



City of Renton, Washington

Request for Proposal

Parking Citation System

Issue Date: May 10, 2019

Due Date: May 31, 2019

www.RentonWA.gov

REQUEST FOR PROPOSAL

Notice is hereby given that the City of Renton requests proposals for:

Parking Citation System

Vendors who wish to submit proposals are encouraged to inform the City of their intent to submit a proposal by emailing intent to ParkingCiteSystem@rentonwa.gov.

You may submit your proposal by email to:

ParkingCiteSystem@rentonwa.gov

Proposals received later than **4:00 PM on May 31, 2019 Pacific Time** will not be considered.

Please submit any questions regarding this RFP to ParkingCiteSystem@rentonwa.gov by May 17, 2019. Responses to questions will be posted on the City of Renton website at <http://www.rentonwa.gov/bids> by May 24, 2019. It is the responsibility of any proposer to review the City's website for any RFP revisions or answers to questions prior to submitting a proposal.

This is a competitive negotiation process in accordance with RCW 39.04.270. The City of Renton will consider all the evaluation information obtained during the competitive negotiation process. The City of Renton reserves the right to reject any and all proposals in part or in full for any reason. The City also reserves the right to change, cancel, or re-issue this RFP at any time. This RFP does not obligate the City of Renton to pay any costs incurred by the respondents in the preparation and submission of a proposal, nor does it obligate the City to accept or contract for any expressed or implied services.

The successful vendor must comply with local, state, and federal requirements regarding equal opportunity and employment practices and the City of Renton Professional Services Agreement. The City is committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality or disability. Women and minority business enterprises are encouraged to submit proposals.

Published: May 10, 2019

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1. INTRODUCTION

1.1.Purpose of this RFP

The City of Renton, WA (the “City”) is seeking proposals for a Parking Citation System.

Through this Request for Proposals (RFP), the City seeks to select a company or firm to provide mobile ticketing software, hardware, documentation, implementation, and training services. This document details the system software, hardware, service, and company information on which the City will base its selection. Feature requirements outlined in the requirements spreadsheet must be met or exceeded. Installation services and training will be required.

1.2.About the City of Renton, WA

The City of Renton serves about 104,100 residents in the Puget Sound region and ranks as the eighth largest city in Washington State¹.

The vision of the City of Renton is to be the center of opportunity in the Puget Sound Region where families and businesses thrive. The mission of the City of Renton, in partnership and communication with residents, businesses, and schools, is dedicated to:

- Providing a safe, healthy, welcoming atmosphere where people choose to live
- Promoting economic vitality and strategically positioning Renton for the future
- Supporting planned growth and influencing decisions that impact the city
- Building an inclusive informed city with opportunities for all
- Meeting service demands through high quality customer service, innovation, a positive work environment, and a commitment to excellence

The City operates under the laws of the State of Washington as an “optional municipal code city”. Renton is governed with a mayor-council form of government with eight (8) elected officials.

City operations are performed by more than 700 employees at the direction of the Mayor. The City provides a host of services to residents and local businesses: Police, Utilities (water, wastewater, and storm water), Transportation (Street construction and maintenance), Parks and Recreation, Economic Development, Land Use Planning and Regulation, Municipal Courts, and General Government services (Animal control, and museum system).

1.3.Primary use case of the Parking Citation System

The City will use the Parking Citation System to enforce the Renton Municipal Code and Revised Code of Washington (RCW) as they relate to vehicle parking. Through integration and automation, it will also provide citation information to the Courts (both AOC and Renton Municipal Court). This system will primarily be used by two Parking Enforcement Officers in two Parking Enforcement vehicles.

¹ “April 1 Official Population Estimates.” *Office of Financial Management*, State of Washington Office of Financial Management, 1 Apr. 2018, www.ofm.wa.gov/washington-data-research/population-demographics/population-estimates/april-1-official-population-estimates.

