



Request for Proposals

City of Poulsbo, Washington

Parking and Enforcement Operations Services

April 30, 2025



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Section 1.0 – Introduction

1.1 Overview and Background

1.1.1 Context

The City of Poulsbo, WA (hereinafter referred to as “the City” or “City”) is seeking to enter into an agreement with a qualified service provider (“Contractor”) for on- and off-street parking management services for public parking near the City of Poulsbo waterfront.

The City requires a well-managed and financially stable parking operator with demonstrated skills and technical ability that provides high levels of customer service to fulfill the requirements outlined in this Request for Proposals (hereinafter referred to as “RFP”). The successful proposer (“Contractor”) may be awarded an agreement to operate and enforce the City’s on- and off-street parking assets near the waterfront, as defined by the proposed management area, for a term of three (3) years, with the option to extend for an additional two (2) year term. A detailed Scope of Services is included in Section 2.0 of this RFP.

Review of proposals submitted will include, but is not limited to, evaluation of the following factors:

1. Applicable parking experience and references, including robust experience in the Washington State market;
2. Proposed management fee;
3. Itemized projected operational costs;
4. Detailed operating strategy, including proposed technologies and management structure;
5. Financial strength of Contractor;
6. Monthly reporting capabilities;
7. Key personnel to be dedicated to the parking operation; and
8. Local or regional support presence.

The City of Poulsbo does not currently have a paid parking program or a devoted third-party parking enforcement operator. Due to the increased parking demand near the waterfront, the City is planning a multi-phased operational launch, which includes on-street parking payment, permits for downtown employees, and consistent patterns for enforcement. The phases are anticipated as follows and are subject to change based on revised City direction.

Phase 1 (Projected to begin August 1, 2025): Parking enforcement contract begins, along with an employee permit program launch. The proposed active enforcement area is outlined in Figure 1, below. Focus will include monitoring time-restricted spaces and employee program results.

Phase 2 (Projected to begin June 1, 2026): Paid parking launch and revised signage/wayfinding installation.

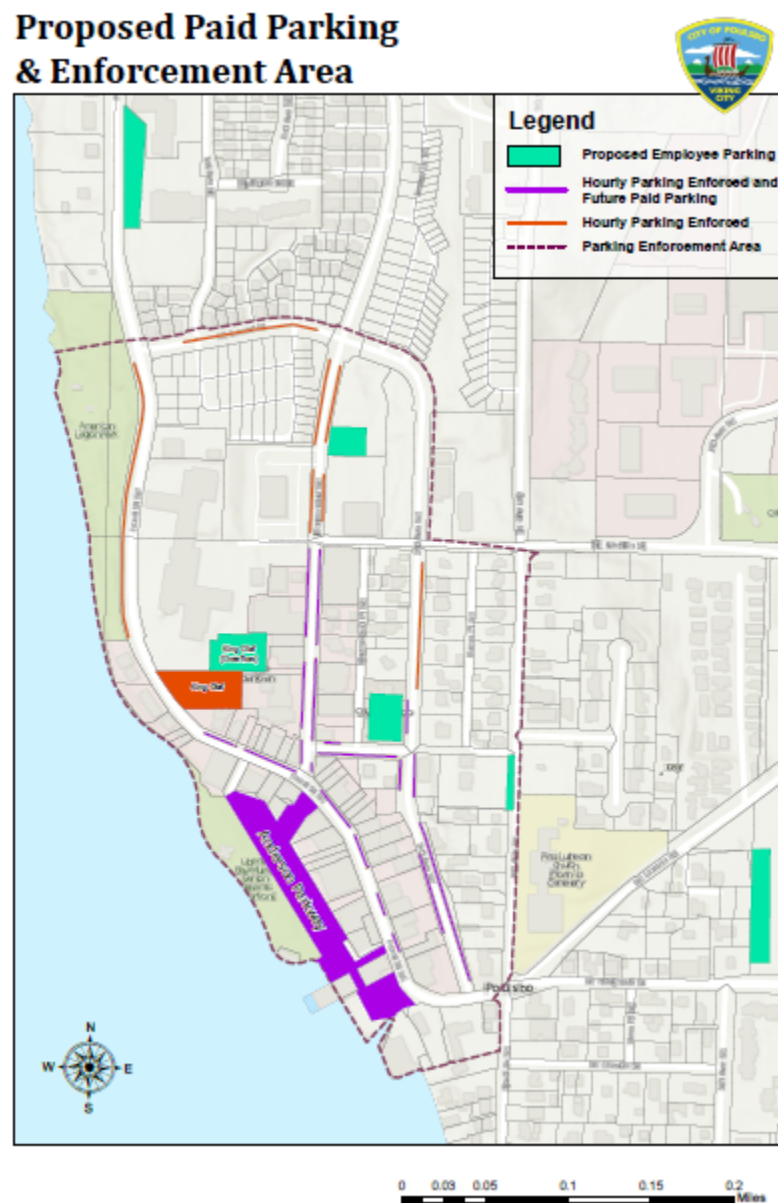
Note: Phases are subject to change based on further City Council approvals.

