

CITY OF NORTH LITTLE ROCK, ARKANSAS
Finance Department
Commerce Division
Amy Smith, Purchasing Manger
Shelia Harper, Purchasing Agent



P.O. BOX 5757
NORTH LITTLE ROCK, AR 72119
501-975-8881 Phone
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asmith@nlr.ar.gov

Request for Proposals

RFP Number : 26-3928 Date Issued: June 21, 26
Date & Time Bid Opening: Friday, July 24, 26 at 10:00 a.m.

RFP for Parking Management Services for the City of North Little Rock

The City of North Little Rock ("CITY") is seeking proposals from all qualified organizations to provide event parking for the City of North Little Rock.

Any questions regarding the bid should be directed to the Amy Smith, Purchasing Manager at asmith@nlr.ar.gov

If you are obtaining this bid from our website, please be reminded that addendums may occur. It is therefore advisable that you review our listings for attachments including any changes to the bid.

The City of North Little Rock encourages participation of small, minority, and woman own business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and woman businesses to partner with them

NOTE: FAILURE TO FILL OUT AND SIGN THE INVITATION TO BID SHEET WILL RESULT IN REJECTION OF THE BID.

EXECUTION OF PROPOSAL

Upon signing this Bid, the bidder certifies that they have read and agree to the requirements set forth in this bid, including specifications, conditions and pertinent information regarding the articles being bid on, and agree to furnish these articles at the prices stated.

NAME OF FIRM: _____

PHONE NUMBER: _____ TAX ID NO. _____

BUSINESS ADDRESS: _____

DATE: _____

SIGNATURE OF AUTHORIZED PERSON & TITLE

UNSIGNED BIDS WILL BE REJECTED

STATEMENT OF PURPOSE

The purpose of this Request for Proposals (RFP) is to identify and select a qualified firm with proven expertise in event parking management to support the City of North Little Rock (City), Arkansas in advancing its parking program. The City seeks a vendor capable of not only managing parking operations, but also enhancing the overall effectiveness, accessibility, and user experience of the parking system. A key goal of this initiative is to improve mobility, promote compliance, and contribute positively to the quality of life for residents, businesses, and visitors to the City. Through a fair, competitive, and comprehensive evaluation process, the City intends to award a contract to the firm that best aligns with the City's objectives and fully meets the requirements, specifications, terms, and conditions of this request.

CONTRACT TERMS

The initial contract term is for three (3) years, with an option to renew for two (2) additional, one (1) year terms. The City will have the option to extend at its sole discretion.

Contract Continuation: In the event that services are scheduled to end due to the expiration of a contract term (initial or an Option term), the Contractor agrees to continue services at the request of the City for a period not to exceed ninety (90) days at the current rate in effect.

BACKGROUND INFORMATION

The City's paid event parking program was first established in 2000, with the opening of the Arena. The City currently maintains six city-owned parking lots with approximately 765 public parking spaces, within its downtown area.

Parking Locations:	Number of Spaces
Event Center/North Little Rock Chamber	160
First Orion (After Hours)	100
First Orion (Grass Lot)	40
EPA Lot 600 Block of Magnolia (2 Lots)	105
Seawall (Outside – Along the Seawall)	60
Seawall (Inside- I30 to Maritime Museum)	250
City Hall (Back Parking Lot)	50

SCOPE OF WORK

1. NATURE OF SERVICES REQUIRED

The Company shall provide overall management of city-owned parking spaces and event parking revenue collections. In providing Services, the Company will be responsible for and focus on the following areas and goals:

- Develop and implement a creative and achievable long-term parking plan, including recommendations for expanding parking inventory and/or availability.
- Manage the City's event parking operations as specified in more detail below.
- Provide financial reporting related to the parking program.

2. EXPERIENCE

1. Five (5) years of company experience managing municipal parking programs and additional private parking experience.
2. Company experience managing at a minimum of three (3) municipal contracts with a minimum of 500 spaces.
3. Proven company experience in managing special events.

3. QUALIFICATIONS

1. Must be a parking management company in business for a minimum of five (5) years.
2. Must be a company with an established management base in Arkansas.
3. Must provide two (2) years of audited financial reports in order to demonstrate the company's financial ability to perform the contracted services.

