CITY OF AUSTIN, TEXAS

Purchasing Office

REQUEST FOR PROPOSAL (RFP)

OFFER SHEET

SOLICITATION NO: JXH0507

DATE ISSUED: May 6,2015

REQUISITION NO.: RQM 5600 15042900306

COMMODITY CODE: 20911

FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING AUTHORIZED CONTACT PERSON:

Jonathan Harris
Senior Buyer Specialist

Phone: (512) 974-1771
E-Mail: jonathan.harris@austintexas.gov

COMMODITY/SERVICE DESCRIPTION: Software Application for a Pay by Phone Parking System

PRE-PROPOSAL CONFERENCE TIME AND DATE: N/A

LOCATION: N/A

PROPOSAL DUE PRIOR TO: June 3, 2015

PROPOSAL CLOSING TIME AND DATE: 3:00 pm CST June 3, 2015

LOCATION: MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:

Address for US Mail (Only)	**Address for Fedex, UPS, Hand Delivery or Courier Service**
City of Austin	City of Austin, Municipal Building
Purchasing Office-Response Enclosed for Solicitation # JXH0507	Purchasing Office-Response Enclosed for Solicitation # JXH0507
P.O. Box 1088	124 W 8th Street, Rm 308
Austin, Texas 78767-8845	Austin, Texas 78701
	Reception Phone: (512) 974-2500

NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.

All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.

SUBMIT 1 ORIGINAL, 3 COPIES, AND 1 ELECTRONIC COPY OF YOUR RESPONSE

*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.

SECTION NO.	TITLE	PAGES
0100	STANDARD PURCHASE DEFINITIONS	*
0200	STANDARD SOLICITATION INSTRUCTIONS	*
0300	STANDARD PURCHASE TERMS AND CONDITIONS	*
0400	SUPPLEMENTAL PURCHASE PROVISIONS	8
0500	SCOPE OF WORK	2
0600	PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS	8
0605	LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return	1
0700	REFERENCE SHEET – Complete and return if required	N/A
0800	NON-DISCRIMINATION CERTIFICATION	*
0805	NON-SUSPENSION OR DEBARMENT CERTIFICATION	*
0810	NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION	*
0815	LIVING WAGES CONTRACTOR CERTIFICATION–Complete and return	N/A
0835	NONRESIDENT BIDDER PROVISIONS – Complete and return	1

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of these Sections are available, on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.

I agree to abide by the City's MBE/WBE Procurement Program Ordinance and Rules. In cases where the City has established that there are no M/WBE subcontracting goals for a solicitation, I agree that by submitting this offer my firm is completing all the work for the project and not subcontracting any portion. If any service is needed to perform the contract that my firm does not perform with its own workforce or supplies, I agree to contact the Small and Minority Business Resources Department (SMBR) at (512) 974-7600 to obtain a list of MBE and WBE firms available to perform the service and am including the completed No Goals Utilization Plan with my submittal. This form can be found Under the Standard Bid Document Tab on the Vendor Connection Website:

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

CITY OF AUSTIN
PURCHASING OFFICE
SUPPLEMENTAL PURCHASE PROVISIONS
RFP JXH0507

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

   All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by 5:00 pm CST May 18,2015. Submissions may be made via email to: jonathan.harris@austintexas.gov or via fax at (512) 974-2388.

2. **INSURANCE:** Insurance is required for this solicitation.

   A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

      i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award
      ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.
      iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.
      iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

         City of Austin Purchasing Office
         P. O. Box 1088
         Austin, Texas 78767

   B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

      i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are $100,000 bodily injury each accident, $500,000 bodily injury by disease policy limit and $100,000 bodily injury by disease each employee.
         (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:
            (a) Waiver of Subrogation, Form WC420304, or equivalent coverage
            (b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage
      ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are $500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).
         (1) The policy shall contain the following provisions:
            (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
            (b) Contractor/Subcontracted Work.
            (c) Products/Completed Operations Liability for the duration of the warranty period.

(d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.

(2) The policy shall also include these endorsements in favor of the City of Austin:

(a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage

(b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage

(c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage

iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of $500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are $250,000 bodily injury per person, $500,000 bodily injury per occurrence and at least $100,000 property damage liability per accident.

(1) The policy shall include these endorsements in favor of the City of Austin:

(a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage

(b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage

(c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

C. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

3. **TERM OF CONTRACT:**

A. The Contract shall be in effect for an initial term of 24 months and may be extended thereafter for up to 3 additional 12 month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).

C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.

D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

4. **QUANTITIES:** The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities.

5. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)

A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

	City of Austin
Department	Austin Transportation Department
Attn:	Steve Grassfield
Address	1111 Rio Grande
City, State Zip Code	Austin, Texas 78701

B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

6. **RESTOCKING FEES:**

A. The Contractor may bill the City restocking fees (if included in their Offer) for parts that are ordered by the City under the contract and returned for refund. The Contractor is not obligated to accept for refund any part that is not resalable and/or not in the same condition as when purchased.

B. Restocking fees may be charged to the City when multiple parts or groups of parts are returned for refund at one time due to the City inventory warehouse cleaning, unless these parts are returned at an annual pre-arranged date. The date for the annual return shall be mutually agreed upon between the City and the Contractor.

7. **MATERIALS SPECIFICATIONS/DESCRIPTIVE LITERATURE:**

A. If a solicitation refers to a Qualified Products List (QPL), Standard Products List (SPL) or a manufacturer's name and product, any Offeror offering products not referenced in the solicitation must submit as part of their Offer materials specifications/descriptive literature for the non-referenced product. Materials specifications/descriptive literature must be identified to show the item(s) in the Offer to which it applies.

