



BID/PROPOSAL

COMMODITY: PARKING MANAGEMENT SYSTEM DATE: 5/15/15
FORMAL BID NO. _____ PUBLIC BID NO. _____ RFP NO. 7062
BIDS ARE TO BE RECEIVED IN URI PURCHASING DEPARTMENT BY: DATE: 6/5/2015 TIME: 3:00 PM

BUYER: TRACEY ANGELL/dz  SURETY REQUIRED: YES: _____ NO: X

PRE-BID/PROPOSAL CONFERENCE: DATE: _____ TIME: _____
MANDATORY: YES: _____ NO: _____

LOCATION: _____

BE SURE ALL INFORMATION SHOWN BELOW IS CORRECT.
FEDERAL EMPLOYER IDENTIFICATION NUMBER MUST BE INCLUDED.

COMPANY NAME: _____ FEIN: _____
STREET AND NUMBER: _____
CITY, STATE & ZIP CODE: _____
ORDERING E-MAIL ADDRESS: _____

**No offer will be considered that is not accompanied by the attached
University of Rhode Island Bidder Certification Form/Contract Offer
completed and signed by the offeror.**

Print Name and Title _____ Telephone Number/Facsimile Number _____
Signature _____ Date _____ Company F.E.I.N. _____

THIS BID WILL NOT BE HONORED UNLESS SIGNED
The University of Rhode Island is an equal opportunity employer committed to the principles of affirmative action.

University of Rhode Island Bidder Certification Form

ALL OFFERS ARE SUBJECT TO THE REQUIREMENTS, PROVISIONS AND PROCEDURES CONTAINED IN THIS CERTIFICATION FORM. Offerors are expected to read, sign and comply with all requirements. Failure to do so may be grounds for disqualification of the offer contained herein.

Rules for Submitting Offers

This Certification Form must be attached in its entirety to the front of the offer and shall be considered an integral part of each offer made by a vendor to enter into a contract with the University of Rhode Island. As such, submittal of the entire Bidder Certification Form, signed by a duly authorized representative of the offeror attesting that he/she (1) has read and agrees to comply with the requirements set forth herein and (2) to the accuracy of the information provided and the offer extended, is a mandatory part of any contract award.

To assure that offers are considered on time, each offer must be submitted with the specific Bid/RFP/LOI number, date and time of opening marked in the upper left hand corner of the envelope. Each bid/offer must be submitted in separate sealed envelopes.

A complete signed (in ink) offer package must be delivered to the University of Rhode Island Purchasing Office by the time and date specified for the opening of responses in a sealed envelope.

Bids must be submitted on the URI bid solicitation forms provided, indicating brand and part numbers of items offered, as appropriate. Bidders must submit detailed cuts and specs on items offered as equivalent to brands requested WITH THE OFFER. Bidders must be able to submit samples if requested.

Documents misdirected to other State locations or which are not present in the University of Rhode Island Purchasing Office at the time of opening for whatever cause will be deemed to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the University of Rhode Island Purchasing Office. Postmarks shall not be considered proof of timely submission.

RIVIP SOLICITATIONS. To assure maximum access opportunities for users, public bid/RFP solicitations shall be posted on the RIVIP for a minimum of seven days and no amendments shall be made within the last five days before the date an offer is due. Except when access to the Web Site has been severely curtailed and it is determined by the Purchasing Agent that special circumstances preclude extending a solicitation due date, requests to mail or fax hard copies of solicitations will not be honored. When the result of an Internet solicitation is unsuccessful, the University of Rhode Island will cancel the original solicitation and resolicit the original offer directly from vendors.

PRICING. Offers are irrevocable for sixty (60) days from the opening date (or such other extended period set forth in the solicitation), and may not be withdrawn, except with the express permission of the University Purchasing Agent. All pricing will be considered to be firm and fixed unless otherwise indicated. The University of Rhode Island is exempt from Federal excise taxes and State Sales and Use Taxes. Such taxes shall not be included in the bid price. PRICES QUOTED ARE FOB DESTINATION.

DELIVERY and PRODUCT QUALITY. All offers must define delivery dates for all items; if no delivery date is specified, it is assumed that immediate delivery from stock will be made. The contractor will be responsible for delivery of materials in first class condition. Rejected materials will be at the vendor's expense.

PREVAILING WAGE, OSHA SAFETY TRAINING and APPRENTICESHIP REQUIREMENTS. Bidders must comply with the provisions of the Rhode Island labor laws, including R.I. Gen. Laws §§ 37-13-1 et seq. and occupational safety laws, including R.I. Gen. Laws §§ 28-20-1 et seq. These laws mandate for public works construction projects the payment of prevailing wage rates, the implementation and maintenance of occupational safety standards, and for projects with a minimum value of \$1 Million, the employment of apprentices. The successful Bidder must submit certifications of compliance with these laws from each of its subcontractors prior to their commencement of any work. Prevailing wage rates, apprenticeship requirements, and other workforce and safety regulations are accessible at www.dit.ri.gov.

PUBLIC RECORDS. Offerors are advised that all materials submitted to the University for consideration in response to this solicitation will be considered without exception to be Public Records pursuant to Title 38 Chapter 2 of the Rhode Island General Laws, and will be released for inspection immediately upon request once an award has been made. Offerors are encouraged to attend public bid/RFP openings to obtain information; however, bid/RFP response summaries may be reviewed after award(s) have been made by visiting the Rhode Island Vendor Information Program (RIVIP) at www.purchasing.ri.gov, Solicitation Opportunities +, Other Solicitation Opportunities or appearing in person at the University of Rhode Island Purchasing Office Mondays through Fridays between 8:30 am – 3:30 pm. Telephone requests for results will not be honored. Written requests for results will only be honored if the information is not available on the RIVIP.

Award will be made to the responsive and responsible offeror quoting the lowest net price in accordance with specifications, for any individual item(s), for major groupings of items, or for all items listed, at the University's sole option.

BID SURETY. Where bid surety is required, bidder must furnish a bid bond or certified check for 5% of the bid total with the bid, or for such other amount as may be specified. Bids submitted without a required bid surety will not be considered.

SPECIFICATIONS. Unless specified "no substitute", product offerings equivalent in quality and performance will be considered (at the sole option of the University) on the condition that the offer is accompanied by detailed product specifications. Offers which fail to include alternate specifications may be deemed nonresponsive.

VENDOR AUTHORIZATION TO PROCEED. When a purchase order, change order, contract/agreement or contract/agreement amendment is issued by the University of Rhode Island, no claim for payment for services rendered or goods delivered contrary to or in excess of the contract terms and scope shall be considered valid unless the vendor has obtained a written change order or contract amendment issued by the University of Rhode Island Purchasing Office PRIOR to delivery.

