliation tools. |  |
| A12. Generate, print and email, by user or automatically, various letters, and temporary permits. Ability to send customer statements on generated letter formats. |  |
| A13. Ability to scan bar-coded citations and permits to facilitate rapid data entry and retrieval. |  |
| A14. Display, track and manage detailed citations, permits, appeals, customers, and vehicles information. |  |
| A15. Ability to enter unlimited history and comments on citations, permits, appeals, customers, and vehicles. |  |
| A16. Provide the ability for manually entering citations by keyboard entry or interface with a handheld citation issuance solution. |  |
| A17. Data must be encrypted in transit and at rest. |  |
| A18. Support the attachment and secure storage of scanned documents, digital images, files or other electronic items to permits, citations, appeal records, and/or customer accounts. |  |
| A19. Upgrades to software and hardware are to be included in annual service agreement and shall not be an additional expense. Describe upgrade notification process. |  |
| A20. System must allow for data interface with third-party systems and provide import and reporting capabilities. Currently using Luke II pay stations/Digital Iris, and ParkMobile. |  |
| A21. Describe system capability to leverage the technology with our current inventory of equipment (attached), or specify recommended replacements and costs. |  |
| A22. Describe potential ability to integrate in the future with LPR or PARCS solutions such as Avigilon. |  |
| A23. Ability to enter payment by phone, in person, or via web application.. |  |
| A24. Ability to transfer and report on citation fines unpaid after a specified period:   * Hard Transfer - System must provide capability of exporting citation fines data from parking software to Ellucian Banner. Real-time, API capability is preferred over batch processing. * Soft Transfer - System must be able to generate report of unpaid fines after a specified period. |  |
| A25. Must be capable of WI-F, NFC, and ALPR technologies.  Must also be capable of utilizing cellular data network technology for real-time parking management solutions. Specify details. |  |

| **Requirement** | **Response** |
| --- | --- |
|  | |
| **B. PERMITS, PARKING VIOLATIONS, APPEALS** | |
| B1. GVSU must be able to choose its own vendor for permits. |  |
| B2. Ability to create permit types, and designate and set pricing on permits. Parking system administrator must be able to edit the information. |  |
| B3. Ability to allocate, deallocate and return permits to and from inventory for resale if chosen. |  |
| B4. Ability to choose or select an appeal action to indicate appeal outcome, with a simplified approach to applying appeal decisions. |  |
| B5. Allow parking system administrator to make a non-routine adjustment to a citation’s final amount due, i.e., adjustment not resulting from the routine appeals process. Such adjustments require approval of Director of Public Safety and system must maintain easily accessible audit trail/history of all adjustments made to records. |  |
| B6. Ability to allow for user-defined appeal types (oral, written) |  |
| B7. Ability to print and send email or letters of appeal decision |  |
| B8. System must be able to generate a payment receipt through a PDF document, email, in print, or offer a no-receipt option. |  |
| B9. Ability to accept full and partial payments. Continue scheduled notice mailings for partial payments until balance is paid in full or transferred to a collection agency. |  |
| B10. Ability to add multiple items from the same or different customer accounts into one payment option. |  |
| B11. Ability to enter payments before citation information has been imported from handheld ticket-writer, and entered information must be automatically updated when the citation is later uploaded from a handheld ticket-writer. |  |
| B12. Ability to track all transactions by cashier. |  |
| B13. Complete drawer close-out process with detailed reconciliation report that includes a drawer tracking number. |  |
| B14. Ability to return, deactivate, or mark permits missing for enforcement purposes. |  |
| B15. Ability to reverse payment after a receipt is processed and ability to apply payment correctly. |  |
| B16. Ability to sell permits, pay citations, and appeal citations in person or via an e-business solution. |  |
| B17. User-defined payment methods (i.e. cash, credit card, check, money order) with fields for check number, credit card number and/or authorization number. |  |
| B18. Ability to place citation on hold (no notices or transfers to a collection agency). System must accept payments while an appeal is in process. System to check eligibility for appeal against user-specified criteria that may include unpaid citations and requests made within a given time period (to determine if appeal is allowable). |  |
| B19. Provide an online payment solution that is able to update paid citations in the system automatically. |  |
| B20.Ability to sell a permit to a student and select that the permit charged not be sent to the student account on an individual basis. |  |
| B21.Ability to generate daily report of all citations recalled from collections and of all citations transferred to collections. |  |
| B22.Ability to deactivate groups of permits and have system automatically send email notice to customers whose permits have been deactivated. | . |