B. Materials specifications/descriptive literature are defined as product manufacturer's catalog pages, "cut sheets" applicable tests results, or related detailed documents that specify material construction, performance parameters, and any industrial standards that are applicable such as ANSI, ASTM, ASME, SAE, NFPA, NBS, EIA, ESL, and NSA. The submitted materials specifications/descriptive literature must include the manufacturer's name and product number of the product being offered.

C. The failure of the materials specifications/descriptive literature to show that the product offered conforms to the requirements of the Solicitation shall result in rejection of the Offer.

D. Failure to submit the materials specifications/descriptive literature as part of the Offer may subject the Offer to disqualification from consideration for award.

8. **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING:**

A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.

C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.

D. The City requires Offerors submitting Offers on this Solicitation to certify that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: http://www.ci.austin.tx.us/edims/document.cfm?id=161145

9. **NON-SOLICITATION:**

A. During the term of the Contract, and for a period of six (6) months following termination of the Contract, the Contractor, its affiliate, or its agent shall not hire, employ, or solicit for employment or consulting services, a City employee employed in a technical job classification in a City department that engages or uses the services of a Contractor employee.

B. In the event that a breach of Paragraph A occurs the Contractor shall pay liquidated damages to the City in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation; or (ii) 100 percent of the employee's annual compensation while employed by the City. The Contractor shall reimburse the City for any fees and expenses incurred in the enforcement of this provision.

C. During the term of the Contract, and for a period of six (6) months following termination of the Contract, a department that engages the services of the Contractor or uses the services of a Contractor employee will not hire a Contractor employee while the employee is performing work under a Contract with the City unless the City first obtains the Contractor's approval.

D. In the event that a breach of Paragraph C occurs, the City shall pay liquidated damages to the Contractor in an amount equal to the greater of: (i) one (1) year of the employee's annual compensation or (ii) 100 percent of the employee's annual compensation while employed by the Contractor.

10. **WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):**

A. Contractors are required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").

B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report.].

i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or
iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.

C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.

D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.

E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.

F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.

G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.

H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.

I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.

J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

11. **WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):**

A. Access to the Austin Transportation Department building by the Contractor, all subcontractors and their employees will be strictly controlled at all times by the City. Security badges will be issued by the Department for this purpose. The Contractor shall submit a complete list of all persons requiring access to the Austin Transportation building at least thirty (30) days in advance of their need for access. The City reserves the right to deny a security badge to any Contractor personnel for reasonable cause. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's submittal.

B. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) days of the receipt of notification of denial.

C. Contractor personnel will be required to check in at the security desk when entering or leaving the Austin Transportation building and security badges must be on display at all times when in the building. Failure to do so may be cause for removal of Contractor Personnel from the worksite, without regard to Contractor's schedule. Security badges may not be removed from the premises.

D. The Contractor shall provide the City's Contract Manager with a list of personnel scheduled to enter the building, seven days in advance. The list shall identify the persons by name, date of birth, driver's license number, the times that they will be inside the building and the areas where they will be working. Only persons previously approved by the City for the issuance of security badges will be admitted to the building.

E. The Contractor shall comply with all other security requirements imposed by the City and shall ensure that all employees and subcontractors are kept fully informed as to these requirements.

12. **ECONOMIC PRICE ADJUSTMENT:**

A. **Price Adjustments:** Prices shown in this Contract shall remain firm for the first 12 months of the Contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor on the anniversary date of the Contract or as may otherwise be specified herein. The percentage change between the contract price and the requested price shall not exceed the percentage change between the specified index in effect on the date the solicitation closed and the most recent, non-preliminary data at the time the price adjustment is requested. The requested price adjustment shall not exceed 10 percent (10%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the change in one or more line items made pursuant to this provision. Prices for products or services unaffected by verifiable cost trends shall not be subject to adjustment.

B. **Effective Date:** Approved price adjustments will go into effect on the first day of the upcoming renewal period or anniversary date of contract award and remain in effect until contract expiration unless changed by subsequent amendment.

C. **Adjustments:** A request for price adjustment must be made in writing and submitted to the other Party prior to the yearly anniversary date of the Contract; adjustments may only be considered at that time unless otherwise specified herein. Requested adjustments must be solely for the purpose of accommodating changes in the Contractor's direct costs. Contractor shall provide an updated price listing once agreed to adjustment(s) have been approved by the parties.

D. **Indexes:** In most cases an index from the Bureau of Labor Standards (BLS) will be utilized; however, if there is more appropriate, industry recognized standard then that index may be selected.

i. The following definitions apply:
   (1) **Base Period:** Month and year of the original contracted price (the solicitation close date).
   (2) **Base Price:** Initial price quoted, proposed and/or contracted per unit of measure.
   (3) **Adjusted Price:** Base Price after it has been adjusted in accordance with the applicable index change and instructions provided.
   (4) **Change Factor:** The multiplier utilized to adjust the Base Price to the Adjusted Price.

(5) **Weight %:** The percent of the Base Price subject to adjustment based on an index change.

ii. **Adjustment-Request Review:** Each adjustment-request received will be reviewed and compared to changes in the index(es) identified below. Where applicable:

(1) Utilize final Compilation data instead of Preliminary data

(2) If the referenced index is no longer available shift up to the next higher category index.

iii. **Index Identification:** Complete table as they may apply.

