

CAPITAL CITY DEVELOPMENT CORPORATION
121 N. 9TH STREET, #501, BOISE ID 83702

REQUEST FOR PROPOSALS

Operation of the Downtown Public Parking System (DPPS) Boise, ID

Issued: November 23, 2011

Proposals Due: Monday, December 23, 2011 at 3:00 p.m.¹

PLEASE NOTE:

Prospective Respondents are required to register with CCDC by December 7, 2011 at 5:00 p.m. MST (see Section D).

Prospective Respondents must attend a mandatory pre-submittal conference and site tour on December 7, 2011 at 1:30 p.m. MST (see Section E).

PROJECT CONSULTANTS

PARKING ADVISOR
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¹ All times referenced in this Request for Proposals are Mountain Standard Time.

REQUEST FOR PROPOSALS

Operation of the Downtown Public Parking System (DPPS) Boise, ID

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A. INTRODUCTION

Capital City Development Corporation (“CCDC” or “Agency”), the Urban Renewal Agency for the City of Boise, Idaho, is the owner of the Downtown Public Parking System (“DPPS”) and oversees the operation of the DPPS through a private parking management firm. The DPPS includes six public parking garages as described below and shown on the map in **Attachment A**.

Table 1: Downtown Public Parking System – Boise ID (as of 11/21/2011)					
Garage	Address	# of Spaces	Daily Rate (per hour; daily max)	Monthly Rates	Permits Sold
Eastman	848 W. Main St	396			
	Short Term	111	2.50; 12.00 max Event: \$3 - \$9		
	Monthly	285		Monthly - \$100.00	268
	Bicycle Lockers	4		Bicycle Locker - \$5.00	4
Capitol Terrace	770 W. Main St	495			
	Short Term	255	2.50; 12.00 max Event: \$3 - \$9		
	Monthly includes:	240		<i>Total Sold:</i>	<i>206</i>
	- Single Spaces (208)			Monthly - \$100.00	174
	- Reserved* (32)			Reserved - \$135.00	32
				*Reserved are for office / residential condos in Chase Tower	
	Bicycle Lockers	8		Bicycle Locker - \$5.00	3
City Centre	312 S. 9th St	568			
	Short Term includes	333	2.50; 12.00 max Event: \$3 - \$9		
	- Single spaces	333			
	- Convention Ctr Call – Up to 300 spaces**		Event rate		
	Monthly includes:	235		<i>Total Sold:</i>	<i>83</i>
	- Single Spaces (214)			Monthly - \$100.00	62
	- Reserved* (21)			Reserved - \$135.00	21
				*Reserved are for residential condos in Aspen Lofts	
	- Convention Ctr discount monthly rate			\$84.98	
	Bicycle Lockers	3		Bicycle Locker - \$5.00	3

**Convention Center call is established in an interagency agreement between CCDC and the Greater Boise Auditorium District. Use of the call is rare; it has not been used since 2007.

Garage	Address	# of Spaces	Daily Rate (per hour; daily max)	Monthly Rates	Permits Sold
Grove St	230 S. 10 th St	543			
	Short Term	29	2.50; 12.00 max Event: \$3 - \$9		
	Monthly includes:	514		<i>Total Sold:</i>	<i>409</i>
	- Covered (350)			Monthly - \$100.00	310
	- Roof (106)			Roof - \$85.00	41
	- Hotel Reserved (58)			Hotel - \$100.00	58
Boulevard	245 S. Capitol Blvd	216			
	Short Term includes:	87	2.50; 12.00 max Event: \$3 - \$9		
	- Single Spaces (47)				
	- Hotel Reserved / Valet (40): Triple Stack (36) Tandem (2) Single Spaces (2)				
	Monthly includes:	129		<i>Total Sold:</i>	<i>64</i>
	- Single Spaces (72)			Monthly - \$100.00	27
	- Tandem (36)			Tandem - \$62.00	19
	- Reserved* (21)			Reserved - \$135.00	18
				* Reserved are for residential condos on top two floors of Grove Hotel.	
Myrtle St	789 W. Broad St	343			
	Short Term includes:	243			
	- Single Spaces	243	2.50; 12.00 max Event: \$3 - \$9		
	- Hotel Call (4:00 pm to 8:00 am) – up to 140 spaces		\$5.29 per night		
	Monthly includes:	100		<i>Total Sold</i>	<i>39</i>
	- Single Spaces (88)			Monthly - \$100.00	27
	- Hotel Reserved (12)			Hotel Reserved - \$97.34	12
Combined Total	Parking Spaces	2561			
	Short Term	1058			
	Monthly	1503		<i>Total Sold</i>	<i>1069</i>
	Bicycle Lockers	15		<i>Total Sold</i>	<i>10</i>

Relevant statistics about the DPPS include:

- 808,250 transient customers used CCDC parking facilities in FY2011 (October 2010 – September 2011);
- FY 2011 parking operations budget was \$1,914,938.
- 37 employees are currently utilized to operate the DPPS.

The CCDC adopted FY 2011 parking operations budget is detailed in **Attachment B**. A history of the DPPS management fee since 2007 is in **Attachment C**. Additional information regarding the DPPS may be found on CCDC's website at www.ccdcboise.com.

B. BACKGROUND

CCDC was created by the Boise City Council in 1965 and is an independent public body pursuant to Idaho Code, Section 50-2006. The Boise City Council has established three urban renewal districts in downtown Boise, which total approximately 500 acres:

- Central (1965)
- River Myrtle-Old Boise (1994; amended 2004)
- Westside (2001; amended 2007).