Any offer, whether in response to a solicitation for proposals or bids, or made without a solicitation, which is accepted in the form of an order OR pricing agreement made in writing by the University of Rhode Island Purchasing Office, shall be considered a binding contract.

REGULATIONS, GENERAL TERMS AND CONDITIONS GOVERNING STATE AND BOARD OF GOVERNORS FOR HIGHER EDUCATION CONTRACTS. This solicitation and any contract or purchase order arising from it are issued in accordance with the specific requirements described herein, and the State's Purchasing Laws and Regulations and other applicable State Laws, including the Board of Governors for Higher Education General Terms and Conditions of Purchase. The regulations, General Terms and Conditions are incorporated into all University of Rhode Island contracts and can be viewed at: www.rlbge.org/procurementregs113006.pdf and www.purchasing.ri.gov.

ARRA SUPPLEMENTAL TERMS AND CONDITIONS. Contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009, Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions for Contracts and Sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009, Pub.L.No. 111-5 and any amendments thereto located on the Division of Purchases website at www.purchasing.ri.gov.

EQUAL EMPLOYMENT OPPORTUNITY. Compliance certificate and agreement procedures will apply to all awards for supplies or services valued at \$10,000 or more. Minority Business Enterprise policies and procedures, including subcontracting opportunities as described in Title 37 Chapter 14.1 of the Rhode Island General Laws also apply.

PERFORMANCE BONDS. Where indicated, successful bidder must furnish a 100% performance bond and labor and payment bond for contracts subject to Title 37 Chapters 12 and 13 of the Rhode Island General Laws. All bonds must be furnished by a surety company authorized to conduct business in the State of Rhode Island. Performance bonds must be submitted within 21 calendar days of the issuance of a tentative notice of award.

DEFAULT and NON-COMPLIANCE Default and/or non-compliance with the requirements and any other aspects of the award may result in withholding of payment(s), contract termination, debarment, suspension, or any other remedy necessary that is in the best interest of the state/University of Rhode Island.

COMPLIANCE Vendor must comply with all applicable federal, state and local laws, regulations and ordinances.

SPRINKLER IMPAIRMENT AND HOT WORK. The Contractor agrees to comply with the practices of the State's insurance carrier for sprinkler impairment and hot work. Prior to performing any work, the Contractor shall obtain the necessary information for compliance from the Risk Management Office at the Department of Administration or the Risk Management Office at the University of Rhode Island.

Each bid proposal for a *public works project* must include a "public copy" to be available for public inspection upon the opening of bids. Bid Proposals that do not include a copy for public inspection will be deemed nonresponsive.

For further information on how to comply with this statutory requirement, see R.I. Gen. Laws §§ 37-2-18(b) and (j). Also see State of Rhode Island Procurement Regulation 5.11 at <http://www.purchasing.ri.gov/rulesandregulations/rulesAndRegulations.aspx>

ALL CONTRACT AWARDS ARE SUBJECT TO THE FOLLOWING DISCLOSURES & CERTIFICATIONS

Offerors must respond to every disclosure statement. A person authorized to enter into contracts must sign the offer and attest to the accuracy of all statements.

Indicate Yes (Y) or No (N):

___1 State whether your company, or any owner, stockholder, officer, director, member, partner, or principal thereof, or any subsidiary or affiliated company, has been subject to suspension or debarment by any federal, state, or municipal government agency, or the subject of criminal prosecution, or convicted of a criminal offense with the previous five (5) years. If so, then provide details below.

___2 State whether your company, or any owner, stockholder, officer, director, member, partner, or principal thereof, or any subsidiary or affiliated company, has had any contracts with a federal, state or municipal government agency terminated for any reason within the previous five (5) years. If so, then provide details below.

___3 State whether your company or any owner, stockholder, officer, director, member, partner, or principal thereof, or any subsidiary or affiliated company, has been fined more than \$5000 for violation(s) of Rhode Island environmental laws by the Rhode Island Department of Environmental Management within the previous five (5) years. If so, then provide details below.

___4 I/we certify that I/we will immediately disclose, in writing, to the University Purchasing Agent any potential conflict of interest which may occur during the course of the engagement authorized pursuant to this contract.

___5 I/we acknowledge that, in accordance with (1) Chapter §37-2-54(c) of the Rhode Island General Laws "no purchase or contract shall be binding on the state or any agency thereof unless approved by the Department [of Administration] or made under general regulations which the Chief Purchasing Officer may prescribe," and (2) RIGL section §37-2-7(16) which identifies the Board of Governors for Higher Education as a public agency and gives binding contractual authority to the University Purchasing Agent, including change orders and other types of contracts and under State Purchasing Regulation 8.2.1.1.2 any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the University of Rhode Island may be disregarded and shall not be binding on the University of Rhode Island.

___6 I/we certify that I or my/our firm possesses all licenses required by Federal and State laws and regulations as they pertain to the requirements of the solicitation and offer made herein and shall maintain such required license(s) during the entire course of the contract resulting from the offer contained herein and, should my/our license lapse or be suspended, I/we shall immediately inform the University of Rhode Island Purchasing Agent in writing of such circumstance.

___7 I/we certify that I/we will maintain required insurance during the entire course of the contract resulting from the offer contained herein and, should my/our insurance lapse or be suspended, I/we shall immediately inform the University of Rhode Island Purchasing Agent in writing of such circumstance.

___8 I/we certify that I/we understand that falsification of any information herein or failure to notify the University of Rhode Island Purchasing Agent as certified herein may be grounds for suspension, debarment and/or prosecution for fraud.

___9 I/we acknowledge that the provisions and procedures set forth in this form apply to any contract arising from this offer.

___10 I/we acknowledge that I/we understand the State's Purchasing Laws (§37-2 of the General Laws of Rhode Island) and Purchasing Regulations and General Terms and Conditions available at the Rhode Island Division of Purchases Website (<http://www.purchasing.ri.gov>) and the Board of Governors Website (www.righe.org/procurementregs113006.pdf) apply as the governing conditions for any contract or purchase order I/we may receive from the University of Rhode Island, including the offer contained herein.

___11 I/we certify that the bidder: (I) is not identified on the General Treasurer's list, created pursuant to R.I. Gen. Laws § 37-2.5-3, as a person or entity engaging in investment activities in Iran described in § 37-2.5-2(b); and (II) is not engaging in any such investment activities in Iran.

