

Request for Proposals (RFP) 2023-05 Parking Management Services

In compliance with the City’s Procurement Code, the City of Isle (“The City”) is requesting proposals from qualified firms with prior parking management experience for the purpose of managing the City’s paid parking program and enforcement of the City’s general parking ordinances. Paid parking management includes the on-street parking spaces on Ocean Boulevard between 10th and 14th Avenue and the two (2) Municipal Parking Lots on Pavilion Drive. Parking enforcement covers all streets on the island, including the Resident Parking District and Beach Parking District along the public street rights-of-way.

The purpose of this Request for Proposals (“RFP”) is to solicit proposals from various firms, conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who can best meet the needs of the City.

The bid is for a three-year contract, with an option to renew for two additional years, subject to cancellation for any reason with 60 days’ notice.

A. Scope of Work

All duties listed as performed by the contractor must be paid out of the parking revenue as an expenditure prior to any revenue share.

1. Manage the City’s paid parking spaces on Ocean Boulevard between 10th – 14th Avenue and the City-owned parking lots on Pavilion Drive as described in Exhibit A.
2. Contractor must make available text to pay software for paid parking areas.
3. The City owns 18 parking kiosks for parking revenue collection. As kiosks reach the end of their useful life, they will be retired. The City plans to only keep 6 kiosks long term.
 - a. The Contractor must maintain the parking kiosks to professionally accepted standards including maintenance and repair.
 - b. Where a machine must be replaced, the contractor must report promptly to the City and make backup option available.
 - c. The contractor must secure their own electronic payment/merchant card vendor that is compatible with the City’s parking machines. Transaction fees for parking should ideally be 3% or less, but not exceed 5%.
4. Issue citations to vehicles violating paid parking rules and general parking regulations.
 - a. The contractor is responsible for managing all parking citations & violations.
 - b. The contractor will be responsible for providing or procuring their own citation system and the administration of it to include the collections and delinquency processes.
 - c. The contractor should also be prepared to adequately represent their citations at Municipal Court for those customers who choose to contest them.
 - d. Enforce the City’s Beach Parking Plan, which regulates parking along the public street rights of way in the Residential Parking District between 9:00 a.m. and 6:00 p.m. During these hours, parking along the Residential Parking District is

restricted only to vehicles who display a valid resident parking decal. The City's Beach Parking Plan is included as Exhibit B.

- e. Enforce general parking ordinances island wide in accordance with section 8-2-45, 8-2-2, 8-2-4 through 8-2-6.
5. Issue annual residential parking decals to include ordering stickers prior to January 1, holding office hours, and making electronic renewal available to residents.
6. Sell seasonal parking passes for the City-owned parking lots on Pavilion Drive.
7. Vehicles are required to park 4' feet off of the pavement on Palm Boulevard on the ocean side between 21st – 40th Avenue and the non-ocean side between 46th and 53rd Avenue. Vendor is required to create and maintain a visible line with white chalk 4 feet off the pavement in these areas. Example included in Exhibit C. This had historically been done as a courtesy to the public. However, enforcement does not depend on the existence of the white line.
8. Report any damaged or missing parking signs to the Police Department for replacement.
9. Contractor must provide and staff direct phone line and online portal for all parking related complaints and questions.
10. Contractor must staff weekly office hours, with increased hours when resident decals are first available. Contractor must have staff present during all advertised office hours. The City will make space (but no storage and not necessarily a private office) available at City Hall or other customer service locations provided by the City.
11. Contractor must be available to return to the island after a storm to check on kiosks and perform necessary maintenance and repairs as needed.
12. Contractor will provide monthly profit and loss report to the City Finance Director detailing revenues separated between parking lots and paid on-street spaces as well as parking enforcement citation revenue. All contractor-related expenses to include employee wages/benefits, operating expenses, repair/maintenance, insurance, management fees, and other administrative expenses shall also be detailed to arrive at month end net profit or loss (P&L). The P&L revenues will specifically separate parking, paid space violation, and public right of way violation expenditures for City accounting purposes.
13. Contractor will provide a monthly bank deposit report reconciled to the profit and loss statement.
14. The P&L and payment of reported revenues are due to the City within 30 days of the reported month.
15. Contractor shall consider alternative ways to generate revenue including promoting under-used spaces and maximizing available spaces in each lot. All pricing will be set by the City. Ideas for parking fee changes may be considered during the bid evaluation if described in the proposal.
16. All parking lots or spaces are subject to temporary closure by the City at any time. Contractor has no expectation that all spaces will always remain available throughout the contract.