The downtown public parking system (the “Parking System”) to be managed by the Contractor will consist of the following:



- Approximately 572 spaces in the proposed paid parking area, including proposed employee parking, plus additional free but time-limited spaces as detailed in Figure 1:

Figure 1: Proposed Managed Parking Area



Source: City of Poulsbo, 2025



The managed parking areas are further described as follows:

- On-Street Parking
 - Approximately 51 on-street time-restricted spaces. Figure 1 demonstrates the intended spaces for paid parking launch in Phase 2, which will be priced at a to-be-determined rate per hour during posted hours, with payment accepted using mobile applications, such as ParkMobile or other apps, to be determined, plus Scan-to-Pay capability to provide parking to customers who do not desire to sign up for a mobile parking account. Understanding that not all parkers may have access to credit cards or phone-based payment capabilities, signage must be conspicuously posted providing information on procedures to accommodate the “unbanked” population.
 - Additional on-street unmetered parking spaces within the management area will require time-limit, permit, or improper parking enforcement.
- Off-Street Parking
 - Approximately 371 spaces in the following off-street surface lots and garage:
 - City Hall Garage – 59
 - Little Anderson Lot – 45
 - Big Anderson Lot – 190
 - King Harald Vei Lot – 7
 - King Olaf Lot – 70
- Proposed Employee Parking
 - Approximately 148 spaces in the following off-street surface lots (under negotiations):
 - Gateway Fellowship Church ~ 40
 - First Lutheran Church ~16 spaces
 - Poulsbo Parks and Recreation Lot ~ 10 spaces
 - Jensen Post Office Gravel Lot ~ 40 spaces
 - King Olaf Lot Overflow – 42 spacesPotential 30 additional spaces at an unnamed location within the proposed managed area (TBD).

1.1.2 Parking System Characteristics Impacting Proposals

Other important considerations pertaining to the Parking System include the following:

- **Permitting:** There are currently no active permit programs in Poulsbo. The Contractor will be tasked with launching an employee permit program for waterfront business employees that includes the sales, management, technology platform, processing, payment, customer service, and fulfillment necessary for the successful implementation of the permit program. Employee permit fulfillment is projected to include approximately 200 to 300 permits monthly. The Contractor will also need to provide electronic permits for City Hall employees who park in the City Hall Garage. Pricing for the fulfillment of employee permits is expected to fold into the City’s Agreement. The Contractor may be asked to recommend and implement additional permit parking programs as applicable over the course of a contract term.



The City desires to implement a digital permitting approach that is integrated with enforcement technologies and allows for convenient customer management of permitted vehicles. If time does not allow digital permitting upon program launch, the initial permitting launch may include paper hang tags as a Phase 1 solution.