___12 If the product is subject to Department of Commerce Export Administration Regulations (EAR) or International Traffic in Arms Regulations (ITAR), please provide the Export Control Classification Number (ECCN) or the US Munitions List (USML) Category: _____

___13 I/we certify that the above information is correct and complete.

IF YOU HAVE ANSWERED "YES" TO QUESTIONS #1 – 3 OR IF YOU ARE UNABLE TO CERTIFY YES TO QUESTIONS #4 – 11 and 13 OF THE FOREGOING, PROVIDE DETAILS/EXPLANATION IN AN ATTACHED STATEMENT. INCOMPLETE CERTIFICATION FORMS SHALL BE GROUNDS FOR DISQUALIFICATION OF OFFER.

Signature below commits vendor to the attached offer and certifies (1) that the offer has taken into account all solicitation amendments, (2) that the above statements and information are accurate and that vendor understands and has complied with the requirements set forth herein.

Vendor's Signature: _____ Bid Number: _____ Date: _____
(Person Authorized to enter into contracts; signature must be in ink) (If applicable)

Print Name and Title of Company official signing offer Telephone Number

THE
UNIVERSITY
OF RHODE ISLAND

Solicitation Information

RFP NO. 7062

TITLE: PARKING MANAGEMENT SYSTEM

OPENING DATE AND TIME: 6/5/2015 @ 3:00 PM

PRE-BID/ PROPOSAL CONFERENCE: No

Questions concerning this solicitation may be e-mailed to, URI Purchasing Department, at URIPurchasing@uri.edu no later than 5/26/15 at 12:00 PM (Noon -Eastern Time). Please reference RFP No. on all correspondence.

SURETY REQUIRED: No

BOND REQUIRED: No

Tracey A. Angell
Assistant Director, URI Purchasing Dept.

NOTE TO VENDORS:

Offers received without the entire completed University of Rhode Island Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 – INSTRUCTIONS AND NOTIFICATIONS TO OFFERERS:

The Rhode Island Board of Education/University of Rhode Island is soliciting proposals for a Parking Management System from qualified OFFERORS, and in accordance with the terms of this Request for Proposal and the Board of Governors General Terms and Conditions of Purchase which may be obtained at: <http://www.ribghe.org/procurementregs113006.pdf> . The initial contract period will be for two years (2) with the option of two (1) one year extensions.

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the University of Rhode Island Purchasing Department pursuant to the request, other than to name those offerors who have submitted proposals.

The scope of work is described herein.

Potential offerors are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offerer. The University assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the University of Rhode Island Purchasing Agent.

All pricing submitted is to be considered fixed, unless otherwise indicated herein.

Proposals misdirected to other University locations or which are otherwise not present in the University of Rhode Island Purchasing Department at time of opening for any cause will be determined to be late and will not be considered. For the purpose of this requirement, the official time and date shall be that of the time clock in the reception area of the URI Purchasing Department.

It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontractors are permitted, provided that their use is clearly indicated in the vendor's proposal, and the subcontractor(s) to be used is identified in the proposal.

The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

Vendors are advised that all materials submitted to the University of Rhode Island for consideration in response to this RFP will be considered to be public records, as defined in Title 38 Chapter 2 of

the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the selected vendor(s).*

The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2 – SCOPE OF WORK

2.1 Background and Purpose

The University of Rhode Island is seeking a vendor to host a parking management system, which includes a Facilities Management System, Web-Based Online Parking Permit System, Managed Permit Fulfillment Services, Web-Based Temporary Permit Services, Web-Based Citation Enforcement System and a Payment Transaction Processing System. The University desires 100% of the system are hosted by the vendor.

Parking Services is responsible for regulating and maintaining the parking spaces on the University campus. For the period of September 1, 2014 through March 31, 2015, 8,321 student permits, 3,410 faculty staff permits, 6,228 Daily, Weekly and Monthly permits and approximately 25,000 visitor permits. There are seven (7) types of student permits, two (2) types of faculty/staff permits, and various visitor permits, issued during the year. The costs of these permits are as follows:

Resident Student Permit - \$260/Year
Commuter Student Permit - \$185/Year
Graduate Assistant Commuter Permit - \$100/Year
Graduate Assistant Resident Permit - \$175/Year
Daily Student - \$6.00
One Week Resident Student Permit - \$30
Monthly Student - \$90
Faculty and Staff Permit - \$0/Year
Visitor Permit - \$0

Currently the University has a parking management system Vendor who is responsible for and uses a signal system for parking enforcement, permit management, and facilities management.

Currently, citations are issued as warnings only. There is no monetary fine scheduled in place however, the University expects to implement a fine schedule in the future. The citation module is used by Parking Enforcement Officers to issue warnings for the purpose of identifying scofflaws and track vehicles on campus.

The University expects a seamless transition between the current Vendor and the new Vendor.

2.2. Specific System Requirements

The parking management system must meet the requirements specified below. The system bid must include, but not necessarily be limited to, the following primary modules/capacities:

A. Permits

Permits should be custom designed to University specifications. There are currently five (5) classifications of permits on the campus, Faculty & Staff, Commuter, Resident, Greek & Special Programs Resident and Visitor Permits should be highly visible, retain color for over a year, and include a bar code for tracking purposes. Permits should be face-mounted and removable. The

Faculty & Staff should be hangtags. The University will have final approval of the design. Any costs associated with the design of a permit must be outlined as part of this RFP.

B. Permit Sales

1. Standard Permit Sales

The University would like 100% of sales to take place online. The University requires a custom designed website, created and managed by the vendor to register, purchase, and track permit holder information on the internet. Payment must also be handled, collected and managed by the vendor in all forms. The vendor must send permits to the individual customers at their specified location they provided when registering preferably within three (3) days of purchase. Customers should be allowed to print a temporary permit valid for at least 14 days while waiting for permit. The vendor must also allow for permit verification through the website.

The vendor should allow the University to include a specified amount of additional material (i.e. parking news, notifications and information) within the permit mailing to each customer. Any costs associated with the inclusion of additional material along with the permit mailing must be outlined as part of this RFP.

The University requires the vendor to specify a single transaction cost inclusive of all costs associated with the registration of a vehicle and the purchase and subsequent delivery of a permit, except for credit card processing fees. This is the only cost that will be billed to the University for each transaction that is processed from registration to delivery. The University will be directly responsible for all credit card processing fees.

The University reserves the right to alter the permit fees and permit term and add and/or remove permit classifications at any time.

2. Zero Dollar Value Permit Sales

The University requires the vendor to specify a single transaction cost inclusive of all costs associated with the registration of a vehicle and the delivery of a permit, for an individual that will be acquiring a permit through the system for a zero dollar value. This is the only cost that will be billed to the University for each transaction that is processed from registration to delivery for a zero dollar value permit.