4. GENERAL SERVICES REQUIRED

- a. Assist and consult with the City as necessary in any design of or modifications to the program.
- b. Ongoing management of the City's event parking program, including working with downtown businesses, neighborhood groups and other organizations as needed.
- c. Be available to respond to City calls when needed and attend group and or City Commission meetings when asked by City.
- d. Maintain event parking equipment and City-owned properties, in accordance with the standards determined by the City.
- e. Provide necessary traffic control equipment including but not limited to traffic vests and make this equipment available to employees while on duty.
- f. Handle all customer services associated with the program.
- g. Provide weekly, monthly, annual, and ad hoc reports as required by the City.
- h. Provide any other services which the Company can provide.

5. EVENT PARKING ENFORCEMENT

- a. Manage approximately 765 City-owned parking spaces.
- b. Enforce parking regulations for special events, including festivals, events, etc.
- c. Cooperate with the City's Police Department to be "extra sets of eyes and ears" on the street, reporting on any illegal or suspicious activities.
- d. Reports vehicles left unattended, blocking entry and/or exit from designated parking areas or creating safety concerns.

6. PERSONNEL ADMINISTRATION

- a. Parking personnel will demonstrate high ethical standards of conduct and will observe all written rules and regulations concerning their work assignments.
- b. Supervisors and field personnel will maintain phone and/or radio contact at all times to ensure appropriate oversight of event parking activities.
- c. The Company will arrange for bonding of all personnel who handle monies at an amount acceptable to the City of North Little Rock.
- d. The Company will ensure that all employees wear City-approved uniforms and be properly groomed while on duty. The uniform must display approved insignia that clearly identifies the wearer as being responsible for managing parking facilities. The uniform will also have a clearly visible and readable nametag that must be worn at all times.
- e. All other employees of the Company providing services shall at all times be clearly identifiable by uniform, name badges, name tags, or identification cards.
- f. The Company shall employ persons who are fully trained, competent, and qualified with the skills and experience necessary to provide the services during the term of this Agreement.
- g. The Company is responsible for hiring, training, supervising, and compensating its staff members. Company staff members assigned to the services are employees of the Company.
- h. Company personnel shall at all times assure that its employees shall serve the public in a courteous, helpful, and impartial manner. Correction of any inappropriate behavior or language shall be the responsibility of the Company.
- i. The Company shall respond to any public complaint within twenty-four (24) hours after receipt of the complaint. In the event a report is received alleging an employee of the Company was discourteous, belligerent, profane, or in any way intimidating, either physically or verbally, the Company will submit a written report to the City within seven (7) days of the date of the report, outlining the complete details of the incident. The report will include the nature of the incident, time, date, location, name, address, and telephone number of the person making the allegation. The report will also include the name and title of the employee and the nature of the disciplinary action taken, if any.

7. TRAINING AND CUSTOMER SERVICE

- a. Respond in accordance with the City's principles on customer service to public inquiries about parking or any other citizen concern. The Company will provide a high level of customer service by employing friendly, helpful, customer-oriented personnel.
- b. Keep an accurate log of all citizens' complaints, their resolution, and the action taken to contact the complainant. The log and all documentary records shall be retained during the term of this Agreement and submitted to the City monthly, or upon request.
- c. Provide customer service training in accordance with industry's best practices.

8. SAFETY

Take adequate steps to ensure the safety and security of all personnel and property. The Company shall provide all training and employ all responsible safety precautions and devices in connection with providing the services.

9. SPECIAL EVENTS

Implementation of the City's plan for off-street parking during special events. These events include, but are not limited to festivals, holiday events, etc. If a special event is scheduled, the Company may also be required to make rate changes as well as special event programming.

10. VEHICLE IMMOBILIZATION AND TOWING

a. When necessary to arrange for the towing of vehicles in accordance with the City Code, the Company shall contact the North Little Rock Police Department.

11. PRICING PROPOSAL

Proposers should include a Price Proposal clearly and separately identifying the proposed management fee and annual fixed operating fee for providing comprehensive parking management services to the City. Failure to submit complete pricing information in the required format may result in the proposal being deemed non-responsive.