A nine member Board of Commissioners who are appointed by the Mayor and confirmed by the City Council governs CCDC. The CCDC Board, through the Executive Director, guides the work of a redevelopment staff of thirteen employees.

CCDC focuses on revitalization and economic development in downtown Boise to ensure its long-term vitality, social well-being and an exceptional quality of life in Boise and the surrounding region. CCDC invests resources in improving infrastructure, building public facilities such as parking garages, development partnerships, supporting arts and cultural activities

CCDC has established certain principles regarding how the DPPS is operated. These include:

1. The DPPS has been established primarily for its economic development benefits to downtown Boise. Construction of public parking garages has allowed / encouraged:
 - a. Higher intensity, urban-style development in downtown.
 - b. Elimination of surface parking lots in the downtown core, which tend to disperse development, make downtown less walkable and dampen vitality.
 - c. Creation of parking overlay zones that coincide with the DPPS service area where developers do not have to provide private parking on their own project sites. These overlay zones are established in Boise City's Zoning Ordinance.

2. The DPPS is operated primarily using booth attendants rather than being fully automated. This choice is based on the mix of customers using the garages, the types of activities they support, customer service and public relations. That being said, CCDC is interested in analyzing possible cost saving from targeted automation improvements to save costs. CCDC does not anticipate using automated cashiering equipment/systems in the DPPS in the near future.
3. The Parking Operator is expected to provide a health coverage plan as part of employee benefits.
4. Construction of the DPPS has been financed primarily by the issuance of tax exempt bonds. The DPPS shall be operated in a manner that is legal under IRS regulations applicable to tax exempt bonds, DPPS bond covenants, the Idaho Constitution and Idaho statutes. The DPPS bond covenants prohibit any action that would jeopardize the tax exempt status of the bonds. These covenants include that the DPPS cannot be operated as a for-profit system. The Idaho Constitution does not allow public agencies to engage in activities that result in direct profits to private companies or that would be considered a gift of public funds.
5. CCDC desires to maximize revenue from the DPPS **consistent with items 1-4 above**.

C. REQUEST FOR PROPOSALS & SUMMARY OF DATES

CCDC is soliciting proposals for the purpose of selecting a parking management firm to run the day-to-day operations of the DPPS under a five year, cost plus management fee type contract ("DPPS Operator RFP"). This service will commence on April 1, 2012, when the existing contract with CCDC's current operator ends. A copy of the Legal Notice published for this RFP is included in **Attachment D**.

Firms or individuals submitting a proposal for the DPPS Operator RFP are referred to as Respondents or Submitters in this RFP.

In summary, the parking management firm will be primarily responsible for (but not limited to):

1. Establishing an office solely for the management and operation of the DPPS, which is separate from any office maintained by the Operator for other clients, either public or private. (CCDC pays the rent for the DPPS office directly.)
2. Hiring, training, supervising and evaluating parking staff (cashiers, supervisory staff, management staff, and office administrative staff) and associated responsibilities. Handling disciplinary and other personnel issues.
3. Assisting with the development of necessary operating policies and procedures.

4. Purchasing supplies necessary for proper office operations, parking operations and maintenance.
5. Paying necessary operations and maintenance expenses for each facility (including utilities).
6. Performing general facility maintenance/upkeep (e.g., daily cleaning of each facility, minor equipment maintenance, minor building repairs and arranging for other maintenance needs using contractors).
7. Cashiering and daily, weekly, and monthly auditing and reconciliation.
8. Providing daily, monthly, and annual operations and financial reports in sufficient detail to meet CCDC's requirements.
9. Tracking parking-related statistics for all facilities (e.g., parking occupancies, durations, ticket data, allocations, revenues, expenses, customer service, maintenance, and safety/security).
10. Providing on-going customer service in a friendly and professional manner, tracking and resolving any and all customer service related issues. Conducting a customer service outreach program.
11. Providing parking facility security services. (Current level of service uses a security service to perform roving security checks by driving, bicycling and / or walking through each garage every night between 8:00 p.m. and 4:00 a.m.)
12. Assign at least one local management staff member to be available to CCDC by cell phone 24 hours a day, 7 days a week.
13. Assist CCDC with development and implementation of a marketing program for the DPPS.
14. Coordinate the operation of the garages with contractors and others by the Agency to perform work on a specific parking garage or to the System. Assist with such tasks as creating temporary construction and storage areas, routing of garage traffic and the shut down and activation of parking garage systems.
15. Be knowledgeable regarding federal, state and local regulations that apply to the operation, maintenance and repair of a public parking system including but not limited to building and safety regulations and inspection requirements, environmental regulations and procurement regulations. Conduct operations of the System so they comply with applicable federal, state and local regulations.
16. Providing parking management advice as necessary concerning operations, marketing, pricing, etc.

Key steps and dates in the DPPS Operator RFP process are noted below. More information is available for each step in the section noted in the right hand column.

