

## **Parking Kiosk Services**

This is a three (3) year contract from January 1, 2016 to December 31, 2018

Collection and maintenance services will be required for a system containing of approximately 1500 metered on-street/garage short-term spaces. There are 188 Metric kiosks. There are 22 Aura Phase 2 machines and 166 Metric Elite LS machines (list attached).

## **Parking Kiosk Collection Procedures and Requirements:**

The general SOP (standard operating procedure) multi-space pay station collection is described below: The Successful Bidder is required to adhere to the following SOP:

The City of Lowell Parking Department currently operates a pay-by-space machine, the Aura and Elite LS machines manufactured by Metric; however, the City reserves the right to retain or replace any and all single space and/or multi-space pay stations, in its sole and absolute discretion. The Successful Bidder shall be required to make reasonable adjustments in order to perform the collection duties described herein as a result of any new and/or replacement single space meters and/or multi-space pay stations.

**Aura & Elite LS:** Expose the coin and note boxes lock mechanism by inserting the electronic key into the appropriate area. At this point utilize the coin and note box key to open the housing and then another key to retrieve the coin/note boxes. Swap out used bill and coin canisters for a new (empty) canister. Retrieve printed receipt from each and every pay station where collections have been performed, if applicable, and place on predetermined slot in vault. Transport vaults to City's Parking Department repository bank.

**Number of Collections:** It is estimated that there are 2,700 multi-space pay station collections per year.

The number of collections is based on a dollar threshold as set by the Parking Department. In 2014, there were over 2700 collections and a similar projection for 2015. See list attached for seasonal trends.

The Successful Bidder shall invoice and the City shall only pay for successful collections.

Successful collections are defined as collections that have satisfied all requirements contained herein. Unsuccessful or partial completion of a collection or an attempt collection or an attempt to collect shall neither be billable by the Successful Bidder nor paid by the City.

Successful collection is both coin and note vault. Additional collections as directed and approved by the Parking Director shall also be invoiced.

**Equipment:** The Successful Bidder shall be responsible for the coded collection keys, sealed coin collection buckets, coin and note canisters, and/or any other equipment issued by the City. Successful Bidder shall be financially responsible for repair or replacement, including parts and labor, of any equipment required due to being damaged, lost, or stolen while in his/her care, custody, and/or control. This includes both electronic and manual keys, sealed coin collection buckets, bill canisters, and any other cost associated with securing all parking equipment affected by the breach. Any of the aforementioned property, including but not limited to, locks, sealed coin collection buckets, bill canisters, and data retrieval cards/devices, must be replaced within seven calendar days of invoice or notice.

The City of Lowell Parking Department will furnish meter coin vault keys, sealed coin collection buckets, bill hoppers, and/or data retrieval cards to the contractor at the start of each collection day at the time specified by the Parking Director. All equipment will be signed for by contracted personnel receiving the equipment. The equipment will be returned when the contractor has completed its duties at the end of that day. Personnel shall be available for a minimum of eight (8) hours per day, Monday through Friday; however, at the request of the City, Collection Service Personnel shall remain available to the City until released by the Parking Director or designee. The City reserves the right to schedule collections on Saturdays, Sundays, and holidays. The contractor shall be solely responsible for any overtime incurred by its employees. Daily schedules shall be agreed to by the City and contractor and collection services shall typically take place during an eight (8) hour shift between the hours of 6:00 AM and 6:00 PM. Collection personnel shall be available daily to the City until released by the Parking Director or his/her designee. All keys and equipment are to be fastened to the Collector's person by suitable fashion and such fastening shall be subject to the approval of the Parking Director or designee.

The City also provides a cell phone to respond to customer issues and a tablet. Technician is provided the City Vehicle and must have a valid Driver's License and insurable. Contractor is responsible preventive maintenance and fuel for the vehicle.

**General Provisions:**

A. Collection Service Personnel shall be unarmed at all times while engaged in the collection of and transportation of parking meter revenue.

B. Collection Service Personnel shall collect coins, bills, and data from parking meters on routes and schedules provided by the Parking Director of the City of Lowell

C. Route schedules and collection frequencies may change periodically, as required by fluctuations in utilization; meter installations/removals and/or rate changes, or when the Parking Director and/or its designee requests a segregated revenue rate test or special collection. Collection frequency is determined by the Parking Director or designee.

D. Collection Service shall provide secure and safeguarded vehicles. These vehicles must be supplied daily and additional vehicles should be provided as needed to perform collection and supervision services. All vehicles shall contain the necessary equipment and standard safeguard..