- **Parking System Enforcement:** Importantly, besides being a thriving place with over 12,000 residents, Poulsbo is a destination community, attracting visitors from throughout the region to enjoy the walkable, mixed-use downtown with its many shops, restaurants, and amenities. Poulsbo is particularly busy during weekends, warmer months, nice weather, and events. Enhanced enforcement may be requested during peak or event periods.
- **Hardware and Software Technology:** No mobile parking payment system is currently in place at Poulsbo. Proposers must describe their proposed mobile parking payment system, the key components of which are described in this RFP. Contractors will be expected to manage all payment technologies and ensure reliable uptimes on services.
- **Payment Systems –** There is no anticipated demand for on-street parking meters, multi-space parking payment kiosks, or Parking Access and Revenue Control Systems (PARCS). All parking payments will be paid by mobile parking payment application or a scan-to-pay system, or otherwise as facilitated by the Contractor's customer service department (for parkers who do not have access to credit cards or payment systems other than cash or check).

Important Note: Payment for parking is to be made via a pay-by-plate approach. The City requests that eligible Contractors submit proposals, assuming the Contractor will provide all applicable enforcement equipment and software necessary to enforce a pay-by-plate parking system. Contractors should assume full responsibility for all enforcement operations (i.e., in all on-street and off-street public parking facilities) in their proposals, providing all enforcement operations staff, hardware, software, and processes. The Contractor should be the merchant of record.

- **Services Include Management and Materials:** The Contractor will provide all necessary materials, staff, expertise, systems, and services to carry out the required Scope of Services outlined in this RFP. Additionally, the City is requesting the Contractor to offer optional and additional pricing for "Enhanced Parking Management" duties, specifically involving community outreach, complaint resolution, and a designated program manager to support as the "face" of the program. "Enhanced Parking Management" should include management of marketing and informational materials, production of website content related to parking practices and permitting programs, presentations to City staff and City Council, and advisor activities to promote the successful evolution of the new program.
- **Customer Service, Marketing, Communications, and Community Engagement:** The chosen Contractor must emphasize quality customer service, communications, transparency, and collaborative community engagement. The City views efficient and well-managed parking as a critical component to the economic development, continued success, and vibrancy of downtown. The selected Contractor must work with City staff to provide a customer-first approach, emphasizing clarity of options and resources and compliance over punitive enforcement to the extent possible.



- **Potential Policy Changes:** The City reserves the right to modify parking rates, rules, and regulations and introduce and modify parking permit programs over the life of the management agreement.

1.2 Contractor Qualifications

The successful Contractor shall demonstrate the ability to effectively enforce local and state parking regulations that most effectively meet or exceed the requirements outlined in the RFP. The Contractor must have parking enforcement and parking experience in all practical areas and must be able to demonstrate said experience through documentation, references, and past successes in managing on-street and off-street parking in a community similar to Poulsbo. The successful Contractor must clearly show the ability to provide service, collect appropriate data, and develop a professional report and presentation.

Proposals must meet all requirements of this RFP. In addition, if, based on Contractor's experience, alternative or additional implementation approaches exist that will ultimately assist the City of Poulsbo in achieving its objective of providing excellent and cost-effective customer service through different solution approaches, Contractor is encouraged to offer such alternatives and their rationale. Alternatives should be included as additional suggestions, not as replacements for the required responses outlined in the RFP, and must be clearly labeled as alternatives.

No Contractor or entity comprising of Contractor staff may submit more than one proposal under the same or different names or as part of multiple organizations. The City reserves the right to disqualify any Contractor or entity comprising Contractor that submits more than one Proposal in response to this solicitation.

1.3 Contract Term

The term of the selected Contractor's Parking Management Agreement shall commence on the effective date and shall be for a period of three (3) years, with one additional two (2) year term of service following the initial term at the sole discretion of the City.

Disclaimer: All those proposing to this RFP should note that a contract for enforcement operations will require further City Council approval. The phased launch of paid parking in year 2 may also be subject to change and may require revised scope, revised agreement terms, and any applicable change orders.