STEPS	DATE / TIME ²	PART 1 – SECT. NO.
Request for Proposals (“RFP”) issued.	November 23, 2011	Face Page Contents Page
Last day for prospective Respondents to register	December 7, 2011, at 5:00 p.m.	Section D
Mandatory pre-submittal conference & site tour	December 7, 2011, at 1:30 p.m.	Section E
Due date / time for written questions or requests for clarification re: RFP	December 14, 2011, at 5:00 p.m.	Section F
Last day for addenda	December 16, 2011	Section F
Due date / time for submissions	December 23, 2011, at 3:00 p.m.	Section H
Evaluation of submissions by review panel; Respondents selected for interviews	Week of January 2, 2012	Section I, J
Interviews of selected Respondents	Week of January 9, 2012	Section I, J
Last day for written objections re: RFP process	February 7, 2012, at 5:00 p.m.	Section F
CCDC Board Meeting – Board of Commissioners’ ranking of Respondents; contract award	February 13, 2012. CCDC Board meeting commences at 12:00 noon at CCDC offices.	Section J
Notice of CCDC Board decision to Respondents	By February 14, 2012.	Section J
Due date and time for appeal of CCDC Board decision	February 21, 2012, at 5:00 p.m.	Section J
Complete contract negotiations	By March 1, 2012	Section J
New operator contract in effect.	By April 1, 2012	Section C

D. REQUIRED REGISTRATION

Prospective Respondents are required to register in writing with CCDC no later than December 7, 2011, at 5:00 p.m. MST. A sample Notice of Intent to Submit Proposal Form is included as **Attachment E**. Written notice may be submitted:

1. In person at CCDC offices
2. By U.S. Mail or courier to Capital City Development Corp., ATTN: Michele Corral, 121 N. 9th St., Suite 501, Boise, ID, 83702
3. By email to mcorral@ccdcbosie.com or
4. By Fax ATTN: Michele Corral (208-384-4267).

Written notice shall include the party’s name, company name, address, telephone number, fax number and email address.

² All times referenced in this RFP are Mountain Standard Time unless otherwise noted.

Failure to register by submitting written notice shall waive any obligation on behalf of CCDC to provide notice of any alterations in the RFP process and/or responses to questions concerning the RFP process. **A Proposal from a Respondent that has not registered may not be accepted.** Each Respondent bears all responsibility for obtaining confirmation from CCDC that the Respondent has been listed as a registered respondent.

E. MANDATORY PRE-SUBMITTAL CONFERENCE & SITE TOUR

A mandatory pre-submittal conference will be held on Monday, December 7, 2011 at 1:30 p.m. MST at CCDC's office, 121 N. 9th Street, Suite 501, Boise ID, at which time questions about the RFP can be addressed. A Site Tour will be conducted following the pre-submittal conference. **A submission from a Respondent who has not attended the mandatory pre-submittal conference and site tour may not be accepted.**

F. QUESTIONS, REQUESTS FOR CLARIFICATION, & OBJECTIONS

Respondents shall notify CCDC promptly of any ambiguity, inconsistency, or error that they may discover upon examination of the RFP by contacting Max Clark, CCDC Parking & Facilities Director, as follows:

1. By U.S. Mail, courier or hand delivered to CCDC office at 121 N. 9th Street, Suite 501, Boise, ID 83702
2. By Email to mclark@ccdcboise.com
3. By Fax at 208-384-4267

A Respondent's questions and requests for clarification related to the RFP must be in writing and received by CCDC no later than 5:00 p.m. MST on December 14, 2011. Questions and requests for clarification should be directed to Max Clark as noted above. The last day for Addenda to be issued is December 16, 2011.

Objections to the RFP process must be in writing and received by CCDC no later than 5:00 p.m. MST on February 7, 2012. Objections should be directed to Max Clark as noted above.

G. PUBLIC NATURE OF SUBMISSIONS

CCDC is a public agency. All documents in its possession are public records. Submissions are public records and, except as noted below, will be available for inspection and copying by any person. **If any Respondent claims any part of any submission is exempt from disclosure under the Idaho Public Records Law, the Respondent must clearly mark and segregate any such materials and submit them in a separate and sealed envelope, clearly marked as "Confidential Information."** Such Confidential Information will be returned to Respondents after the contract is awarded to the successful Respondent. By submitting any Confidential Information, Respondents expressly agree to defend, indemnify and hold CCDC harmless from any claim or suit arising from CCDC's refusal to disclose such materials. Any proprietary or otherwise sensitive material contained in or with any submission is subject to potential disclosure.

H. SUBMITTAL REQUIREMENTS & PROPOSAL CONTENTS

CCDC is seeking Proposals from qualified firms with demonstrated experience in managing and operating public parking systems.

All documents required for submission of a Proposal shall be submitted by U.S. Mail, courier or in person at CCDC's offices.

- One (1) original submission and seven (7) copies are required, which may be included in one envelope or container. The original submission shall be clearly marked and include original signatures on the cover sheet and the waiver & release (see Items 1 and 2 below). The only exception to the requirement for copies is for the employee training manual (see Item 4 below). Only one copy of this manual is required in Respondent's submission. Each envelope or container shall be sealed and clearly marked "DPPS Operator RFP".
- **Proposals must be received at the address below by 3:00 p.m. on December 23, 2011 to be considered.**

**DPPS Operator RFP
Capital City Development Corporation
ATTN: Michele Corral
121 N. 9th Street, Suite 501
Boise, ID 83702**

Late or incomplete submissions will not be accepted. E-mail or fax submissions will not be accepted. Respondent shall assume full responsibility for timely delivery at the location designated for receipt of its Proposal.

To be considered, each Proposal shall include the following minimum information in order and divided into sections as described below (items H.1. through 14). Each section shall be tabbed. Each proposal shall be no more than 35 single-sided pages excluding the following documents:

- **cover sheet (see Item 1 below)**
- **waiver & release (see Item 2 below)**
- **employee training manual (see Item 4 below)**

Proposals may be printed double-sided if the Respondent so desires.

CCDC reserves the right to request additional information following review of an initial submission. CCDC may, at its own discretion, accept such submissions as it deems to be in the best public interest and in furtherance of the purposes of the Idaho Urban Renewal Law, waive any irregularities in the submissions received, or it may proceed with further selection processes, or it may reject any and all submissions.

