



**PARKING OPERATIONS AND MANAGEMENT SERVICES
REQUEST FOR PROPOSALS (“RFP”)**

ISSUE DATE: February 15, 2019

DUE DATE: **2:00 P.M.** on **March 28, 2019** (“Submission Deadline”)

INSTRUCTIONS: Please submit five (5) paper copies and one (1) electronic copy of the Request for Proposals (“RFP”) on a flash drive. Diversity participation information provided by Proposers should be delivered with the Proposal in a separately-sealed envelope labelled “Diversity”. Submittals must be delivered in a sealed envelope in person, via mail or courier. Please write “**Parking RFP**” clearly on the outside of the sealed envelope. Submittals received by email, fax, or after the Submission Deadline will be rejected.

SUBMIT TO: Houston First Corporation, Attn: Mitch Miskowski, 701 Avenida de las Americas, Suite 200, Houston, TX 77010.

CONTACT INFO: Any questions concerning this RFP must be submitted by e-mail to bids@houstonfirst.com no later than **11:00 a.m.** on **March 11, 2019**. Questions will be answered collectively in the form of a Letter of Clarification and made available at www.houstonfirst.com/do-business.

OVERVIEW

Houston First Corporation (“HFC”) requests responsive proposals (“Proposals”) from experienced contractors to provide parking operations and management services at HFC facilities. The Proposer selected is to furnish all labor, supervision, supplies, and other goods and services necessary to provide courteous and efficient operation and management of HFC’s parking garages and surface lots, including ingress, egress, events, contract parking, and transient parking. Services are to be provided 24 hours per day, seven days per week, 365 days per year, including all holidays.

Essential personnel required by HFC for these services include a Project Manager, Garage Managers, Command Center Operators, Supervisors, Equipment Technicians, Shuttle Drivers, Shuttle Driver Supervisors, and Customer Service Ambassadors. Proposers will also need administrative staff and clerical support, such as an office manager, accountants, auditors, bookkeepers, and assistants.

The Proposer selected as a result of this RFP will also be responsible for scheduling off-duty Houston Police Department personnel (or other approved peace officers) for traffic control as needed during games, concerts, conventions, and other major events. HFC cannot and shall not guarantee any minimum number of positions or service hours, as requirements will fluctuate due to events, seasons, and a host of other variables, known and unknown.

BACKGROUND

HFC is a local government corporation created by the City of Houston to facilitate economic growth through the promotion of the greater Houston area and the business of conventions, meetings, tourism, and the arts. HFC manages and operates more than 10 city-owned facilities, including the George R. Brown Convention Center, Wortham Theater Center, Jones Hall for the Performing Arts, Miller Outdoor Theatre, Theater District Parking Garages, Partnership Tower, Avenida North Parking Garage and Avenida Central Parking Garage.

PRE-PROPOSAL MEETING

A pre-proposal meeting will be held for the benefit of all prospective Proposers at **11:00 a.m.** on **February 27, 2019** in **Meeting Room 320 A** at the George R. Brown Convention Center, located at 1001 Avenida de las Americas, Houston, Texas 77010. Although attendance at the pre-proposal meeting is not mandatory, all prospective Proposers are urged to attend.

PARKING FACILITY OPERATION AND MANAGEMENT

The Proposer selected as a result of this RFP will be responsible for the operation and management of the following parking garages and facilities:

- a. Avenida North Garage: 1,846-space garage connected to Partnership Tower located at 701 Avenida de las Americas. With entrances are located on Capitol St. and Rusk St., this facility serves office workers and attendees at the George R. Brown Convention Center, Minute Maid Park and Avenida Plaza.
- b. Avenida Central Garage: 663-space underground parking facility located at 1002 Avenida de las Americas. Located beneath Discovery Green, this facility serves the park, George R. Brown Convention Center and Avenida Plaza.
- c. Avenida South Garage: 1,459-space garage located at 1710 Polk St. connected by skybridges to the Hilton Americas-Houston Hotel and the George R. Brown Convention Center. Primary users include hotel guests, convention center attendees. The facility also supports events at Toyota Center, Avenida Plaza and area restaurants.
- d. Tundra Garage: 2,478-space garage located at 1515 Jackson St. serving the Toyota Center and area businesses.
- e. Theater District Parking Garage: 3,369-space underground parking facility located at 511 Rusk St. consisting of three interconnected facilities (the "Green" Civic Center, "Yellow" Large Tranquility and "Blue" Small Tranquility garages). Located in the heart of downtown Houston, this facility operates 24/7 and is used for events, contract and transient parking.
- f. Lots C&H: 579-space surface lots. Lot C is bounded by Memorial Drive, West Capitol, Buffalo Bayou, and Interstate 45; Lot H is bounded by Memorial Drive, Interstate 45, and Fonde Community Center. These lots are used by City of Houston employees, jurors/municipal court personnel, and in support of area businesses.
- g. HPD Lot: 85-space surface lot located at 3300 Artesian Rd. Weekdays, during the day, the lots is used by the Houston Police Department. After hours and on weekends, the lot supports the Downtown Aquarium.
- h. Staging Lot: Restricted-use marshalling area located at 901 Ruiz used in support of Convention District operations.
- i. Lot 4: 245-space restricted-use surface lot located on Chartres St. behind the George R. Brown Convention Center Polk St. and Rusk St..
- j. Lot 6: 75-space restricted-use surface lot located on Chartres St. between Capitol St. and Texas St.
- k. Lot 8: Unpaved restricted-use surface lot on Capitol St. at Hamilton St. featuring up to 120 spaces depending on weather conditions.