1.4. Technology environment at the City

- Desktops and Laptops – The computing environment at City includes approximately 700 workstations throughout the City. Computers are configured with Microsoft Windows 7 or Microsoft Windows 10 64-bit operating system. All hardware is less than 5 years old, and includes a minimum of an Intel i5 processor and at least 4 GB of RAM. Each computer is managed by a Microsoft Active Directory domain. The standard desktop software suites in most of the City are Microsoft Office 2013 and 2016. Some staff also use city issued mobile devices such as smartphones and tablets.
- Servers – The City’s server environment is comprised of both physical and virtual servers running the latest versions of Microsoft Windows operating system. New system implementations requiring server resources shall run in a virtualized environment.
- Database Management System (DBMS) – The City utilizes and supports the latest versions of Microsoft SQL Server in a high availability environment.
- Email System – The City’s standard email platform is Microsoft Exchange Server 2010.
- Network Infrastructure – the City has a fiber gigabit Metropolitan Area Network to approximately 43 city facilities and parks. The city also leverages a wide-area WiFi and LTE network connectivity for mobile users. All Windows OS mobile devices connect to the Enterprise network through Net Motion VPN access.
- Software Updates – If a system requires updates to be installed on local machines, it is the expectation that the City’s IT Division will coordinate and install the updates with assistance from a vendor where appropriate.
- Internet Browser – The City currently supports Microsoft Internet Explorer, Google Chrome, and Mozilla Firefox web browsers.
- Backup and Disaster Recovery – The City currently has an enterprise backup system to backup servers, systems, applications, and user data based on the retention schedule of the type of data being stored.
- Retention Requirements –The City must meet applicable laws for State of Washington retention schedules (RCW 40.14) for records. The City is legally obligated to retain records in a way that is compliant with the State of Washington's document retention laws. The City must be able to identify records, apply the appropriate retention policy, and properly dispose of records in accordance with applicable laws when the retention period has been satisfied.
- Public Disclosure Requirements – The City must meet applicable public disclosure laws for email content (RCW 42.56). The City is legally obligated to fulfill public disclosure requests in accordance with applicable laws. The City must be able to properly identify records to fulfill a given request, ensure immutability of the record, and have the ability to redact information that is exempt from disclosure. The City must be able to export all records that is responsive to the given request its native format (? or ?) and make it available on GovQA (<https://govqa.com>).

Systems need to improve the City employee experience and efficiency in fulfilling public records requests. City staff receive a large volume of ever increasing public disclosure requests each year. Solutions implemented must afford City staff a user-friendly way to quickly search for and identify all records that are responsive to a public disclosure or eDiscovery request, and efficiently manage each request from intake to fulfillment.

2. RFP INFORMATION

2.1. Procurement schedule

Milestone	Date (Pacific Time Zone)
RFP Published	May 10, 2019
Questions due via email	May 17, 2019 @4:00 PM
Responses to questions posted by	May 24, 2019 @4:00 PM
Proposals due no later than	May 31, 2019 @4:00 PM
Conduct Vendor Interviews/Site visits (optional)	June 2019 *
Select Vendor	June 2019 *
Contract Finalization	July 2019 *
Kick Off Project	July 2019 *

* Estimated dates

Table 1 – Procurement Schedule

2.2. RFP Contact information

During the RFP process, a designated contact person will be responsible for official coordination and communication with Responder concerning questions, project status, and announcements. During the RFP process, the City of Renton requires vendors to not contact other City of Renton staff regarding the RFP processes; failure to comply with this requirement may disqualify those proposals from further consideration. The following email address is the City's only official point of contact for this RFP: ParkingCiteSystem@rentonwa.gov

2.3. Letter of intent

Vendors who wish to submit proposals are encouraged to inform the City of their intent to submit a proposal by emailing intent to ParkingCiteSystem@rentonwa.gov

2.4. Questions regarding this RFP

Interested parties must direct all questions regarding this RFP to ParkingCiteSystem@rentonwa.gov by the date and time specified in section 2.1.

It is the responsibility of the proposer to review the City's website for any RFP revisions or answers to questions prior to submitting a proposal. Responses to questions will be posted on City's website at <http://rentonwa.gov/bids> by the date and time specified in section 2.1.

