The City of Redmond, Washington (the “City”) requests interested parties to submit proposals for the above referenced Request for Proposals (RFP).

**Background**
The City of Redmond, WA is a suburb of Seattle and its Downtown encompasses an area of approximately 16.56 square miles. The affected area in Downtown Redmond is bounded by NE 90th Street, 164th Avenue NE, continuing to NE 85th Street and then east to 166th Avenue NE to Redmond Way to Cleveland Street, to Leary Way NE, to 159th Place NE, to Bear Creek Parkway, and continuing on Redmond Way to the Sammamish River and NE 85th Street and then to 154th Avenue NE. Parking enforcement and management within these boundaries is overseen by qualified contractors employed by the City. The City’s current parking enforcement contract expires at the end of 2019.

**Scope of Work**
The purpose of this request is to solicit proposals from parking monitoring and enforcement service providers to meet identified City needs. The scope of work for this project is attached, as Attachment A, and shall be incorporated into this RFP by this reference.

**Licenses and permits:**

**City Regulations**
Regulations on City of Redmond parking enforcement are outlined in the Redmond Municipal Code Chapter 10.52, “Stopping, Standing, and Parking” –
**Term**
This contract will be awarded for two (2) years, from January 1, 2020 to December 31, 2021. The City reserves the right to renew this contract for two (2) additional two-year renewal terms, for a potential maximum total term of six (6) years (Attachment E, Option for Renewal), provided that 1) Contractor is in compliance with the terms and conditions of the contract and, 2) that the annual payment is cost-effective as determined by the City, and 3) that sufficient funds have been appropriated by the City Council. The City reserves the right to cancel this contract at any time, upon thirty (30) days written notice to the selected Contractor.

**Proposed Timeline**
The following table outlines the anticipated schedule for this RFP process. The City reserves the right to modify or reschedule milestones as necessary.

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Announced</td>
<td>July 15, 2019</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>August 16, 2019</td>
</tr>
<tr>
<td>Evaluation of Proposals</td>
<td>August 19 – September 13, 2019</td>
</tr>
<tr>
<td>Consultant Selected</td>
<td>September 16, 2019</td>
</tr>
<tr>
<td>Contract Negotiation</td>
<td>September 16 – 30, 2019</td>
</tr>
<tr>
<td>Main Task Order Timeframe</td>
<td>January 1, 2020 to December 31, 2021</td>
</tr>
</tbody>
</table>

**Proposal Due Date/Time**
**2:00PM (local time) on Friday, August 16, 2019.** The City must receive proposals no later than said date and time.

By submitting a proposal, respondents acknowledge their satisfaction as to the size, scope and location of the work to be performed. Proposals may be hand-delivered or mailed. No emailed or faxed responses will be accepted. Please deliver two (2) printed response copy, as follows:

**Hand-Delivery or FedEx/UPS:**
Redmond City Hall  
Purchasing Division, MS: 3NFN  
15670 NE 85th Street  
Redmond, WA 98052  
(For hand-delivery, drop off on 1st floor at the Customer Service Desk)

Or

**U.S. Mail:**
City of Redmond  
Purchasing Division, MS: 3NFN  
PO Box 97010  
Redmond, WA 98073-9710
Printed response copy should be submitted on unbound, double-sided, 8.5”x11” (letter-sized) pages. In keeping with the City’s environmental sustainability efforts, no bindings, cover page, or table of contents are required. Use of recycled content paper is preferred. Please place RFP number on envelope. It is the respondent’s responsibility to ensure that any mailed responses are received by Purchasing on time.

**Response Requirements & Format**

All costs for developing a response to this RFP are the obligation of the respondent and are not chargeable to the City. The respondent must bear all costs associated with the preparation of the submittal and of any oral presentation requested by the City. All responses and accompanying documentation will become property of the City and will not be returned. Proposals may be withdrawn at any time prior to the published close date, provided notification is received in writing to the below listed City agent(s). Proposals cannot be withdrawn after the published close date.

Proposals must include all information requested and meet all specifications and requirements outlined in this RFP. The following submittals must be part of your proposal; if any are not included, your proposal may be judged as non-responsive. A committee will evaluate the submitted proposals. During the evaluation process, the City reserves the right to request additional information or clarification from firms responding to this RFP.

A complete response will include:

1) Cover letter stating:
   a. Brief overview of firm
   b. Reason for interest
   c. Firm’s point-of-contact name, position and contact information

2) Contractor Experience, Project/Site Management Strategy & Team – Explain your experience in monitoring and management of parking areas. Outline your methodology for providing monitoring services and communications with client.

3) Cost Requirements – Please provide a schedule outlining the fully loaded, monthly cost of providing parking enforcement services, inclusive of all equipment, supplies, labor, fixed and variable overhead fees, and any other associated costs. Provide costs for the initial contract period anticipated to be January 2020 through December 2021 using the bid submittal sheet, including the basic services and all options (1-6). *Please note the Bid Submittal Sheet contains seven (7) worksheets/tabs.*

4) References – Include a list of references, with contact information, of at least three (3) current contracts, within the last three (3) years. Municipal references are preferred. The City reserves the right to contact references without prior notification.

5) Business Name – Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership, company, or corporation submitting the proposal. A corporation must indicate place and date of incorporation.
6) **Business License** – Provide a statement to the effect that you understand and agree to obtain a City of Redmond business license as a requirement for performing these services. If your place of business is not located within the City limits, but you or your agents will be physically coming into the City to conduct business, call on clients, or provide services, you will need a Redmond business license. A City business license application can be found at: [http://www.redmond.gov/BusinessLicense](http://www.redmond.gov/BusinessLicense).

7) **Valid Time Period** – Provide a statement indicating the number of calendar days the proposal shall be valid (the City’s minimum number of days is 60).