1. Completed & Signed Cover Sheet (Attachment F)

2. **Signed Waiver & Release (Attachment G)**

Submissions must be accompanied by a signed release form. Failure to include a signed waiver and release form shall result in disqualification.

3. **Parking Management Approach**

Each proposal shall provide a description of your firm's overall approach to providing the requested parking management services, including a discussion of your firm's philosophy, priorities, areas of emphasis and expertise in the delivery of such services in a downtown public parking environment. Respondent shall fully describe its philosophy regarding installation of automated cashiering equipment/systems in public parking facilities.

4. **Firm's Experience with Operating & Managing Parking Systems**

- a. List at least six (6) parking systems or garages as reference projects demonstrating the firm's experience with operating and managing parking systems. Of the six reference projects, three (3) shall meet the following criteria:
 - i. The reference project is a municipal parking garage system or garage similar in size and complexity to the DPPS, **and**
 - ii. Respondent has a current contract to manage the reference project and the Respondent's regional manager responsible for the project is the same regional manager who would be assigned to manage the DPPS. The contract has been in place for at least two years.

For each of the six reference projects, provide Client name, name of garage system, location, number of spaces, contact person, address, phone number and email address for each operation. Describe the scope of operations and management services provided, parking access and revenue control equipment utilized, approximate gross revenues and expenses for the most current operating budget, and list the dates the Respondent has provided parking management services for each reference project. Identify the Respondent's regional manager and on-site parking manager who are responsible to the client for operation of the reference project.

References may be contacted to obtain information regarding the Respondent's operation and performance including, but not limited to, the effectiveness and quality of operation, customer service performance, financial status, revenue control abilities and reporting, timeliness of deposits and payments, facility maintenance/upkeep, responsiveness, and overall satisfaction with performance.

- b. List any additional experience which would make the firm uniquely qualified to manage parking facilities on behalf of CCDCC.

- c. Describe experience your firm has with the operation and maintenance of SkiData parking access and revenue control equipment (if any). Highlight personnel who would be assigned to the DPPS who have previous experience with SkiData equipment (if any).

5. **Management, Personnel & Customer Service Plans**

- a. **Management Plan** – Describe Respondent’s management plan for the DPPS and the management staff that would be responsible for the DPPS operation. Management plan should include Respondent’s recommendations regarding management initiatives or improvements based on industry experience.
- b. **Organizational Chart** – Submit a detailed organizational chart for the DPPS operation showing the positions and a summary description of staff roles. The chart should include appropriate corporate level staff that will assist, supervise, and/or manage local staff. Provide brief biographies for key personnel that highlight their parking operations and management experience.
- c. **Home Office Support and Relationship** – Describe the proposed support activities to be provided by the home office and the general reporting and operating relationship between local and home office management.
- d. **Parking Manager** – Provide the name, current address, and a complete résumé for Respondent’s proposed on-site parking manager that would be assigned to the DPPS (“Parking Manager”). Detail his/her relevant parking operations and management experience, scope of responsibility, and qualifications. The Parking Manager may be interviewed by CCDC staff prior to the execution of the contract, and acceptance of the Parking Manager by CCDC is a condition of the contract award.
- e. **Staff Certifications** – Please identify any staff that would be assigned to this operation that have earned industry related certifications (e.g., “Certified Administrator of Public Parking” from the International Parking Institute or “Certified Parking Professional” from the National Parking Association).
- f. **Staffing Schedule** – Submit staffing charts and tables showing the proposed number of, and schedule for, management and non-supervisory personnel to manage and operate the DPPS, including provisions for peak periods. This information should clearly identify staffing levels by job classification, location and shift. Each Respondent must include an explanation of how it will provide for backup staffing, handle employee breaks, etc.

Staffing Schedule shall include a at least one local management staff person who is available by cell phone 24 hours a day, 7 days a week.

- g. **Job Descriptions** – Provide position descriptions for each position in the organizational chart describing the scope of duties and responsibilities, normal working hours, reporting and supervisory responsibilities.
- h. **Hiring, Orientation and Training** – Submit a description of employee hiring and selection processes, employee orientation and the type and duration of proposed training related to job responsibilities and customer service for all positions. Describe the opportunities for continued development of assigned management and supervisory staff. **Submit one copy of Respondent’s current employee training manual.** (The training manual may be submitted as a separate document rather than included under this tab. The limit of 35 pages on submissions does not include the training manual.)
- i. **Compensation** – Submit:
 - i. Listing of the proposed salary ranges and/or hourly rates for all management and non-management job classifications that will be assigned this operation (e.g., Parking Manager, assistance managers, supervisors, cashiers, maintenance staff, and office personnel);
 - ii. Description of employee benefits and incentives, including benefit participation costs to employees (e.g., portion of health plan coverage cost paid by employees).
- j. **Customer Service**– Submit a description of your proposed customer service plan. Based on your experience with similar operations or other operator transitions, outline specific recommendations and suggestions to ensure a high level of customer service. Describe customer service programs your firm has developed for other properties similar to the DPPS. Describe how Respondent trains for, offers employee incentives for, measures and tracks customer service.

6. Operations & Maintenance Procedures

Provide a description of the day-to-day operations and maintenance procedures proposed for the parking facilities including anticipated staff, equipment, supplies, and responsibilities.

7. Revenue, Collections & Control; Internal Financial Procedures

- a. Provide a description of the Respondent’s approach and methods for managing, collecting, and accounting for parking revenues in sufficient detail to clearly demonstrate Respondent’s ability and experience. Demonstrate Respondent’s knowledge and experience with the type of revenue control procedures necessary for a parking operation similar to the DPPS.