3. SCOPE, GOALS AND OBJECTIVES

3.1. Scope of this project

3.1.1. Implement a solution for issuing parking citations and abandoned vehicle notices.

- 3.1.2. Project includes the system, specified integrations, and implementation services including project planning, installation, configuration and training.
- 3.1.3. Enable users to efficiently manage records and produce reports and statistics.
- 3.1.4. Solution is to be successfully integrated with the City's existing License Plate Reader (LPR) system, AutoVu by Genetec. This integration will forward information generated by AutoVu to the Parking Citation System, minimizing the need for staff to hand-enter information stored in AutoVu.
- 3.1.5. Solution is to successfully export and transmit citation data and images in the Washington State specified format for consumption by the Washington Courts Data Exchange Vehicle Related Violations (VRV) system.
- 3.1.6. Scope does not include data migration from current citation system.

3.2.Goals and objectives of this project

- 3.2.1. Configure citation and abandoned vehicle notices using City of Renton branding and complying with both City's and Washington State's Office of the Court requirements.
- 3.2.2. Reduce citation issuing time and decrease opportunities for human error through integration, minimizing the number of fields Parking Enforcement Officers need to populate manually.
- 3.2.3. Provide quality photo evidence to the Courts for issued citations taken by users or received through the LPR integration.
- 3.2.4. Timely and reliable transmission of Citation information to the Court, which can also be tracked through reporting, audit trail or other easily accessible means.

4. RFP SUBMISSION

4.1.Proposal identification

Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership, company, or corporation submitting the proposal. A corporation must indicate place and date of incorporation.

4.2.Proposal submission and format

Your proposal must be submitted via email on or before the due date detailed in section 2.1 to ParkingCiteSystem@rentonwa.gov. [Section 7](#) of this RFP defines the file format of each submittal attachment.

4.3.Proposer responsibility

Proposers are solely responsible for the timeliness of their submittals. As such, budget adequate time to ensure proposals are delivered before the deadline.

4.4.Proposal completeness

By submitting a proposal, proposers certify that such proposal constitutes their full and complete response to the RFP and evidences their acknowledgement that additional written material outside of such proposal shall not be considered by the City in connection with this RFP, unless the City provides a written request for additional information.

4.5.Public record and proprietary material

Proposals may be released in total as public information in accordance with the requirements of the laws covering same. Any proprietary information must be clearly marked. Marking the entire proposal as proprietary will neither be accepted nor honored. If a request is made to view a Responder's proposal, City of Renton will comply according to the Public Records Act, Chapter 42.56 Revised Code of Washington (RCW).

4.6.Proposal validity duration

Proposal and cost schedule shall be valid and binding for at least 90 days following proposal due date and will become part of the contract that is negotiated with the City.

4.7.Errors in proposals

The Successful Responder is responsible for all errors or omissions in its proposal and any such errors or omissions will not serve to diminish their obligations to the City. The City reserves the right to make corrections or amendments due to errors identified in the proposal by either the Successful Responder or the City. The City may waive minor irregularities contained within the proposal documents.

4.8.Withdrawal of proposals

Responders may withdraw a submitted proposal, at any time up to the proposal closing date and time. To accomplish this, a request by an authorized representative of the Responder must be submitted to the City contact person. After withdrawing a previously submitted proposal, the Responder may submit another proposal at any time up to the proposal closing date and time.

4.9.Rights to Submitted Material

All Proposals and related correspondence submitted shall become the property of City of Renton when received.

5. RFP EVALUATION, SELECTION, AWARD PROCESS

5.1.Proposal evaluation

All proposals meeting the requirements of this RFP shall be reviewed and rated by an evaluation committee according to the following criteria:

- Ability of the product to perform the technical and functional requirements
- Project management and implementation plan
- Cost, rates, and fees

- Proposal responsiveness
- Firm/Consultant qualifications, experiences, references and experience

5.2. Clarifications

The City reserves the right to obtain clarification of any point in a Responder's proposal or to obtain additional information necessary to properly evaluate a proposal. Failure of a Responder to respond to such a request for additional information or clarification may result in rejection of the Responder proposal. The City's retention of this right shall in no way reduce the responsibility of Responder to submit complete, accurate, and clear proposals.

6. CONTRACT AWARD AND EXECUTION

6.1. Selected proposals

Selected proposers may be contacted to arrange in-person interviews and/or product demonstrations with the evaluation committee.

6.2. Awarding proposal

The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that all proposals will become a part of the official file without obligation to the City.