Weight % or $ of Base Price: 100	
Database Name: Wages and Salaries	
Series ID: CIU2020000430000A	
x☐ Not Seasonally Adjusted	☐ Seasonally Adjusted
Geographical Area: N/A	
Description of Series ID: Private Industry	
This Index shall apply to the following items of the Bid Sheet / Cost Proposal: All included labor	

E. **<u>Calculation</u>:** Price adjustment will be calculated as follows:

Single Index: Adjust the Base Price by the same factor calculated for the index change.

Index at time of calculation
Divided by index on solicitation close date
Equals Change Factor
Multiplied by the Base Rate
Equals the Adjusted Price

Adjustment of a Portion of the Base Price: A portion of the Base Price changes such that only part of the price is adjusted, while the balance of the Base Price remains fixed. The portion of the Base Price subject to adjustment is defined in D iii. above.

Index at time of calculation
Divided by index on solicitation close date
Equals change factor
Multiply the Base Price by the portion of Base Price subject to change = weighted portion
Multiply the weighted potion times the change factor
Equals the Adjusted Price for the portion of the Base Price subject to the Index change
Add the portion of the Base Price not subject to adjustment
Equals the Adjusted Price

F. If the requested adjustment is not supported by the referenced index, the City, at its sole discretion, may consider approving an adjustment on fully documented market increases.

13. **INTERLOCAL PURCHASING AGREEMENTS:** (applicable to competitively procured goods/services contracts).

    A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.

    B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

16. **CONTRACT MANAGER:** The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

    Steve Grassfield

    Parking Enterprise Manager

    Steve.Grassfield@austintexas.gov

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

If I am awarded the contract I agree to continue complying with the City's MBE/WBE Procurement Program Ordinance and Rules including contacting SMBR if any subcontracting is later identified.

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: _____

Company Address: _____

City, State, Zip: _____

Federal Tax ID No. _____

Printed Name of Officer or Authorized Representative: _____

Title: _____

Signature of Officer or Authorized Representative: _____

Date: _____

Email Address: _____

Phone Number: _____

* Proposal response must be submitted with this Offer sheet to be considered for award

Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.

NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN, SECTION 0900 OF THE SOLICITATION.

USE ADDITIONAL PAGES AS NECESSARY

OFFEROR:

Name of Local Firm		
Physical Address		
Is Firm located in the Corporate City Limits? (circle	Yes	No

one)						
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

SUBCONTRACTOR(S):

Name of Local Firm						
Physical Address						
Is Firm located in the Corporate City Limits? (circle one)	Yes			No		
In business at this location for past 5 yrs?	Yes			No		
Location Type:	Headquarters	Yes	No	Branch	Yes	No

Section 0835: Non-Resident Bidder Provisions

Company Name _____

A. Bidder must answer the following questions in accordance with Vernon's Texas Statues and Codes Annotated Government Code 2252.002, as amended:

   Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

   Answer: _____

   (1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
   (2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

   Answer: _____ Which State: _____

C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

   Answer: _____

SCOPE OF WORK

FOR

PARKING PAY BY PHONE

1 INTRODUCTION

The City of Austin Transportation Department (ATD) is requesting proposals to implement a pay by phone system to allow motorists to pay the parking fee with their smartphone or other wireless device.

1.1 VENDOR REQUIREMENTS

The successful vendor shall have a demonstrable history in the parking industry, to include implementation of pay by phone systems in other large municipalities. The successful vendor shall be able to meet the requirements set forth in this document. The successful vendor shall have experience and knowledge of parking industry best practices as used in other municipalities and parking agencies.

1.2 CURRENT CONDITIONS

ATD's Parking Operations Division is responsible for on-street and off-street parking. As the City of Austin grows, additional parking spaces are constantly being added. The Division will also soon assume responsibility for several parking garages.

ATD currently uses parking meters, which monitor and are installed adjacent to a single parking space and accept coins and credit cards. The Department also uses pay stations, which monitor several spaces or zones, as well as parking lots, which print a receipt for the motorist to display in his or her vehicle. The pay stations accept both coins and credit cards. The Department also allows motorists to display an EasyPark pre-paid parking device to pay the parking fee. There are currently about 7,200 metered parking spaces.

1.3 PARKING FEES

The current fee for on-street parking is $1 per hour. The fee for off-street parking varies by lot. Some lots keep the $1 per hour fee, while others charge a flat rate that can vary depending on lot and if there are any special events. Different lots are owned by other City Departments and the parking fee is tracked separately to aid in accounting and ensuring the fee is routed to the proper Department.

Additionally, on-street parking is set up in different areas of the City which may be subject to a parking district. Revenue in such a district is tracked separately to ensure proper accounting. The pay by phone system shall be able to account for the different parking zones and fee variances to ensure the proper fee is paid to the correct account.

If the vendor charges a transaction fee on top of the parking fee, ATD would like to explore options to split this fee between the City and the vendor. The proposal by the vendor shall address this issue.

1.4 ENFORCEMENT

Parking enforcement officers must be able to use their hand-held ticket writers to determine if a vehicle has used the pay by phone system. The ticket writers are Motorola MC67 handhelds with software from Brazos Technology, Inc. The handhelds are equipped with SIM cards and a data package through AT&T.

1.5 OBJECTIVE

By implementing a pay by phone system, the Department would like to enhance customer service for motorists who park at a City facility or at an on-street paid parking space. The pay by phone system shall allow a motorist to enter his or her license plate and pay with a credit or debit card. An enforcement officer must be able to determine if the vehicle has paid for parking for the appropriate zone by inputting the license plate into the handheld device.