1.4 Compensation

- **Base Management Fee:** As compensation for services rendered, the City will pay Contractor a Base Management Fee for the professional services provided to manage and administer the Parking System. The base fee will equal an amount agreed upon and included in a final negotiated agreement. The base fee may be outlined for each year of the potential contract, computed and paid on a monthly basis, excluding direct expenses of the operation (both capital and operating), which shall be reimbursed by the City of Poulsbo, not to exceed the approved budget.
- **Operational Costs:** The City will reimburse Contractor for only those direct labor costs and expenses resulting from the operation of the Parking System. Expenses will be reimbursed to the extent that they are paid



(without markup) in performing Contractor's obligations under the Agreement. Payroll expenses will be reimbursed for hours spent onsite in exclusive service to the Parking System. Liability insurance may incorporate a "self-insured retention" provision. The City-chargeable deductible for such insurance must be disclosed. Expenses may include the following as examples:

- Salaries, wages, fringe, worker's compensation
- Additional liability insurance
- Office supplies, citations, telephones, computers, internet services
- Uniforms, laundry services
- Mobile LPR technologies and applicable handhelds for enforcement
- Integration fees
- Licenses and permits
- Bank or technology subscription fees

Anticipated paid parking hours are Monday through Sunday, 10:00 a.m. to 6:00 p.m. The City may, however, choose to enforce paid parking six-days a week only. Contractors should assume vehicle-based enforcement will include varied shift times, including some late-night shifts, and varied days per week.

- **Costs per Phase:** Proposals must offer Base Management Fee and operational cost pricing for each of the first three (3) years of a potential contract term. Additionally, costs should reflect the phasing of paid parking and mobile payment, as described in Section 1.1.1.

Proposals must outline operational costs on the attached "Operating Expense Worksheet." Please fill out both Worksheets (light enforcement & robust enforcement). Proposals should provide costs for two (2) alternative enforcement schedules:

1. **Light Enforcement Schedule.** One Enforcement Officer to work three varied days per week. It is anticipated 8-hours per day in combination of field work and office work. Days of the week and shift times should vary, to include limited coverage of late-night hours.
2. **Robust Enforcement Schedule.** One Enforcement Officer to work six varied days per week. It is anticipated 8-hours per day in combination of field work and office work. Proposals may include recommendations for how best to schedule and vary shift times.

- **Optional/Additional Management Fee:** The City may desire to request that the Contractor perform additional "Enhanced Parking Management" activities, which include managing program details similar to those commonly managed by internal City staff. Duties may include marketing and outreach for the local community, escalated complaint resolution, production of informational content, program development suggestions, meetings with Poulsbo City staff and stakeholders, or presentations to the City Council regarding questions and program updates. Proposers may include an optional pricing line and recommendations on how to structure a fee for additional management duties.



Section 2.0 – Scope of Services

The City of Poulsbo, Washington, seeks a qualified Contractor to provide on- and off-street parking operations services for the defined management area outlined in Section 1.1.1. The chosen Contractor shall comply with all requirements described in this Scope of Services section.

2.1 Operations Management Overview

The selected Contractor shall adhere to the operational standards outlined in this section, including but not limited to:

1. Operate the City's on-street and off-street parking system, which includes back-office operations, permitting, customer service, maintenance and functionality of payment technologies, enforcement staff who will receive limited commissioning, collection of revenue, and parking enforcement, including first-level customer service.
2. Implement an intelligent, user-friendly, communications-focused Parking System, responding to the current and future needs of residents, visitors, businesses, and service contractors through active planning, management, and communications.
3. Provide necessary technology for the parking and enforcement system, including:
 - a. Systems to support a license plate-based enforcement program
 - b. Handheld enforcement devices
 - c. Back-end parking management system software and hardware to facilitate enforcement activity and an integration with the court's JINDEX software program for submitting citation information electronically
4. Work closely with City designees. The City will maintain all ownership rights and full access to all program management data.
5. Serve as a liaison between the public and the City on public parking matters to ensure a high degree of system performance and customer service.
6. Professionally manage compliance with parking regulations in the designated city rights-of-way, utilizing industry-leading technology.
7. Write and issue citations for vehicles improperly parked in the public right of way or who overstay (or fail to pay for) paid parking periods.
8. Provide supporting documentation for hearings and appeals regarding parking violations. .
9. Provide appropriate commissioned and noncommissioned staffing to support the paid and managed parking program during all designated operating hours.
10. Provide online or telephone access to customer service representatives during all parking and enforcement hours of operation.
11. Manage mobile payment and permitting technologies, including softwares and process development. Validation accommodation may be required.
12. Provide a method for collecting parking revenues from mobile payment applications, and other parking revenue programs.
13. Manage any event parking operations, as requested by the City.
14. Professionally provide enforcement and booting services. Coordinate any towing needs with the City of Poulsbo Police Department (PD). PD will handle all towing.