**Selection and Award**

All interested parties are requested to provide a response containing all required elements herein to the City by the deadline given. A selection committee will review and evaluate all proposals, with the intention of selecting a Consultant who provides a proposal that, in the opinion of the City, provides the best value (receives the highest score, as determined by the evaluation criteria listed below). If the selection committee so chooses, respondents may be invited for an interview to supplement their submission.

<table>
<thead>
<tr>
<th>Proposed Fees/Cost</th>
<th>50 pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Approach and Understanding – Demonstrates an adequate and comprehensive approach to identified scope of services and ability to successfully complete these tasks on time and on budget.</td>
<td>20 pts</td>
</tr>
<tr>
<td>Experience Qualifications &amp; Project Management – Demonstrated experience providing comprehensive, high-quality and timely services, relevant and favorably responsive references.</td>
<td>30 pts</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100 pts</strong></td>
</tr>
</tbody>
</table>

During evaluation, the City may consider the following:

- References – history of errors and omissions via reference checks
- Quality of previous performance
- Ability to meet contract deadlines
- Staff availability for the project
- Responsiveness to solicitation requirements
- Compliance with statutes and rules relating to contracts or services
- Strength and stability of the firm
- Technical experience and strength and stability

The City reserves the right to reject any or all proposals and to waive any irregularities or information in the evaluation process. The final decision is at the City’s sole discretion and respondents to this request have no appeal rights or procedures guaranteed to them.
The City reserves the right to re-evaluate firms who were not originally short-listed at any time before the determination of a finalist is made. Upon notification of an intent to award, the City reserves the right to limit the period of contract development to thirty (30) days, after which time project award may be rescinded. The City has the option not to award a contract at the end of this process.

**Terms and Conditions**
The City reserves the right to amend terms of this RFP to circulate various addenda, or to withdraw the RFP at any time, regardless of how much time and effort firms may have spent on their responses. Terms of the agreement are outlined in this solicitation and include the following documents, which are incorporated herein by this reference:

- RFP 10645-19
- Attachment A, Scope of Work
- Attachment B, Downtown Parking Map
- Attachment C, Bid Submittal Sheet
- Attachment D, Option for Renewal
- Attachment E, City of Redmond Standard Terms and Conditions
- Attachment F, General Services Agreement

**Contracting Notice:**
Upon selection of Consultant, the City intends to enter into an agreement using its standard General Services Agreement which shall be used to secure these services. A copy of this document is attached, as Attachment F and will be the governing document. No changes or deviations from the terms set forth in this document are permitted without the prior approval of the City.

**Performance Criteria**
Consultant shall perform in accordance with the terms and conditions as stated herein and in accordance with the highest standards and commercial practices. Charges of poor performance/service against the Consultant shall be documented by the City and submitted to the Consultant for corrective action. Continued poor performance shall be deemed a breach of City requirements and shall be the cause for immediate termination of services.

**Proposed Personnel**
Consultant agrees to provide all professional staff necessary to perform the scope of work, including key individuals named in Consultant's proposal. These key personnel shall remain assigned for the duration of the contract, unless otherwise agreed to in writing by the City. In the event Consultant proposes to substitute any key personnel, the individual(s) proposed must demonstrate similar qualifications and experience as required to successfully perform such duties. The City shall have the sole right to determine whether key personnel proposed as substitutes are qualified to work on the project. The City shall not unreasonably withhold approval of staff changes.

**Insurance**
Consultant must maintain insurance as outlined in the General Services Agreement, Attachment F. Prior to performing any services, Consultant shall provide the City a standard ACORD Form 25 Certificate of Insurance, naming the City as Additional Insured. Failure of the City to demand such certificate or failure of the
City to identify a deficiency in the insurance documentation shall not be construed as a waiver of Consultant’s obligation to maintain such insurance.

**Invoicing and Payment**
Consultant may invoice the City no more frequently than once per month for work completed. Invoices shall contain an itemized listing of all expenses. The City will make payment to Consultant within thirty (30) days after receipt and approval of said invoices. Invoices shall be delivered to:

City of Redmond  
Accounts Payable, M/S: 3SFN  
P.O. Box 97010  
Redmond, WA  98073-9710  
accountspayable@redmond.gov

**Public Disclosure Notice**
All materials provided by the respondent are subject to State of Washington and applicable County (e.g. King County) public disclosure laws, per RCW 42.56. Any information contained in the proposal that the respondent desires to claim as confidential or proprietary must be clearly designated, including page with particular content identified. The City assumes no obligation on behalf of the respondent to claim any exemption that is not clearly identified by the respondent as being confidential or proprietary. The City will try to respect all material identified by the respondent as being confidential or proprietary but requests that respondent be highly selective of what they mark as such. The City will make a decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary. Marking the entire proposal as confidential or proprietary, and therefore, exempt from disclosure will NOT be accepted or honored, and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City. Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City’s possession, the information is obtained from third parties without restrictions on disclosure, or the information was independently developed without reference to the confidential information.

**Cooperative Purchasing**
The City has entered into intergovernmental (interlocal) purchasing agreements pursuant to RCW 39.34 with other Washington agencies under which either party may make purchases at the other party’s accepted bid price. By submitting an offer, the respondent agrees to make the same bid terms and price, exclusive of freight, available to other Washington governmental agencies. Only those public agencies that have complied with the requirements outlined in RCW 39.34 are eligible to use this contract. Further, the public agency accepts responsibility for compliance with any additional or varying laws and regulations governing purchases by or on behalf of the public agency in question. A purchase by a public agency shall be affected by a purchase order from the public agency, directed to the Consultant or other party contracting to furnish goods or services to the City. The City of Redmond will not accept responsibility for purchase orders issued by other public agencies.

This offer of cooperative purchasing shall be extended by the Consultant to cover the City’s contract duration (for any subsequent purchase orders/contracts resulting from this RFP) or 60 days post award (for one-time purchases).
**Governing Law and Venue**
In the event of litigation, the submittal documents, specifications, and related matters shall be governed by and construed in accordance with the laws of the State of Washington. Venue shall be with the appropriate state or federal court located in King County.