**Unaccounted for funds** - Should any monies collected by the Company be lost, stolen, unaccounted for or otherwise removed without the authorization of the City from the custody and control of the Company prior to their deposit in the City's approved bank account, the Company shall deposit in said amount a like sum of money within ninety-six (96) hours of such loss, theft or removal. Should said loss, theft or removal be insured or otherwise secured by the Company, any payments made to the City on account thereof shall, if appropriate, be reimbursed to the Company. The Company will be liable for all mismanagement of funds

**Preventive Maintenance:** The Successful Bidder will be responsible for providing all preventive maintenance to the parking single-space and pay-by-space meters in order to minimize the incidence of outages and malfunctions, reduce complaints, and extend the useful life of the equipment. The work should consist of, but not be limited to, a consistent inspection schedule, completion of preventive maintenance checklists, repairs, equipment service and replacement in accordance with manufacturers' specifications, and record keeping. The Successful Bidder will implement meter rate and time conversions in accord with City directives. All Warrantees have expired.

**Additional Collection Duties:** The Successful Bidder will be responsible for correcting meter deficiencies, including but not limited to jammed coin collections, stuck buttons, or resetting/programming of kiosk software. City is responsible for replacement parts.

**Equipment Parts and Standards:** All equipment and parts used by the Successful Bidder to perform their tasks must be in accordance with the meter manufacturer's recommendations or otherwise approved in writing by the City.

**Service Call Responses:** The Successful Bidder will also be responsible for addressing all service requests that are received by the City via the City's citizen response program or any other City entity. The Successful Bidder must maintain a single local telephone number where an on-call technician can be reached during hours that the parking ordinance is in effect. The telephone number will be made available to all persons designated by the City. The Successful Bidder will be responsible for determining the course of action, closing out the request, and communicating back to the Customer resolution of the service request. City provides the phone.

**Meter Bagging:** As directed by the City Contract manager, the Successful Bidder will be responsible for bagging and removing bags/signs from meters for events in which on-street parking is purchased. The City reserves the right to close streets or sections of streets that contain meters, thereby impacting meter take, collections, and enforcement

during single- or multi-day community events and celebrations that are specified in the resulting agreement with the Successful Bidder.

**Signage:** The Successful Bidder will be responsible for providing, installing, maintaining, and replacing all signage relating to the parking meter system. The signs must be consistent with all legal requirements and approved by the City.

#### A. Reporting

The Successful Bidder will be responsible for collecting and maintaining records related to the parking meter system, and will provide reports to the City on a regular basis.

Reports shall include, but not be limited to:

- o Total dollars collected in the current month from each meter
- o Combined total of all dollars collected in the current month
- o Total dollars budgeted for collection in the current month from each metered zone
- o Combined total of all dollars budgeted for collection in the current month
- o Total dollars collected year-to-date from each metered zone
- o Combined total of all dollars collected year-to-date
- o Total dollars budgeted for collection year-to-date from each metered zone
- o Combined total of all dollars budgeted for collection year-to-date
- o Brief explanation of any variances between dollars collected and dollars budgeted for collection
- o 13 month history of total dollars collected from each metered zone each month
- o Itemized list of all operating expenses
- o Total dollars paid for each item in the current month for each metered zone
- o Combined total of all dollars paid in the current month for each metered zone
- o Total dollars budgeted to be paid for each item in the current month for each metered zone
- o Combined total dollars budgeted to be paid for each item in the current month for each metered zone
- o Total dollars paid for each item year-to-date for each metered zone
- o Combined total of all dollars paid year-to-date for each metered zone
- o Total dollars budgeted to be paid for each item year-to-date for each metered zone
- o Combined total dollars budgeted to be paid for each item year-to-date for each metered zone
- o Brief explanation of any variances between dollars paid and dollars budgeted to be paid
- o 13 month history of total dollars paid for each metered zone each month
- o Total number of stalls for each metered zone broken down into street segments
- o Total available minutes for each metered zone broken down into street segments
- o Average available minutes per stall for each metered zone broken down into street segments
- o Average available hours per stall for each metered zone broken down into street segments

- o Total minutes purchased in the current month for each metered zone broken down into street segments
- o Average stall occupancy for each metered zone broken down into street
- o Maps of each metered zone

### **FAQs**

Will the City provide at it's cost consumables such as paper receipt rolls used for printed receipts issued by multispace units?

Answer – Yes

Does the City have the back office software for the Metric multi-space units? Is the cost for service for the back office software absorbed by the City?

Answer – Yes

Do any of the meters have wireless or cellular communications? If so, is the City responsible for the cost for communications from the meters?

Answer – Yes

Do the Metric multi-space meters have the ability to transmit maintenance requests via SMS text?

Answer – Yes

Is credit card data processed real-time through the Metric meters?

Answer – Yes

Are credit cards processed at meters using the City's merchant account? In other words is the operator responsible for credit card processing fees or related banking fees?

Answer – No. Credit card processing fees and merchant account will be incorporated into the Garage Management Contract and will not be part of the collections bid.

Will the contractors be responsible for the installation of replacement signs and if so, will the City want to use the current type of signs in place for the existing multi-space meters?

Answer – The City still wishes to use the type of signs currently in place. Installation will be the responsibility of the contractor but the City will provide the materials.

Is the cost of signage and related parts absorbed by the City?

Answer – Yes

Will the operator be compensated for additional time and materials related to replacement of signage?

Answer – No