

**TOWNSHIP OF BLOOMFIELD  
PUBLIC NOTICE  
SOLICITATION OF PROFESSIONAL SERVICE CONTRACTS FOR  
PARKING GARAGE MANAGEMENT SERVICES**

The Township of Bloomfield is soliciting a request for Proposal (“RFP”) to provide

**PARKING GARAGE MANAGEMENT SERVICES**

for a contract period beginning on April 1, 2020 and ending April 1, 2022.

Sealed submissions will be received by the Township Clerk, or designated representative for the Township of Bloomfield, County of Essex, State of New Jersey on Wednesday, March 4, 2020, 11:00 A.M. prevailing time, in Council Chambers, Municipal Building, Municipal Plaza, Bloomfield, New Jersey 07003, then publicly opened and read aloud. All proposals must be delivered to the Township Clerk’s Office, Township of Bloomfield, 1 Municipal Plaza, Room 214, Bloomfield, NJ 07003. **YOU ARE REQUIRED TO SUBMIT ONE (1) UNBOUND COPY OF THE PROPOSAL AND ONE (1) ELECTRONIC COPY ON A CD OR A THUMB DRIVE.**

All proposals shall include all of the information requested in the Standardized Submission Requirements and selection criteria, which is available on the internet at <http://www.bloomfieldwpnj.com/main/services/bid-requests-rfps-and-rfqs>. Bids will be deemed incomplete if all of the documents are not submitted according.

All professional service contractors are required to comply with the requirements of N.J.S.A. 52:32-44 (Business Registration of Public Contractors), N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 et seq. (Contract compliance and Equal Employment Opportunities in Public Contracts).

Submissions by Corporations and Partnerships shall include a completed Disclosure of Ownership form (N.J.S.A. 52:25-24.2) and shall include a completed Non-Collusion Affidavit.

The Mayor and Council reserves the right to reject any or all submissions due to any defects or waive informalities and accept any submissions that in their judgment will be in the best interest of the Township. The Mayor and Council shall award the contract or reject all submissions no later than 60 days from receipt of same.

By authorization of the Mayor and Council of the Township of Bloomfield, Essex County, New Jersey.

## **PARKING GARAGE MANAGEMENT SERVICES**

The Bloomfield Parking Utility (the “Utility”) seeks proposals from firms (each a “Proposer”) for the provision of services, described in more detail herein, relating to the operation of the Utility’s parking garages located at 23 Lackawanna Place, and currently under construction at 2-34 Farrand Street, (“**Parking Garages**”) and surface lots located at 18-20 Myrtle Street, 305 Glenwood Avenue, 81-85 Washington Street, 616 Bloomfield Avenue, 19 - 20 Pitt Street, and State Street, Bloomfield, New Jersey (“**Surface Lots**”). The Utility is a party to certain agreements relating to the permitted use, by residents and retail businesses in the area, of the Parking Garages, including 24/7/365 access and use by certain residents. Planning for additional Parking Garages is underway, the Utility currently manages approximately 1200 spaces.

## **SCOPE OF SERVICES**

The Scope of Services (collectively, the “Services”) sought herein are as follows:

### **CALL CENTER**

Monitoring for Glenwood and Lackawanna Garages includes 8 total gated lanes and 2 pay stations.

- Call center services, which shall include providing assistance to parking customers, as may be required, from 6:00 P.M. each Monday to Friday to 8:00 A.M. the following day, from 6:00 P.M. Saturday to 8:00 A.M. Monday, and for set Holidays and/or office closures as specified by the Utility. Such services shall include, but will not necessarily be limited to assisting customers with the proper use of the parking access and revenue control equipment for parking fee payment; providing pertinent information relating to the Parking Garage such as parking rates, hours of operation, etc., and local driving directions; and providing a direct link to the Proposer’s staff assigned to the Parking Garage.
- The Proposer’s call center shall maintain a permanent daily log ensuring that running reports are made of events that occur at the Parking Garage, including but not necessarily limited to: customer assistance call summary; gate vend summary; customer assistance calls and vends per hour and per day; total incidents; any interruption of service in the Parking Garage; problems with the parking equipment; repairs made to the parking equipment by Proposer or a vendor; service calls made to repair the equipment; and any other significant matters that are useful to the Utility and the Proposer for managing a seamless and professional operation during the applicable periods.