**Americans with Disabilities Act (ADA) Information**
The City of Redmond in accordance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 will make every reasonable effort to provide equal opportunity to submit qualifications in response to this request. Visit [http://redmond.gov/ADA](http://redmond.gov/ADA) for more information. This material can be made available in an alternate format by contacting the Customer Service Center at info@redmond.gov or 425-556-2900, option 7.

**Title VI Statement**
The City of Redmond in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit qualifications in response to this invitation and will not be discriminated against on the grounds of race, color, national origin or sex in consideration for an award. Visit [http://redmond.gov/TitleVI](http://redmond.gov/TitleVI) for more information.

**Questions/Inquiries**
Please direct any questions concerning this RFP or the City's requirements to the City agent(s) listed below. No other City official or employee is empowered to speak for the City with respect to this request. Information obtained from any other source shall not be binding and may disqualify your response.

**RFP Content:**
Lucas Cometto  
Sr. Purchasing Agent  
Email: lcometto@redmond.gov  
Tel: 425-556-2184

**Technical Contact:**
Kim Keeling  
Transportation Programs Administrator  
Email: khkeeling@redmond.gov  
Tel: 425-556-2451
RFP 10645-19
Parking Enforcement Services

Attachment A – Scope of Work


BASIC SERVICES

1.0 General Provisions:

1.1 Patrol and Enforcement Areas – The Contractor shall be responsible for patrolling and enforcing time limited restricted parking on all streets in the designated area of downtown Redmond while on duty. A map of the City showing the area to be covered under this effort has been included, as Attachment B, Downtown Parking Map and incorporated into this scope of work by this reference.

The downtown area is defined as bounded by NE 90th Street, Cleveland Street, 164th Ave NE, continuing to 85th St east to 165th Ave NE, west on 83rd Street, south to 164th Ave NE, Cleveland Street on the south, continuing to 161st Ave NE to Bear Creek Parkway, back to Cleveland Street, and continuing on Redmond Way to the Sammamish River on the west and NE 85th Street on the west up to 154th. Patrol areas may be modified by the City with written notice and per agreement.

1.2 Management – The enforcement personnel provided by the Contractor shall be supervised by a designated supervisor or manager during office hours.

a. The supervisor or manager may engage in other activities for the Contractor but must be immediately available during office hours to support the enforcement officer, City, and/or other duties necessary to meet the scope of this contract.

b. Enforcement officers shall only engage in work related to the contract.

1.3 Public Phone Number – The Contractor shall have a specific telephone number solely for handling City of Redmond questions and complaints regarding on-street parking enforcement and parking ticket fines in the downtown area. The telephone number shall ring to Contractor’s office and shall be monitored and answered during normal business hours (however, the phone shall not be answered by the enforcement officer in the field during office hours).

1.4 Communication – All enforcement personnel shall have instant communication access via a cell phone or other similar device to the supervisor during all times. In case of emergency, personnel should call 911 in lieu of anyone else initially.
2.0 Hours and Billings:

2.1 Enforcement Hours Time/Day – The Contractor will perform enforcement duties Monday through Friday 9:00 a.m. to 5:00 p.m. for on-street parking and 9:00 a.m. to 7:00 p.m. Sunday through Saturday for parking lots or may be modified by the City with written notice. There will be no street enforcement on weekends or holidays. The Contractor shall provide a minimum of 40 hours per week of enforcement patrol or deduct the unused enforcement hours from their monthly statement as specified in section 2.3 Billing.

2.2 Non-Enforcement Hours Time/Day – An additional 1.5 hours per day, Monday through Friday, is designated for use by the Enforcement Officer for customer service, court time, researching vehicle registration information and other nonenforcement activity. These hours shall be known as non-enforcement hours. Any additional non-enforcement hours required of the Contractor will be considered incidental to and included in the management and supervision time required of the Contractor.

2.3 Billing – The maximum amount that the Contractor shall be eligible to bill the city per month for the duration of the January 2020 through December 2021 Enforcement Services contract, the amount per hour to be deducted for any enforcement hours not used, and the amounts to be billed for straight time and overtime for hours above 47.5 hours per week will be as defined in the payment schedule of the contract. Any additional hours require prior written notice by the City, the contract to be revised accordingly and require agreement between both parties.

Overtime – The use of any overtime rate is to be determined based on the Contractor’s necessity to pay its Enforcement Officers overtime. Any additional hours above 47.5 hours per week requires the City’s pre-approval.

2.4 Inclement Weather – The Contractor will review and seek approval from the City for any modifications to enforcement duties due to weather conditions. The City shall not be billed for services not used due to weather conditions.


3.0 Methodology:

3.1 The City of Redmond strongly believes in customer service and expects the enforcement personnel to treat the public in a polite, helpful, and professional manner.

3.2 Enforcement action is to be carried out in a uniform and fair manner. The Contractor shall not directly or indirectly give any preferential treatment to any person or entity in the performance of enforcement duties.

4.0 Enforcement Duties:

4.1 Patrol - All time-limited on-street parking shall be patrolled approximately every two hours and fifteen minutes.
4.2 Issuance of on-street Infraction Notices – The contractor shall issue “Notices of Infraction” for violations of the Parking Ordinance when and where appropriate.

a. The Contractor shall only use standard “Infraction Notices” that have been approved by the City of Redmond.
b. The Contractor will be given instructions on properly filling out the “Infraction Notices” by the City of Redmond.
c. Each “Infraction Notice” shall have a unique identification number. No duplicate numbered “Infraction Notices” shall be issued.
d. All “Infraction Notices” shall include complete and accurate information as approved by the Office of the Administrator for the Courts in Olympia, Washington.
e. All “Infraction Notices” submitted to the King County District Court shall include complete and accurate vehicle owner registration information.
f. The City of Redmond will not provide the Contractor with vehicle registration information.
g. The reverse side of all “Infraction Notices” submitted to the King County District Court shall be completed in full and include a handwritten, signed, and dated description of the infraction. The description shall include the time the infraction occurred.
h. The Contractor shall be responsible for submitting all “Infraction Notices” to the King County District Court, Redmond Division with complete and accurate information within 48 business hours of issuance.
i. The Contractor will not keep photocopies of citations rather use a citation log to record infraction numbers as mentioned.
j. All “Infraction Notices” issued by the Contractor shall be legible.

