



## **REQUEST FOR PROPOSALS:**

### **PARKING ENFORCEMENT CITATION SYSTEM**

**RFP Number:** PUR1021

**PROPOSAL Due Date:** January 29, 2020 at 2:15 PM

Sealed proposals will be received by the Purchasing Division of the City of Rock Hill, South Carolina until 2:15PM local time on January 29, 2020 at which time the names of proposing companies will be recorded and read aloud. All companies submitting proposals are welcome to attend, but attendance is not mandatory. The list of proposing companies will be posted on our website, [www.cityofrockhill.com](http://www.cityofrockhill.com), after the proposal due date.

The proposal due date is promptly at the appointed time in the Purchasing Office, located at the City Operation Center, 757 S. Anderson Rd. Building 103, Rock Hill, SC 29730. No proposals may be submitted after the due date. Proposals must be in the Purchasing Conference room at the time of the due date and it is the sole responsibility of the proposing company to ensure that the proposal arrives in the correct place on time. **Emailed proposals will not be accepted.**

Proposals must be delivered to Tom Stanford, Operations Center Purchasing Office, 757 S. Anderson Rd., Building 103, Rock Hill, SC 29730 prior to the appointed time of the due date. The City is not responsible for proposals delayed in the mail.

## **Request for Proposals**

### **1.0 Purpose**

The City of Rock Hill, South Carolina is seeking competitive proposals from qualified companies to provide the City a parking enforcement citation system. Below is a description of locations & service requirements. The City of Rock Hill General Services Department is responsible for this project.

### **2.0 Competition Intended**

The process of responding to this Request for Proposal (RFP) should involve interested companies reviewing and analyzing the information provided herein and responding in writing to any and all items where a response is requested.

### **3.0 Discrepancies and Questions**

Should the proposing company have questions, find discrepancies in the plans and/or specifications, or be in doubt as to the meaning or intent of any part thereof, the company shall request clarification from the City in writing, not later than five (5) working days prior to the bid opening. These requests should be emailed to [tom.stanford@cityofrockhill.com](mailto:tom.stanford@cityofrockhill.com).

All questions will be answered and any changes will be communicated through a written addendum and posted to the City's website. It is the responsibility of the company to check the website for any of this information prior to submitting a proposal. Failure to request such clarification is a waiver of any claim by the company for additional expenses because its interpretation was different from the City's.

### **4.0 Proposer's Minimum Qualification**

A qualified company is defined for this purpose as one who meets, or by the date of bid acceptance can meet, all requirements for licensing, insurance, and service contained within this RFP.

### **5.0 Instructions to Proposers**

#### **5.1 Definitions:**

- 5.1.1** Proposer/Company: This term is used to encompass the party seeking to have an agreement with the City of Rock Hill.
- 5.1.2** City: This term is defined as the City of Rock Hill, South Carolina. All communications relating to the request for proposal process or the resulting purchase should be directed to the City's Purchasing Office or to their designated contact.
- 5.1.3** Purchase: This term means the agreement to be executed by the City and the successful company.

#### **5.2 Proposal Preparation:** All proposal responses shall be:

- 5.2.1** Prepared and submitted on the forms enclosed herein, unless otherwise prescribed.

- 5.2.2 Typewritten or completed in ink, signed by the proposing company's authorized representative with all erasures or corrections initialed and dated by said signer.
- 5.2.3 Each proposal constitutes an offer and may not be withdrawn except as provided herein. Prices are to remain firm for the period stated in the Request for Proposal.
- 5.2.4 Each proposal shall include the name, address, telephone number and e-mail address of at least three (3) current customers for whom they have provided similar products. These references may be contacted, and if so, their responses will constitute a significant part in the proposal evaluation process.
- 5.2.5 The City of Rock Hill assumes no responsibility for costs incurred in responding to this RFP.

