



February 13, 2021

PROCUREMENT SOLICITATION

Procurement Title: Parking Noticing and Collection System for Park Tahoe

Background: The Tahoe Transportation District (TTD) launched a paid parking pilot program using Flowbird meters at the Tunnel Creek Trailhead for the Tahoe East Shore Trail in Incline Village and is now soliciting a Parking Noticing and Collection System (PNCS) that provides an advanced and streamlined service product that is customizable to meet future needs of a multi-jurisdictional parking system. The current paid parking program is located within the Nevada Department of Transportation's right-of-way and within the jurisdiction of Washoe County. The new 90 space parking lot is located on State Route 28 near the intersection of Ponderosa Ranch Rd, in Incline Village, NV. In order to respond to this solicitation, Contractor must be able to support the following requirements:

- The PNCS must be implemented and operational by May 2021
- The PNCS handheld application must be compatible with an Android operating system (TTD will provide the Android devices). The Contractor must provide compatible Bluetooth printers, including charger, battery, shoulder strap and custom notice paper.
- Contractor must provide custom paper rolls, number of notices per roll, and identify any minimum paper roll order.
- The PNCS must have the ability to issue warnings or parking violation notices to vehicle license plates, including the user's access to real-time dynamic lookups by vehicle license plate, identify delinquent amounts due and provide electronic chalking through the PNCS.
- The PNCS must be integrated with Flowbird to provide real-time parking session payment status by May 2021.
- The PNCS must have a reporting module that allows for various reports, including but not limited to: open notices, delinquent notices, paid notices, parking attendant/ambassador

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performance activity, ability to identify repeat offenders, and the ability to run ad hoc and/or custom reports.

- The Contractor must not limit the number of administrators or users that can access the PNCS.
- The Contractor must provide training and ongoing customer support to TTD staff and parking attendants/ambassador personnel.
- The PNCS must provide a Violation Notice Payment Portal that is mobile-optimized and that includes Park Tahoe branding and logos. TTD will be the merchant of record.
- The Violation Notice Payment Portal must include the ability to submit an online appeal for review by designated TTD personnel, with first request of appeals handled by Contractor.
- The PNCS and Contractor will be responsible for delinquent violation noticing, including automatic notification mailing, DMV lookups for all plates, all printed materials and postage, and the ability to coordinate debt collection services upon third notice. TTD does not have DMV access authorization.
- The Contractor must have a designed project manager assigned to support TTD through the implementation and operation of the PNCS technology. Contractor product support must be available seven days a week for technical support.
- The Contractor must provide end-user support, including customer service representatives and live support seven days a week, 8:00 am to 5:00 pm, including holidays.
- If selected, the Contractor must provide how they will invoice their line items monthly, invoices will be required to be received by TTD no later than the 10th of the following month, invoices must reconcile to what is deposited into TTD's account. Contractor will be required to provide a monthly report which must include the breakdown of gross revenue, fees incurred by detail task, and other expenses by task or an explanation of expense, and reconcilable with the amount deposited into TTD's account.
- Proposed non-compliance rate schedule was approved by TTD's Board of Directors and is attached as Attachment A.

Responses to this solicitation must be received by **February 22, 2021** with the following information (not to exceed six pages):

- Brief company profile, including an explanation of the support and services that will be provided to this seven day a week operation for TTD and the end user.
- A summary of the PNCS noticing process that includes the parking attendant/ambassador notice history look-up capabilities; Flowbird integration and payment status verification;

DMV look-up for all plates, including all US plates; and delinquent noticing procedures, including an explanation of associated fees and any delinquent percentages added to the amounts and an overview of the Violation Notice Payment Portal.

- A summary of the PNCS reporting capabilities.
- Complete the TTD PNCS Cost Proposal Workbook (Attachment B). Proposer must specify what services are included in the TTD PNCS Cost Proposal Workbook, explain any management fees and define any costs associated with the PNCS, including any Convenience Fees paid by the violator, identify any monthly minimums that will be applied to the agreement and explain what (if any) fees are applied towards any monthly minimums.
- Explain all payment processing fees, including but not limited to, gateway fees, per transaction fees, merchant processing fees and/or percentages.
- Explain the delinquent noticing fee breakdown, including any fees per letter sent and any percentage of violation fees collected and explain what (if any) fees are applied towards any monthly minimums.
- Provide the type and cost of Bluetooth printer that will be provided, including the warranty and support.
- Provide the cost for custom paper rolls, number of Notices per roll and identify any minimum paper roll order.
- Provide a brief schedule, noting major tasks and information needed from TTD to have system operational by May 2021.
- Clearly state if pricing is negotiable after review of the first year of the PNCS operation.

Proposal must be submitted via email to: Judi Allen at jallen@tahoetransportation.org by Monday, February 22, 2021 at 3:00pm.

- TTD will then negotiate with interested consultants to develop the final scope of work and final price proposal to be approved by the TTD Board of Directors on March 12, 2021. TTD intends to award a contract to the consultant that will provide the best value to TTD.

For Further Information: Contact Danielle Hughes at dhughes@tahoetransportation.org or at 775-557-4901.

ATTACHMENT A

Notice Rate

1st Notice	\$	30.00
2nd Notice	\$	60.00
3rd Notice	\$	100.00