4.3 License Plate Read (LPR) Technology – The Contractor shall use license plate read technology (LPR) to determine overtime parking violations. The computer shall record the date, time, location, and license number of the parked vehicle. This data shall be easily retrieved by the Enforcement Officer during his/her rounds. The frequency for data downloads from Enforcement Officer’s mobile computers to the central database will be no less than 24 hours with on demand information if necessary.

4.4 Types of Violations – The Contractor shall enforce all parking related ordinances within the downtown for all “time restricted” on-street parking.

4.5 Overtime Parking Warning Ticket Database – The first time an individual vehicle is in violation of overtime parking or parking on the same street more than once per day, the vehicle shall receive a warning ticket along with literature explaining overtime parking rules. The Contractor shall provide the means for instant recall of the history of warning ticket issuance including dates, times, license numbers, and locations. This information is to be readily available to answer customer inquiries, and to determine if an overtime vehicle has already received a warning or not prior to issuing a monetary penalty. This history of overtime parking warnings shall be compiled on an uninterrupted and continuing basis.

4.6 Towing – Contractor will determine whether any parked vehicle needs to be towed in accordance with criteria provided in the City of Redmond, Police Department Parking Enforcement Policy, or upon an individual vehicle receiving its 5th unpaid violation. The authorized towing company used by the Contractor shall maintain a lot within the City of Redmond. When the Contractor determines that a parked vehicle meets these criteria, the Contractor shall contact the City to inform the City that a tow is being considered. The City will make the final towing decision. The Contractor will keep a log of events leading up to the towing decision including why the tow was initiated and which registered towing company performs the
tow. Since the historical volume of towing calls for impounding parked vehicles within the downtown is anticipated to be minor, the City may entertain a deviation from the above provided such is identified and fully described in Contractor’s response to this RFP.

4.7 Reporting of Missing or Damaged Signage – Missing or damaged signs observed in the field by Enforcement Officers are to be called in immediately to the City. The type of sign and its exact location will be included in any communication with the City.

5.0 Contractor Services and Responsibilities:

5.1 Court Appearance – The Contractor will be responsible for its employees appearing in court, on time, and prepared to testify on parking related cases in a professional manner. Contractor shall refer questions concerning court appearances to the City.

5.2 Complaints/Questions/Inquiries – The line of contact for complaints received from citizens shall be as follows:

(1) Contractor
(2) City Program Manager (this individual shall be identified at time of contract formation).

   a. The Contractor shall promptly and courteously respond to all complaints and shall thoroughly investigate them.
   b. If the City receives a complaint concerning the Contractor, it will notify the Contractor within 48 hours of receiving such complaint.
   c. The City’s Program Manager, or designee, will be the point of contact in the City for complaints and follow-up.
   d. All complaint reports are to be documented and provided to the City for review upon completion.
   e. The Contractor shall have a specific telephone number solely for handling questions and complaints regarding the City of Redmond Downtown Parking Program. See section 1.4.

5.3 Collections – The Contractor shall not be responsible for collection of fines or late penalties.

6.0 Vehicles - The following shall apply to the use of vehicles:

6.1 The Contractor will provide the parking enforcement vehicle. The Contractor will be responsible for all upkeep and maintenance costs associated with this vehicle.

6.2 Identification Markings on Vehicles – All vehicles used by enforcement personnel shall be clearly identifiable as performing parking enforcement. Vehicle markings shall not resemble City of Redmond, police or traffic vehicles. The vehicle markings must be approved by the City.

6.3 Compliance with Existing Laws – Vehicles shall be operated always in compliance with all state and local motor vehicle and emissions laws.

6.4 Posted Warning Sign/Lights – The rear of all patrol vehicles shall have a sign warning of frequent vehicle stops and amber or yellow lights.

6.5 Warning Lights – All vehicles used by enforcement personnel shall have blinking flasher lights installed on the vehicle’s roof. These lights shall be used when patrolling to warn other vehicles about the slower moving enforcement vehicle.
6.6 Vehicle Specifications – Any vehicle used for parking enforcement purposes must be approved by the City.

6.7 Alternatives to Vehicles – Foot enforcement and/or bike enforcement personnel may be used as a supplement to, but not in lieu of, a motorized enforcement vehicle. This may include periods of dry weather or motorized vehicle maintenance up to two weeks in duration, if adequate coverage is maintained, and all state and local pedestrian and bicycle laws are adhered to. Adequate coverage includes patrolling all two-hour zones every two hours and fifteen minutes per 4.1.

7.0 Personnel:

7.1 General

a. The Contractor will be responsible for all aspects of recruitment and selection of parking enforcement personnel.
b. The Contractor shall employ only persons competent and skilled in the performance of the work assigned to them and shall provide skilled and responsible supervision for such persons.
c. The Contractor’s employees shall not carry a firearm or any type of weapon while on duty.
d. The Contractor’s personnel shall be polite and courteous to all citizens. Confrontations are to be avoided if possible.
e. Contractor’s personnel shall be required to speak and write easily understandable English language.
f. Contractor’s employees are not to imply they are: City of Redmond employees, “Police Officers” or “Police Service Officers”.
g. The Contractor shall not use discriminatory hiring practices regarding ethnic origin, race, religion, sex, and physical or mental disability.