| **Requirement** | **Response** |
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| **C. LETTERS AND NOTICES** | |
| C1. Allow letters to be printed on a standard printer that can be accessed via a local or network printer. |  |
| C2. Ability to reset letter dates and re-run if letters were generated in error or for general re-issuance. |  |
| C3. Ability to put automatic comment entry when all letters and notices are generated. |  |
| C4. If email data is available for the customer, the primary means of sending notifications will be via email, the secondary method will be a letter in the mail. |  |
| C5. The software must provide a method to allow for the processing/printing of customer and citation notices of intent. Each letter must be defined by specific conditions in order to trigger a task allowing the printing of each standard letter type for a particular citation or customer. At a minimum, the following letter types must be available in the software module:   * Unpaid Citation Notices * Appeals Notification/Results Notices |  |
| C6. Allow the user to define/create different types of standard letters. For each type of standard letter, the software must allow the user to print or email only one letter applicable to only one citation or customer or the complete “batch” of that type of letter for all applicable citations or customers when certain user-defined conditions are met. |  |
| C7. Provide a detailed history on customer accounts that specifies type of letter generated and date/time of print date. A copy of the letter should be available to view by the user. |  |
| C8. Allow certain defined fields in each standard letter type to be automatically filled in by accessing data in the database file at the time of printing and/or allow entry of specific data not available in the database. At a minimum, the letters should be able to display the following data from the database:   * Customer name and address * Letter Date * License Plate Number and State * One or More Citation Numbers * Citation Violation Type (i.e. meter violation, improper parking, where prohibited by sign, etc.) * Issuance Date and Time of Citation * Amount Due |  |
| C9. Ability to mass select customers by field/criteria (criterion), e.g., classification, sub-classification, group, and send mass email notification. |  |
| C10. Ability to recognize possible duplicate records, e.g., customers, license plates, vehicles, and produce daily auto report. |  |
| C11*.* Ability to auto-assign a customer as a driver of a vehicle when a citation is issued to a vehicle displaying the customer's permit. |  |
| C12. Ability to sell permits to customers that are transferrable between vehicles; ability to sell permits to customers linked to a specific vehicle. |  |

| **Requirement** | **Response** |
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| **D. QUERIES, REPORTS, AND TASK MANAGEMENT** | |
| D1. All data exported from software must be able to be exported in .csv, .pdf, or Microsoft Excel format. |  |
| D2. The software must be capable of producing pre-defined and ad hoc reports. If a third-party application is required to produce or perform any reports or tasks, vendor will be responsible for securing required licenses for GVSU users and providing requiring training - proposal to contain complete details and costs. |  |
| D3. The software must include a query manager. |  |
| D4. A query viewer should be available that includes the name of the query, description, and specifies if the query is associated with a system or user-defined task. |  |
| D5. Ability to maintain queries. Maintenance items include the ability to view, edit, export, import, clone, and delete queries from the query viewer. |  |
| D6. Software must include a query builder that allows users to create a new query or retrieve/use a previously defined query. A help function within the software should guide the user through the query creation process. |  |
| D7. Ability to use a query to edit data in batch form (audit trail/history must be maintained). |  |
| D8. Reports must be available to capture revenue by payment type, e.g., cell phone, credit card, cash. |  |
| D9. Standard reports must be available in the system to reconcile the payments received. |  |
| D10. Proposal must describe process and cost for vendor design of custom reports, including approximate response times for completion. |  |
| D11. Ability to create and execute system tasks on a scheduled daily, weekly, monthly, or annual basis. Vendor must specify API and/or batch methods available. |  |
| D12. Support execution of pre-defined tasks such as generating letters, data imports/exports, etc. |  |
| D13. Ability to perform user-defined tasks for generating reports, data import/exports, etc. |  |
| D14. Reports should be able to be edited by parking system administrator in compliance with internal controls. |  |
| D15. The software must be capable of creating file formats that accommodate data import/export between all aspects of the parking citation management system and external agencies (i.e. State DMV’s). Vendor must specify API and/or batch methods available. |  |
| D16. Data stored in the existing system must be able to be converted to the new system. Vendor must provide a mechanism to either import the data or provide tools/instructions for GVSU IT to import the data. |  |
| D17. Vendors must provide list all reports that come with the system, including a list of all data fields. |  |
| D18. Ability to produce reports of citations paid during ~~a~~ specified date range to include all activity for a given cash drawer on a given day by a transaction type and account. |  |
| D19. Handheld ticket writer data must be capable of downloading via cellular, wireless connection, NFC, or through a secured web-based application. |  |

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| **Requirement** | **Response** |
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| **E. WEB SERVICES** | |
| E1. The software system must provide web services needed to create a web-based customer portal. |  |
| E2. Proposed solution must be vendor-hosted. |  |
| E3. Please describe connectivity options and details regarding security of the connection in proposal. |  |
| E4. The vendor must offer training and support services to help guide the web customer portal implementation process. |  |
| E5. Web services must provide real-time interaction with the database. |  |

