

REQUEST FOR PROPOSAL

City of Whittier
Whittier, Alaska
Harbor Department
Request for Proposal
Point of Sale Parking Meter using License Plate Information

The City of Whittier is requesting written proposals from qualified vendors interested in providing electronic Parking Meters. Sealed proposals, plainly marked, RFP #2015-01 "Parking Meter" addressed to the City Manager, City of Whittier, P.O. Box 608, Whittier, AK 99693 will be accepted until **2:00 P.M., March 30, 2015**. PROPOSALS RECEIVED AFTER 2:00 P.M. WILL NOT BE CONSIDERED.

Proposal specifications may be obtained at the front desk of Whittier City Hall, or from publicsafety@whittieralaska.gov, or by calling (907) 472-2340.

The City of Whittier reserves the right to reject any and all proposals, to waive technical or legal deficiencies, to accept any proposal that is in the best interest of the City and to negotiate the terms and conditions of any proposal leading to acceptance and final execution of a contract for services.

If you have any questions pertaining to the submittal and review process of City proposals, please contact the Dave Schofield at the following number: 907-472-2340.

I. INTENT OF SOLICITATION

The City of Whittier (City) is soliciting competitive proposals from qualified vendors for the purchase of a point of sale Parking Meter. The City seeks a design that will collect vehicle license information for parking enforcement. The meter must work with 120 volts ac power and provide for a network connection (cat6 or cat5). Parking meter should be resistant to moisture, and be heated to ensure reliable use year round in inclement weather.

II. BACKGROUND

The City of Whittier Harbor currently provides, as part of its operation, boat launch ramp for launch and retrieve of trailered boats. The meters should collect launch fees and vehicle license plate information to ensure payment for use of the launch ramp. The Whittier Harbor also operates fee parking; the meters should collect license plate information or seasonal pass information, as well as kayak launch fees and other fees as needed.

III. SCOPE OF WORK

Technical Requirements – Proposals for parking meters shall include these product specifications.

Parking Meter Configuration

- Pay Stations must be able to work in Pay-by-Plate.
- The units must accept credit cards, and paper currency (USD ONLY). Specify which denominations the unit accepts. Also unit must be able to be configured for pre-payment in increments of hours and days per, i.e., needs to accept hourly, daily, multiple days and monthly annual parking.
- Credit Cards accepted need to be MasterCard, Visa, Discover, and American Express.
- The units must accept contactless bank and private card payments and also a provision for future credit card regulations.

- The unit must have a large LCD screen that is easily read in any lighting. If applicable, describe color screen options.
- The unit must be able to plug into a network connection i.e. Cat5 or Cat6.
- The meter should also have a means by which customers can be provided a “code” to enter (or some alternate means) to allow for parking to be granted to users for special purposes (such as dignitaries or tour boat operators)

Housing Specifications

- The exterior shall be constructed of high grade anti-corrosive material that is protected from salt air.
- The unit needs to operate without failure in weather conditions experienced in Whittier, AK (temperature as low as minus 10 degrees Fahrenheit, and winds in excess of 80 MPH).
- Must have separate compartments for maintenance and collections. There shall be no access to the money in the cash compartment when performing maintenance functions.
- The units must be vandal resistant and have recessed door hinges.
- The units must have a heater and fan to circulate air so as to keep the unit in operation year round.

Keypad

- The Pay Station must have an alpha numeric tactile feel keypad that is rated to last at least 3 years.
- The keypad must be vandal resistant, weatherproof, and corrosive resistant.
- The keypad must be modular and easily unplugged and removable with basic tools for servicing.

Card Reader

- Shall be dual magnetic stripe and smart card reader capable of reading magnetic stripe and smart memory microprocessor cards.
- Encryption must be performed by the card reader itself and not the CPU. Encryption must be 128 bit or higher.
- The vendor must be willing to provide encryption and allow interface with third party vendors such as other credit card processors.
- If a card slot is inoperable, the machine must still accept paper currency. There must be a message on the screen indicating that card payment is not available. If card acceptor is inoperable, pay station must notify personnel of a problem via email or via back office software.
- The credit card reader must be easily unplugged and removed for service and repair.