SHUTTLE SERVICES

An essential service requires under the scope of this RFP is the operation of a shuttle serves along fixed routes (See <http://www.cohemployeebus.com/default.aspx>) serving parkers in the Theater District and surrounding areas.

The Proposer selected as a result of this RFP will be required to maintain and operate the following commercial vehicles:

- a. One (1) 2008 Goshen Coach Sentinel 28-passenger busses
- b. Four (4) 2012 Ford E350 12-passenger vans with 2 wheelchair spaces
- c. One (1) 2011 Ford E350 14-passenger van
- d. One (1) 2011 Ford E250 12-passenger van
- e. One (1) 2013 Ford E450 25-passenger shuttle bus
- f. One (1) 2002 Dodge Ram 2500 V8 truck with lift gate

The successful Proposer will also be responsible for placing and programming mobile electronic message boards owned by HFC during events.

JANITORIAL SERVICES

The Proposer selected as a result of this RFP will be required to provide cleaning and janitorial services at each Parking Facility, including trash removal, emptying trash cans, and routine cleaning of elevators, escalators, tunnels, stairwells, ticket dispensers, pay-on-foot stations, exit verifiers, parking barriers, intercoms, license plate readers, and all other parking equipment.

TRANSIT CENTER OPERATION

The successful Proposer will be required to operate two transit centers in the Convention District. Located in the Avenida North and Avenida South Garages, respectively, the transit centers require proactive management and oversight when activated for conventions and other large events. Busses, shuttles and other commercial vehicles must be directed, parked, loaded/unloaded, and disembark safely and on a timely basis. Accurate records pertaining to vehicle arrival, purpose and departure must also be created.

PROPOSAL FORMAT

Although HFC prefers substance over form, to be considered responsive, Proposers are asked to review the following criteria/information requests and respond, in order, to the best of their ability:

- a. **Transmittal Letter:** Write a letter communicating effectively why your company should be selected. The letter must be signed by a person authorized to make representations on behalf of the Proposer and include a direct phone number and email address. Proposers must make a specific, unambiguous statement accepting and agreeing to comply, if selected, with the "Parking Operations and Management Services Agreement".
- b. **Experience:** Describe the Proposer's history in meeting the needs of its clients. Provide three current references for parking operations and management services at comparable facilities, such as hotels, airports, arenas, shopping malls, office buildings, convention centers, and office buildings (include a contact name, phone number, and email address for the manager for each such reference). Additionally, each Proposer must identify by name all parking facilities operated

by Proposer in downtown Houston, or include a statement that the Proposer does not operate any parking facilities in downtown Houston.

- c. **Essential Personnel:** Identify the essential personnel who will be assigned work under this contract, such as the Project Manager, Garage Managers, and the responsible corporate executive. Please include a summary of their experience and qualifications.
- d. **Proposer Questionnaire:** To ensure the service needs of HFC are met, and to better understand the benefits offered by Proposer, please review and respond to each item in the attached questionnaire. Costs to HFC for additional services, if any, must be defined clearly.
- e. **Pricing:** Please submit Proposer's pricing for services using the form available online at www.houstonfirst.com/do-business. Though not required, any alternative pricing or fee structure recommended by Proposer should be stated separately in response to the appropriate item in the Proposal Questionnaire for separate consideration.
- f. **Diversity Commitment:** Proposers should indicate how they intend to make good faith efforts to utilize diversity companies to meet the Diversity Goal set forth in this RFP.

All information provided by Proposers should be organized, clear and concise. Although there is no page limits, Proposers are asked to avoid excessive graphics, title pages, or other extraneous information in their proposal other than requested by HFC.

EVALUATION

HFC will review and rank every proposal received in response to this RFP based on the following weighted criteria: Transmittal Letter, including expressed acceptance of the Parking Operations and Management Services Agreement (15 points); Experience, including references (20 points); Essential Personnel (15 points); Proposer Questionnaire responses (20 points); Pricing (20 points) and; Diversity Participation (10 points).