6.3. Conditions

The general conditions and specifications of the RFP as proposed by the City and the successful vendor's response, and amended by agreements between the City and the vendor, will become part of the contract documents. Additionally, the City will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.

6.4. Contract

The vendor selected as the apparently successful vendor is expected to enter into a contract with the City as described in the sample provided in Exhibit A.

6.5. Warranties, License Agreement and Maintenance Agreement

The Warranties, Software License Agreement and Maintenance Agreement will be negotiated and signed at the same time as the contract. Successful Responder shall submit policies regarding and copies of all Warranties, License and Maintenance Agreements on the proposed solution with associated costs.

6.6. Non-endorsement

In selecting a Responder to supply products and/or services, the City is neither endorsing nor suggesting that the Successful Responder's product is the best or only solution. The Successful Responder agrees not to refer to the City in any literature, promotional material, brochures, sales presentation, or the like without the City's express written consent.

6.7. No cost before receipt

No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

7. RFP RESPONSES (VENDOR INSTRUCTIONS)

7.1. Proposal content

In order to thoroughly analyze the responses to the RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. Vendors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of the City. All RFP Submittal Documents detailed below must be submitted at the time of Respondent submitting in one email.

Vendors must present their products, services and applicable features in a clear and concise manner that demonstrates the vendors' capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on accuracy, clarity, comprehensiveness and ease of identifying pertinent information and suitability of the product and services.

7.2. RFP Submittal Document - Spreadsheet



RFP Response
Template.xlsx

Respondents must download, fill out and submit the above excel spreadsheet. Before submitting, rename the file in the following format:

ParkingCiteSystem_2019_[CompanyName]_Spreadsheet.xlsx where [CompanyName] is the name of your company. Example: ParkingCiteSystem_2019_CityOfRenton_Spreadsheet.xlsx

Following is a description of the different tabs found in the spreadsheet:

Information and Questions: Answer questions in this tab with information about your company and proposed solution.

Executive Summary: Provide a high-level overview of your proposed solution.

Qualifications and Experience: Describe Respondent's experience implementing your proposed solution in a local government setting. Please include the qualifications and experience for any proposed sub-contractors in the narrative.

Alternative: If Respondent's qualifications and experience narrative does not format well within the provided excel spreadsheet, respondent may choose to submit a separate .pdf,

.doc or .docx document. The name of the document should be in the following format ParkingCiteSystem_2019_[CompanyName]_Qualifications.[pdf]. In the spreadsheet narrative section, enter 'See [DocumentName] document'.

Approach and Methodology: Create a narrative which shows Respondent's understanding of the project's requirements and documents a logical approach to the project scope of work. Include a general work plan, as well as the proposed approach to undertaking the scope of work.

Alternative: If Respondent's approach and methodology narrative does not format well within the provided excel spreadsheet, Respondent may choose to submit a separate .pdf, .doc or .docx document. The name of the document should be in the following format ParkingCiteSystem_2019_[CompanyName]_Approach.[pdf]. In the spreadsheet narrative section, enter 'See [DocumentName] document'.

Project Management Philosophy and Schedule: Create a narrative which describes how Respondent intends to manage all aspects of the work to be performed, including schedules for completion of tasks/subtasks, procedures for scheduling, and cost control. The Project management proposal must include project kick off meeting, regularly scheduled project team meetings, written progress reports, issue and risk management techniques.

Alternative: If Respondent's project management philosophy and schedule narrative does not format well within the provided excel spreadsheet, respondent may choose to submit a separate .pdf, .doc or .docx document. The name of the document should be in the following format ParkingCiteSystem_2019_[CompanyName]_ProjectManagement.[pdf]. In the spreadsheet narrative section, enter 'See [DocumentName] document'.

Functional Requirements: Fill out the Functional Requirements form with information about your proposed product. Following is a definition and instructions on how to complete the form:

Ref #: This field is a unique identifier of each requirement as assigned by the City.

Requirement: This is a description of the functional requirement.

Type: This field designates the type of requirement with the following definition:

R - Required (Proposed system must have this requirement)

O - Optional (Proposed system should have this feature, but it is not require)

Code: Use the following codes to define how well your solution currently meets the requirement:

3 - System can completely meet this requirement with no custom code and no additional expense.