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| **Requirement** | **Response** |
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| **F. INTEGRATION** |  |
| F1. Proposed solution should allow subscribers to authenticate via a common university directory services username/password available via CAS authentication protocol. Please describe. |  |
| F2. Provide details on any integration required with institutional systems in order to enable the proposed services. Vendor must describe/explain the integration and data transfer process with Ellucian's Banner system. |  |
| F3. Proposed system must provide published API's which will facilitate automated management of integration and/or end user access. APIs are preferred over batch processing. |  |
| F4. Ability to “test” the solution in an environment that is not production. |  |
| F5.Proposed solution must allow for automation of internal processes through API interactions. GVSU must be able to create permits and access all permit and citation data via API's*.* |  |
| F6.System should provide real-time integration between proposed solution and Ellucian Banner. Describe. |  |

| **Requirement** | **Response** |
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| **G. IMPLEMENTATION, TRAINING, AND SUPPORT** | |
| G1. Vendor must conduct initial training on-site at GVSU (trainees to be specified by GVSU) at least one month before going live. Multiple levels of training are to be provided, specific to each level of system user. Proposal to include training plan and cost, including the initial required training and future training that will be available. |  |
| G2. Provide a complete project schedule and a brief description of the major steps in the implementation process, including university resource needs, any on- premise activities required, and timelines. |  |
| G3. Vendor shall provide customer service support on a 24/7/365 basis. Customer service will be required to be fully active and operational by launch date. Describe support level, process, associated costs and response times in detail. |  |
| G4. Emergency technical support must be available by phone and/or email 24/7/365 for downed or inoperable web or software systems. |  |
| G5.Scheduled maintenance and upgrades must be coordinated with GVSU Parking Services and allow for at least three to five business days for testing. Unscheduled maintenance must also be coordinated with GVSU Parking Services, preferably before the maintenance is performed, but not later than 24 hours after it has been applied. |  |
| G6. Describe any on-going resource requirements expected from the institution. |  |
| G7. Describe implementation time frame and any related concerns. |  |

| **Requirement** | **Response** |
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| **H. OTHER** | |
| H1. Please provide a brief description and cost of other products or services not specifically detailed in this document that would be required to implement the proposed system. |  |
| H2. Vendor will provide mobile solutions for requesting and/or payment of services. |  |

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| **Requirement** | **Response** |
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| **I. TECHNICAL INFORMATION** | |
| I1. Proposed solution must be a hosted service. Please describe on-site installation work required. |  |
| I2. Proposer must demonstrate an adequate business continuity plan and should discuss the methods used to ensure redundancy. Specifically describe the hosting infrastructure and methods used to ensure redundancy. |  |
| I3. Is your hosting facility SOC 2 compliant? If so, is documentation available? If not, provide internal security protocols and documentation. |  |
| I4. What hosting/system redundancies and practices are used to prevent system downtime? |  |
| I5. Proposer must provide security for individual data. Please describe your policies for ensuring data privacy and security. |  |
| I6. Proposer should demonstrate regular, third-party monitoring of all systems and tiers and review of all security procedures. |  |
| I7. Proposer should describe their ongoing maintenance and system testing procedures. Include in this response information relative to how new features are addressed. |  |
| I8. Proposer should describe its data back-up and recovery policies. |  |
| I9. Proposer system must work across the current and past 2-3 versions of Internet Explorer, Edge, Safari, Chrome, and Firefox (at a minimum) and be ADA accessible on browsers. Describe any limitations or non-supported browsers. |  |
| I10. Proposer must provide PCI compliance documentation for payment gateway solutions that you support. All vendors and applications associated with PCI compliance must be listed as well as appropriate SAQ's and AoC's. |  |
| I11. Will Proposer allow for GVSU to provide the payment gateway by handing off credit card acceptance via Cybersource from a GVSU-hosted website? |  |
| I12. Proposer must fill out the light version of the Higher Education Cloud Vendor Assessment Tool (HECVAT). See: <https://library.educause.edu/resources/2016/10/higher-education-cloud-vendor-assessment-tool>  If proposer solution is selected, the full HECVAT Assessment tool will be required prior to signing contract. |  |
| I13.Proposer will agree to the GVSU Security Addendum or a variation, included in this RFP. |  |
| I14. GVSU requests access to logs to view activity in case of security or data needs and/or the ability to integrate vendor logs into customer Splunk tool. |  |
| I15.Ability to send mass SMS messages to customers preferred. Specify whether vendor provides a solution for vetting numbers. |  |