12. Revenue-Based Compensation

The Proposer will compensate the City through a fee calculated as a percentage of total fees collected in accordance with the terms of the resulting agreement. Such payment will be due within five (5) business days after event. Proposers shall state the percentage rate(s) proposed. The City reserves the right to negotiate percentage rates with the highest-ranked Proposer. The City reserves the right to view the proposer's books and/or invoices to corroborate payments to the City. The City is not responsible for expenses incurred by the proposer in relation to generating or performing the duties assigned in this Bid.

13. Pricing Assumptions

By submitting a Price Proposal, the Proposer acknowledges that:

- The proposed fees are sufficient to fully perform all services required by this RFP;
- The Proposer has accounted for all labor, materials, equipment, and overhead necessary to perform the work; and
- The Proposer shall comply with all applicable federal, state, and local laws, regulations, and contractual requirements without additional compensation.

14. Experience and Qualifications

a. Specify the number of years the Proposer has been in business. A minimum of five (5) years in business is required. Submit a detailed narrative description documenting Proposer's overall background and experience to include, but not limited to, the following:

- 1) Details of Proposer's company to include years in business and any experience in parking-related specialty services.
- 2) Number of employees
- 3) Awards, certification, or other parking related recognition
- 4) Summarize the circumstances if Proposer has had a municipal contract terminated prior to expiration in the past ten years. If none, provide a statement to that effect.

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Pricing Proposal Sheet

Event Parking Management Fee: \$_____

Event Parking Operations Fee: \$_____

Percentage of Total Fees Collected to be paid to the City of North Little Rock: %_____

Signature

Title

GENERAL TERMS AND CONDITIONS FOR THE CITY OF NORTH LITTLE ROCK, AR

1. REJECTION

- A. The City reserves the right to reject any or all RFP's, to waive any minor informality or irregularity in any RFP, to negotiate changes and/or modifications with the lowest responsible Respondent and to make award to the response deemed to be the most advantageous to the City. Respondents shall be required to comply with all applicable federal, state and local laws.
- B. The City reserves the right to cancel RFP's without penalty with it is in the best interest of the City. Notice of Cancellation shall be inserted on the City's website (www.nlr.ar.gov).
- C. Any RFP not conforming to the specifications or requirements set forth by the City in this request may be rejected.
- D. RFP's may be also rejected if they are made by a Respondent that is deemed un-responsible due to lack of qualifications, capacity, skill, character, experience, reliability, financial stability or quality of services, supplies, materials, equipment or labor.
- E. The City of North Little Rock reserves the right to reject any and all RFP's, to accept in whole or in part, to waive any Informalities in RFP's received.

2. Quality, time and probability of performance may be factors in making an award.

3. RFP's submitted will remain firm for 120 calendar days from RFP opening date.

4. Respondent must submit a completed signed copy of the front page of the RFP and must submit any other information required in the RFP.

5. In the event a contract is entered into pursuant to the RFP, the Respondent shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Respondent must include in any and all subcontracts a provision similar to the above.

6. RFP's will not be considered if they are:

- 1. Submitted after the RFP's opening time.
- 2. Submitted electronically or faxed (unless authorized by Purchasing Manager).

7. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the Respondent with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.

8. The RFP number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.

9. The City of North Little Rock will follow procedures to check Respondent's eligibility through the federal System for Award Management (S.A.M.) as outlined in 2 C.F.R. § 200. This will be completed prior to the award of any contract in which federal grant funds will be expended.

10. Respondents acknowledge and understand that upon award of the winning RFP, the Respondent will be required to review and sign a contract with the City of North Little Rock, which will contain additional terms and conditions, prior to providing any services to the City. In the event of any discrepancy or contradiction between the RFP documents, Terms and Conditions or other such documents, the provisions in the contract shall take precedence.
11. Additional information or bid forms may be obtained from:

COMMERCE DIVISION, 700 West 29th Street, P.O. Box 5757 (72119), North Little Rock, Arkansas 72114
(501) 975-8881 www.nlr.ar.gov

Documents must be submitted on or before the RFP's opening date and time. Unless noted, proposals must be sealed and mailed or delivered to:

**Amy Smith, Purchasing Manager
Commerce Division
700 W. 29th Street, 3rd Floor
North Little Rock, AR 72114**

The City of North Little Rock is committed to fair and equal opportunity in employment and service delivery regardless of race, color religion, gender, age, disability, sexual orientation, gender identity or expression, genetic information, marital status, national origin, or veteran status. This policy statement reinforces and communicates that commitment to employees.
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