HFC reserves the right to interview the top-ranked Proposers, not to exceed five, prior to making a selection. If interviews are scheduled, then up to 20 additional points may be added to the existing proposal scores of the top-ranked Proposers, for a maximum possible total of 120 points, based on their responsiveness and interview.

HFC intends to award the contract to the Proposer offering the best value to HFC, as measured by HFC utilizing the foregoing evaluation criteria, including the right to award the contract by criteria other than the lowest price proposed. HFC reserves the right to select or reject all or part of any proposal, waive minor technicalities, and select proposals in the manner and to the extent that they serve the best interests of HFC. This RFP does not commit HFC to award a contract, issue a purchase order, or to pay any costs incurred in the preparation of a proposal in response to this RFP. HFC reserves the right to request proposal clarifications/additional information from some or all Proposers.

LETTERS OF CLARIFICATION

Responses to all material questions timely submitted by potential Proposers, as well as revisions incorporated into this RFP by HFC, if any, will be confirmed in a letter and made available online at <http://www.houstonfirst.com/do-business/> ("Letter of Clarification"). When issued, Letters of Clarification become part of this RFP and automatically supersede any previous specifications or provisions in conflict therewith. By submitting their proposal, Proposers shall be deemed to have received all Letters of Clarification and to have incorporated them into their submittal. Verbal responses will not otherwise alter the specifications, terms and conditions as stated herein. It is the responsibility of Proposers to monitor the foregoing link and ensure they receive any such Letters of Clarification and incorporate them in their proposal.

FORM OF AGREEMENT

By submitting a response to this RFP, Proposer agrees, upon notice of selection, to enter into the “Parking Operations and Management Services Agreement” available online at www.houstonfirst.com/do-business. Proposers may identify any objections within or immediately following the transmittal letter; provided, however, proposals including material exceptions are deemed non-responsive and will be rejected without consideration. Pre-printed forms or standard terms submitted by a Proposer shall be disregarded and may result in a Proposal being deemed, in HFC’s discretion, as non-responsive.

DIVERSITY PARTICIPATION

The Proposer selected will be required to use good-faith efforts to award subcontracts to diversity participants certified by any of the identified certification agencies as defined in the HFC Diversity Program. HFC has established the following goal for these services: **20%** of the total value of the Agreement. Proposers should note if they are certified as a diversity participant in their submittal; however, such certification shall not lessen or otherwise alter the requirement to use good faith efforts to award subcontracts to diversity participants. Diversity participation information provided by Proposers should be delivered with the Proposal in a **separately-sealed envelope** labelled “**Diversity**”.

RESTRICTIONS ON COMMUNICATIONS

Throughout the selection process, commencing with the Issue Date, Proposers are directed not to communicate with any HFC or Hotel employee, officer or director regarding their Proposal, or any matter relating to this RFP, other than through bids@houstonfirst.com or during the Pre-proposal Conference. Proposers are solely responsible for observation and compliance with such restrictions, and HFC reserves the right to reject any proposal due to violation of this provision.

VENDOR CODE OF CONDUCT

Proposers who do business or seek to do business with HFC are expected to interact with HFC with high ethics and integrity. To promote ethical conduct by its existing and potential contractors, HFC has adopted a Code of Conduct for Vendors, available online at www.houstonfirst.com/do-business. HFC requires that all Proposers be familiar with and abide by the Code of Conduct for Vendors.

CONFLICTS OF INTEREST

Proposers are advised that they have an affirmative obligation to disclose any affiliation or business relationship with an HFC employee, officer, or director creating a conflict of interest (or appearing to a reasonable person to potentially exist). Those who need the disclosure form may find it online at <http://www.ethics.state.tx.us/forms/CIQ.pdf>. By submitting a proposal, Proposers represent that they are in compliance with the requirements of Chapter 176 of the Texas Local Government Code.

PROTEST PROCEDURES

Any protest relating to the form, terms and conditions, selection criteria, specifications, exhibits, or any other material RFP content must be filed by the actual or potential Proposer with the Purchasing Agent no later than five business days prior to the Submission Deadline. If the protest consists of a dispute regarding the Proposer recommended by the selection committee, or otherwise relates to the alleged misapplication of selection criteria, then the Purchasing Agent must receive the protest from an actual Proposer after the Submission Deadline, but at least three business days prior to consideration of a contract resulting from this RFP by an HFC committee or Board of Directors, whichever is earlier.