In this instance, the vendor will not be receiving payment from the individual acquiring a \$0 permit and therefore there shall be no fees or charges associated with payment processing.

The above will be utilized for the sale of a Graduate Assistant Commuter Permits and for the sale of a Faculty & Staff Permits if and when the University decides to issue Faculty & Staff Permits via the registration system.

3. Daily Weekly and Monthly Student Permits

The University requires the vendor to specify a single transaction cost inclusive of all costs associated with the registration of a vehicle and the purchase of a permit, with the exception of credit card processing fees and delivery fees. This is the only cost that will be billed to the

University for each transaction that is processed. The University will be directly responsible for all credit card processing fees.

A Daily, Weekly or Monthly Permit will be purchased solely with a credit card. After purchase, the system should allow for an individual the ability to print a receipt that will be displayed on their dash that is valid for the stated period.

In this instance, the vendor will not be mailing a permit and therefore there shall be no fees or charges associated with permit mailing or delivery.

2.2.3 Website

The vendor must provide a custom designed website featuring the URI emblem and branding. It is preferred that the website be managed and maintained completely off-site. URI specific information and messages will be displayed on the website as space allows. All website content is subject to prior approval of URI. All data obtained from its users becomes the property of the University. The vendor must install and maintain a link from their website to the URI Parking Services website.

1. Family Educational Rights and Privacy Act (FERPA)

The vendor must understand that the URI student information that is being provided for the purpose of vehicle registration and/or permit issuance shall be held in confidence by the vendor and in compliance with the federal and state laws and regulations, including without limitation, the federal Family Educational Rights and Privacy Act (FERPA). No solicitation of current or prospective students shall be done without URI's express permission.

2.2.4. Web-Based Vehicle Registration

The capabilities of this module must provide the customer the ability to access the vehicle registration process through the web including the, but not limited to the ability to:

- Enter an unlimited number of addresses per individual.
- Define address types (school, home, work).
- Ability to prioritize multiple addresses for the delivery of permits and information to the customer.
- Define address types that do not require a city, state, and zip.
- Enter a minimum of at least four phone number types (work, home, cellular, etc.) per individual.
- Enter unlimited number of email addresses and define E-mail address types (work, home, etc.).
- Enter driver's license number field.

- Enter vehicle make, model, year and color.
- Enter VIN# and registration (Plate) number and state.
- Enter employee/student ID number.
- Enter birth date.

The University will provide the vendor with the necessary pre-qualification lists which would pre-qualify the individuals for the permit that they are allowed to purchase.

2.2.5 Payment Processing

The vendor must be responsible for 100% of the payment collection process either through themselves or a third party credit card processing firm. All payments for permits will be sent directly to the vendor. All revenue must be deposited into a financial institution of the University's choice according to the processes below.

1. Credit Card/Debit Card Processing

The vendor must process all credit cards through their company or a third party. All revenue received from credit card sales must be automatically deposited, within a 24 hour period, into a financial institution of the University's choice. Revenue will be net of any credit card fees required to process the transaction. The University will hold 5% of the revenue collected to account for any disputes, returns, chargeback's, etc. Rates for the processing of credit cards will need to be detailed as part of this RFP. Monthly reports must be made available to the University displaying each individual transaction by order number, the revenue realized from each individual transaction, the credit card fees related to each individual transaction and the permit number assigned to each transaction for auditing purposes.

2. Check, Money Order, Phone Order, etc.

The vendor must process all other forms of payment including but not limited to those listed above. The vendor will be responsible for the collection of payment and the transfer of revenue to a financial institution of the University's choice. All revenue transferred will be gross revenue and will not be net of any fees. The transfer of revenue realized from these types of payments must be transferred into a financial institution of the University's choice every two weeks. Any fees for the processing of the above payment types must be detailed as part of this RFP. Any amounts owed to the vendor for processing of these payments must be billed to the University monthly and payment will be made to the vendor according to the State of Rhode Island Prompt Payment Act. Monthly reports must be made available to the University displaying each individual transaction by order number, the revenue realized from each individual transaction, and the permit number assigned to each transaction for auditing purposes.

2.2.6. Billing

The University must be billed directly each month for any expenses incurred by the University such as:

- System/Software licensing fees.
- Handheld leasing fees. (If leasing is an option)
- Costs of ticket stock, envelopes, batteries and other miscellaneous supplies required for the handheld ticket writers.
- Cost of permit design.
- Costs for system support.
- Transaction fee for number of permits sold.

Expenses are not to be netted out of the revenue collected. All billable expenses must be outlined as part of this RFP.

2.2.7. Administrative Functionality

1. User Access Control and Security

The system should allow for a wide range of user access control and security that can vary by module and security level from read-only access to complete insert/delete/edit/review capability anywhere in the system. The system should allow the creation of a specific profile for each specific individual user. This profile should specifically detail the access rights and security privileges as defined by the system administrator. The system should also provide an audit trail of every modification or transaction executed by a particular identified user.

In addition, the system should be able to:

- Log off Users who have logged off improperly.
- List all Users logged on to the system at any time.
- Revoke a User's access upon too many unauthorized logon attempts.
- Allow user profiles to be cloned and applied to other users.

2. Customer Tracking

The system should track customer activity through the web. The following features should be present:

- One unique account number issued to a customer
- Display of balance due with convenient access to detail.
- Tracking of and direct access to all departments and buildings associated with the customer.
- Assignment of customer group with sub groups where required (e.g. commuter student, freshman resident student, upperclassman resident student, apartment resident student, Greek resident student (various), faculty/staff, visitor, etc.).
- Attach customer picture or any other file/documentation to electronic record.
- Access to all vehicles registered to the customer.
- Complete list of invoices related to the customer and the ability to go directly to one of those listed record.
- Ability to send user-defined customer statements in a variety of formats (E-mail, mail, etc.) to inform customer of all outstanding items on account (citations, permits, boot/tow, etc.).
- Scrollable notes field.
- Ability to define addresses as invalid. These addresses would not receive a letter at that particular address.
- Ability to compile and manage multiple wait lists based on permit type or lot while linking this information with permit inventories at point of sale.
- Ability to identify potential duplicate customer records with option to merge the duplicate records into one.
- Provide a brief summary and direct access to all information and invoices associated with a customer on a single screen (e.g. citations, permits, vehicles, appeals, boot/tow records, etc.). This summary screen should make use of color schemes and readily identifiable icons to expedite user recognition as well as provide context sensitive menus to allow appropriate edits, additions, status changes, and payment options, etc.