2 – System can meet requirement with minor code modifications with no impact on future releases. These modifications will be available and implemented with no impact to the project schedule and does not have an additional cost associated with the feature.

1 – System will not meet requirement and will require modification(s). Testing and production of modifications will be in place prior to implementation date, however, the customer will assume a cost above the basic system cost for future updates. If additional costs are needed for this feature, please enter them in the ‘Comment’ column next to the feature and itemize them on the ‘Costs’ tab of the worksheet.

0 – System will not meet requirement and modification in time for implementation is not possible.

N/A – The requirement does not apply to the proposal. If this value is used, provide a comment as to why Respondent chose this value.

Comments: Provide any relevant information about this requirement. Please note any uses of third party software, ad-hoc query tools, and creative use of existing features or custom modifications. Although costs are required on a different worksheet, please provide a realistic dollar estimate if there is additional cost associated with a feature.

Cost: Since the City expects to complete a “not to exceed/fixed price” contract, the budget for the proposal must not exceed the specified amount, and must be broken down into hours, hourly rates and expenses for each task and subtask. All prices are to be in U.S. dollars. All applicable taxes to be paid by the City must be separately shown.

Vendors must itemize the unit and extended price for each product and service proposed as part of the proposed solution. Cost information must include all expected implementation and operating costs, both one-time and ongoing. Specific model numbers and capacities should be included. Information about licensing must be provided. Vendors should describe and quote optional components (including query tools, report writers, etc.) as individual and separate items. Any upgrade to the base system needed for optional components must be included in the cost of those components.

In addition to the breakdown of costs described above, provide an hourly rate for professional services that may be required to complete our project, but was not originally scoped. The quoted rate(s) is expected to be applied for the duration of the project (as described herein). They should include, but are not limited to: training, project management, programmer/analyst, and technical support analyst.

The bottom of the costs worksheet provides a location where vendor can propose a payment schedule narrative. With each deliverable and amount, explain why those particulars were chosen. Indicate all costs associated with each product and/or service included in the proposal. Also include aggregate pricing if price advantages are available.

Client References: Populate the list with a minimum of three (3) client references who currently use the proposed solution. References are preferred to be local government agencies physically located within a 50-mile radius to the City of Renton. The City reserves the right to contact references without prior notification.

7.3.RFP Submittal Document – License Agreement

Submit the Respondent’s proposed license agreement for the solution. Respondent may choose to submit the file in one of the following formats: .pdf, .doc or .docx. Before submitting, rename the file in the following format: ParkingCiteSystem_2019_[CompanyName]_LicenseAgreement.pdf where [CompanyName] is the name of your company. Example: ParkingCiteSystem_2019_CityOfRenton_LicenseAgreement.pdf.

7.4.RFP Submittal Document – Maintenance Agreement

Submit the Respondent’s proposed maintenance agreement for the solution. Respondent may choose to submit the file in one of the following formats: .pdf, .doc or .docx. Before submitting, rename the file in the following format:

ParkingCiteSystem_2019_[CompanyName]_MaintenanceAgreement.pdf where [CompanyName] is the name of your company. Example:

ParkingCiteSystem_2019_CityOfRenton_MaintenanceAgreement.pdf.

7.5.RFP Submittal Document – Warranty Agreement

Submit the Respondent’s proposed warranty agreement for the solution. Respondent may choose to submit the file in one of the following formats: .pdf, .doc or .docx. Before submitting, rename the file in the following format: ParkingCiteSystem_2019_[CompanyName]_WarrantyAgreement.pdf where [CompanyName] is the name of your company. Example:

ParkingCiteSystem_2019_CityOfRenton_WarrantyAgreement.pdf.

7.6.RFP Submittal Document – Sample Contract Markup



Draft PSA with
Network Cyber Secu

Successful respondent is expected to enter into a contract with the City. Download the above sample contract and mark up and comment on language changes Respondent would like to negotiate. Before submitting, rename the file in the following format:

ParkingCiteSystem_2019_[CompanyName]_ContractMarkup.pdf where [CompanyName] is the name of your company. Example: ParkingCiteSystem_2019_CityOfRenton_ContractMarkup.pdf.