15. Furnish all operating reports, spreadsheets, or data sets requested by the City.
16. Provide content to include on the City's website to communicate information about paid and time-limited parking options, payment options, permit options, parking citations, event parking, booting, towing, and complaint procedures.
17. Develop and provide telephone, email, and online complaint procedures.
18. Collection of and accounting for all payments from any source derived for the use of the on- and off-street parking facilities, including sums payable concerning daily, monthly, event, and validation parking fees.
19. Employment of parking personnel needed to maintain the highest level of customer service and effectively manage and operate the on- and off-street parking facilities for public parking. All staff members must be fluent in English and must be able to understand and be understood when conversing with English-speaking customers, without exception. All employment candidates must pass criminal background and driver's license checks as applicable for limited commissioning.
20. Maintenance of accounting records of all income and expenses related to the management and operation of the Parking System for auditing and financial reporting purposes.
21. Periodic consultation with the City on matters related to the operation of the on- and off-street parking facilities.
22. Provision of parking data to the City in a data visualization and manipulation form acceptable to the City.

2.2 General Service Requirements

2.2.1 Marketing, Communications, Customer Service, and Community Engagement

Contractor shall perform operations according to the following minimum requirements:

1. Contractor must:
 - a. Demonstrate exceptional verbal and written communication and interpersonal skills.
 - b. Foster a superior parking experience for motorists with high levels of customer service.
 - c. Respond to all inquiries, issues, escalations, and recommendations within 48 hours, Monday - Friday.
 - d. Meet regularly and build relationships with City officials, Police Department representatives, business owners, neighborhood and community representatives, and the public.
 - e. Support City initiatives related to parking.
 - f. Stay abreast of current parking technology, best practices, industry trends, processes, and operational excellence, promptly communicating such to City officials.
2. Contractor agrees to work with the City to develop guidance for customers to inform them of best practices to avoid citations, actions to take if a citation is received, and steps necessary for contesting citations. Guidance methodologies may include but are not limited to:
 - a. Informational text
 - b. YouTube videos
 - c. Parking and enforcement website or social media posts
 - d. Emails or texts to customers
 - e. Onsite informational signs
 - f. Press releases
3. Contractor agrees to participate in services intended to enhance customer experience, create and



implement a customer service plan, and attend public meetings as requested by the City. The City's top priority is to enhance the customer experience through the on- and off-street parking program. Contractor agrees to participate in community engagement activities relevant to the Parking System and any other meetings as requested by the City.

2.2.2 Customer Complaints

Contractor will implement a methodology for handling customer complaints, completing incident reports, and reporting the nature and reasonable disposition to the City. Contact information and directions for handling customer complaints and questions will be posted clearly throughout the Parking System and on the parking website, with content updated by the contractor as needed. Contractor will respond to customer complaints or comments within 48 hours of receipt (Monday through Friday) and will provide the City with a record of those complaints as they occur.

Contractors must develop and provide telephone, email, and online complaint procedures.

1. Contractor will respond to all complaints courteously and professionally within two (2) business days.
2. Contractor must maintain a monthly log of all complaints and resolutions, including:
 - a. Dates
 - b. Times
 - c. Names
 - d. Description of issue
 - b. Resolution

