

Fresno Parking Facilities Management Services RFP Compliance Matrix

		Propark		SP+		ACE	
SCOPE OF WORK	Requirement Description	Compliance with Minimum Requirements	Response Evaluation	Compliance with Minimum Requirements	Response Evaluation	Compliance with Minimum Requirements	Response Evaluation
<b>B. Administrative</b>							
<b>1. Personnel Administrative</b>							
1.1	Proposers shall describe how increased automation at parking facilities may be achieved in the future and how this could impact staffing levels, support needs and	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
1.1.2	Proposers shall provide a detailed description outlining your firm's approach to provide the services described in the Scope of Work. Highlight innovative ideas your firm may have to provide to the City and describe in detail your procedures and management techniques	Yes	Meets Expectations	Yes	Exceeds Expectations	Yes	Meets Expectations
1.1.3	Describe in detail your proposed management structure for the Parking Management Services outlined herein and specifically provide the following: a. A proposed organizational chart of the management and staffing for operations for the proposed services including names, experience, and qualifications of the manager and other key personnel including a resume of the proposed General Manager and other key personnel to this account. The manager must have the experience and qualifications in overseeing multiple facets of municipal parking operations including on and off street and event parking and experience in working in a diverse b. An attachment which includes the proposed staffing classifications, pay ranges (by classification), and estimates of the number of personnel anticipated for each classification needed for this operation. c. A description of the management policies and practices that your company would use in performing its obligations; including corporate and on-site supervision, surveillance, and auditing. d. A detailed description of the hiring process and training program for employees, including both the initial instruction on routine duties as well as additional training to enhance job performance.	No	Below Expectations	Yes	Meets Expectations		Meets Expectations
		Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
		Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
1.1.4	Describe how your firm is organized, noting major divisions and any parent/holding companies, as well as brief history of the firm and all personnel potentially to be involved in the project including all sub-consultants. Designate the Principal in Charge and other key personnel, include resumes.	No	Below Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>6. Customer Service</b>							
6.1	Proposers shall describe their approach to increase outreach, customer satisfaction and/or City revenue in the parking facilities, within the existing rate structure.	Yes	Meets Expectations	Yes	Exceeds Expectations	Yes	Exceeds Expectations
6.3	Proposers shall describe how their firm would integrate parking facilities operations with efforts to revitalize Downtown Fresno with reference to any programs or proposals your organization has created or implemented to improve public perception and the parking experience for employees, visitors and guests in a downtown area or specific multi use district with multiple parking facilities.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>7. Security</b>							
7.2	Proposers shall describe their approach to security and any additional optional considerations, along with cost estimates, that may improve facility security.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>C. Parking Management Services</b>							
<b>7. Facility Monitoring, Maintenance, and Cleaning</b>							
7.5	Proposers shall describe their experience providing similar municipal facility support services.	No	Below Expectations	Yes	Meets Expectations	Yes	Meets Expectations
7.6	Proposers shall describe how their approach to facility maintenance and cleaning is environmentally conscious and any steps that will be incorporated to reduce or prevent environmental impacts and pollution.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>8. Repairs</b>							
8.1	Proposers shall describe any maintenance tracking processes or applications that will be provided for daily logging of maintenance duties and monitoring outstanding needs.	Yes	Meets Expectations	Yes	Exceeds Expectations	Yes	Meets Expectations
<b>12. Permit Management</b>							
12.1	Proposer shall describe any associated permit management fees. Additionally, the Proposer shall describe and provide images of the online customer-facing portal for permit management and purchases.	Yes	Meets Expectations	Yes	Below Expectations	Yes	Meets Expectations
12.3	Proposer shall provide a sample monthly report to demonstrate format.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
12.4	Proposer shall describe how permit utilization will be tracked and reconciled.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>13. Validations</b>							