**5.3 Proposal Submission:** Provide three (3) identical paper copies of the proposal (including any attachments), plus one electronic copy on a flash drive, CD or DVD in a Windows compatible format such as PDF. Response shall be:

- 5.3.1 Submitted in a single sealed envelope with the following information written on the outside of the envelope:
  - The name of the proposing company;
  - Identification of project being proposed;
  - Due date and time of proposals.
- 5.3.2 Delivered to the address shown in the RFP for receipt by the City by the stated deadline.
- 5.3.3 Proposals not received by the time and date specified will not be opened or considered, unless the delay is a result of the City, its agents, or assigns.
- 5.3.4 All proposals must be in a sealed envelope and marked **“Parking Enforcement Citation System; OPEN January 29, 2019 at 2:15 PM.”** The City assumes no responsibility for unmarked or improperly marked envelopes.
- 5.3.5 No proposal may be withdrawn for a period of sixty (60) calendar days after the due date, unless approved in writing by the Purchasing Office.
- 5.3.6 All proposals must be approved by the Rock Hill City Manager and the department(s) in charge of the project.
- 5.3.7 Failing an agreement, the City may reject all bids and resubmit for new bids or make any other decisions it deems to be in its own best interest.

**5.4 Failure to Propose:** Any company which does not desire to offer a proposal should submit to the City a letter stating a reason for not proposing and whether the company desires to be retained or removed from the City's list for future solicitations.

**5.5 Errors in Proposal:** Proposers or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications

before submitting proposals. Failure to do so will be at the company's own risk. In case of error in extension of prices in the proposal, the unit price shall govern. If an error is made before submitting the proposal, the error should be crossed out, corrections entered and initialed by the person signing the proposal. The City reserves the right to waive any informalities, technical defects, and minor irregularities in proposals received.

**5.6 Award Criteria:** The award shall be made to a company who submits the highest scoring proposal, taking into consideration product quality, past performance, and compliance with the stated terms, conditions, and specifications. Notwithstanding the foregoing, the City of Rock Hill reserves the right to reject any or all proposals, to accept any proposal submitted, to waive any informality and to negotiate with the highest scoring company or companies on any changes which the City of Rock Hill considers necessary or desirable for their own interests. The City alone shall make such determination. In addition, City of Rock Hill's Purchasing Policies and Procedures Manual, as amended or supplemented from time to time are hereby incorporated by this reference and shall be applicable to this Request for Proposal and the City reserves all alternatives, terms and conditions as set forth therein.

**5.7 Compliance with laws:** The successful proposer shall obtain and maintain all licenses, permits, liability insurance, worker's compensation insurance, and comply with all other standards or regulations required by federal, state, county, or City statute, ordinances, and rules during the performance of any purchase between the company and the City. Any such requirement specifically set forth in any purchase document between the company and the City shall be supplementary to this section and not in substitution thereof.

**5.8 Suspension and Debarment:** The Bidder certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal, state or local agency. Where the Bidder is unable to certify to any of the statements in this certification, such Offeror shall attach an explanation to this proposal.

**5.9 Subcontractors:** The awarded company agrees that they shall not delegate, subcontract or assign all or any portion of the project to any third party without the express written consent of the City.

**5.10 Brand Name:** The use of a brand name is for the sole purpose of describing the standard of quality, performance, and a characteristic desired and is not intended to limit or restrict competition.

**5.11 Local Providers:** Companies submitting proposals should keep in mind the City's goal of supporting local businesses and supply houses for materials and

labor whenever practicable, so long as pricing and other contract conditions are not adversely affected.

## **6.0 Scope of Services**

### **6.1 The Proposer shall provide the following Parking Enforcement Citation System (“Enforcement System”) features:**

- 6.1.1** Identify repeat offenders, scofflaws, and expirations to City parking enforcement personnel;
- 6.1.2** Provide an efficient system for tracking booted and/or towed vehicles and/or vehicles that have been identified for booting and/or towing and the locations of such vehicles, as well as the fine while in impound;
- 6.1.3** Save time by incorporating relational databases that contain customer, permit, vehicle and citation information;
- 6.1.4** Independent citation activity audit trail, including names and/or user numbers of all persons processing or handling any data;
- 6.1.5** Ability to attach photos, voice recordings, scanned correspondence and/or e-mail, VIN numbers, etc., to the appropriate citation or customer account;
- 6.1.6** Ability to increase and/or simplify City parking collection efforts when needed;
- 6.1.7** Ability for fine escalation and late fee assessment;
- 6.1.8** Ability to provide a Report of Citations issued for a selected date range or month with a violation code and fine, plus penalty amounts added to delinquent citations during the month;
- 6.1.9** Provide monthly status reports on all parking violations processed, including up-to-date collection percentage rate;
- 6.1.10** Provide monthly payment report identifying collection results by month in which parking violations issued will also include delinquent notices;
- 6.1.11** Provide monthly Habitual Violators Report listing violations; to also include the latest DMV registered owner name and address;
- 6.1.12** Provide monthly status report of open and closed parking violations;
- 6.1.13** Provide monthly and year-to-date fine collections; new citation processing; dismissals and suspensions; to also include number of appeals received;
- 6.1.14** Provide number of voids/cancellations for date range by ticket type;
- 6.1.15** In summary, the Enforcement System shall provide all necessary reports, including but not limited to:
  - a. Login History; Active Users Activity
  - b. Processing Activity; Citations After Activity
  - c. Violation Analysis
  - d. Citation Payments After Activity; Late Payments
  - e. Citation Registered Owner Activity
  - f. Citations with Credit Balances
  - g. Warnings; Citations Reduced to Warnings; Cleared Citations; Voided Citations