The motorist must be able to receive a text message, if configured, before time expires to allow the motorist to add additional time (yet not extend past the maximum time for that zone). The system shall allow the motorist to manage his or her account through a smartphone or a computer. The parking fee collected shall be forwarded to the City and in accordance with the zone in which the fee was collected.

CITY OF AUSTIN
PURCHASING OFFICE
PROPOSAL PREPARATION INSTRUCTIONS AND EVALUATION FACTORS
SOLICITATION NUMBER: JXH0507

1. **PROPOSAL FORMAT**

PROPOSAL FORMAT

Prefacing the proposal, the Proposer shall provide an Executive Summary which gives in brief, concise terms, a summation of the proposal. The Executive Summary should include the following information:

- Summation of proposal
- Explanation of the suitability and scalability of the proposed system (10 pages or less)
- Statement of assumptions made in responses

Proposals should include sequentially numbered pages, including a table of contents. The proposal itself shall be organized in the following format and informational sequence:

A. **Cover Letter:** On agency/organization letterhead, include contact person(s), mailing address, e-mail address, telephone number and fax number for individuals authorized to answer technical, price and/or contract questions.
B. **Table of Contents:** Table of contents with all pages sequentially numbered
C. **Business Organization:** Response shall include the following:
   i. Provide your legal firm name, headquarters address, local office addresses if any, and state of incorporation.
   ii. List the principal officers of the company including name, title, and tenure.
   iii. Confirm that your firm is legally authorized, pursuant to the requirements of the Texas Statutes, to do business in the State of Texas.
   iv. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against your firm, its parent or subsidiaries, predecessor organization(s), or any wholly owned subsidiary during the past five (5) years. Include in the description the disposition of each such petition.
   v. List all claims, arbitrations, administrative hearings, and lawsuits brought by or against your firm, its predecessor organization(s), or any wholly owned subsidiary during the last five (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; a description of the subject matter of the dispute; and the final outcome of the claim.
   vi. List and describe all criminal proceedings or hearings concerning business related offenses in which your firm, its principals, officers, predecessor organization(s), or wholly owned subsidiaries were defendants.
   vii. Has your firm ever failed to complete any work awarded to you? If so, where and why?
   viii. Has your firm ever been terminated from a contract? If so, where and why?
   ix. Has your business ever done business using another corporation/company name?

D. **Prior Experience & References:** Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Do not include experience prior to 2005. Supply the project title, year, project description including details and size to qualify as applicable to this project, detail if project was completed on time and budget as applicable, and include a contact name, title, e-mail address, present address, and phone number of principal person for whom prior projects were accomplished.

In this section, provide a list of parking entities or governmental customers that are similar in size to the City of Austin (7,200 metered spaces or larger). Provide a minimum of three (3) customer references, which are operating a fully functional system of similar scope and magnitude as described in this RFP. All client reference information must be supported and verified. Reference contacts must be aware that they are being used and agreeable to City interview for follow-up. Provide evidence of experience with these projects of similar size, scope, and complexity. The City may solicit from previous clients, or any available sources, relevant information concerning Proposer's record of past performance.

References must include the following information:

- Name of Company
- Number of personnel
- Contact name – sponsor or IT Lead
- Contact address
- Contact telephone number
- Contact e-mail
- System description (hardware and software configuration, version number of software and network configuration)
- Date of system installations

E. **Personnel:** Include names and qualifications of all professional personnel who will be assigned to this project. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title. Provide all resumes.

F. **Technical/Functional Requirements:** Provide responses to all items in the technical requirements spreadsheet.

G. Supplemental Submittal Requirements:

(1) General
   (a) Describe how the system protects data from security breaches. Include any applicable descriptions of insurance, roles/responsibilities, policies and remediation procedures pertaining to data breach and fraud.
   (b) Describe any special knowledge, facilities or personnel relevant to this RFP.
   (c) Describe the size, staffing, resources and financial capabilities in place to maintain competitive offerings.
   (d) Provide a timeframe of when the parking meter fee paid by the user will be disbursed to the city treasury (**note that city policy requires the entire parking meter fee be paid to the city within three (3) business days of receipt**).

(2) Project Management
   (a) Describe the proposed methodology including how it will be used in this project. Provide evidence that this approach has resulted in successful projects in the past.
   (b) Provide an estimated schedule of work consistent with the statement of work and requirements in this RFP. Describe the anticipated tasks, durations, milestones and resources required for each phase of the project schedule. Specify proposed demarcation of responsibilities between the City and the Vendor.
   (c) Describe the availability and skill level of resources for the project, and how resource time, work quality and priorities are managed.
   (d) Describe any communication strategies and best practices that would be employed as part of the solution implementation.

(3) Testing
   (a) Provide an explanation of your testing methodology and explain how this approach will be used in this project. List and describe the tools to be utilized.
   (b) Provide samples of recent test plans or scripts that clearly show the process used for testing and system test results.
   (c) Provide a detailed test plan that describes how the system will be fully tested against agreed upon use cases, how results will be documented and managed, and how defects will be resolved. Include acceptance criteria or describe how acceptance criteria are established for all areas of testing. Address how testers are prepared for, and conduct: functional, regression, usability, and user acceptance testing. Specify proposed demarcation of responsibilities between the City and the Vendor.