All protests must be made in writing and delivered to Houston First Corporation, Attn: Purchasing Agent, 701 Avenida de las Americas, Ste. 200, Houston, TX 77010. To be considered by HFC, protests must be timely received and include, at a minimum, all of the following information: (a) The name, address and contact information of the Proposer, with sufficient information to establish that a bona fide Proposer is the person or entity filing the protest; (b) The full title of the RFP; (c) Material grounds for the protest, including the provisions of the RFP and the applicable law or regulation that serves as the basis for the

protest; (d) A statement of the specific relief requested by the Proposer; (e) Reference to and attachment of any pertinent documents or sources relied upon by the protestor that the protesting party wishes to have HFC consider; and (f) An affidavit attached to support any factual allegations stated in the submission. The Purchasing Agent will notify the Proposer promptly to acknowledge receipt of a protest.

PUBLIC INFORMATION

HFC is subject to the Texas Public Information Act ("TPIA"). Information submitted by Proposers is subject to release under the provisions of the TPIA set forth in Chapter 552 of the Texas Government Code. Each page where confidential or proprietary information appears must be labeled as such clearly and unambiguously. Proposers will be advised of any request for public information that implicates their materials and may, in accordance with applicable law, elect to assert objections to disclosure with the Texas Attorney General at their cost and expense.

RFP PACKETS

A complete copy of this RFP, including exhibits, necessary forms and other relevant information is available on-line at www.houstonfirst.com/do-business. This RFP provides the information necessary to prepare and submit a proposal for consideration and ranking by HFC.

WITHDRAWAL; ERROR

Proposals may be withdrawn due to errors or for any other reason by a written request received by bids@houstonfirst.com prior to the Submission Deadline.

PROPOSER QUESTIONNAIRE

Houston First Corporation (“HFC”) intends to carefully evaluate the ability of every proposer (each a “Proposer”) to perform successfully under the terms of the resulting agreement, giving due consideration to matters such as compliance with public policy, record of past performance, financial and technical resources, and other material items pertaining to the responsibility and integrity of each Proposer.

For all of the foregoing reasons, HFC expects each Proposer, to be considered responsive to the requirements of the foregoing RFP, to include a comprehensive document in its Proposal answering all of the following questions fully and truthfully:

1. INTEGRITY & COMPLIANCE

- a. How long has the Proposer been in business?
- b. Is the Proposer in good standing under the laws of its state of incorporation?
- c. Does the Proposer possess the experience, means and resources to perform services in connection with this RFP?
- d. Has the Proposer, or any of its principals, in the past 5 years, knowingly or intentionally committed fraud or a criminal offense in connection with obtaining or attempting to obtain a contract? If so, please explain.
- e. Has the Proposer, or any of its principals, in the past 5 years, knowingly or intentionally violated antitrust statutes? If so, please explain.
- f. Has the Proposer, or any of its principals, in the past 5 years, knowingly or intentionally committed embezzlement, theft, forgery, bribery, falsification or destruction of records, or tax evasion? If so, please explain.
- g. Has the Proposer, or any of its principals, in the past 5 years, knowingly or intentionally made a false statement to a governmental authority? If so, please explain.
- h. Is the Proposer currently delinquent in the payment of Federal, state or local taxes? If so, please explain.
- i. Has the Proposer, in the past 5 years, defaulted under a contract forcing its surety to suffer a loss? If so, please explain.

2. OPERATIONAL STANDARDS & VALUE-ADDED SERVICES

- a. How much is the Proposer’s cost of insurance per space?
- b. What is the Proposer’s payroll tax rate for Texas?
- c. What is the Proposer’s minimum acceptable capture rate for self-parking facilities?
- d. What web- or app-based promotional or technical support does the Proposer offer? Please note any additional costs to HFC.
- e. Please describe your Houston-area workforce availability and HR support.

- f. How many parking facilities does the Proposer manage that feature TIBA equipment? How many are in Houston?
- g. Will the Proposer retain the services of a TIBA specialist to service equipment at HFC facilities?
- h. Can the Proposer implement a biometric time-keeping system for all of its employees and subcontractors by July 1, 2019?
- i. How will the Proposer manage the HFC parking command center? Is the Proposer able to manage similar command centers remotely and, if so, what savings and operational efficiencies can be expected?
- j. Can the Proposer offer any suggestions to restructure the personnel requirements for these services? (e.g., fewer Garage Manager, additional supervisors, etc.) Please identify any additional costs or anticipated savings to HFC.
- k. Does the Proposer offer any revenue-enhancing or cost-saving services, strategies or technological innovations that could be implemented at one or more HFC parking facilities? If so, please identify any additional costs or anticipated savings to HFC, and note whether or not such enhancements could be implemented in calendar year 2019.

3. CERTIFICATION

The undersigned Proposer represents and warrants that all of the information provided by Proposer in response to the foregoing Proposer Questionnaire is true, correct, complete, and may be relied upon by Houston First Corporation without exception:

Proposer: _____

By:

Signature: _____

Date: _____

Name: _____

Title: _____