

**New York State
Office of General Services**

Request for Information (RFI) # 1985

Harriman Campus Parking Lot Management- Secure Gate Access, Visitor and Permit Management, Revenue Processing, Enforcement and Reporting

1. INTRODUCTION

1.1 General Information and Purpose

The Office of General Services, Division of Financial Administration – Agency Procurement Office (OGS), is exploring development of a solicitation for best approaches to develop a parking management system for the Harriman Campus. The desired system would manage secure gate access, visitor and permit parking, occasional lawn and lot maintenance, customer service, revenue processing, citation enforcement and reporting. OGS seeks to obtain information about the potential options and details in terms of resources necessary to manage parking at the Harriman Campus. OGS desires to gain a better understanding of the various solutions and pricing methodologies currently available.

OGS will use the information received from this RFI to identify the best solutions which seem most applicable to the specific needs of OGS in converting Harriman Campus parking into a patron friendly facility that meets the unique and diverse needs of the location.

Vendors interested in participating in any possible opportunities arising from this RFI are encouraged to respond.

1.2 Project Background

In 2014, parking services launched a new permitting program to manage employee parking needs which has significantly improved our permit allocation business process. OGS Parking Services currently permits over 30 facilities within Downtown serving over 18,000 employees as well as approximately 10 other locations throughout NY.

Harriman Campus has 25 lots with 7500 spaces. Currently Harriman Campus does not have a Parking Management System. OGS will be installing required booths and gates prior to the start of a contract.

The Harriman Campus would require the staffing of 10 posts, Monday-Friday from 6:30am to 6:00pm daily. All attendants would be required to wear a proper company uniform at all times.

Ideally, the Harriman Campus parking management system would include:

- The collection of visitor fees in visitor lots, specifically:
 - Distribute and monitor visitor tickets
 - Explain fee schedules and fees charged to visitors.

- Collect fees from visitors based on the length of time visitors used the facility.
- Reconcile daily the number of visitor tickets sold and unsold to the fees collected.
- Assure that money and unsold permits are properly secured and return unsold permits to supervisors.
- Provide customer service. Such as providing directions to visitors and answering questions about the facility or area.
- Enforcement of permits in all lots, specifically
 - Assure that only authorized persons and vehicles are using the employee parking areas
 - Check incoming vehicles for current parking permits.
 - Deny entrance to persons and vehicles not authorized to use the parking facilities
 - Keep records of patrons whose parking privileges have been suspended or revoked and deny them access to the parking area.
 - Handle complaints from people denied access by explaining parking requirements and suggesting alternate parking areas.
 - Patrol and ensure all parked vehicles possess and are showing valid permits.
 - Patrol and verify that all vehicles are parked in the correct area and that unauthorized vehicles are not in reserved or handicapped parking spaces.
 - Issue written citations when necessary and notify Supervisor if towing of vehicle is required for any reason.
- General security of lot
 - Check assigned area for security and safety of patrons and vehicles, notifying proper authorities of unsafe conditions or suspicious persons.
- Routine lawn and lot maintenance
 - Pick up debris including trash, cigarette butts, branches, twigs etc.
 - Perform minor maintenance and repair within lots
 - Troubleshoot entrance and exit gate issues and direct traffic when necessary
 - Notify supervisor and/or maintenance department regarding needed repairs, maintenance and safety issues
- Customer Service
 - Resolve patron complaints about parking services or operations, referring difficult problems to the supervisor
 - Direct vehicles in the parking areas during peak traffic hours
 - Assist patrons with emergencies or accidents
 - Notify Supervisor and/or State Police and ensure proper documentation is completed

- Parking Services Attendants have continuous face-to-face contact and oral communication with facility users to collect fees, authorize or deny admission, give directions, answer questions, resolve complaints and problems, and explain parking services policies and procedures.
- Documentation/Reporting
 - Maintain records in support of the operation
 - Track and maintain hangtag distribution records
 - Record daily the number of permits sold and unsold and fees received
 - Keep daily records of the number of vehicles using the parking lot
 - Daily vacancy counts
 - Occasional written communication is required with their supervisors or central office staff in preparing reports.
- Occasionally Parking Attendants will also assist in office duties including:
 - Issuing permits
 - Filing
 - Records management
 - Data entry
 - Other general office duties as assigned.

2. DESIRED KNOWLEDGE

OGS seeks to gain a comprehensive understanding of what services are available that could be included as part of a comprehensive plan to convert OGS parking facilities into state of the art assets that streamline administrative costs. To that end, OGS seeks responses to the following:

- What information / specifications / requirements should be included in a solicitation to enable potential bidders to accurately price this kind of work?
- What pricing models are typically used for such services?
- Does your company provide this kind of service and what is the average daily rate to run an operation of this size and scope?
- What companies, or type of vendors offer these services?
- Would all the services be available from a single vendor? Or would multiple vendors or sub's be required?
- Are there any recognized credentials in the industry that potential contractors should have?
- Identify best practices for conducting a solicitation of this nature, to include pricing methodologies.

Vendors are encouraged to be both comprehensive and creative when providing information related to this RFI. The State understands there are a host of potential solutions and it expects equal consideration be given to other options available in the marketplace, As such, vendors are permitted to submit responses, either in whole or in part, and / or in collaboration with other vendors.

3. CONTENT OF RESPONSE

OGS requests that vendors include the following types of information in their written responses:

- Company Background – Provide general background information regarding your company, including a summary of previous experience in similar types of projects.
- Parking Management Experience – Provide a detailed description of large-scale parking management projects that have been successfully completed using these envisioned approaches, including the scope of the project, any equipment utilized, shared services involved, the integration challenges and the end results.
- Potential Solutions – Provide examples of potential strategic and/or tactical approaches which will improve efficiency and reduce costs.
- Proposed Work Plan – Provide a general approach to a project of this size, equipment /technology expectations, major deliverables and a project plan and/or timeline.
- Specific Knowledge – Provide information addressing the bullets in section 2 above.
- Issues and Concerns – Provide information regarding any potential issues or concerns that should be considered. Responses may include strength and weakness comparisons of known potential solutions from the vendor's point of view.
- Additional Information – Provide any additional information and/or any other parameters that should be considered or required in order for bidders to respond to a formal Request for Proposal (RFP).

Please respond to the information above and provide the name of your company, its location, a contact person, phone number and email address when replying to this RFI. A response does not bind or obligate the vendor to any agreement of provision or procurement of services referenced.

Since this RFI is designed as a tool to collect information and shall not result in a procurement contract, it does not fall under the requirements of State Finance Law §§139-j and 139-k (the Procurement Lobbying Law) and there is no restricted period. However, we ask that you direct your questions and responses in writing to the OGS point of contact listed below.

Please respond with by July 29, 2016 by 2:00pm to (emailed responses will be accepted):

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