(4) Implementation
   (a) Provide a Proof of Concept implementation plan based upon the details provided in this document. Specify proposed demarcation of responsibilities between the City and the Vendor.
   (b) Provide an implementation plan that details steps and timeframes required to implement specific products and services once the proof of concept is accepted. Specify proposed demarcation of responsibilities between the City and the Vendor.
   (c) Describe the specific On-Site implementation services that are offered. The City's preference is that these services are offered from local or regionally based locations.
   (d) Describe how the "go-live" will be executed and how affected stakeholders will be prepared for this transition, including knowledge transfer activities. Add any transition/cut-over plan and roll back recommendations that may be relevant to this project. Specify proposed demarcation of responsibilities between the City and the

Vendor. The Plan shall explicitly include those activities necessary to prepare City personnel for post-implementation roles.

(e) Describe what steps you will take to advertise and market the availability of pay by phone options within the City.

(f) Describe past "go-lives" that were completed successfully including any pertinent lessons learned and best practices.

(g) Describe the best deployment strategy implemented with the proposed solution. Describe limitations to installations that would be pertinent for the City.

(5) Training and System Documentation

(a) Describe the training environments and types of training provided to meet the objectives of the project. Specify proposed demarcation of responsibilities between the City and the Vendor.

(b) Describe what kinds of training materials will be provided and how these can be modified for use by City staff to conduct user training. Provide sample of most recent training materials.

(c) Describe the process that will be used to keep users up to speed on new features and system upgrades.

(d) Describe the maintenance and operations documentation that would be delivered for each component of software or equipment in association with the solution.

(6) Support and Ongoing Service

(a) Describe the support model that is used to support the system. Specify proposed demarcation of responsibilities between the City and the Vendor. Provide a detailed list of the necessary resources and expertise, complete with personnel job descriptions, which shall be required for the City to maintain the system once implemented.

(b) Provide a detailed five year support and maintenance plan including: methods of contact; support team availability; service levels and escalations; timeframes for supporting or delivering critical security patch updates, updated database or web browser versions after release; software/browsers/hardware supported; updated user guides on all major updates or system changes, and warranty information. Note that remote access to City resources shall only be permitted providing that authorized users (CBI) are authenticated, data is encrypted across the network, and privileges are restricted.

(c) Describe the roles/responsibilities and accountability (i.e. Service Level Agreements) with any sub-contractors connected with the system, including its implementation and support.

(d) Describe any planned releases and roadmaps associated with expanding or improving the system in the future.

H. Local Business Presence: The City seeks opportunities for businesses in the Austin Corporate City Limits to participate on City contracts. A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation. Points will be awarded through a

combination of the Offeror's Local Business Presence and/or the Local Business Presence of their subcontractors. Evaluation of the Team's Percentage of Local Business Presence will be based on the dollar amount of work as reflected in the Offeror's MBE/WBE Compliance Plan or MBE/WBE Utilization Plan. Specify if and by which definition the Offeror or Subcontractor(s) have a local business presence.

I. **Proposal Acceptance Period:** All proposals are valid for a period of one hundred and eighty (180) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal.

J. **Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

K. **Authorized Negotiator:** Include name, e-mail address, physical address, and telephone number of person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.

L. **Technical/Functional Requirements:** Information described in the following subsections is required from each Proposer. You are required to respond to each of the criteria with a response to receive the maximum points.

M. Proposer must provide the Proof of Concept costs associated with this project.

i. Proposer must provide full implementation costs associated with this project, to include:

ii.Hardware

a. Software
b. Third-party software (if applicable)
c. Implementation
d. Interface/Integration
e. Documentation
f. Project Management Services

iii. Annual Maintenance & Support (for four years following final acceptance and the warranty period)

iv. Others (if applicable)

v. Along with the proposal, provide a proposed payment schedule with deliverables and acceptance criteria for each.

iiv. Travel expenses. All travel lodging expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Solicitation will be reviewed against the City's Travel Policy as published and maintained

by the City's Controller's Office and the Current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at: http://www.gsa.gov/portal/category/100120
iiiv. No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of detailed receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulations.

EXCEPTIONS

Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal. Provide a "Matrix of Exceptions" to the requirements of the RFP. Identify the requirement, describe the nature of the deviation and provide an explanation or an alternative. This matrix shall include any exceptions for all sections of the RFP and Scope of Work.

PROPOSAL PREPARATION COSTS

All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.

REQUIREMENTS

The vendor shall respond to the technical requirements spreadsheet by completing the appropriate response codes, along with any comments, as follows:

Response	**Code**	**Description**
Yes	Y	The requirement will be met without configuration or customization. (5 points)
Confi**G**uration	G	The requirement will be met through changes to setting of tables, switches, and rules without modification to the source code. Include any changes to the existing or 'out of the box' workflow functionality. (4 points)
Customization	C	The requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query or workflow that does not exist within the current application. (3 points)
Future	F	The requirement will be met by packaged software in a future release. In the comments, the vendor must provide

		the date when the updated software will be available and whether it is currently in testing. (2 points)
Third Party	T	The requirement will be met by a third party. (1 point)
No	N	Requirement will not be met. (no points)

BID EVALUATION

This procurement will comply with applicable City Policy. The successful Proposer will be selected by the City on a rational basis. Evaluation factors outlined below shall be applied to all eligible, responsive Proposers in comparing proposals and selecting the Best Offeror. Award of a Contract may be made without discussion with Proposers after proposals are received. Proposals shall, therefore, be submitted on the most favorable terms.

Evaluation Factor No.	Title	Max Point Value
1	Technical/ Functional Requirements	30
2	Supplemental Responses	30
3	Fee/Cost Split With City	30
4	Local Business Presence	10

Technical/Functional Requirements – 30 Points

Proposer must complete the technical requirements spreadsheet to be given maximum number of points.