- h. Duplicate Citations; Current and Open Citations
  - i. Accounts Receivable
  - j. Citation Aging; Citation Aging by Year
  - k. Citation Closed Reasons Summary
  - l. Entered Citations; Citation Issuance by Field Agent; Field Agent Productivity
  - m. Collective Field Issuance Performance
  - n. Citation Issuance by District/Zone
  - o. Open Citations without Registered Information
  - p. Tow Activity
  - q. Permit Issuance
  - r. Out-of-State Plate Payments and Non-payment Reports
  - s. Any and all reports requested by the City until the City is satisfied with the system's management reporting features;
- 6.1.16** Improve and enhance permit sales by providing a Permitting Mobile Technology Platform in conjunction with the Enforcement System; the Permit feature must allow for issuance and permit management; must provide both digital and physical permitting option;
  - 6.1.17** Provide a Vendor-hosted solution for receiving and processing financial transactions through E-commerce as well as Point of Sale;
  - 6.1.18** Minimize office traffic and mail volumes by using the E-commerce system for citation payments and purchase of permits;
  - 6.1.19** Minimize office traffic by allowing customers to appeal citations online;
  - 6.1.20** Create useful management reports for system analysis, problem resolution, statistical data and overall enforcement efficiency;
  - 6.1.21** Enhance the City's customer image by providing an Enforcement System and associated technologies that are customer-friendly and safe for use;
  - 6.1.22** High quality communication with customers and easy to use customer interface platform;
  - 6.1.23** Customer-friendly online web portal that allows customers to view, appeal and pay citations;
  - 6.1.24** Provides multiple language options for customers with clear instructions provided in each language;
  - 6.1.25** Allows citation payment through multiple mobile options, including dialing a phone number, voice access, website (including non-mobile online access), mobile SMS texting, QR code and smartphone application compatible with iOS and Android operating systems;
  - 6.1.26** Provide integration with existing and future paid parking management and mobile systems, at no additional cost;
  - 6.1.27** Enforcement System must have a mobile website that works on most older mobile devices and that can be accessed by computer;
  - 6.1.28** System must directly communicate the paid status of parked vehicles to enforcement handheld devices in real-time;
  - 6.1.29** Any convenience fee must be clearly communicated to the customer, and the Contractor must demonstrate methods used to minimize any

convenience and processing fees to the extent possible (digital wallets, etc.);

- 6.1.30** Provides reporting and data that integrate with existing and/or future parking management systems and provides access to data via API for future needs;
- 6.1.31** PCI DSS v3.2 compliant and SSL-256 encryption;
- 6.1.32** Maintain a 99.999% standard of uptime for all services provided; and notify the City of any system maintenance and/or downtime at least a week ahead of the event;
- 6.1.33** High quality back office support and access to payment inquiry, data storage, reports and all other retrievals pertinent to City parking enforcement operations;
- 6.1.34** Allows for the ability to track enforcement revenues by designated City districts/zones to ensure City parking funds are allocated accordingly;
- 6.1.35** Allow for development adjustments to help address customer service issues.