13.1	Proposer shall identify their approach to managing validations within the existing infrastructure and varying rate models.	No	Below Expectations	Yes	Meets Expectations	Yes	Meets Expectations
13.3	Proposer shall describe how validations will be tracked, reported and reconciled within the parking management system to maximize accountability. Proposer shall also describe how they can optimize the validation program.	Yes	Meets Expectations	No	Below Expectations	Yes	Meets Expectations
<b>14. Promise to Pays</b>							
14.4	Proposers shall describe Promise to Pay management, tracking, management and collection processes.	No	Below Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>15. Revenue</b>							
15.2	Proposer shall describe the proposed system for accepting credit card payments, confirm PCI compliance, and identify any additional considerations or service features including any associated costs.	Yes	Meets Expectations	No	Below Expectations	Yes	Exceeds Expectations
15.2	Proposer shall describe the cashing process and parking management system controls that allow for accountable payment transactions operating within the current facility infrastructure.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Exceeds Expectations
15.3	All fees and proposed services charges must be in accordance with the City and the Heartland Agreement and included in the cost proposal.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
15.7	Proposer shall describe the revenue (cash & credit card) workflow including security, controls, reconciliation, deposit, and parking management system reporting processes.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
15.1	Proposer shall describe special event money handling procedures	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
15.11	Proposer shall describe how all monies collected will be audited on an ongoing basis including, but not limited to, transient parking, monthly permits, bulk rate permits, validations, promises to pay and special events by facility.	No	Below Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>18. Operations, Transition, and Implementation Plan</b>							
18.1	Describe in detail your firm's plan for providing the Parking Facility Management Services outlined in this RFP, including your plan to transition from the existing operations and the process to implement services in order to provide the highest level of service to the City, its residents, businesses, patrons and visitors. The operations, transition and implementation plan should include a detailed description of the following: a. Management of the facilities used by daily and permit parkers, hourly visitors; and event patrons. b. Collection of monies and accounting, including cash handling, credit card, applying financial controls, preparing and submitting reports to the City, addressing employee theft, a description of the internal audit program, and copy of the Procedures Handbook. c. Office and personnel administration. d. Web-based permit system implementation and management. e. Training and customer service. f. Parking Management System that includes reporting and samples of the effective management reports for the parking operation. g. Copies of standard operating procedures.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
		Yes	Below Expectations			Yes	Meets Expectations
		No	Below Expectations			Yes	Meets Expectations
		Yes	Meets Expectations			Yes	Meets Expectations
		Yes	Below Expectations			Yes	Meets Expectations
		Yes	Exceeds Expectations			Yes	Meets Expectations
		Yes	Meets Expectations			Yes	Meets Expectations
<b>D. Special Events</b>							
<b>1. Staffing</b>							
1.1	Proposer shall describe their experience managing special event parking.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>3. Revenue</b>							
3.2	Proposer shall describe their Special Event Parking Management Plan based upon existing access control equipment, incorporating credit card transactions, tracking occupancy/capacity, money transfers and providing revenue reports.	No	Below Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>E. Reporting</b>							
1	Proposer shall describe how the proposed reporting process and Contractor's parking management system will maximize transparency, accountability and revenue reconciliation.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
6	Proposers shall provide an explanation of their reporting system including providing sample reports that addresses the specification provided.	Yes	Meets Expectations	Yes	Meets Expectations	Yes	Meets Expectations
<b>SCORING</b>							
If the response was compliant with the minimum requirements, it was given point(s) on the following scale. 18.1 a-g were excluded from this score in recognizing the points were unavailable to SP+		Score: 46		Score: 60		Score: 63	
Below Expectations = 1 point							
Meets Expectations = 2 points							
Exceeds Expectations = 3 points							
<b>SCORING</b>							
If the response was compliant with the minimum requirements, it was given point(s) on the following scale. 19.1 a-g were included in this score.		Score: 57		Score: 60		Score: 77	
Below Expectations = 1 point							
Meets Expectations = 2 points							
Exceeds Expectations = 3 points							