Supplemental Responses – 30 Points

As per section (G).

Fee Split with City – 30 Points

Proposer with the highest fee split (above the parking meter fee) with the city will be given maximum number of points, with the remainder given on a percentage ratio basis. Although we anticipate there being no cost to the City of Austin, proposers can submit a cost with the response.

Local Business Presence – 10 Points

Team's Local Business Presence	Points Awarded
Local business presence of 90% to 100%	10
Local business presence of 75% to 89%	8
Local business presence of 50% to 74%	6
Local business presence of 25% to 49%	4
Local business presence of between 1 and 24%	2
No local presence	0

PURSUANT TO CITY POLICY, THE ENTIRE PARKING METER FEE MUST BE PAID TO THE CITY TREASURY WITHIN THREE (3) BUSINESS DAYS OF RECEIPT BY THE VENDOR. ANY PROPOSAL THAT CANNOT MEET THIS TIMEFRAME WILL NOT BE CONSIDERED.

Req#	Type	Requirement	Response Code	Vendor Comments
1	Must Have	Ability for customers to manage their account including but not limited to: change password with strong password indicator, add/delete vehicle information, review parking transactions, and print reports		
2	Must Have	Ability for customer to register, update account and pay for parking via cell phone, land line, web browser or mobile application		
3	Must Have	Ability for customer to view parking history online including but not limited to dates, times, payments		
4	Desired	Ability for customer to view parking history for a minimum of 5 years		
5	Desired	Ability to activate/deactivate text messaging via customer's account management options		
6	Desired	Ability to establish a timeframe prior to meter expiration for text message notification via customer's account management options		
7	Must Have	Ability for COA staff to view customer parking history online including but not limited to dates, times, payments		
8	Desired	Ability for COA staff to view customer parking history for a minimum of 5 years		
9	Must Have	Availability of customer assistance via a nationwide toll free phone number that is available 24 hours a day, 7 days a week		
10	Desired	Ability to access and explain customer history upon customer inquiry, in both English and Spanish		
11	Desired	Ability to provide customer assistance regarding credit or debit card charges		
12	Must Have	Ability for customers to pay for parking by credit or debit card including but not limited to Visa, Mastercard, Discover, and American Express		
13	Must Have	Ability for customers to pay for parking per space, meter, zone number, lot, or garage		
14	Must Have	Ability for customer to select a disabled rate and be allotted free or discounted parking time for a period of time specified by the COA		
15	Must Have	Ability to send text message to customer prior to meter expiration based on the customer's specification		
16	Must Have	Ability to notify the customer when transaction is denied due to credit or debit card rejection		
17	Must Have	Ability to assign account number to both individuals and groups/businesses		
18	Must Have	Ability to manage a group account with multiple unique vehicle tag numbers		
19	Desired	Ability to issue refunds		
20	Must Have	Ability for future expansion of system to additonal public streets, garages, surface lots, or other facilities		
21	Desired	Ability to manage monthly parking through virtual decals		

22	Desired	Ability to manage residential parking through virtual decals		
23	Desired	Ability to integrate with Genetec LPR, allowing for LPR system to query the authorization database in real time		
24	Must Have	Ability to use vehicle license plate number as customer identifier		
25	Must Have	Ability to integrate with Brazos Technology Inc., allowing for handheld system to query the authorization database in real time		
26	Must Have	Ability to designate zones using pre-existing zone numbers		
27	Must Have	Ability to integrate with Parkeon kiosks allowing for a single tag check to and receive results from both systems in real time		
28	Must Have	Ability to configure designated spaces, meter, and zone numbers to establish meter rates, hours, maximum time limits and days/hours of enforcement		
29	Must Have	Ability to establish and configure at least 10,000 spaces, meters, and/or zone numbers		
30	Must Have	Abulity to define flat rate event parking in a designated zone		
31	Must Have	Ability to configure space, meter, and/or zone numbers with a disabled parking rate configured by the COA		
32	Must Have	Ability to configure minimum and maximum transaction dollar amounts a customer may add to the parking session		
33	Desired	Ability to configure up to 4 rates for one space, meter, and zone per day and additonal 2-3 rates on the weekend, all based on time of day		
34	Must Have	Ability to configure blended rates (e.g. if a rate changes from $1 to $2 or a flat rate at 6pm, customer should be able to pay the $1 at 5 pm and then the increased or flat rate for hours after 6pm)		
35	Must Have	Ability to change configuration paramters (rates, hours, max time limits, enforcement days/hours) by groups of space, meter, or zone numbers		
36	Must Have	Ability to restrict customers from re-parking in same space and/or zone for a configurable period after time expires		
37	Must Have	Ability to define a surface parking lot to be identified as one zone of parking		
38	Must Have	Ability to add or delete a single space, meter, or zone number		
39	Must Have	Ability to add or delete a group of space, meter, or zone numbers		
40	Must Have	Ability to remit detailed transaction and audit information along with payment for parking fees to COA on a monthly basis		
41	Must Have	Ability to produce reports of historical audit data for a minimum of 5 years		
42	Must Have	Provide availability and support for weekday and weekend Agreed Service Times, 24 hours		
43	Must Have	Provide a minimum 48 hour advance notice for any planned outage and notify COA when no activity or transactions are recorded during a regular business day		
44	Desired	Provide the ability to produce documentation for any specific downtime requirements of the application such as maintenance or upgrades		