B. Other Requirements of the Contractor:

1. Require all employees involved with issuance of citations, collection, or handling of money, or appeals of parking citations to undergo criminal background checks and drug testing to be conducted by the parking contractor. All background checks and drug test results shall be submitted to the Human Resources Manager.
2. Ensure that all employees engaged in above activities undergo a training program.
3. Maintain liability insurance with the City of Isle of Palms as a named insured in the amount of two million dollars.
4. Carry workers compensation insurance.
5. Maintenance of state and local licenses necessary to operate a business in the City of Isle of Palms. These costs are not to be paid in whole or in part by the City.
6. Indemnify and hold the City of Isle of Palms harmless for any and all claims arising out of its operation of the parking lots and performance of its duties under this contract.
7. Comply with all applicable federal, state, and local laws, ordinances, and regulations.
8. Contract may be canceled by either party for any reason with 60 days' notice.

C. Proposal Process

Deadline for Questions – The deadline for questions is **2:00 p.m. Friday, June 9, 2023.**

Proposers should send questions regarding this Request for Proposals to Desirée Fragoso, City Administrator, in writing or email to desireef@iop.net . Questions received before this deadline will be answered via addendum posted on the City's website at <http://www.iop.net/requests-for-bids-proposals> . Questions received after this deadline will not be answered. If an addendum is issued, proposers must acknowledge receipt of the addendum with their proposal.

Mandatory Pre-Bid Submittal Meeting – Interested proposers must attend a pre-bid submittal meeting to be held at **2:00 p.m., Friday, June 16, 2023** at City Hall located at 1207 Palm Boulevard. At the pre-bid submittal meeting, the City will answer questions regarding the scope of work and project details. All questions received will be answered at the pre-bid submittal meeting and via addendum posted on the City's website.

Deadline for Proposals – Proposals must be received by **2:00 p.m. Friday, June 30, 2023.** Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal. Proposals must be clearly marked RFP 2023-05 Parking Management Services. It will be the responsibility of the proposers to verify receipt by the City.

Proposals should be submitted to the following:

Desirée Fragoso
City Administrator
City of Isle of Palms
1207 Palm Boulevard

Post Office Box 508
Isle of Palms, South Carolina 29451

Proposals may be delivered by hand or by mail, but no proposal shall be considered which is not actually received by the City at the place, date and time appointed by the City and the City shall not be responsible for any failure, misdirection, delay or error resulting from the selection by any bidder of any particular means of delivery.

Proprietary and/or Confidential Information: Your proposal is a public document under the South Carolina Freedom of Information Act (FOIA), except as to information that may be treated as confidential as an exception to disclosure under the FOIA. If you cannot agree to this standard, please do not submit your bid. All information that is to be treated as confidential and/or proprietary must be CLEARLY identified, and each page containing confidential and/or proprietary information, in whole or in part, must be stamped and/or denoted as CONFIDENTIAL, in bold, in a font of at least 12-point type, in the upper right-hand corner of the page. All information not so denoted and identified will be subject to disclosure by the City.

Proposers acknowledge and agree that the City will not be liable for any costs, expenses, losses, damages (including damages for loss of anticipated profit) or liabilities incurred by the respondent or any member of the respondent's organization as a result of, or arising out of, submitting a bid, negotiating changes, or due to the City's acceptance or non-acceptance of the proposal or the rejection of any and all proposals. Proposers are responsible for submission of accurate, adequate and clear descriptions of the information requests. Neither issuance of the RFB, preparation and submission of a response, nor the subsequent receipt and evaluation of any response by the City of Isle of Palms will commit the City to award a contract to any respondent even if all the requirements in the RFB have been met.

D. Bid Requirements

The proposal must include the following documents as applicable to be considered a responsive bidder. Please mark each section. Under the provisions of the Freedom of Information Act, all proposals, excluding pending legal actions will become public information. Offerors must clearly mark as "CONFIDENTIAL" each page of their proposal that could be exempt from disclosure. The City reserves the right to make the final determination.

Each company shall submit the following documents with the proposal:

- a) Offeror Representation (form in bid packet) signed by a principal of the firm, or an officer authorized to bind the corporation.
- b) Qualifications to meet the City's objectives. This shall include the size of the firm, office location from which the service is being performed and a list of project personnel and equipment available.
- c) Provide a list of any additional requirements to be provided by the City to include materials, supplies, and labor needed by the bidder.