7.2 Issuance of Limited Commission – Individuals selected must qualify for a Limited Commission from the City of Redmond, Police Department.

a. The Contractor must provide the City of Redmond, Police Department with all personnel information required for issuing a “Limited Commission”.
b. The City of Redmond, Police Department shall review all background forms and information gathered on prospective enforcement employees prior to authorizing issuance of a limited commission.
c. The following criteria are used in determining eligibility for a Limited Commission:
   ☐ Possession of a high-school diploma or G.E.D. Certificate.
   ☐ Physical and mental capacity for performance of duties.
   ☐ Ability to give and follow oral and written instructions in English.
   ☐ Ability to effectively communicate with public and City officials.
   ☐ Ability to remain calm and use good judgment and initiative in an emergency.
   ☐ Successful completion of a background check for criminal convictions, warrants, and references.
   ☐ Possession of a current and valid Washington State Driver’s License.
   ☐ No record of driver’s license suspension.
d. The Contractor shall be responsible for filing with the King County District Court, Redmond Division the name and number of the “Limited Commission” for each of the Contractor’s Enforcement Officers.
7.3. Revocation of Limited Commission – Contractor is responsible for discipline and/or termination of employees with Limited Commissions.

a. If commissioned, Limited Commissions will be revoked by the City under the following circumstances:
   □ False information on application or during interview process, or discovery of information that, in the opinion of the City of Redmond, Police Department would otherwise disqualify the person from consideration
   □ Failure to maintain a current and valid Washington State Driver’s License.
   □ Use of illegal drugs or alcohol in the workplace
   □ Conviction of a misdemeanor or felony or consistent non-professional or any unlawful behavior during employment
   □ Termination of employment with the Contractor
   □ Job performance that does not meet the expectations of the City or Contractor

b. The Contractor shall be responsible for notifying the City and returning Limited Commission cards to the City of Redmond within 15 days after an employee with a Limited Commission leaves their employ.

c. The Contractor shall be responsible for notifying the King County District Court, Redmond Division of any changes regarding Limited Commission status.

7.4 Supervision – Contractor will be responsible for assuring employee compliance with all laws and regulations, respond to inspections/audits by regulatory agencies, and pay any fines or assessments levied by regulatory agencies. The Contractor will be responsible for all supervision, disciplinary and termination actions.

8.0 Uniforms:

8.1 Appearance – All enforcement personnel are to be provided with professional appearing uniforms. They are to be designated with logos on shirt and jacket sleeves, and on hats with an emblem designating them as official parking enforcement personnel. The color and design of uniforms must be approved by City. The uniforms shall not resemble a City of Redmond, Police Department uniform.

   a. Appropriate attire includes a tie and coordinated shirt, coat and trousers. During periods of hot weather, long shorts and a short sleeve collared shirt are acceptable. Items such as tennis shoes and tee shirts are not allowed.

8.2 Required Times to Wear – All personnel are to be in complete uniform at any time during duty hours including time in court.

8.3 Photo Identification – All enforcement personnel must carry photo identification and a copy of their Limited Commission while on duty.

9.0 Training:

9.1 Contractor’s Responsibilities – The Contractor will be responsible for complete training of parking enforcement personnel with City of Redmond, Police Department approval. Contractor shall maintain complete training records for each employee, as well as any other records prescribed by law or policy as appropriate.
9.2 Materials – The City will provide all materials related to enforcement regulations to the contractor. All other training material is to be provided by the contractor.

9.3 Contents – Training will include, but not be limited to:

   a. Customer Service and expectations
   b. Conflict management
   c. Job procedures and emergency protocol
   d. Job Safety as required by OSHA
   e. Civil rights law and procedures
   f. Municipal law and ordinances relating to parking enforcement
   g. Giving testimony and courtroom procedures

10.0 Reports and Records:

10.1 Record Keeping

   a. Contractor is responsible for all employment related record keeping, and will provide, upon request by the City, personnel and training information for each employee.
   b. Each Enforcement Officer shall maintain a daily logbook of conversations, complaints and unusual circumstances that occur while performing work duties. The logbook shall be brought current at the end of each shift. In addition, each Enforcement Officer shall include in the daily activity log the following:
      □ Number of citations by type of violation
      □ Number of warnings
      □ Number of impounds
      □ Number of parking related service requests from citizens
      □ Hours on duty
      □ All of the above reports by day, date, hour, and location
   c. Each Enforcement Officer shall document in writing the events and circumstances:
      □ Leading to the towing of a vehicle
      □ Dealing with a difficult customer service situation
   d. Individual Contractor employees shall have a personnel file containing the following information, with copy of file to be furnished to the City’s Program Manager upon request:
      □ Completed application form
      □ Completed background investigation and testing process
      □ Training including date received
      □ Complaints received against employee including disposition
   e. Inspection – The Contractor shall keep all records as listed above for at least three (3) years following the expiration or termination of the Agreement or deliver the records to the City. Contractor shall keep all records in its regular business office and shall keep the records in an orderly manner as may be instructed by the City to assure easy access and reference to the records. The Contractor shall make all records available for inspection and copying by the City during business hours.

10.2 Reports – The following reports shall be prepared, transmitted, and maintained at a minimum. The City may make additions or deletions to the list of reports it requests at its discretion.

   a. Monthly summary of activities showing total work hours, patrol and nonpatrol; customer service hours; and records of court time. This summary will also include a cumulative total of unused non-enforcement hours.
b. Monthly summary of ticket activity including the number of tickets by infraction type, by street/area, and a listing of voided tickets with an explanation. The Contractor shall only void tickets after approval from the City.
c. Written reports on all complaint phone calls, or on-street complaints to officer on duty. Reports shall include names of parties involved, phone numbers, addresses (if known), the nature of complaint and action taken.
d. Monthly reports containing the above data are to be furnished to the City no later than the 20th of the following month.

11.0 Routes:

11.1 Approval of Routes – The City requires that the enforcement personnel follow pre-approved patrol routes. The Contractor will be responsible for proposing patrol routes and schedules. The City needs assurance that coverage is adequate, fair, regular and consistent.