## **6.2 Mandatory Technical Requirements and System Integrations:**

- 6.2.1** Must have an open API that allows integrations;
- 6.2.2** All wireless communications will need to be Wi-Fi capable;
- 6.2.3** Enforcement System must be able to communicate to any current and/or future City parking technology vendor that may include enforcement handhelds, PARCS, pay stations and LPR systems (software/hardware; fixed/mobile) in real time, but at no additional cost;
- 6.2.4** Ability to integrate with current parking enforcement/citation system employed by the City of Rock Hill Police Department (Zuercher);
- 6.2.5** Integrate with Mobile Parking Payment System;
- 6.2.6** Integrate with future parking enforcement handhelds; accommodate any potential changes to that particular equipment;
- 6.2.7** Provide system with boot/tow functionality;
- 6.2.8** Ability to perform enforcement Data Analytics, Query and Reporting;
- 6.2.9** Provide an enforcement platform that will integrate with City software systems (TBD), if needed;
- 6.2.10** Information retrieval from the Department of Motor Vehicles, local and nationwide;
- 6.2.11** Placement and release of DMV registration suspensions/hold (where applicable);
- 6.2.12** Generation and mailing and/or emailing of Late Notices for unpaid tickets;
- 6.2.13** Ability to follow up on collection efforts on delinquent parking tickets;
- 6.2.14** Receipt and posting of mail payments;
- 6.2.15** Provide Handwritten Ticket Book Inventory and Control;
- 6.2.16** Provide for Automated ticket issuance with handled computers;
- 6.2.17** Display, in real time, the status of paid vehicles on any internet browser;

- 6.2.18** Provide the ability to cross-reference transactions between vehicles, individual meters, streets, block, zone, or other designated identifiers;
- 6.2.19** Provide the ability to geographically depict/map enforcement activity and transactions.

### **6.3 Collection Services:**

- 6.3.1** The Proposer will provide Citation Collection Services for the City. The Proposer must define “collection” and identify if there will be any payment card processing involved and if so, how it will be done;
- 6.3.2** After the citation has passed the final due date set by the City, the Citation must be routed immediately for collection activity;
- 6.3.3** The Proposer must send at least 2 notices to the violator;
- 6.3.4** The Proposer must skip trace and attempt to locate the violator’s phone number;
- 6.3.5** The Proposer must document all outbound phone attempts to contact the violator;
- 6.3.6** Once the collection process is complete and the citation has been collected the Proposer will be due an agreed upon contingency fee form the Revenue collected. The contingency fee will be deducted from the gross collections for the City. A check will be issued to the City for the net collections amount no later than the 5<sup>th</sup> business day of the month for the prior month’s collection activity;
- 6.3.7** Proposer must be able to collect revenues through South Carolina Debt Setoff process.

### **6.4 Letter Notification Services**

- 6.4.1** The Proposer must generate and mail notices using text and mail times provided by the City;
- 6.4.2** Notices are to be mailed and include a return pre-addressed envelope to the City’s designated remittance processing address;
- 6.4.3** The Enforcement System shall maintain a record of all notices mailed and their mailed dates. Explain how and where this PII (personally identifiable information) data is retained;
- 6.4.4** The Enforcement System will enable users to access online all notices by respondent/vehicle owner’s name, citation number, license number, date mailed, and the status of the violations as they process through the noticing and collection cycles;
- 6.4.5** Notices shall be produced and sequenced for the lowest mailing costs;
- 6.4.6** The Proposer shall research the mail addresses on all returned mail and shall re-mail a notice to the correct address within 5 working days of receiving returned mail;
- 6.4.7** Notices should include the following information:



- a. Registered owner name and address
- b. Vehicle license number; Vehicle make/model
- c. Citation issue date, number, and time
- d. Location where violation occurred; Violation description
- e. Information on how and where to make payment; Amount of payment required
- f. Consequences of non-payment (penalties, DMV hold, booting, etc.)
- g. Contact information including City phone number, toll free number for payment, and website for payment

**6.4.8** Proposer must prepare and send letters to issuers of NSF checks and inform issuers of these returned checks, of the City of Rock Hill's Policy, and add any penalty charges to the total citation charge and that payment is to be made by cash, cashier's check, money order, or credit card.