- b. Describe proposed internal reporting, budgeting, accounting, and auditing procedures in sufficient detail to demonstrate a complete audit trail, as well as methods to ensure accountability for revenues and expenditures.

8. Proposed Annual Operating Budget; Financial Ability to Perform

- a. **Proposed Operating Budget** – Based upon the information provided herein and the Respondent’s experience, Respondent shall submit a pro forma operating budget for the first twelve months of operation. For purposes of the RFP, assume that the contract will begin on April 1, 2012. The operating budget shall detail projected reimbursable budgeted expenses based upon operational and maintenance requirements, management fee, proposed staffing, proposed benefits, and the Respondent’s own trade experience, and working knowledge of the parking operation.

The proposed operating budget shall be presented in the format shown in Attachment H, and shall detail significant cost items, consistent with the Respondent’s industry experience and operating plan within the summary cost categories. The table in Attachment H should be copied, completed and inserted under Tab 8 in Respondent’s submission. Also under Tab 8, detail any creative cost savings or cost management programs that your company would recommend for implementation.

Please Note: Respondent’s submission of a proposed annual budget is for the proposal review process only. The actual budget for the successful Respondent is subject to negotiation and approval by CCDC. The initial budget under the Parking Operator agreement is transitional in nature and is expected to cover the period from April 1, 2012 to September 30, 2012, since CCDC’s fiscal year runs from October 1 to September 30. The first full annual budget is expected to run from October 1, 2012 to September 30, 2013.

- b. **Financial Ability to Perform** – Respondent shall submit satisfactory evidence that it has the necessary financial resources to perform and complete the work outlined in this RFP. This shall include (but is not limited to) the three years of audited financial statements for Respondent’s firm either in its entirety or for the regional unit which would manage the DPPS. Provide evidence of the firm’s ability to obtain a fidelity bond and a performance bond for the anticipated contract period. If the Respondent’s firm has declared bankruptcy in the last fifteen years, describe the circumstances and status of the bankruptcy. If the firm has not declared bankruptcy, so indicate.

9. Proposed Management Fee

Each Respondent shall submit an annual management fee offer as part of its proposal. This management fee shall assume that the DPPS consists of the six parking garages listed in **Table 1**. (A history of the DPPS management fee is provided in **Attachment C**.)

10. Safety, Security & Emergency Procedures

- a. Describe how your firm will provide security in each facility, as well as ensure the safety of parking patrons. Will facility security be provided by your firm or will you outsource security responsibilities to another company? (Current level of service uses a security service to perform roving security checks by driving, bicycling and / or walking through each garage every night between 8:00 p.m. and 4:00 a.m.)
- b. Describe proposed emergency procedures for, at a minimum, the instances listed below:
 - i. Automobile and personal injury accidents (including how claims are handled)
 - ii. Damage to a parking facility
 - iii. Robbery and theft
 - iv. Fire

11. Marketing & Customer Outreach

- a. CCDC has the primary responsibility for marketing of the DPPS. Respondent shall provide a description of marketing ideas based on its industry experience and how it would assist CCDC in the marketing of the DPPS.
- b. Operator has the primary responsibility for outreach to existing customers of the DPPS. Respondents shall provide a proposed customer outreach plan describing its approach to customer outreach, frequency of contact and methods of contact.

12. Transition Plan

Submit a description of your preliminary transition plan to ensure a smooth management transition.

13. Recommended Changes, Improvements and / or Innovations

Describe changes, improvements and / or innovations Respondent has developed for parking system policies and procedures, staffing, operations, pricing, etc. that could be applied to the DPPS.

14. Contract Terminations

If Respondent's firm has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the vendor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the vendor, or (b) litigated and such litigation determined that the

Respondent was in default.

Submit full details of the terms for default including the other party's name, address, and phone number. Present the Respondent's position on the matter. CCDC will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience.

If Respondent's firm has not experienced any such termination for default or early termination in the past five years, so indicate.

15. Objections to Proposed Operator Agreement (Contract)

State any objections to the any part of the proposed parking operator agreement (contract), reasons for objection and any proposed alternative text. (See Section K. Parking Operator Agreement below.)

I. EVALUATION OF SUBMISSIONS & INTERVIEWS

A review panel consisting of the following individuals is expected to review the submissions:

1. CCDC Commissioner Phil Reberger
2. Karen Sander, Executive Director, Downtown Boise Association
3. Casey Jones, Transportation Director, Boise State University and President, International Parking Institute
4. Megan Larsen, CCDC Controller
5. Max Clark, CCDC Parking & Facilities Director

Prior to determining its recommendation to the CCDC Board of Commissioners, the review panel may select some or all of the Respondents for interviews or may contact one or more Respondents to ask questions about the Respondent's submission or to request additional information. The review panel will report its findings to the CCDC Board of Commissioners, which will determine the final ranking of the Respondents. As of this date, the CCDC Board is expected to consider the ranking of the Respondents at its regular meeting on February 13, 2012.