- d) Citation and enforcement plan, including a statement as to booting, towing, or other actions for dealing with non-compliant vehicles.
- e) Prior work performed, including names of prior and current clients, number of lots and spaces managed from named clients, written policies for employees, and number of years operating in the field.
- f) Indicate and list any pending legal actions
- g) Financials: Bidder to provide their latest audit or financials filed with most recent tax return
- h) Provide current copy of IRS Form W9.
- i) Letter from Surety Company indicating bonding capacity.
- j) Contact information for three professional references.
- k) All costs must be itemized and include an explanation of all fees and costs stating, at a minimum, the amounts for materials, supplies, and labor.
- l) Outsourcing Statement: if your organization must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Costs should be all-inclusive to include any outsourced or contracted work. Any proposals that call for outsourcing or contracting work must include a name and description of the organization being contracted.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the City of Isle of Palms. This will include scope, budget, schedule, and other necessary items pertaining to the project. This request does not commit the City to the award of a contract, or to pay any costs incurred in the preparation for a response to this request. The City of Isle of Palms reserves the right to reject, in whole or in part, any bid submitted which, in the judgment of the City, would not be in its best interest. The City also reserves the right to waive minor deficiencies or reject any or all proposals.

E. Proposal Evaluation Criteria

Proposals will be evaluated using, but not limited to, the following criteria. The City reserves the right to reject, in whole or in part, any proposal submitted which the City believes would not be in its best interest. The City also reserves the right to reject all proposals. To ensure consideration for this Request for Proposals, your proposal should be complete and include all the following criteria:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Projected cost and revenue and division thereof between the contractor and the City
- Previous work: bidders will be evaluated on examples of their experience, qualifications, and references. The City will give preference to firms normally engaged in performing the type of work specified
- Work management plan, including personnel, equipment, and resources available

The primary intent with regards to the procurement of these services is to obtain what the City would consider to be the best package of product and service. This includes overall proposal suitability, a clear and organized proposal, price competitiveness, quality, and timeliness of previous work performed. Bidders will further be evaluated on their experience, qualifications, and references.

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Exhibit A

Paid Parking Spaces

The City lots are operational between 8:00 a.m. and 8:00 p.m. Paid parking is enforced between March 1st and October 31st.

Paid Parking Locations	Number of Spaces	Parking Fee
Ocean Boulevard between 10 th and 14 th Avenue	155	\$2.50 per hour
Municipal Parking Lot A (West of Pavilion Drive)	100	\$10 Monday through Friday and \$15 Saturday, Sunday and Holidays. After 4:00 p.m., visitors may pay an hourly rate of \$2.00.
Municipal Parking Lot B (East of Pavilion Drive)	393	\$10 Monday through Friday and \$15 Saturday, Sunday and Holidays. After 4:00 p.m., visitors may pay an hourly rate of \$2.00.

***Additional paid parking spaces (425) are available in the IOP County Park on 14th Avenue. These spaces are managed by the IOP County Park and are not included in the scope of this RFP.**

Free Beach Parking Spaces

No permit or fee is required to park along the public right-of-way of the streets listed below, unless it has been designated with a “No Parking” sign.

Free Parking Locations	Number of Spaces
Breach Inlet parking lot	30, including 2 paved handicap spaces
Palm Boulevard north right of way, between Carolina Boulevard and 3 rd Avenue	+/- 10
Public right of way between 3 rd and 9 th Avenue	+/- 61, including 2 paved handicap spaces off of Ocean Boulevard at 9 th Avenue
Palm Boulevard between 21 st and 40 th Avenue	+/- 436 (+/- 203 parallel parking spaces on the ocean side of Palm Boulevard, and 233 angled parking spaces on the non-ocean side of Palm Boulevard) including 2 paved handicap spaces at 21 st beach access path and 2 at 34A beach access path
Palm Boulevard between 41 st and 57 th Avenue	+/- 128

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Exhibit B

Managed Beach Parking Plan available here: [20191119 iop final parking plan.pdf](#)

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Exhibit C



Figure 1 White chalk line on the landside of Palm Boulevard showing 4 feet off the pavement. Vehicles are required to park 4 feet off the pavement on the ocean side of Palm Boulevard between 21st and 40th Avenue and the non-ocean side of Palm Boulevard between 46th and 53rd Avenue.