3. Parking Permit Module/Capabilities

The capabilities of this system module should provide for complete control of the parking permit issuance process including:

- Ability to inventory and track uniquely numbered permits as they are being issued.
- Recording of permit effective and expiration dates.
- Ability to track prior permits.
- Ability to register one or more vehicles to a permit (carpooling).
- User-defined vehicle assignments.
- Ability to sell a permit to a customer and charge the transaction to a third party.
- Ability to display permit account balance.
- Unlimited customer-defined permit possession status indicators including: *active, lost, stolen and returned*.
- Ability to download permit records to handheld ticket writers by possession status (lost, stolen, returned, etc.).
- Complete tracking and simplified issuance of temporary permits.

- Ability to associate multiple vehicles and customers to a permit without leaving permit window.
- Display a detailed history listing for each permit.
- Ability to prorate permit sales/returns and automatically calculate value based on user-defined rules (i.e. weekly, monthly, daily, etc.).

4. Batch Permit Issuance and Invoicing

The system should have a module that enables the customer to issue a batch of permits to an individual, agency or department and bill for the amount due (as with University Staff and Faculty accounts).

Additional features should include:

- System should be able to update permits to reflect bulk sale and list the invoice number on the permits after the batch has been sold.

- Direct access to the customer, permit type, department and the first permit number sold in the batch.
- Display bulk permit balance with payment information.
- Include a detailed financial history of the bulk permit record.
- Assign a unique number to each bulk permit record.
- Offer an unlimited comments field with each bulk permit record.

5. Extensive Reports Generation

The system should be capable of producing a wide array of pre-defined reports concerning citation activity, permit sales activity and parking citation appeals activity with a variety of sorting options including, but not limited to: Date Range(s); Ticket # Range(s); Outstanding Tickets; Tickets Issued by Officer ID; Tickets Issued by Location; Tickets Issued by Violation; Tickets Issued by Time Periods. Additionally reports should be available to manage the database and access to information using standard query products.

The system should also provide an easy to use ad-hoc report writer and query tool. This tool should allow reports to be created and run by any authorized user of the system. The query tool should allow data to be sent to a printer, file, or screen. The system should also allow posting options such that citation fees, status changes, and account adjustments may be made in bulk as data is exported out of the system.

The following are samples of the types of reports that the system should produce:

- A chronological listing of citations written by violation type, parking facility location and date range, name and plate number.
- A listing of all vehicle license plates and VN #s with "X" or more unpaid citations.
- Number and percent of tickets issued by violation type over a date range.
- Number and percent of tickets disposed by disposition type code over a date range.
- Number, percent, and total dollars collected on all tickets listed by each disposition code and compared to total citations issued (total number and dollar amount) over a date range.
- Missing ticket report by ticket number and officer to which it was assigned.
- Monthly accounts receivable report of tickets unpaid by specified date range.
- A chronological listing, by ticket number, of each ticket and the amount posted/paid over a date range.

- An officer specific report of tickets written by location, time of day and violation type over a date range.
- A listing by customer and citation # of all unpaid tickets that have been referred for suspension.
- A listing of uncollectible tickets by license plate # with ticket #(s) and total dollar amount due but no name or address on file over a date range.
- A listing of tickets by name, address and dollar amount due that have aged beyond a user-defined period that can be written off and placed in history files.
- A listing of individuals/citation #'s that have overpaid the amount due and deserve a refund by date range: (i.e. a report showing all citation accounts with a positive balance).

6. Data Import/Export Module

The system should be capable of creating file formats (e.g. Excel, CSV, ASCII files) that readily facilitate and accommodate data import/export between all aspects of the parking management system and external agencies.

The system import/export module should also have the ability to:

- Ability to import and export delimited Excel, CSV, ASCII files.
- Ability to import customer information from central payroll system, student accounts system, and external DMV agencies.
- Ability to export customer, citation, billing, or other information in the form of a delimited Excel, CSV, ASCII file.
- Provide utility to create and export fixed field length Excel, CSV, ASCII files containing customer, citation, permit, vehicle, and/or financial data in any field order.

2.2.8. Parking Citation Module/Capabilities

The system should allow the user to enter citations (via keyboard entry and/or automatic upload via handheld ticket writers), view citations, and print out, by means of either an ad-hoc query or batch basis, all information normally associated with a specific citation such as: Ticket #, License #/Yr./State (or Province), Plate Type, Meter #, Date Issued, Time Issued, Officer Code, Location Code, Violation Code, Vehicle ID Info. (Make, Model, Color), VIN # and miscellaneous officer or office notes.

In addition, the following more detailed information should be able to be displayed from the same screen or printed out by overlaying windows, which are invoked only when necessary:

- Detailed violation information including fine structure (base amount, escalations, accumulations, etc.).
- Extensive scrollable comments/history field.
- Customer account number.
- Detailed status information regarding balance due, addition of late fees and fine increments, DMV/DOT/administrative holds fee, suspensions and adjustments.
- Listing of all prior citations and ability to display any previous citation.
- Enter “Skeletal” citations (citations paid “off the windshield” before actual loading into the system).
- Ability to change the status of a citation including an auditable “one-step” void function.
- Ability to track all changes and adjustments made to a record to a specific individual, date and time.
- Complete history of every transaction associated with the citation, including monetary, telephone and walk-in contacts.
- Customer and Vehicle information.
- Print notification letters in MS Word formats while maintaining an audit trail within the application.
- Print envelopes and/or labels.
- Adjusting the monetary amount of a citation.
- List other citations assigned to the vehicle, permit or customer.
- Support the attachment of scanned documentation, digital images or other electronic items to the record

The Parking Citation Module Capabilities should also allow for the processing of many citation status codes including but not limited to the following: Awaiting Payment, Awaiting Payment - Partial Payment Received, Paid in Full, Pending Transfer to Bursar, Appeal Pending, Transferred to Payroll, Administrative Hold, NSF Check Hold, DMV Hold Added to Registration for Non-Payment, Transferred to Collections and Uncollectible.

This module should also:

- Accommodate a ten digit alphanumeric format.
- Provide a mechanism for rapid and convenient entry of hand-written citations utilizing defaults from the previously entered citation such as date, officer number, location, etc.
- Be able to restrict full data edit and delete capabilities only to authorized individuals.
- Be able to reassign citations to a different customer individually or in batch (ex. from vehicle leasing company to vehicle lessor).
- Have the ability to track and define scofflaws and download scofflaw information to handheld citation units.

1. Citation Locater/Capabilities

The system should quickly and conveniently locate and access citations from virtually anywhere in the program. It should also be possible to locate a citation with as little information as: the customer's name, customer account number, customer ID#, a license plate, the issuance date of the citation, the citation number, permit number, the date to add a DMV hold, ticket status, customer group, or violation. Results of the query should provide all current transactions specific to the customer.