J. SELECTION PROCESS & CRITERIA

1. CCDC will in its discretion select the Respondent that in its sole opinion is best qualified to perform the work. Selection will be based on the requirements and desired qualifications noted above in Sections H. and I. of this RFP and the criteria in Section J.2 below. Final selection will be made by CCDC Board of Commissioners, which has the right to waive or alter submission requirements or to reject any or all submissions or undertake the operation of its facilities itself.
2. CCDC intends to select the most highly qualified operator based on the information submitted by the applicants, interviews, investigation of the operator's performance in prior work, and other pertinent factors. The review

panel and CCDC Board will consider Respondents' responses and qualifications in the following order of priority:

- Parking Management Approach
 - Firm's Experience with Managing & Operating Parking Systems
 - Management, Personnel & Customer Service Plans
 - Operations & Maintenance Procedures
 - Revenue, Collections and Control; Internal Financial Procedures
 - Proposed Annual Operating Budget; Financial Ability to Perform
 - Proposed Management Fee
 - Safety, Security & Emergency Procedures
 - Marketing & Customer Outreach
 - Transition Plan
 - Recommended Changes, Improvements and / or Innovations
3. A review panel will be appointed to review submittals and conduct interviews during the selection process. During the selection process, CCDC reserves the right to contact references and to conduct interviews with some or all of the Respondents if it chooses, and to create a short list of Respondents for purposes of interviewing. CCDC may request that Respondents clarify, or provide additional information regarding various aspects of the submittal. CCDC staff will report the findings of the review panel as part of its recommendations to the CCDC Board of Commissioners.
 4. Matthew Inman of Carl Walker, Inc. will assist as CCDC's Parking Advisor during the RFP process.
 5. It is anticipated that at the CCDC Board meeting on February 13, 2012, the CCDC Board of Commissioners will rank the qualified submissions and authorize the CCDC Executive Director to negotiate a contract with the highest ranked Respondent. Respondents shall receive notice of the ranking established by the CCDC Board within twenty-four hours of the CCDC Board's action.
 6. If a Respondent objects to the ranking established by the CCDC Board, such Respondent shall file a written appeal at CCDC's offices no later than February 21, 2012, at 5:00 p.m. The written appeal shall include express reason or reasons that the ranking established by the CCDC Board is in error.
 7. The CCDC Executive Director shall negotiate with the highest ranked Respondent for an agreement to perform these services at a price determined by CCDC to be reasonable and fair to the public after considering the estimated value, the scope, the complexity and the nature of the services. Should CCDC be unable to satisfactorily negotiate an agreement, the next-highest ranked Respondent will be contacted to commence negotiations, and so forth until an agreement is negotiated or CCDC determines no agreement can be reached. Once an agreement is negotiated, CCDC personnel will notify the successful Respondent and a written Notice to Proceed will be provided.

8. The issuance of the RFP and the receipt and evaluation of submissions does not obligate CCDC to award a contract. CCDC will not pay costs incurred in responding to this RFP, attending the pre-proposal meeting, or attending interviews. CCDC may in its discretion cancel this process at any time prior to the execution of a contract without liability.

K. PARKING OPERATOR AGREEMENT

The selected operator will be expected to enter into the parking operator agreement. A form of agreement will be distributed at the pre-submittal meeting and facility tour to those in attendance. Should any interested operator object to any part of the proposed parking operator agreement form, such objection, reasons for objection, and any proposed alternative text, must be included within the proposal submitted.

L. BOND COUNSEL/TAX COUNSEL CONFIRMING OPINION

All but one of CCDC's parking facilities in the DPPS have been financed through the issuance of tax exempt bonds. Consequently, the parking operator selection process and the parking operator agreement are subject to bond counsel/tax counsel approval or issuance of a confirming opinion. CCDC reserves any and all rights and authorities to impose upon any Respondent, or the selected operator, any provisions deemed necessary by bond counsel/tax counsel.

M. CONTACT FOR INFORMATION

All project-related questions should be in writing and directed to:

Matthew Q. Inman
Vice President, Studies & Operations Consulting
Carl Walker, Inc.
950 W. Elliot Road, Suite 116
Tempe, AZ 85284
minman@carlwalker.com

General questions about the RFP process should be directed to Pam Sheldon, CCDC Contracts Manager at 208-384-4264; psheldon@ccdcoise.com).

ATTACHMENT A



DOWNTOWN PUBLIC PARKING SYSTEM

Map of Garage Locations & Entrances



ATTACHMENT B

FY 2011 DPPS PARKING OPERATOR BUDGET
(OCTOBER 2010 – SEPTEMBER 2011)

	600	612	FY 11 Budget		618	625	651	
	Overhead	Eastman	613	617	Grove	Blvd	Myrtle St	
		396	Cap Terr	City Centre	543	216	343	2561
			495	568				
Spaces								
Salaries/Vacation/Taxes	445,639	62,915	150,086	91,615	24,576	65,547	108,391	948,769
Employee Insurance	27,721	24,545	51,210	31,243	11,010	21,935	24,293	191,957
All other insurance	20,948	6,449	10,757	9,471	6,656	4,613	7,694	66,588
Utilities/Water/Electric Power		26,927	31,746	51,120	26,812	12,934	21,219	170,758
Security	116,023							116,023
Repairs - Garage, Equipment	292	12,178	19,975	22,411	4,507	4,729	1,842	65,934
Repairs & Mtc Elevator	6	14,527	14,581	12,896	5,371	1,297	5,748	54,426
Routine Mtc & Snow Removal	5,410	6,972	6,549	10,984	3,977	1,713	832	36,437
General Supplies	8,756	4,637	5,457	4,909	7,536	1,648	1,684	34,627
Telephone/cell phones	17,092	2,496	20,518	1,652	1,720	1,112	2,570	47,160
All other expenses	71,382	3,835	2,033	4,481	1,064	1,927	6,937	91,659
Management Fee	90,600							90,600
Totals	803,869	165,481	312,912	240,782	93,229	117,455	181,210	1,914,938
Allocation of Overhead		124,300	155,375	178,289	170,442	67,800	107,664	
		15%	19%	22%	21%	8%	13%	
Total, with overhead		289,781	468,287	419,071	263,671	185,255	288,874	1,914,938