11.2 Alternating Enforcement Routes – The Contractor will alternate the Enforcement Officer’s patrol routes on a regular basis to eliminate predictability.

12.0 Supplies:

12.1 The Contractor is responsible for furnishing all supplies for both office and fieldwork, including, but not limited to:

   a. Furnishing individual citations issued
   b. Furnishing return envelopes to the King County District Court
   c. Furnishing water resistant encasings into which the return envelopes and citations are inserted

13.0 Special Provisions – City Rights:

The City retains the right to make changes to parking zone restrictions. Further, the City retains the right to:

13.1 Establish, modify, add or delete enforcement areas, routes or hours of enforcement. Any changes which result in fewer hours of enforcement will be credited to the City as specified in paragraph 2.3. Any enforcement area additions that result in additional hours beyond those that are required in this contract will be addressed at the City’s discretion as follows:

   a. Reorganization of enforcement routes so all areas are included at a lower enforcement frequency.
   b. An increase in enforcement hours to maintain the enforcement frequency outlined in Section 4.1.a. shall be identified and addressed in an addendum to the City’s contract upon agreement by both parties. All additional hours shall be billed as per Section 2.3.
   c. A combination of a & b as determined by the City.

13.2 Set all hours of enforcement operations and approve daily and weekly assignment schedules.

13.3 Modify, alter, add, delete or replace any:

   a. City supplied forms and or equipment.
b. Procedures, instructions, and codes during the contract terms.
c. Enforcement areas, beats, level of enforcement, placement of enforcement effort and type of enforcement.

13.4 To approve or disapprove of any new hire and to test all new hires before issuing enforcement authority and to withdraw the enforcement authority of any enforcement personnel permanently or temporarily when such action is in the best interest of the City.

13.5 To request removal from the contract any employee when continued employment is inconsistent with established policies and procedures of the City.

14.0 Coordination Meetings:
The Contractor shall attend coordination meetings as necessary with the City and representatives of King County District Court, Redmond Division to address areas of concern by either party.

Option #1 - Permit Distribution and Tracking System
*(Option #1 would add a parking permit distribution and tracking system)*

1.0 General Provisions:

1.1 The Contractor will be responsible for the sales, processing, distribution, and accounting of daily, weekly and monthly parking permits for the City of Redmond on street Parking Enforcement Program.

1.2 Public Phone Number – The Contractor shall have a specific telephone number solely for handling City of Redmond questions regarding inquiries and purchase of the permits.

1.3 Web Capability – The Contractor will maintain a web presence to accept and process the purchasing and records for the permit sales.

1.4 Communication – The Contractor shall be able to address any general questions regarding the purchase of these permits.

2.0 Services by the Contractor:

2.1 Hours of availability – The Contractor will be available for customer service Monday through Friday 9:00 a.m. to 5:00 p.m.

2.2 Permit inventory – Contractor will monitor permit inventory with numbered permits and maintain capability to identify recipients.

2.3 Web capability – Contractor will maintain web capability to purchase permits.

2.4 Purchase tender - Payment for permits must be PCI (Payment Card Industry) standard compliant and Contractor must be able to show (demonstrate) proof of PCI Certification.

2.5 Insure that the sale of the monthly permits will be at no time more than 85% of available parking stalls.
3.0 Supplies and permit distribution:

3.1 The Contractor will be responsible to:
   a. provide numbered permits;
   b. provide envelopes for permit distribution;
   c. mail/distribute permits

4.0 Reports and Records:

4.1 Reports - Insure records of purchases and permit distribution are controlled and maintained and that revenue flow goes back into the appropriate City accounting system monthly.

5.0 Period of Performance:

5.1 Period of performance - The Contractor shall provide parking permit distribution services for the period commencing January 2020 and ending December 2021.

Option #2 – City Campus Parking Area Enforcement
(Option #2 would add monitoring services of the City’s campus parking lots and issuance of violations to vehicles not adhering to established City parking rules)

1.0 General Provisions:

1.1 Patrol and Enforcement Areas – The Contractor shall provide parking enforcement services for the City at one major site, its associated parking lots, and structure herein referred to as the Premises, at: Redmond City Campus (15670 NE 85th Street, 8701 160th Avenue NE, and 8711 160th Avenue NE).

The City shall designate various portions of the Premises for use by, but not limited to, the following vehicle types or individuals:

   a. City employees’ personal vehicles;
   b. Visitors’ vehicles;
   c. City vehicles;
   d. Carpools and vanpools;
   e. Other individually reserved parking spaces

1.2 The City shall pay all costs associated with the installation and maintenance of parking enforcement signs as required for designated portions of the Premises or as required for parking enforcement services by the Contractor under this agreement.

2.0 Services by the Contractor:

2.1 Monitoring Personnel: The Contractor shall provide uniformed personnel for parking monitoring and shall be responsible for training of personnel. The Contractor shall perform the duties incidental or necessary to the parking enforcement services diligently, completely and in accordance with professional standards of performance and those standards agreed upon by the City and the Contractor.
2.2 Monitoring Procedures: The Contractor shall monitor the Premises with uniformed patrol personnel using a procedure involving checking each vehicle in City employee parking for appropriate parking location and/or current permit; entering license numbers in computer for time checks in visitor only; and writing violations when appropriate.

Contractor is responsible for related record keeping, and provides upon request, reports of those records. Violations shall be recorded and delivered to the City daily.

2.3 Issuance of Violation Notices: The Contractor shall issue parking violation notices based on parking rules established by the City including, but not limited to, the following infractions:

- No valid permit displayed;
- Employees parked in visitor only;
- Carpool/vanpool parking only;
- Employee parking in unauthorized area

The cause for infractions must be stated on each violation issued.

Contractor shall inform the City of problems/issues happening in City lots daily.