### **6.5 Payment Processing Services**

The Proposer must be able to process citation payment in the following ways:

- 6.5.1** Vendor-hosted online payment website. Proposer must provide data flows and diagrams identifying the payment process from beginning to end;
- 6.5.2** Mail-in or Walk-in payments to the City Parking Office or to City Collection Services through Cayenta cashiering/billing/invoicing system which will update the Parking Management System. A real-time interface using Cayenta's API is a must. Provide process documents as to how the payment process will work in regard to credit cards;
- 6.5.3** Additionally, the Proposer must be able to identify in the system those payments accepted by Cayenta versus those processed by the Parking Management Software.
- 6.5.4** The Proposer must track and report rebilling on partial payments and checks returned for insufficient funds;
- 6.5.5** Proposer must be able to refund citation payment overpayment through the method that the customer paid. Identify how the refund process will work if initial payment is made via credit card transaction, but that particular card is no longer present.

### **6.6 Penalty Processing Services**

- 6.6.1** The Proposer will provide a system for automatically assigning and updating the citation information in the system for penalties or late fee amounts owed, based on criteria defined by the City.

## **6.7 Lock Box Services (Quote Lock Box Services as an option)**

- 6.7.1** A post office / lock box must be established for the receipt of payments by mail. These payments will be processed by the vendor and then deposited into the City of Rock Hill's specified bank account. Vendor must explain if these payments contain cardholder data, full primary account number data and if there will be a place on the payment document to enter cardholder data;
- 6.7.2** A full accounting of records of deposits will be made to the City of Rock Hill on a daily, weekly, and monthly basis (TBD). Management reports and statistical summaries of activity for the month, together with supporting detail, will be delivered within 7 calendar days after the end of each calendar month. Proposer shall provide the process they plan to implement to address the following areas:
  - a. Sort and open mail;
  - b. Payments sent in by Citation holder. If mailed payments contain primary account number data, explain how the data will be managed, retained and destroyed;
  - c. Time period from receipt of payment by vendor till posting occurs in Parking Management System and money is deposited in bank (same business day);
  - d. A complete and comprehensive audit trail.

## **6.8 Additionally, the City desires to:**

- 6.8.1** Select a Contractor with proven expertise in providing a Parking Enforcement Citation System that supports existing and future off-street and on-street parking locations/ operations. Contractor should have minimum of 2 completed project of this type, preferably with a municipality or other organization that is new to receiving payments for parking;
- 6.8.2** Obtain the best quality program to maximize customer convenience and add considerable citation payment options. The City reserves the right to interview multiple bidders and request product demonstration;
- 6.8.3** Choose a Contractor who strives to meet the following points: charge a reasonable or no convenience fee for services offered, cover processing and bank transactions costs on citation payment transactions which enables the City to retrieve full regular citation fees with minimal new cost (the City desires that total service costs be kept as low as possible for both the City and our customers).

## **6.9 Parking Expansion Plans**

By March 1, 2020, the City of Rock Hill's first paid parking program will be in full effect in University Center. University Center, a 23-acre mix-use redevelopment site, is part of the City's "Knowledge Park Initiative" which is a

strategic public-private effort to link Winthrop University to Downtown Rock Hill through a number of mediums (see map – Exhibit A). By early spring 2020, University Center is expected to see standard transient activity on a daily basis, large special event crowds on a weekly basis, and tenant parkers on a monthly basis. Taken together, this is going to yield an unprecedented amount of parking activity for the City of Rock Hill.

Also by March 1, 2020, the City intends to start enforcing the City’s Parking Policy through the new City Parking Division. While the main focus for enforcement will be initially concentrated in University Center, the Parking Division’s operations will be extended throughout the Knowledge Park Corridor.

The City of Rock Hill fully assumes that the Proposer will use the following parking information offered about the City’s parking system as a foundation for structuring a Proposal for City staff review:

**Existing Parking**

Type	Quantity	Total Spaces
Off-Street/Parking Deck	3	1235
Off-Street/Surface Parking Lot	8	854
On-Street/Curbside Parking	13	310
Total	24	2399

**Future Parking** (approx. 5-7 years)

Type	Quantity	Total Spaces
Off-Street/Parking Deck	6	3421
Off-Street/Surface Parking Lot	1	224
On-Street/Curbside Parking	2	53
Total	9	3698

**Existing/Future Combined**

Type	Quantity	Total Spaces
Off-Street/Parking Deck	9	4656
Off-Street/Surface Parking Lot	9	1078
On-Street/Curbside Parking	15	363
Total	33	6097

\*\*Currently, all parking enforcement is handled through the Rock Hill Police Department. Therefore, integration may be required with their enforcement platform (Zuercher).