ATTACHMENT C

HISTORY OF DPPS MANAGEMENT FEE

FISCAL YEAR	# OF GARAGES	SURFACE LOTS	# OF TOTAL SPACES	MANAGEMENT FEE
FY 2007	8 ³	3 ⁴	3375	\$82,980
FY 2008	7 ⁵	3 ⁴	3159	\$82,800
FY 2009	7 ⁵		2843	\$86,050
FY2010	8 ⁶		3386	\$90,600
FY1011	6 ⁷		2561	\$90,600
FY2012	6 ⁷		2561	\$90,600

³ Eastman, Capitol Terrace, City Centre, 9th St, Boulevard, Myrtle St, Avenue A West and Avenue A East.

⁴ Surface lots included 316 spaces.

⁵ Eastman, Capitol Terrace, City Centre, Boulevard, Myrtle St, Avenue A West and Avenue A East. 9th St was sold at the end of FY 2007.

⁶ Eastman, Capitol Terrace, City Centre, Grove St, Boulevard, Myrtle St, Avenue A West and Avenue A East. Lease of Grove St to Boise City terminated; CCDC and Parking Operator assumed responsibility for operations.

⁷ Eastman, Capitol Terrace, City Centre, Grove St, Boulevard and Myrtle St. CCDC and Ada County signed agreement assigning operations of Avenue A West and Avenue A East garages to Ada County at the end of FY 2010.

ATTACHMENT D

LEGAL NOTICE

**REQUEST FOR PROPOSALS (RFP)
DOWNTOWN PUBLIC PARKING SYSTEM OPERATOR – BOISE, ID**

Capital City Development Corporation (“CCDC” or “Agency”), the Urban Renewal Agency for the City of Boise, Idaho, is the owner of the Downtown Public Parking System (“DPPS”) and oversees the operation of the DPPS through a private parking management firm. The DPPS includes six public parking garages and 2561 spaces.

CCDC is seeking proposals from parking management firms for operation of the DPPS under a five year, cost plus management fee type contract.

Interested individuals or firms are invited to obtain submission instructions by visiting the CCDC web site, <http://www.ccdcboise.com/AboutCCDC/JobOpportunities.aspx> . Submission materials will be posted on the website and be available at CCDC’s office beginning on November 23, 2011. CCDC’s office is at 121 N. 9th St., Ste. 501, Boise, ID; office hours are 8:00 a.m. to 5:00 p.m.

Prospective respondents are required to register in writing with CCDC no later than December 7, 2011, at 5:00 p.m. A registration form is posted on the CCDC website or may be obtained by calling Michele Corral at 208-384-4264.

CCDC will hold a mandatory pre-submittal conference and site tour for prospective respondents and all interested parties at CCDC’s office at 1:30 p.m. on December 7, 2011.

Submissions will be accepted until 3:00 p.m. on December 23, 2011. Late or incomplete submissions will not be accepted. E-mail or facsimile submissions will not be accepted. For further information, call Max Clark, CCDC Parking & Facilities Director at (208) 384-4264. CCDC will not pay any costs incurred in responding to this Request for Proposals.

The CCDC Board of Commissioners will make a decision on the contract award at the Board meeting on February 13, 2012, which starts at 12:00 noon in CCDC’s conference room. CCDC reserves the right to reject any or all submissions not conforming to the intent and purpose of this Request for Proposals whenever such action appears to be in the best interests of CCDC.

Publish November 23 and 30, 2011.

ATTACHMENT E

**NOTICE OF INTENT TO SUBMIT PROPOSAL FOR
DOWNTOWN PUBLIC PARKING SYSTEM OPERATOR RFP
(Registration Form)**

Due Date and Time for Registration: December 7, 2011, by 5:00 p.m.

Prospective Respondents are required to register with CCDC by December 7, 2011. Registration does not require you to submit a proposal. Submissions from Respondents who have not registered may not be accepted.

PLEASE PRINT OR TYPE the following information and return to Capital City Development Corporation (CCDC):

- a. In person at CCDC offices
- b. By U.S. Mail to Capital City Development Corp., ATTN: Michele Corral, 121 N. 9th Street, Suite 501, Boise, ID, 83702
- c. By Email to: mcorral@ccdcboise.com or
- d. By FAX to: Michele Corral (208) 384-4267

Prospective Respondent:

Name of Firm: _____
Contact Person: _____
Address: _____

Telephone # _____
Cell Phone # _____
FAX # _____
Email Address: _____

Signature of Respondent's Authorized Representative:

Signature

Print or Type Name

Date: _____

Print or Type Title

END OF ATTACHMENT E

ATTACHMENT F

REQUIRED COVER SHEET FOR SUBMITTALS

TO: Capital City Development Corporation
ATTN: DOWNTOWN PUBLIC PARKING SYSTEM OPERATOR RFP

121 N. 9th Street, Suite 501
Boise, Idaho 83702

PROJECT: DOWNTOWN PUBLIC PARKING SYSTEM OPERATOR RFP

PROJECT LOCATION: Boulevard Garage – 245 S. Capitol Blvd
Capitol Terrace Garage – 770 W. Main St
City Centre Garage – 312 S. 9th St
Eastman Garage – 848 W. Main St
Grove Street Garage – 230 S. 10th St
Myrtle Street Garage – 789 W. Broad St

PLEASE PRINT OR TYPE ALL REQUIRED INFORMATION

DATE: _____

SUBMITTED BY:

Name of Firm: _____

Year Established: _____

Business Form (Corporation, LLC, etc): _____

State in which Firm Incorporated _____

Name of Firm Representative: _____

Address: _____

Telephone # _____

FAX # _____

Email Address: _____

Project Mgr (if different than Submitter): _____

Telephone: _____ **FAX:** _____

E-Mail: _____

Continued on Next Page 

Key Personnel – who would provide parking management services to CCDC if Respondent is selected?