2.4 Towing: Contractor will determine whether any parked vehicle needs to be towed in accordance with criteria provided by the City’s Enforcement Policy or upon an individual vehicle receiving its 5th violation. When the Contractor determines that a parked vehicle meets these criteria, the Contractor shall call the City Program Manager to inform the City that a tow is being considered. The City will make the final towing decision. The Contractor will keep a log of events leading up to the towing decision including why the tow was initiated and which registered tow company performs the tow. Since the historical volume of towing calls for impounding parked vehicles is anticipated to be minor, the City may entertain a deviation from the above provided such is identified and fully described in Contractor’s response to this RFP.

2.5 Supplies: The Contractor is responsible for furnishing all supplies for both office and fieldwork, including, but not limited to:

- Furnishing individual citations issued;
- Furnishing water resistant encasings into which citations are inserted

2.6 Time of Performance: The City Hall campus lots and parking structure (three areas total) shall be patrolled between three and four times daily, Monday through Friday, excluding holidays observed by the City. The actual times of the patrols shall vary on a daily or weekly basis and shall be established by the Contractor using reasonable discretion after consultation with the City. In general, weather conditions should not hamper parking enforcement. However, weather emergencies such as heavy snow may make proper parking difficult. Under these conditions enforcement procedures will be adjusted by the City.

2.7 Period of Performance: The Contractor shall provide parking enforcement services for the period commencing January 2020.
Option #3 – Redmond Central Connector Parking Lot Enforcement

(Option #3 would add monitoring services of the Redmond Central Connector parking lot and issuance of violations to vehicles not adhering to established City parking rules)

1.0 General Provisions:

1.1 Patrol and Enforcement Areas – The Contractor shall provide parking enforcement services for the Redmond Central Connector parking lot located north of Bear Creek Parkway and east of Leary Way at 7541 Leary Way NE.

1.2 The City shall pay all costs associated with the installation and maintenance of parking enforcement signs as required for designated portions of the Premises or as required for parking enforcement services by the Contractor under this agreement.

2.0 Services by the Contractor:

2.1 Monitoring Personnel: The Contractor shall provide uniformed personnel for parking monitoring and shall be responsible for training of personnel. The Contractor shall perform the duties incidental or necessary to the parking enforcement services diligently, completely and in accordance with professional standards of performance and those standards agreed upon by the City and the Contractor.

2.2 Monitoring Procedures: The Contractor shall monitor the Premises with uniformed patrol personnel using a procedure checking each vehicle for a valid permit parking for appropriate time purchased; entering license numbers in computer for time checks in; and writing violations when appropriate.

Contractor is responsible for related record keeping, and provides upon request, reports of those records. Violations shall be recorded and delivered to the City daily.

2.3 Issuance of Violation Notices: The Contractor shall issue parking violation notices based on parking rules established by the City including, but not limited to no valid permit displayed. The cause for infractions must be stated on each violation issued.

Contractor shall inform the City of problems/issues happening in City lots daily.

2.4 Towing: Contractor will determine whether any parked vehicle needs to be towed in accordance with criteria provided by the City’s Enforcement Policy or upon an individual vehicle receiving its 5th violation. When the Contractor determines that a parked vehicle meets these criteria, the Contractor shall call the City Program Manager to inform the City that a tow is being considered. The City will make the final towing decision. The Contractor will keep a log of events leading up to the towing decision including why the tow was initiated and which registered tow company performs the tow. Since the historical volume of towing calls for impounding parked vehicles is anticipated to be minor, the City may entertain a deviation from the above provided such is identified and fully described in Contractor’s response to this RFP.

2.5 Supplies: The Contractor is responsible for furnishing all supplies for both office and fieldwork, including, but not limited to:

a. Furnishing individual citations issued;

b. Furnishing water resistant encasings into which citations are inserted
2.6 Time of Performance: The Redmond Central Connector parking lot shall be patrolled between 9am and 7pm, Monday through Friday, excluding holidays observed by the City. The actual times of the patrols shall vary on a daily or weekly basis and shall be established by the Contractor using reasonable discretion after consultation with the City. In general, weather conditions should not hamper parking enforcement. However, weather emergencies such as heavy snow may make proper parking difficult. Under these conditions enforcement procedures will be adjusted by the City.

2.7 Period of Performance: The Contractor shall provide parking enforcement services for the period commencing January 2020.

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Option #4 – Redmond Central Connector Parking Lot Enforcement

*(Option #4 would add additional days and hours to the monitoring services of the Redmond Central Connector parking lot and issuance of violations to vehicles not adhering to established City parking rules)*

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1.0 General Provisions:

1.1 Patrol and Enforcement Areas – The Contractor shall provide parking enforcement services for the Redmond Central Connector parking lot located north of Bear Creek Parkway and east of Leary Way at 7541 Leary Way NE.

1.2 The City shall pay all costs associated with the installation and maintenance of parking enforcement signs as required for designated portions of the Premises or as required for parking enforcement services by the Contractor under this agreement.

2.0 Services by the Contractor:

2.1 Monitoring Personnel: The Contractor shall provide uniformed personnel for parking monitoring and shall be responsible for training of personnel. The Contractor shall perform the duties incidental or necessary to the parking enforcement services diligently, completely and in accordance with professional standards of performance and those standards agreed upon by the City and the Contractor.

2.2 Monitoring Procedures: The Contractor shall monitor the Premises with uniformed patrol personnel using a procedure checking each vehicle for a valid permit parking for appropriate time purchased; entering license numbers in computer for time checks in; and writing violations when appropriate.

Contractor is responsible for related record keeping, and provides upon request, reports of those records. Violations shall be recorded and delivered to the City daily.

2.3 Issuance of Violation Notices: The Contractor shall issue parking violation notices based on parking rules established by the City including, but not limited to no valid permit displayed. The cause for infractions must be stated on each violation issued.

Contractor shall inform the City of problems/issues happening in City lots daily.