2. Automated Procedures

The system should:

- Provide for user-defined fine escalation.
- Add late payment and suspension fees.
- Print and/or export citation letter data in a variety of formats (including MS Word) based on pre-defined criteria that can be modified based on changing needs.

3. Citation Appeals and Hearings Module/Capabilities

The system should track the citation appeal and hearing process. When an appeal record is created, the information relating to a citation should be automatically copied into the record as the citation number is entered to reduce data entry.

The appeals and hearings module should also have the ability to:

- Assign an appeal to a specific hearing officer, court or appeal board.
- Enter an appeal status code to indicate appeal decision.

- Provide extensive, scrollable comment and history field.
- Attach digital pictures or documents to the electronic record.
- Allow for the adjustment of the citation's final amount due by an authorized person and keep track of all adjustments made to the record.
- Relationally link and simultaneously update citation files.
- Set revised due dates and allow user to update citation amounts due.
- Put citations on hold (no further accumulation of late days, fees or notices) while appeal is in process.
- Offer multiple user-defined appeal note codes.
- Allow and insert user-defined resolution fees.
- Provide built-in court hearing schedule report.
- Set user-defined tables for court location and hearing time.
- Supply direct access to the citation and customer records.
- Generate/print appeal decision letters on demand for a single hearing or in batch for multiple hearings. This feature should allow the user to call up one of several standard customer-defined appeal response letters in the database file and have information about the citation and customer or vehicle owner name and address automatically entered on the standard letter.
- Contain a user-defined appeal note code that allows users to read why an appeal was upheld/denied as well as the ability to print this information on letters generated within the system.
- Display a message if a record has already been appealed.
- Offer a choice for each occurrence of either an "Oral" or "Written" appeal.

4. Citation Payment

The vendor should offer the customer the ability to pay for a citation as follows:

The customer should have the ability to log into their account and pay for citations via credit card, personal check, money order, etc. All revenue received from citation payments sales must be automatically deposited into a financial institution of the University's choice under the same payment schedule as outlined in Section E. Revenue will be net of any credit card fees required to process the transaction. Monthly reports must be made available to the University displaying each individual transaction by citation number, the revenue realized

from each individual transaction, the credit card fees related to each individual transaction and the permit number assigned to each transaction for auditing purposes.

The customer should have the option to attach citation payments onto their term bill, which will then be paid through our Enrollment Services office. Failure to pay for citations in this manner will result in University disciplinary action.

5. Automated Notice and Letter Generation Module

The system module should allow notices and letters to be printed based on customer-defined criteria such as "days past citation issuance" or "number of unpaid citations" for a given ID or license number.

Notices and letters should be capable of being generated for either a single citation or individual or in batch mode for multiple individuals/citations. Each time any letter is generated, a record should be automatically added to the history of the citation file.

This system module should specifically include the following features:

- Allow the user to define/create multiple types of standard letters, including letters specifically for Appeals, Permit Renewals, Account Statements, Citation Billing, Multiple Overdue Notices, and other letters consistent with the requirements stated in this RFP.
- Allow the user to clone a letter and modify the wording and data field placements on these letters without the need for future vendor involvement or special programming.
- Ability to produce letters in MS Word format allowing user-definable fonts, layouts, logos, use of templates, etc.
- Ability to specify billing fee, fine escalation, booting/towing, status change and DMV option.
- For each type of standard letter in the database file, the system should allow the customer to print only one such letter applicable to only one citation, vehicle, or customer or the complete "batch" of that type of letter for all applicable citations, vehicles or customers when certain user-defined conditions are met. (See following)
- Allow the user to delineate the specific combination of conditions that must exist in order to trigger the printing of each standard letter type for a particular citation, vehicle or registered owner. Definable conditions should include but not necessarily be limited to: Number of days citation has been outstanding (unpaid), Number of unpaid citations, letters for a specific State License Plate only. Users should be able to combine these conditions using logical operators to form more complex situations.

- Allow the user to exclude certain criteria from batch run (e.g. “citation count is less than ‘X’”).
- Allow certain user defined fields in each standard letter type to be automatically filled in by accessing data in the database file at the time of printing (i.e. customer name and address, etc.). Such user defined blank fields for automatic data entry should include but not necessarily be limited to: individual listing of each unpaid citation, total dollar amount due, specific details for each outstanding citation, vehicle description information, registered owner information and customer authority name and address information.
- Allow the user to print standard letters on both an individual and batch basis.
- Allow the letters to be printed on a Hewlett Packard (HP) LaserJet printer or other standard printer that can be accessed via Windows.
- Ability to “roll back” letters, if they were issued in error.
- Allow an unlimited number of user-defined letter headings to be selected by letter type. The user-defined letter headings should contain name, department, address, city, state, zip code, and phone number.

6. Handwritten Citation Book Tracking

The system should have a module that allows manual/handwritten citation books to be tracked from issuance to return. Currently, the University issues state citations but will be developing an on campus citation process in the very near future. This module should provide tracking for the following:

2.2.9 Hardware Requirements:

A. Handheld Ticket writers

The vendor must include unit pricing for six to ten handheld ticket writers with integrated field printers, (or optional detached portable printers), and all items and software necessary to interface to the web-based parking management system. The handheld computer should utilize software that seamlessly integrates with web-based parking management system. Vendor must also supply and include unit pricing for all required ticket stock, envelopes, batteries and other miscellaneous supplies that are necessary for system operation. It is preferred that handheld ticket writers are of a one-piece unit design that can easily be carried with one hand. Leasing of hardware is also preferred.

1. Modularity

The system should allow for the addition of handheld ticket writers, users, locations, and modules at a later time.

2. Host and Peripheral Hardware

Host hardware and software, in this case, shall refer to the proposed web-based parking management system with which the handheld ticket writers will interface. Vendor should provide a recommendation for appropriate configuration. Additionally, vendor will supply any necessary cables or other peripheral equipment to interface to the web-based parking management system or handheld devices such as printers, magnetic stripe, bar code readers and digital cameras.

3. System Delivery

The vendor will deliver, install, and integrate the necessary handheld hardware and software components with the proposed web-based parking management system to achieve a fully functional, automated parking citation management system. The vendor should also offer total system support for the handheld ticket writer hardware and software under one comprehensive maintenance and support program. During the term of the maintenance and support program, the vendor should provide scheduled new releases of the handheld and communications software, which will provide additional functionality and communication options.