| **Requirement** | **Response** |
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| **J. BIDDING COMPANY INFORMATION** |  |
| J1. Provide the primary point of contact and contact information for the Bidder. |  |
| J2. Briefly describe parking needs that are unique to institutions of higher education. |  |
| J3. Describe how the proposed solution is designed to meet those unique parking |  |
| J4*.* Proposer must have provided similar services for comparable institutions of higher education for a minimum of 5 years. Please describe. |  |
| J5. Provide customer references for three completed projects at comparable institutions of higher education currently serviced by the proposer.  Each reference must include:   * the institution name and business address; * the name, title, and telephone number of the contact person knowledgeable about the project work at the institution; * a brief description of the service provided and the period of service. |  |
| J6. Proposer shall describe any partnerships with third- party vendors in overall solution. |  |

# PRICING

Fully describe and itemize financial elements for above line items as contained in the RFP so that all costs (one-time, fixed, recurring, ongoing, optional, usage based, etc.) for all services, hardware, software, licensing, hardware maintenance, software maintenance, development, documentation, training, support, and operations can be evaluated. All pricing should be broken out by line item category. The Proposer shall also list and price any item that is part of the solution (whether hardware, software, or management-related) that has not been specified in the requirements but is needed in order for successful installation, development, and operation of this service.

# CONTACT INFO

All contact must be via email. Donna Markus, Parking Services Manager is the primary contact for questions regarding the proposal’s technical requirements ([markusd@gvsu.edu](mailto:markusd@gvsu.edu)). Valerie Rhodes-Sorrelle, C.P.M., Vendor Relations Manager, is the point of contact for bid processing questions ([rhodesv@gvsu.edu](mailto:rhodesv@gvsu.edu)).

**EVALUATION AND AWARD CRITERIA**

Responses to this RFP will be evaluated based on the proposer’s ability to:

* Meet the minimum required functionality
* Vendors may be required to do a demonstration/presentation as part of the evaluation process
* Meet the July 6, 2020 deadline for the system to be fully operational
* Provide integration and migration of the current parking system data without loss of data
* Integrate a parking software system that can easily adapt and run on up-to-date technology to meet the changing environment of the parking industry
* Implement a solution that can easily be configured and maintained, without requiring custom development.
* Provide a solution that offers external customers with various options and capabilities for payments and purchasing of various parking related products.
* Provide additional capabilities deemed to be valuable to meeting the overall objectives of permit, appeal and citation needs
* Provide support and training services needed to ensure program success
* Provide a solution that is stable and quickly gains user adaption and allows internal users the ability to quickly learn the system
* Provide university client references specific to the product and services required
* Meet criteria as specified in RFP document, including the Statement of Needs chart.
* All equipment to be supported for the life of the contract as well as renewal options used by the University
* Overall price

**PROPOSAL AND CONTRACT**

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

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Bid No.:** 220-01\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Project:** Parking Management System: Software and Equipment\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Bid opening date and time:** Monday, October 14, 2019 at 10:00 A.M.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Location:** 2033 Zumberge Hall**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Bidder acknowledges receipt of the following addenda:**

Addendum No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Addendum No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If awarded this contract, upon receipt of contract signed by Grand Valley State University, the undersigned agrees to begin and complete all work in accordance with the schedule required by the University.

The undersigned proposes to furnish all labor, materials / product, equipment, tools and services required, unless otherwise noted, to complete the work in accordance with the contract.

Documents listed herein, including all addenda issues pertaining to same, for the same, for the sum or sums stated below, and agrees that these documents will constitute the contract if accepted by Grand Valley State University.

The undersigned declares the following legal status in submitting this quotation:

[ ] A corporation organized and existing under the laws of the State of

[ ] A partnership

[ ] An individual doing business as (DBA)

The undersigned certifies that company is at least 51% owned, controlled and actively managed by:

African-American(s) Native American(s) Woman/Women

Asian American(s) Multi-Racial Person(s) ADA Disabled Person(s)

Hispanic American(s) Veteran(s)

**The undersigned certifies that their company IS or IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.**

Company Name

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

Address City/State/Zip Code

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

Office Telephone No. Cellular Phone No. E-Mail Address

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

Authorized Agent Signature Name and Title

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

Date of Signature

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

Witness Signature Witness Name

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

Date of Signature

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

Tax Identification No.

**ACCEPTANCE:** This proposal is accepted by Grand Valley State University

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GVSU Authorized Agent Signature Name and Title

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

Date of Signature

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

Witness Signature Witness Name

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Date of Signature

GVSU Tax Identification No.: 38 1684280