2.2.3 Vehicles, Hardware, and Software Needed for System Operations

1. The selected Contractor is expected to furnish, operate, and maintain the necessary tools for system operations, such as in-vehicle, handheld, and back-end enforcement and management hardware and software needed to operate and enforce the City's pay-by-plate parking system. Citation information must be shared timely with the Court.
2. Contractor should assume full responsibility for all enforcement operations (i.e., in all on-street and off-street parking facilities) in their proposals, providing all enforcement staff, hardware, software, uniforms, training, and processes. Provided hardware and software must be fully compatible and integrated with the proposed pay-by-plate approach.
3. Contractor's enforcement vehicle must display graphics clearly identifying the vehicle as a City-related parking enforcement vehicle. Logo is subject to approval by the City.
4. Contractor will be responsible for keeping the City abreast of the latest technology (both hardware and software-related) regarding its parking infrastructure and management.
5. Contractor will advise the City in advance of equipment purchases needed to ensure that the City's parking infrastructure is at or above industry standard.
6. Upon verification of delivery or installation, the City will assume ownership of data generated by the pre-approved software and hardware system purchases, as determined by the nature of the purchase and agreed to by both Contractor and the City.



2.2.4 Event Parking

The Contractor will provide staff for payment collection, appropriate traffic direction, enforcement, and customer service coverage during all designated City events as requested and as agreed upon by both the City and the Contractor. Expenses related to events will be billed separately. Requests for additional event support require a minimum of 30 days' notice. The Contractor's services may not be requested for each City event.

2.2.5 Sign Standards and Communication

Contractor agrees to support City staff in the procurement of mobile payment signage for the new paid parking areas in the Phase 2 launch of paid parking. The City will manage, pay for, and maintain all signage and roadway infrastructure.

Contractor, or a third party designated by Contractor, must develop marketing materials and instructions for permit programs. The City reserves the right to approve all marketing materials and formal communications to the public.

2.2.6 Towing

The Contractor will not be responsible for any towing of vehicles. The Contractor and City will establish an agreed-upon plan to address towing of vehicles based on criteria to be established. The Contractor will log events and citations leading to a potential towing activity.

2.2.7 Staffing

Contractor shall provide in its submittal a company organizational chart and resumes for the key staff members proposed to manage the contract. Appropriate managers and supervisors are required to manage all Contractor personnel, ensuring that posts are filled with the proper number of trained and qualified personnel and that such personnel effectively implement the City's directives in a way that reflects positively on the City.

Contractor must coordinate background checks and drug screening for all personnel. Effective employment of parking and enforcement personnel is needed to maintain the highest level of customer service and effectively manage and operate the on- and off-street parking and enforcement programs. All staff members must be fluent in English and must be able to understand and be understood when conversing with English-speaking customers, without exception. All employment candidates must pass criminal background and driver's license checks as applicable.

As part of their proposal, Contractor shall submit a detailed Staffing Plan demonstrating their approach to effectively staffing, operating, and managing the City of Poulsbo Parking System.

The Contractor must provide supervisor availability during Monday – Friday during normal business hours. The Contractor must provide customer service representative availability during all parking and enforcement operational hours.

Contractors should prepare cost proposals assuming varied enforcement hours, as described in Section 1.4, and must complete both tabs of the Excel spreadsheet called "Operating Expense Worksheet."



2.2.8 Training

Contractor must require all staff to undergo upon-hire and ongoing operations and customer service training designed by Contractor and approved by the City. Training and testing must occur annually for all Parking Enforcement Officers and will include, but not be limited to:

1. Policies and procedures
2. Municipal law, including related code and ordinance updates
3. Safety and OSHA expectations
4. Sexual harassment
5. Drugs and illegal substances
6. Media relations protocol
7. Customer service and visitor navigation
8. Courtroom testimony and procedures
9. Defensive driving
10. Logbook entry
11. Interpersonal communication skills
12. Conflict management and de-escalation techniques
13. Employee Handbook (job procedures and emergency protocols)
14. Technology and equipment

2.2.9 Designated Representative

The designated representative listed below will manage the Agreement on behalf of the City and act as the primary point of contact with Contractor's designated project representative.

City of Poulsbo's Designation Agreement Representative:

Joshua Ranes, P.E.

City Engineer

City of Poulsbo

200 Moe Street

Poulsbo, WA 98370

Via E-mail: jranes@Cityofpoulsbo.com

Send emails with the following SUBJECT: RFP Parking Enforcement

2.2.10 Banking

Contractor will be the merchant of record on all revenues associated with parking payments. Contractor shall establish a separate bank account in the name of Contractor and City at a bank located within a reasonable distance from downtown Poulsbo. Any interest earned on funds in the bank account shall belong to the City and shall be included in gross revenues.