4. Handheld Software

a. User Interface - Handheld software should provide a user-friendly interface (preferably web-based) for ease of use and durability.

b. User Configurable - The handheld software should be completely configurable so that the customer may select data entry fields and make them a required entry, an optional entry, or an unused field. Thus, software can be configured to meet our current needs and easily expand over time without excessive customization.

c. Password/Security - The software should require a valid logon ID and possess two levels of security with different password levels. One is to be used for system administration/configuration and the other for field personnel.

d. Master Files - The system should support entry of information such as vehicle make, model, color, style, plate type, violation, void, location, and standard comment codes. The system should also support full registered owner, scofflaw, VIP, and tow request files. At no time during citation entry should the user memorize codes for data entry; all entries should be selectable from a selection screen. The selection screen should employ a simple scrolling and paging function for location of data. If the user enters the initial letter(s) of a code, the system should take them to the closest entry in the file without additional keying. Also, the system should allow the user to browse these files at any time without necessarily being in citation entry mode.

e. Citation Display and Edit - The system should easily allow the user to be able to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process.

f. Citation Browsing, Voiding, and Reprinting - The system should allow the user to view and void (optionally) any and all citations written by the user since the last upload of data to the host. A valid void code should be entered for the voiding of any completed citation and this code and the officer ID will be noted on exception report at the host. The system should also support reprinting of an issued citation.

g. Auto Tag/Permit Search - When the license plate or permit number are entered during citation entry, or the permit bar code is scanned, the system should automatically search the customer, vehicle, VIP, scofflaw, and tow request files for a match. If a match is found in the data file, the customer and vehicle information should be automatically entered into the proper data fields without additional keying by the officer. If a match is found in any of the VIP, scofflaw, or tow request files, the system should supply feedback to the user. If a match is found in the scofflaw file, the system should display the number of warnings, paid citations, unpaid citations, and total "contacts" with a particular vehicle or permit number.

h. Chalking - The system should support monitoring of vehicles in fixed time zone parking areas. The system should maintain a file of tag numbers in fixed time parking and, at any time, display the elapsed time and previous location of the vehicle. The software should allow the user to enter the Citation Entry module directly from the Chalking module with one keystroke. If the license number is recognized in the vehicle file, all associated customer and vehicle data should be filled in automatically without additional keying by the user. Also, in this situation, the system should support a default violation code and enter it automatically.

i. Time Stamping - All transactions should be time stamped by the internal clock of the system and this may not be modified in the field.

j. Warnings - The system should support the issuance and tracking of warnings as well as actual citations.

k. Location - The system should support standard location codes and descriptions, location comments, block numbers, and meter numbers,

l. Comments - The system should support both standard comment codes and free-form comments. Software should allow the user in the field to select whether the comments are to be printed on the citation or "hidden" and merely uploaded to the database.

m. Fines/Violations - The system should be configurable by supervisors to allow field personnel to modify the standard violation fine while in the field. The system should support the entry of at least two violations per citation.

n. Digital Cameras - The system should be capable of supporting an interface with a digital camera to record a digital image of the incident or infraction relating to a citation.

o. Bar code readers - The handheld ticket writers and software should support laser scanning bar code readers, either as an integrated component of the system or as a

peripheral device with appropriate supply of any necessary cables or other equipment to interface to the host system.

p. Handheld Security - The handheld should have a security option so unauthorized users cannot access the system.

q. Bar Codes - The software should support the capability to print a laser-quality bar code on the citation, reflecting the citation number, so that payment can later be easily and accurately applied to the correct citation during batch payment entry.

r. User Defined Citation Print Formats - The software should allow the user to design an unlimited number of custom citation print formats. This includes the selection of variable fields as well as the ability to print seasonal or periodic messages and/or warnings.

s. Required License Plate Double Entry - The software should allow the supervisors to select whether the license plate should be entered twice in the field for confirmation and reduction in data entry errors.

t. Multiple Citation Alarm - The software should allow the user to select whether they wish to check for multiple citations to the same vehicle in the same day and notify the officer of the previous citation.

u. Field Permit Checks - The handheld software should provide the ability to interface with a bar code laser scanner to perform validity checks on bar coded decals and hang tags.

v. Double Entry - Optional feature requiring mandatory double permit entry to reduce data entry errors.

5. Communications

a. Automated Communications - The system should offer the capability of direct communications between the web-based parking management system and with multiple handheld units (via a workstation provided by the University of Rhode Island) or via wireless web access through the University's wireless network, that allows for simultaneous data transfer to multiple handheld ticket writers in a completely automated fashion.

b. Cradles/Cables - The system should be capable of communicating with the web-based parking management system via a communication cradle with battery charger or through a standard USB connector/cable.

2.2.10 Hardware/Software Maintenance and Support

Vendor must offer a yearly maintenance agreement that will cover all parking management system handheld hardware and software support. It is understood that this agreement will result in a separate yearly charge with the option of not accepting the support agreement. Charges associated with this agreement must be outlined.

As part of the support agreement, vendor must provide upgrades to the database and handheld software as they become available for public distribution.

If handhelds are leased from the vendor, then any maintenance and software support and all upgrades to handhelds and handheld software must be included in the cost of leasing the handheld.

The vendor should also provide technical support through the web and/or a toll free telephone number between the hours of 7:30AM and 6:00PM Eastern Standard time, with a target response time of two hours.

2.2.11 Training Requirements

Provide three day, eight hour, onsite training sessions for all Parking Services employees at the time of system delivery. The vendor shall work with the Parking Services Office when arranging all onsite training sessions.

Provide one eight hour day of onsite follow-up training 10-12 weeks after system delivery to answer any follow-up questions.

2.2.12 System Delivery Date

For the Academic Year 2015 – 2016 full delivery, installation and/or implementation of the website, vehicle registration and permit issuance module including all hardware, software and other components required to operate these modules must be fully functional on or before July 1, 2015. All other remaining modules and components including but not limited to the citation module, must be implemented and fully operational on or before August 1, 2015. These times may be adjusted based upon timing provided by the vendor as part of this RFP.

Academic Year Two (2016 – 2017) – Fully operational by July 1, 2016

Academic Year Optional (2017 – 2018) - Fully operational by July 1, 2017

SECTION 3 TECHNICAL PROPOSAL

Responses will be evaluated in two parts. Part one will require the technical submission and will be evaluated on the following criteria:

The Technical Proposal must contain the following sections:

1. Executive Summary

The Executive Summary and Proposal Overview shall condense and highlight the contents of the technical proposal in such a way as to provide the evaluation committee with a broad understanding of the entire proposal to include but not limited to the following:

- a. Facilities Management System
- b. Web-Based Online Parking Permit System
- c. Managed Permit Fulfillment Services
- d. Web-Based Online Citation Enforcement System
- e. Transaction Processing System

2. Capability, Capacity, and Qualifications of the Offeror

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each of the qualifications listed below.