Title	Name	Yrs. w Firm	CAPP Cert. ⁸ Yes/No	CPFM Cert. ⁹ Yes/No
Regional Manager				
On-Site Parking Manager				
Others:				

Addenda – The following Addenda have been received by Respondent.

Addendum No. _____ Dated _____
 Addendum No. _____ Dated _____
 Addendum No. _____ Dated _____
 Addendum No. _____ Dated _____

(If additional addenda are received by Respondent, Respondent shall add lines to indicate the receipt of the additional addenda and list and date them either here or on a separate page.)

Signature of Firm Representative:

_____ Date: _____

Print or Type Name

Print of Type Title

END OF ATTACHMENT F

⁸ CAPP = Certified Administrator of Public Parking

⁹ CPFM = Certified Parking Facility Manager

ATTACHMENT G

WAIVER & RELEASE FORM
(REQUIRED FOR SUBMISSION)

The undersigned has read and fully accepts the Capital City Development Corporation's ("CCDC"), discretion and non-liability as stipulated herein, and expressly for, but not limited to, CCDC's decision to proceed with a selection process in response to the Request for Proposals from parking management firms for the Operation of the Downtown Public Parking System – Boise ID ("DPPS Operator RFP").

- I. Discretion of CCDC: CCDC reserves the right in its sole discretion and judgment for whatever reasons it deems appropriate to, at any time:
- a. Modify or suspend any and all aspects of the process seeking interested parking management firms;
 - b. Obtain further information from any person, entity, or group, including, but not limited to, any person, entity, or group responding to the DPPS Operator RFP (any such person, entity, or group so responding is, for convenience, hereinafter referred to as "Submitter"), and to ascertain the depth of Submitter's capability and desire to manage the Downtown Public Parking System owned by CCDC and in any and all other respects to meet with and consult with any Submitter or any other person, entity, or group;
 - c. Waive any formalities or defects as to form, procedure, or content with respect to its DPPS Operator RFP and any responses by any Submitter thereto;
 - d. Accept or reject any statement and/or fee proposal received in response to the DPPS Operator RFP, including any statement or fee proposal submitted by the undersigned, or select any one submission over another;
 - e. Accept or reject all or any part of any materials, plans, implementation programs, schedules, phasing, and proposals or statements, including, but not limited to, the nature and type of proposal.

II. Non-Liability of CCDC. The undersigned agrees that CCDC shall not have any liability whatsoever of any kind or character, directly or indirectly, by reason of all or any decision made at the discretion of CCDC as identified above.

III. The undersigned, including all team members, have carefully and thoroughly reviewed the DPPS Operator RFP documents and have found them to be complete and free from ambiguities and sufficient for their intended purpose.

Submitter's Signature: _____
Print Name: _____
Print Title: _____
Name of Firm: _____
Date: _____

END OF ATTACHMENT G

ATTACHMENT H

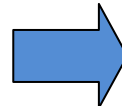
**RESPONDENT'S PROPOSED ANNUAL BUDGET &
GENERAL OPERATING EXPENSES
(REQUIRED FOR SUBMISSION)**

Complete this table and submit as part of Respondent's the proposal under Tab 8 (see page 14 of the RFP).

Category	Projected Annual Expense
Personnel Costs ¹	
Employee Insurance / Benefits ²	
Commercial General Liability / Theft/ Auto Insurance	
Routine Facility Maintenance & Snow Removal (including supplies)	
Equipment Maintenance / Repairs / Fuel (except elevators) ³	
Elevator Maintenance / Repairs / Annual Inspections	
Annual Fire Sprinkler & Fire Extinguisher Inspections	
Utilities ⁴	
Telephone/cell phones	
Security	
Permit and/or Licensing Fees	
Uniforms	
Operations Supplies	
Postage and Shipping	
Data Processing ⁵	
Other Expenses ⁶	
Management Fee ⁷	
<i>Total Annual Operating Expenses</i>	

1. Cost of personnel related to the operation and management of the parking facilities based on your proposed operations plan. Please include salaries, wages, all related payroll taxes, social security payments, worker's compensation fees, unemployment payments, and any other mandatory assessments. (This is for comparison purposes only; the actual number of employees to be negotiated).

Continued on Next Page



2. Cost of all benefits (including vacation pay, holiday pay, health / dental / vision insurance if applicable) provided to employees assumed in item 1 that will be considered as an operating expense.
3. DPPS equipment includes a light duty truck and sweeper. Cost of fuel for both vehicles and maintenance for the truck should be included Respondent's proposed budget. Maintenance for sweeper is paid by CCDC directly.
4. Utilities include electric / internet / water / sewer / trash /, etc. List telephone / cell phones as separate item.
5. Fees that would be charged to DPPS for Respondent's back office data processing, reports, and documents, if any; other data processing costs.
6. Other expenses anticipated by the Respondent as provided in the sample management agreement.
7. Fee should include Respondent's profit, overhead/corporate expenses, fidelity and performance bonds and required insurance.

END OF ATTACHMENT H.