Power Supply

- Must operate on 120 volts AC 60hz.

Online Payment

- The user must be able to pay for parking via an app (apple and google apps store).
- The user should be able to add to their current parking time as well as pay in advance for parking.

Electronic Components

- All major components must be modular and easily changed or repaired.
- All circuit boards and components shall be sealed and highly water resistant.

- A list of common replacement parts and prices should be included as an attachment document.

Software

Metter must work with Plate Smart software.

Must work with Chase as a payment processor for credit cards.

Back office Operations

- Software that supports exporting financial and activity data to spreadsheet software and external databases.
- Software shall support the reporting of cash box status and revenue collection reporting, alarm status, and operation status listing.
- Software configuration shall be downloaded from back office system to avoid onsite programming (parking mode, rate structure, languages, and credit card types).
- The back office system should have the capability to create a new rate or receipt layout and download it in real time to pay station.
- The system needs to allow for the modification and update of the display screen with various messages.
- All warnings and alarms must be communicated from the meter to the back office system.
- Alarms shall be available 24 hours a day, 7 days a week, and 365 days a year.
- The management system must be able to notify technicians and key personnel of fault and status issues via text or e-mail.
- Transactions shall be sent directly to the back-office in real-time to allow for viewing of the most current transaction data.

Reporting

Bidder should provide samples of all reports to allow for evaluation of reporting features.

- The pay station must issue a report from the printer with the following information:
 - Machine serial number
 - Date and time of collection
 - Date and time of previous collection
 - Total amount of money in the collection
 - Total amount of bills by denomination
 - Total amount in coins
 - Total amount of credit card payments by credit card type
 - Total number of tickets issued
 - Total amount of refunds issued
 - Pay station firmware version
 - Stall reports showing valid stalls, unpaid stalls, or paid since last stall report.

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

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

- Revenue detail must have the capability of providing the following information at the pay station:
 - Today's total
 - Last 24 hours total
 - Yesterday's total
 - This month's total
 - Last month's total
 - This year's total
 - Last year's total
 - 3rd year back
 - 4th year back
 - 5th year back
 - History total since commissioning of pay station
- In the back-office software, reports must be able to be generated based on the following parameters:
 - Transaction Date
 - Transaction Time
 - Payment Method
 - Rate
 - Pay Station Number
 - Credit card type

Remote Management

The City of Whittier would like the ability to remote manage the meters.

Real-Time Reporting/Pay Station Configuration

Real-time reporting:

- The pay station must provide, as an option, the ability to generate all of the reports as listed under "Reports" above through any computer with an Internet connection using up-to-date real-time information.

Remote pay station configuration:

- The solution must allow for changes in the rate structure remotely from the office provided the pay stations are online.
- The solution must allow for other changes listed under "Management Software Capabilities" to be configured from a remote PC and capable of being uploaded to the pay station in real-time (with a maximum upload delay of five minutes) provided the pay station is online.

Warranty

- The vendor shall fully warranty the units for a minimum of one year.

Installation and Delivery

- Instructions for install should be provided before with units as well as an electronic copy.

IV. SUBMITTAL REQUIREMENTS

Each Vendor shall submit three (3) copies of its proposal. The proposal shall be submitted in the following manner:

1. **Description.**

2. **Proposals**

- Proposal costs should include, but are not limited to, all costs for design, materials, labor, tools, equipment, construction, and shipping.

V. SELECTION CRITERIA

Each proposal shall be evaluated equally on the following criteria, based on the following:

1. Total cost of Proposal to the City
2. Extent to which the Proposer's design fits the City's need;

Proposals must be submitted to the City Manager no later than **2:00 PM on March 23, 2015**. A contract may be awarded by the City Council if recommended by the City Manager. The City of Whittier reserves the right to reject any and all proposals, to waive technical or legal deficiencies, to accept any proposal that may be deemed in the best interest of the City and to negotiate terms and conditions of any proposal leading to acceptance and final execution of a contract for services.