1. Respondent shall provide, in writing, a statement that the Respondent has been regularly and continually engaged in business for a minimum three (3) years engaging in furnishing, delivering, servicing, repairing and installing, equipment, goods, or services required in this Solicitation.

2. Respondent's proposal shall provide evidence of technical experience, facilities, organization, and support staff that will be assigned to the University to provide the products and services outlined within the RFP specifications.

3. Respondent shall provide an organizational chart and proposed management team for this account.

4. Respondent shall provide a statement of compliance with all requirements of the RFP specifications.

5. Respondent shall provide the company's legal name, corporate officers, national and regional office addresses, phone and fax numbers.

6. Respondent shall provide the names, positions and technical experience of the company representatives that will be involved in the installation, training and implementation of the system at The University of Rhode Island.

8.

10. State the total number of your firm's full time employees as well as the breakdown of employees dedicated to:

- a. System development/Research
- b. Help desk support
- c. Account Administration Support

11. Specify whether the system proposed was developed internally or acquired from another contractor.

12. Is the system you propose developed and maintained by your staff or are you a system integrator who uses a system developed by another developer? If so, whose system do you propose to use?

3. **Work Plan/Approach Proposed**

This section shall describe the offeror's understanding of the University's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or maybe confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule (by task and subtask), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each and will identify and describe what type of tutor training methodology will be utilized in the program.

. Respondent shall provide an implementation and transition schedule for the proposal submitted.

4. **Previous Experience and Background:**

1. Respondent shall supply names, addresses, and telephone numbers of three (3) business references from the management of other higher education customers for whom the vendor has provided products and services similar to those outlined within the RFP specifications. The Respondent shall grant permission to the University to contact the references. If prior permission is required of the business reference in order to provide this information, the vendor shall obtain permission to include this information with the proposal. For each reference, include:

Name, address, phone number, fax number and email addresses of the Reference

- a. Number of users
 - b. Date of contract commencement
2. Respondent shall provide information related to Respondent's size and financial stability.
 3. Respondent shall provide a brief history of the company and any affiliation that you have with other companies including industry strategic and/or certified partnerships and the nature and duration of each relationship.

SECTION 4 COST PROPOSAL

A separate, signed and sealed, Cost Proposal reflecting the fee structure proposed for this scope of service. Attached is a table or matrix for specific fees.

PROPOSAL QUESTIONS & SUBMISSION

Questions concerning this solicitation may be e-mailed to the Purchasing Department at URIPurchasing@uri.edu no later than the time and date indicated on page 1 of this solicitation. Please reference the RFP No. on all correspondence. Questions should be submitted in a Microsoft

Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

Offerors are encouraged to submit written questions to the University of Rhode Island Purchasing Department. **No other contact with University parties will be permitted.** Interested offers may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the University of Rhode Island Purchasing Department will not be considered.

Responses (**an original plus three (3) hard copies as well as one electronic copy**) should be mailed or hand-delivered in a sealed envelope marked RFP # indicated on the cover page.
To

MAIL TO:

UNIVERSITY OF RHODE ISLAND
PO BOX 1773
PURCHASING DEPARTMENT
PLAINS ROAD
KINGSTON, RI 02881

COURIER:

UNIVERSITY OF RHODE ISLAND
PURCHASING DEPARTMENT
581 PLAINS ROAD
KINGSTON, RI 02881-2010

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other University locations or which are otherwise not presented in the URI Purchasing Department by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the URI Purchasing Department will not be considered. The "official" time clock is located in the reception area URI Purchasing Department. **(Please be advised that FedEx/UPS do not always arrive by 10:30 am, you would be smart to send your submission to arrive at least one day early)**

RESPONSE CONTENTS

Responses should include the following:

- A completed and signed URI Bidder Certification Form included with this proposal.
- A **separate Technical Proposal** (total number of copies indicated above) describing the background, qualifications, and experience with and for similar programs, as well as the work plan or approach proposed for this requirement.
- A single **separate, signed and sealed, Cost Proposal** reflecting the fee structure proposed for this scope of service.
- In addition to the multiple hard copies of the technical proposals required, Respondents are requested to provide their proposal in electronic format (CD-ROM, Diskette or flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested.

- The Standards Information Gathering (SIG) Questionnaire will need to be completed by each vendor. The SIG is intended to simplify and speed up the process of gathering the information to assess the controls used by the vendor's organization to protect the University's data, comply with the terms of the agreement and to provide an operationally stable, protected and recoverable source. You may access this Questionnaire at: <https://security.uri.edu/forms/sig>

The printed SIG response must be included with your response and will be forwarded to and reviewed by the URI Associate Director of Information Security prior to the Technical review. SIG's that are not approved by the URI Director of Information Security will not proceed to the Technical Review.

SECTION 5 - EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee which will evaluate and score all proposals, using the following criteria. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The University of Rhode Island reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity and Qualifications of Offeror	20 Points
Work Plan / Approach	20 Points
Previous Experience and Background	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points*	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

CONCLUDING STATEMENTS

Notwithstanding the above, the University reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The University may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Board's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP and can be found at the following <http://www.ribghe.org/procurementregs113006.pdf>

Pricing Matrix

Item Description	Unit Price	Quantity	Total
System /Software Licensing Fees	\$	12 Months	\$
System Maintenance & Support Fee	\$	12 Months	\$
Handheld, Printer and Communication Hardware (lease) (include estimated shipping charges)	\$	5	\$
Installation, Implementation and Training	\$	1	\$
Citation Paper roll	\$	150 per year	\$
Citation Issuance Fee (Per Monetary Citation)	\$	8000	\$
Citation Payment Processing Fee (Per Citation)	\$	8000	\$
Collections Delinquent Notice Printing and Fulfillment	\$	250	\$
Permit Design Fee	\$	7	\$
Permit Printing Fee	\$	10000	\$
Standard Permit Sale Processing Fee	\$	10000	\$
No Payment Required Permit Processing Fee	\$	3000	\$
Temporary Permit Sale Processing Fee	\$	4500	\$
Visitor Permit No Payment Required Processing Fee	\$	25000	\$
Credit Card Transaction Fees	\$		
Other / Additional Fees	\$		

Quantities specified are not guaranteed. If pricing depends on quantity please include varying prices for quantities. The Bidder shall include any additional fees or discounts that would apply to the scope of service. All prices are to remain firm, fixed for the term of the agreement.