- The Proposer shall use commercially reasonable efforts to operate the Parking Garage in a first-class, safe and business-like manner without limitation by establishing effective customer service standards, revenue and cash control procedures, and equipment maintenance protocols.
- The Proposer will recruit, employ, train and properly supervise all call center employees necessary for the smooth and efficient operation of the Parking Garage during the applicable periods.
- The Proposer will provide and designate an account manager who will oversee and supervise the Services and field inquiries from parking customers. The account manager shall attend client meetings as necessary in order to coordinate and schedule the Services.
- The Proposer will work with the Utility to integrate the existing intercom, cameras, access control and revenue payment equipment with the command center.
- The Utility and the Proposer will mutually agree on reporting matrix/analytics for the Services.

#### **PERMIT AND CUSTOMER MANAGEMENT**

Customers will have the ability to log-in to the Parking Management System (PMS) by using a public-facing web portal where they can manage their own parking accounts while providing the following functionality:

- Add & modify customer contact information including address, phone numbers and email Addresses.
- Add, modify & deactivate vehicles on their account
- Purchase, pay for and manage parking credentials (based on what they're eligible for)
- Generate email receipts on any transaction via the Web portal
- Purchase, pay for and manage temporary parking credentials
- Log on credentials
- Purchase pre-paid parking validations
- Purchase pre-paid special event parking permits

#### **PAYMENT TYPES TO BE ACCEPTED VIA PMS ARE TO INCLUDE**

- Credit Card (Customer Service Center and on-line)
- Credit Card-on-File (allowing deductions from a credit card on file)

#### **ADDITION OF OTHER PARKING FACILITIES**

The Parking Management System shall possess the capability to add additional parking assets.

## **MISCELLANEOUS TERMS**

- The Proposer will specify fees for the Services based on a maximum of 4,000 calls per month, plus a fee schedule for calls above that number and an additional cost for on-site call services.
- The Utility and the Proposer will enter an agreement for the provision of the Services for a term of one (1) year, with the potential for renewal(s) as may be permitted under applicable law.
- The Proposer will indemnify, defend and hold the Utility and its officers, employees, partners, members and agents (the “Indemnitees”) harmless from all claims, demands, costs, expenses and causes of action, including attorneys’ fees and costs of suit incurred by any such Indemnitees, and resulting from the acts, omissions or breach of contract or violation of law by the Proposer or its agents, officers or employees.
- The Proposer must have the ability to provide at a minimum but not limited to:
  - ✓ ZIP Car
  - ✓ Electric Charging Stations
  - ✓ Parking Spa
  - ✓ Maintenance ServiceAt an additional negotiated price
- The Proposer must have local presence within close proximity to Bloomfield Parking Utility providing for rapid response when the need arises.
- The Proposer must have a long standing working relationship with our parking equipment provider, Precision Technology Solutions, to facilitate a smooth exchange of information.

### **Submission:**

Each proposal must contain:

1. Name, qualifications and experience of principal who will oversee the relationship.
2. Name and qualifications of any other individual who may assist the principal in #1 above.
3. Fee schedule.
4. Statement of Availability to perform work outlined in the Scope of Services.
5. Copy of Business Registration Certificate.
6. Copies of other required disclosure information.

### **Selection:**

The Mayor and Council reserve the right to reject any or all proposals.

Selection will be based on the following criteria, in order of rank:

1. Qualifications of the primary principal and support staff.
2. General experience of the firm.
3. Experience with communities the size and complexity of Bloomfield.
4. Familiarity with Bloomfield, Essex County and the State of New Jersey.
5. Fee.

**ALL RESPONSES MUST MEET THE ABOVE REQUIREMENTS AND THE REQUIREMENTS CONTAINED IN THE TOWNSHIP'S STANDARDIZED SUBMISSION REQUIREMENTS FOR PROFESSIONAL SERVICES.**