45	Must Have	Provide the ability to identify and document minimum requirements for PCs to ensure proper functioning of hosted application and equipment, including but not limited to bandwidth, latency, network connections speed, browser version, through VPN		
46	Must Have	Provide the ability to interface efficiently to external sources via secure connections		
47	Must Have	Provide the ability to fully support SSL, HTTPS secure encryption		
48	Must Have	Provide the ability to protect the authenticity of communications sessions		
49	Must Have	Provide the ability to support e-commerce security including customer authentication and customer data encryption		
50	Desired	Ability to not utilize cookies to store any information other than user and session information via application web servers		
51	Desired	Ability to support expiration of cookies at end of session by logging off the application and closing the browser		
52	Desired	Ability to support a portal tool with single sign-on capabilities and a customized presentation splash screen based upon the consumer(s) of itnernet, extranet, or intranet enabled applications		
53	Must Have	Provide the ability to support industry acceptable e-commerce (EFT, SET, etc.) security protocols for processing financial transactions online		
54	Must Have	Provide the ability to support industry acceptable security controls of internet, extranet, and intranet enabled applications		
55	Must Have	Ability to support industry standard wireless security protocols		
56	Must Have	Ability to support Digital Signature Technology to hand e-commerce solutions		
57	Desired	Ability to support multi-factor authentication		
58	Must Have	Ability to encrypt all data fields that are required by Federal, State, or Local law to be protected such as credit card numbers, social security numbers		
59	Desired	Ability to allow additonal fields to be specified as encrypted		
60	Desired	Ability to support the use of standard PKI technology to control access to sensitive data over the internet		
61	Desired	Ability to support secure internet access to any integrated ad hoc data query utilities, tools		
62	Desired	Ability to establish system-level security for activities including but not limited to online and batch processing, report writer, exporting, retrieval and system utilities		
63	Desired	Ability to estbalish role-level security, controls and associated segregation of duties for activities including but not limited to online and batch processing, report writer, exporting, retrieval and system utilities		
64	Must Have	Ability to create a unique, named profile for each individual user. This profile must specifically detail the access rights and security privileges as defined by the system adminstrator		

65	Desired	Provide the ability for an adminstrator to review and modify user security and access profile information using online screens with immediate profile update		
66	Desired	Provide the ability to restrict multiple security profiles applied to a single user		
67	Must Have	Provide the ability for secured access to data using encrypted password protection and multi-level access control		
68	Must Have	Ability for staff to have a secured login and password		
69	Must Have	Ability for customers to have a secured login and password for transactions including but not limited to viewing accounts, submitting renewals, making payments		
70	Must Have	Ability to authenticate unique user IDs with a single password		
71	Must Have	Ability to inhibit display or printing of passwords whenever a user is prompted to enter a password		
72	Must Have	Ability to transmit password information using secure protocols/algorithms		
73	Desired	Ability to require users to periodically change their passwords based on business parameters		
74	Desired	Ability to set up password aging parameters based on an administrator-defined maximum number of days		
75	Desired	Ability to automatically reset user passwords based on correct answers to pre-defined security questions		
76	Desired	Ability to setup password parameters that allow users to change passwords if the access password is correct		
77	Must Have	Ability for security administrators to reset passwords and require users to change the password once he/she signs into the system		
78	Desired	Ability to setup temporary passwords to terminate after a time period based on business criteria		
79	Desired	Ability to automatically tyerminate a session after a period of inactivity based on business criteria		
80	Desired	Ability to limit the number of concurrent sessions for any user		
81	Must Have	Ability to detect and protect against unauthorized changes to software or information		
82	Must Have	Ability to identify and handle error conditions without providing information that could be exploited		
83	Must Have	Ability to secure simultaneous access to data by concurrent users		
84	Must Have	Ability to protect system of application access scripts		
85	Desired	Ability to automatically trace and control any required software distribution processes		
86	Must Have	Provide documented processes for security incident handling of patches or fixes for known security or system vulnerabilities		
87	Must Have	Ability to produce an audit trail with information including but not limited to user name, date, timestamp, transaction		
88	Must Have	Ability to immediately disable all or part of the functionality to the application should a security issue be identified		

89	Must Have	Ability to locate equipment hosting the application and data in a physically secure facility within the continental United States which requires badge access at a minimum		
90	Desired	Ability to allow audit access control logs		
91	Desired	Ability to deploy appropriate access control technology and protect/authenticate the traffic using cryptographic technology		
92	Desired	Provide external firewalls and intrusion detection systems for circuits that connect to the internet		
93	Must Have	Provide logging and monitoring for malicious activity. No self-signed SSL certificates can be used.		
94	Desired	Provide the ability to use any of the following cryptographic technologies: IPSec, SSH/SCP, PGP		
95	Desired	Ability to utilize encryption algorithms of sufficient strength to equate to 168-bit tripleDES or higher		
96	Must Have	Ability to export data in multiple formats including but not limited to Microsoft Excel and CSV		
97	Must Have	Provide the ability to manage various program checks for controlling data files, verifying correct processing and ensuring data integrity including but limited to record counts, totals, limit checks, and dollar totals		
98	Must Have	Ability to perform a full data backup daily and transaction log backups every 15 minutes		
99	Must Have	Ability to adhere to rules used to enforce and maintain data and referential integrity		
100	Must Have	Ability to not leave the database in a state that violates any integrity rules		
101	Must Have	Ability to perform a full recovery in the event of hardware and/or software malfunction ensuring that no transactions are lost and users experience no more than 15 minutes of downtime		
102	Must Have	Ability to perform a fully synchronized backup and recovery with a well-defined and documented disaster recovery plan		
103	Must Have	Ability to segment batch jobs to faciliate their recovery in the event of a system failure		
104	Desired	Ability to produce a fully documented restart capability for the application's online and batch processing components		
105	Must Have	Ability to operate redundant application servers and activate automatic failover recovery for outages exceeding 4 hours		
106	Must Have	Ability to perform transaction level auditing and rollback/recovery to ensure internal integrity of all transactions		
107	Must Have	Ability to employ common error handling routines and present error messages that the user to report problems		
108	Must Have	Ability to produce a suspense file for rejected or unposted transactions		
109	Must Have	Ability for customers to easily access their accounts online via secure login		