## **7 Proposal Format**

To facilitate review of your proposal by the City of Rock Hill, it is requested that your submission conform to the following format. The Statement of Qualifications shall not exceed sixteen (16) pages, including the cover, back page, letters of introduction and table of contents. Clear, external binder pages shall not be included in the page count. Font size shall be no smaller than ten (10). Statement of Qualifications exceeding the sixteen (16) page count may be returned and not considered, at the sole discretion of the City of Rock Hill.

**7.8 Coversheet:** List PUR number and title, the name of your company, and the name, address and telephone number of a contact person for questions concerning the proposal submitted.

**7.9 Qualifications & Experience of the Company:** Brief history and organization of the company, legal entity that will enter into the contract, location of the office where the work will be performed, and the name and title of the person that is authorized to enter into a master contract agreement (must be an officer, partner or member of the company). List any sub-consultants that will support your company, if any. Provide a narrative of your company's prior experience and qualifications as it pertains to the Scope of Work and provide a list of projects with similar scopes.

**7.10 Project Management, Approach to the Project & Quality Control:**

Demonstrate project management, approach to the project and quality control methods that will be employed by your company. This section shall also include an organizational chart for each team member (including sub-consultant supervisors) and list their roles with responsibilities.

**7.11 Capacity and Response Capability:** Provide a statement of your company's current workload and capacity to meet the project schedules.

**7.12 References:** Provide the name, address and telephone number of at least three (3) references familiar with the quality of work done by your company of similar nature as contained in the above Scope of Work. By submission of the references, you are authorizing the City of Rock Hill to contact these references.

**7.13 Legal, Safety, Insurance, and Financial:** The company's submittal shall provide documentation of any history of litigation associated with project performance or professional liability during the past ten years. A short statement of any safety problems that the company may have encountered in projects designed or inspected. A statement or other information to describe the company's general financial standing and current insurance coverage.

**7.14 Other Supporting Data:** Include any other information you feel to be relevant to the selection of your company.

## 8 Evaluation

- 8.1** All responses are subject to a determination of “responsive” and “responsible” prior to award. The City is the sole judge as to the proposer’s “responsiveness” and “responsibility.” The City reserves the right to request additional information.
- 8.2** The City will review all proposals and reserves the right to request necessary modifications, waive minor technicalities, reject all proposals, reject any proposal that does not meet mandatory requirement(s) or cancel this RFP, according to the City’s best interests.
- 8.3** The City’s evaluation team may elect to interview one or more proposing companies before making an award. The City shall not reimburse the company for the costs associated with the interview process. The City of Rock Hill assumes no responsibility for costs incurred in responding to this RFP.
- 8.4** The City’s evaluation team may elect to first rank proposals with a simple numeric score and then detail score only the top tier of proposals.
- 8.5** The City will evaluate responses on a weighted evaluation system. The categories and points assigned for each category are below:

### **Description Weight**

Proposal Responsiveness: Pass/Fail

Expertise: 30%

Experience: 30%

Project Approach: 20%

Cost/Commission: 20%

## 9 Terms & Conditions

- 9.1 Insurance:** Company agrees that Company shall keep and maintain general automobile liability insurance in the amount of \$ 1,000,000 per occurrence for each vehicle and \$1,000,000 in aggregate for all vehicles which Company brings onto City property or use in any manner in the provision of services, including transportation to and from the site (s) where the services are rendered; and Company further agrees that Company shall maintain general liability insurance in the amount of at least \$1,000,000 per incident/occurrence and \$1,000,000 in aggregate for all incidents/occurrence during the policy period; and Company agrees that Company shall maintain Worker’s Compensation Insurance on all of the Company’s employees. In no event shall Company serve as self-insurer for the purpose of Workers Compensation Insurance.

Company also agrees that Company shall provide, in a form acceptable to City, certificates of Worker’s Compensation Insurance, Automobile Liability Insurance and General Liability Insurance.

**9.2 Illegal Immigration Reform Act Compliance:** The contractor certifies that the contractor will comply with the requirements of Chapter 14, Title 8 of the South Carolina Code of Laws titled Unauthorized Aliens and Public Employment and agrees to provide to the City of Rock Hill any documentation required to establish either; (a) the applicability of such law to the contractor, subcontractor, and sub-subcontractor; or (b) the compliance with this law by the contractor and any subcontractors or sub-subcontractors.