2.4 Towing: Contractor will determine whether any parked vehicle needs to be towed in accordance with criteria provided by the City’s Enforcement Policy or upon an individual vehicle
receiving its 5th violation. When the Contractor determines that a parked vehicle meets these criteria, the Contractor shall call the City Program Manager to inform the City that a tow is being considered. The City will make the final towing decision. The Contractor will keep a log of events leading up to the towing decision including why the tow was initiated and which registered tow company performs the tow. Since the historical volume of towing calls for impounding parked vehicles is anticipated to be minor, the City may entertain a deviation from the above provided such is identified and fully described in Contractor’s response to this RFP.

2.5 Supplies: The Contractor is responsible for furnishing all supplies for both office and fieldwork, including, but not limited to:

a. Furnishing individual citations issued;
b. Furnishing water resistant encasings into which citations are inserted

2.8 Time of Performance: The Redmond Central Connector parking lot shall be patrolled between 7am and 7pm, Monday through Sunday, excluding holidays observed by the City. The actual times of the patrols shall vary on a daily or weekly basis and shall be established by the Contractor using reasonable discretion after consultation with the City. In general, weather conditions should not hamper parking enforcement. However, weather emergencies such as heavy snow may make proper parking difficult. Under these conditions enforcement procedures will be adjusted by the City.

2.9 Period of Performance: The Contractor shall provide parking enforcement services for the period commencing January 2020.

Option #5 – Expanded On-Street Enforcement

*(Option #5 would add additional days and hours to the basic monitoring services of on-street time-limited parking and issuance of violations to vehicles not adhering to established City parking rules)*

1.0 Hours and Billings:

1.1 Enforcement Hours Time/Day – The Contractor will perform enforcement duties Monday through Saturday 7:00 a.m. to 7:00 p.m. for on-street parking or may be modified by the City with written notice. There will be no street enforcement on Sundays or holidays. The Contractor shall provide a minimum of 60 hours per week of enforcement patrol or deduct the unused enforcement hours from their monthly statement as specified in section 2.3 Billing.

1.2 Non-Enforcement Hours Time/Day – An additional 1.5 hours per day, Monday through Saturday, is designated for use by the Enforcement Officer for customer service, court time, researching vehicle registration information and other nonenforcement activity. These hours shall be known as non-enforcement hours. Any additional non-enforcement hours required of the Contractor will be considered incidental to and included in the management and supervision time required of the Contractor.

1.3 Billing – The maximum amount that the Contractor shall be eligible to bill the city per month for the duration of the January 2020 through December 2021 Enforcement Services contract, the amount per hour to be deducted for any enforcement hours not used, and the amounts to be billed for straight time and overtime for hours above 67.5 hours per week will be as defined in
the payment schedule of the contract. Any additional hours require prior written notice by the City, the contract to be revised accordingly and require agreement between both parties.

Overtime – The use of any overtime rate is to be determined based on the Contractor’s necessity to pay its Enforcement Officers overtime. Any additional hours above 67.5 hours per week requires the City’s pre-approval.

Option #6 – Luke McRedmond Park Parking Lot Enforcement

(Option #6 would add monitoring services of the Luke McRedmond Park parking lot and issuance of violations to vehicles not adhering to established City parking rules)

1.0 General Provisions:

1.1 Patrol and Enforcement Areas – The Contractor shall provide parking enforcement services for the Luke McRedmond Park parking lot located at 15811 Redmond Way.

1.2 The City shall pay all costs associated with the installation and maintenance of parking enforcement signs as required for designated portions of the Premises or as required for parking enforcement services by the Contractor under this agreement.

3.0 Services by the Contractor:

2.1 Monitoring Personnel: The Contractor shall provide uniformed personnel for parking monitoring and shall be responsible for training of personnel. The Contractor shall perform the duties incidental or necessary to the parking enforcement services diligently, completely and in accordance with professional standards of performance and those standards agreed upon by the City and the Contractor.

2.2 Monitoring Procedures: The Contractor shall monitor the Premises with uniformed patrol personnel using a procedure checking each vehicle for a valid permit parking for appropriate time purchased; entering license numbers in computer for time checks in; and writing violations when appropriate.

Contractor is responsible for related record keeping, and provides upon request, reports of those records. Violations shall be recorded and delivered to the City daily.

2.3 Issuance of Violation Notices: The Contractor shall issue parking violation notices based on parking rules established by the City including, but not limited to no valid permit displayed. The cause for infractions must be stated on each violation issued.

Contractor shall inform the City of problems/issues happening in City lots daily.

2.4 Towing: Contractor will determine whether any parked vehicle needs to be towed in accordance with criteria provided by the City’s Enforcement Policy or upon an individual vehicle receiving its 5th violation. When the Contractor determines that a parked vehicle meets these criteria, the Contractor shall call the City Program Manager to inform the City that a tow is being considered. The City will make the final towing decision. The Contractor will keep a log of events leading up to the towing decision including why the tow was initiated and which registered tow company performs the tow. Since the historical volume of towing calls for
impounding parked vehicles is anticipated to be minor, the City may entertain a deviation from the above provided such is identified and fully described in Contractor's response to this RFP.

2.5 Supplies: The Contractor is responsible for furnishing all supplies for both office and fieldwork, including, but not limited to:

   a. Furnishing individual citations issued;
   b. Furnishing water resistant encasings into which citations are inserted

2.6 Time of Performance: The Luke McRedmond Park parking lot shall be patrolled between 7am and 7pm, Monday through Friday, excluding holidays observed by the City. The actual times of the patrols shall vary on a daily or weekly basis and shall be established by the Contractor using reasonable discretion after consultation with the City. In general, weather conditions should not hamper parking enforcement. However, weather emergencies such as heavy snow may make proper parking difficult. Under these conditions enforcement procedures will be adjusted by the City.

2.8 Period of Performance: The Contractor shall provide parking enforcement services for the period commencing January 2020.