110	Must Have	Provide a user interface that is straightforward enough for novice users toa ccess and navigate for parking information and services		
111	Must Have	Ability to supply a single point of contact for all support		
112	Must Have	Ability to perform regular maintenance based on vendor-developed and scheduled software releases		
113	Must Have	Ability to schedule and support new releases software		
114	Must Have	Ability to display a downtime page that clearly communicates that the system is currently down and informs the customers that they must make an alternate arrangement to pay the parking fee (with coins, etc.)		
115	Desired	Ability to identify and document procedures for scheduled and unscheduled downtime		
116	Must Have	Testing is completed via use case and is considered successful once all conditions are successfully met and COA signs off an acceptable test results		
117	Desired	The format and content of messages, notifications, letters, emails, and post mail is part of user testing and subject to approval signoff before system implementation		
118	Must Have	Ability to process all transactions through a web browser, cell phone, land line, or mobile application		
119	Must Have	Ability to operate in a Windows, Linux, or Apple desktop, laptop, smartphone or tablet environment		
120	Must Have	Ability to validate every user entry data fields such as date fields		
121	Must Have	Ability to validate data and transactions through the use of centralized or distributed business rules		
122	Desired	Ability to display warnings prior to executing delete or remove functions of data		
123	Must Have	Ability to generate reports using a variety of scheduling options including but not limited to day of month, monthly, weekly, anually, daily, quarterly		
124	Must Have	Provide the ability to use a variety of report formats including but not limited to PDF, XML		
125	Must Have	Ability to run queries and produce reports that can be sent to a printer, file, or screen		
126	Must Have	Ability to display error messages which are understandable, descriptive, and concise		
127	Must Have	Ability to highlight fields in error		
128	Desired	Ability for customer addresses to have a minimum of 3 lines for address entry data		
129	Must Have	Ability to print on industry standard printers		
130	Desired	Ability to provide interface for COA data warehouse system to extract pertinent reporting data via automated SQL query		
131	Must Have	Ability to provide a web interface for individual COA users to view pertinent reports		
132	Must Have	Ability to implement a web hosted system		

133	Must Have	Provide compatibility with Android, iOS, Blackberry, and Windows Phone		
134	Must Have	Provide complete system and user documentation including any customization and interfaces		
135	Must Have	Provide ability to produce documentation including but not limited to application and operation guidelines and procedures, maintenance procedures, user manuals, disaster and other recovery guidelines, data dictionary		
136	Must Have	Ability to include revised documentation concurrent with the distribution of new software releases		
137	Desired	Ability to produce comprehensive technical system documentation including but not limited to program descriptions, screen definitions and descriptions, application access procedures, user screen layout and content, transaction entry procedures, error codes with full descriptions and recovery steps, standard report layout and content, internal processing controls, application security, operating specifications and system flowcharts		
138	Desired	Provide a documented incident reponse plan that includes procedures for incident reporting, analysis, and incident response		
139	Desired	Ability to produce a high-level architecture document that includes a full network diagram illustrating the relationship between the environment and any other relevant networks, with a high level data flowchart		
140	Must Have	Disclose types of data collected from customers, amount of time data is stored, and under what circumstances customer data is transferred to third parties		
141	Desired	Ability to follow the World Wide Web Consortium Web Accessability Initiative		
142	Must Have	Ability to function with web browsers including, but not limited to, Internet Explorer, Firefox, Chrome, Safari		
143	Must Have	Ability to comply with all current government standards and web based transaction encryption standards		
144	Must Have	Ability to be PCI and PABP certified by Visa/Mastercard/AMEX/Discover with all stored credit card data encrypted		
145	Must Have	Ability to support direct EDI translation compliant with ASC-12 standards		
146	Must Have	Ability to meet or exceed the current PCI-DSS stnadards for all code, applications, processes, and supporting infrastructure related to credit card functionality		
147	Desired	Ability to comply with the National Institute of Standards and Technology security standards in regards to integrated security features		

148	Must Have	Ability to use official time as mainted by the National Institute of Standards and Technology and the United States Naval Observatory in the Central Standard Time Zone, with adjustments to Daylight Savings Time as required		
149	Must Have	Provide services and support including but not limited to help, consult, train, and oversee the system deployment process in partnership with COA		
150	Must Have	Provide the ability to supply initial training with on-site and/or web based options		
151	Desired	Ability to supply continuing training with on-site and/or web-based options		
152	Desired	Ability to share portion of any transaction fee charged above the parking fee with COA		
153	Must Have	Ability to pay entire parking fee to COA within 3 business days		
154	Desired	Ability to integrate with IPS single space parking meters		
155	Desired	Ability to integrate with other common parking technologies		
156	Desired	Ability to pay wireless access costs to check database of paid vehicles by enforcement officers		
157	Must Have	Ability to market and advertise the ability to use the pay by phone system		