**9.3 Indemnification:** Company shall indemnify and hold City harmless from and against all liability, loss, damages or injury, and all costs and expenses (including attorneys' fees and costs of any suit related thereto), suffered or incurred by City, to the extent arising from Company's or its Contractors' negligent performance of the Services under this Agreement, intentional misconduct, negligent acts or omissions, or breach of any term, covenant, representation or warranty of this Agreement.

**9.4 Freedom of Information Act:** All proposals will be public information, per FOIA guidelines.

**9.5 Agreement:** The selected companies will be required to use the City of Rock Hill's standard agreement.

**9.6 Non Appropriation of Funds:** This Agreement shall be subject to the availability and appropriation of funds by Management, and City Council. If the Council does not appropriate the funding needed by the City to make payments under this Agreement for a given fiscal year, the City will not be obligated to pay amounts due beyond the end of the last fiscal year for which funds were appropriated. No act or omission by the City, which is attributable to non-appropriation of funds, shall constitute a breach of or default under this Agreement.

**9.7 WMBE Statement:** It is the policy of the City of Rock Hill to provide minorities and women equal opportunity for participating in all aspects of the City's contracting and procurement programs, including but not limited to employment, construction projects, and lease agreements consistent with the laws of the State of South Carolina.

It is further the policy of the City of Rock Hill to prohibit discrimination against any person or business in pursuit of these opportunities on the basis of race, color, national origin, religion, sex, age, handicap, or veteran status.

It is further the policy of the City of Rock Hill to conduct its contracting and procurement programs so as to prevent such discrimination and to resolve any and all claims of such discrimination.

**9.8 City Business License:** The successful company, prior to execution of the contract, must possess or obtain a City of Rock Hill business license. Such license must be maintained throughout the duration of the contract. The fee for such license is based on the amount of the contract with the City if the company is not currently doing other business inside the City limits. If the company is currently doing other business within the City limits of Rock Hill, and does not possess a business license, then the fee for the license is based on the total gross receipts from customers within the City limits. Contact the City Business License Office at 803-329-5590 to determine the exact amount or to ask other pertinent questions regarding doing business in the City of Rock Hill.

**9.9 Excluded Companies:** Proposals from companies may be excluded for any of the following reasons:

- Reason to believe collusion exists among the companies
- The company is involved in any litigation against the City
- The company is in arrears on any existing contract or has defaulted on a previous contract with the City
- Lack of financial stability
- Failure to perform under previous or present contracts with the City
- Is currently debarred by the State of South Carolina Procurement Services

Excluded Vendors/Companies can resubmit complete company information with references for city review after a minimum of one year from the last excluded bid/proposal. City will contact Vendor/Company with its decision within 30 days of company information submittal. City reserves the right to include or exclude said Vendor/Company based on findings.

**9.10 Local Purchasing:** It is the intent of the City of Rock Hill to promote the use of local businesses and hiring citizens living within the local Rock Hill/York County area when possible.

9.10.1 Local vendors, services, contractors, companies and businesses (Rock Hill/York County) with a valid city of Rock Hill business license may have the opportunity to receive a 3% or a 5% adjustment factor during the consideration of bids. A LOCAL VENDOR, SERVICE, CONTRACTOR, COMPANY OR BUSINESS is defined as a business offering the services and or products being bid. Business must have been established for not less than one year within York County limits along with holding a valid City of Rock Hill Business License for the entire year prior to bid date. City Council shall be entitled to make the final decision as to whether such business is local and may in its discretion consider factors such as the length of time prior to issuance of the local business license, the actual physical presence within the corporate limits or within York County, property taxes attributable to such entity received by the City of Rock Hill,

local employment and any other reasonable factors to insure that this policy is not being circumvented.

- 9.10.2 Business located within the Rock Hill municipal limits may be considered for a 5% adjustment factor. Businesses located in York County outside the Rock Hill municipal limits may be considered for a 3% adjustment factor.
- 9.10.3 The maximum value of the percentage adjustment factor will be capped at \$25,000.
- 9.10.4 If a local business is within the percentage guideline, not exceeding \$25,000, of the lowest bid received, the local business may be given consideration of the bid award if it is willing to provide goods or services at the price of the lowest bid received.
- 9.10.5 If conditions of number 9.10.4 above are met and the local business is not willing to provide goods or services at the price of the lowest bid received, the consideration of the bid award will revert back the lowest bid received, or the next lowest local business within the percentage (maximum \$25,000) adjustment factor threshold.
- 9.10.6 Contractor and or business must make reasonable attempt to hire local Rock Hill/York County residents.
- 9.10.7 Selected contractor(s) must make reasonable effort to purchase/lease all material, equipment and supplies associated with the awarded bid from a local business with a valid City of Rock Hill Business License.
- 9.10.8 Contractor(s) receiving award must supply City with a list of their employees working on the project which include the city/town in which they reside along with a list of all equipment, material, suppliers and subcontractors and their addresses (This list will be used in the evaluation process).
- 9.10.9 Special consideration may be given to companies that have products produced and/or manufactured in the United States.
- 9.10.10 Local Purchasing provisions of this section will be in effect and apply to bidding until June 30, 2019 and expire unless re-authorized by the City Council.
- 9.10.11 Local Purchasing adjustment factors cannot apply: (i) to Federally Funded Projects (ii) to State Funded Projects where the State restricts the use of local preferences under such circumstances; or (iii) to projects funded by Bond proceeds where the Bond covenants restrict the manner of procurement.
- 9.10.12 Utilization of the Local Purchasing program requires a minimum of three bids; if three or more bids are not received the Local Purchasing program cannot be utilized.

**THIS AND THE PREVIOUS PAGES DO NOT NEED TO BE RETURNED**



**10 Bid Sheet**

PUR1021

We, the undersigned, do hereby affirm that we have read and understand the enclosed bid requirements and specifications; and do submit this bid for the items listed below:

<b>Service</b>	<b>Cost</b>	<b>Unit of Measurement (i.e., per transaction, hour, day)</b>
End User Support		
Client Support		
Hosting		
Security		
Maintenance		
Technical Support		
Training		
Setup Fee		
Data Costs		
Reporting Features		
Citation Payment Transaction Fee		
Merchant Processing Fee?		
Ongoing Project Management and Calls		
Project Launch - Training		
Additional On-Site Training (on- site/remote)		
Configuration Updates		
Integrations with other Vendor Technologies including Real Time Transmissions		
Additional Engineering Development		
Project Launch & Ongoing Marketing/Outreach		
Any Other Costs? Include Details		

All bids must include a detailed description of each service above on a separate sheet of paper.

Company Name:

\_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date:

\_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Address:

\_\_\_\_\_

Email:

\_\_\_\_\_

\*\*\*The questions below are for tracking purposes only and will have no bearing on the award of the contract.\*\*\*

Is your company located within the Rock Hill City limits? \_\_\_\_\_

Is your company located within York County? \_\_\_\_\_

Is your company a minority or woman-owned business enterprise (M/WBE)?

\_\_\_\_\_

MWBEs are for-profit small business concerns where minority individuals or women own at least a 51% interest and also control management and daily business operations. African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans are presumed to be minorities.

**Bidders should submit 3 copies of Bid Sheet, along with all other documents requested in the RFP.**

## 11.0 Customer Service

Please remember, although you are a contracted City service, you each represent the City of Rock Hill during all work performed, face-to-face as well as telephone conversations. These guidelines are to give all contract employees a solid feeling for what the City of Rock Hill expects from any contracted service.

Overview:

- Be friendly, courteous, and helpful
- Company uniforms must be worn at all times
- Staff members must look and act professional at all times.

### CONTRACTORS EMPLOYEES:

Before the Contractor can enter the project site, it shall investigate and determine that its employees working on the project site are not listed on the sexual offender registry. Contractor shall require all subcontractors to make a similar investigation. One such investigation within six (6) months of commencement of the project work, by the employer, fulfills the City's requirement for the Project.

The Rock Hill Police Department along with the City of Rock Hill also reserves the right to cancel any contracts, agreements, purchasing or distribution, etc., if they feel the project, purchasing, vehicle(s), and or property(s) may be in jeopardy due to the contractor's employee(s) having a criminal history which may lead to ethical issues while dealing with city workings or investigative activities.

COMPANY: \_\_\_\_\_

PRINT NAME AND TITLE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Exhibit A: Parking Area Map