2.2.11 Data and Reporting

General

Contractor agrees to provide the City with read-only access to all citation reporting systems it utilizes. The City will be responsible for any costs associated with its requirement to communicate directly into the citation reporting system it utilizes.

The City must receive a breakdown of revenue from the Parking System. The breakdown of revenue shall include but is not limited to, revenue collected in each area, by type, total revenue collected from mobile parking payments and any additional revenue sources that contribute to the Parking System's gross revenue.

Contractor agrees to furnish any and all reports, spreadsheets, or datasets requested by the City.

Dashboard Reporting

Contractor must make all dashboard reports available to the City through Contractor's offering of such dashboards and/or through the capabilities of the parking payment and enforcement technology.

Monthly Reporting

Within ten (10) business days after the end of each accounting month, Contractor will provide a detailed written statement of the gross revenue collected, management fees earned, and operating expenses incurred during the preceding month. Documents accompanying the Monthly Management Statement include but are not limited to the following:

- a. Monthly financial reporting including an income statement (monthly and year-to-date, with comparisons to budget, same month prior year, and prior year-to-date).
- b. Balance sheet.
- c. Monthly operating reports, including permit and transient parker reports by rate.
- d. Daily, monthly, and other reports, including maintenance, customer service, complaints, incidents, accidents, and other reports as may be required by the City.
- e. Detailed list of permit and validation parking accounts receivable, no-charge monthly accounts, and any other management reports reasonably deemed necessary by Contractor and the City in accordance with the Agreement.
- f. General ledger report, with copies of all invoices paid during the prior month.
- g. Payroll register addressing all pay periods covered in the prior month.
- h. Monthly Revenue Summary report, detailing amounts of each business day's deposit, itemized by the form of payment.
- i. Invoice for the month's reported operating expenses, if cost recovery for the month does not exceed operating expenses.

Annual Reporting

- a. Contractor will provide an annual report of the previous contract year's revenue and expenses within 60 days of the end of each contract year. Such report is to be certified as accurate by Contractor's Chief Financial Officer.



- b. Annual report indicating Payment Card Industry Data Security Standards (PCI DSS) compliance.
- c. At least ninety (90) days prior to each contract year, Contractor shall provide an annual projected expense budget.

Data Ownership and Access

The City will be the sole owner of any and all data collected from mobile payment parking zones by Contractor. Data and analytics shall be the property of the City and can be used by Contractor to deliver high-quality service. Data and analytics may also be provided to a third party upon the City's determination and permission.

Data Security Standards (DSS) and Payment Card Industry (PCI) Compliance

Contractor will be required to:

1. Utilize credit card acceptance hardware, software, and other system components that are PCI DSS (Payment Card Industry Data Security Standard) compliant.
2. Maintain PCI Certification for all applicable systems as required for the term of the Agreement with no additional cost to the City.
3. Maintain EMV* (Europay, MasterCard, and Visa) compliant environment.
4. Ensure all parking revenue and citation data are secure via Level 1 PCI compliance.
5. Be prepared to undergo annual PCI audits to ensure transactional data meets and exceeds security protocol.
6. Utilize protocols and passwords that prevent unauthorized access to software and hardware and manipulation of data and reports.
7. Provide physical security of equipment, files, communication networks, and other applicable items. Design data security into the system to safeguard confidentiality and prevent system abuse.
8. Comply with all security measures submitted by the City.
9. The City's failure to provide a partial or complete security plan shall not be construed as relieving Contractor of security responsibilities.
10. Utilize credit card acceptance hardware, software, and other system components that are PCI DSS compliant.

*Europay, MasterCard, and Visa are all global standards for authenticating credit and debit card transactions involving chip-compatible cards and point-of-sale (POS) terminals.

2.2.12 Citation Issuance, Processing, and Collections

The following pertains to the issuance and processing parking citations:

1. Contractor must abide by Local and State requirements concerning parking enforcement activity.
2. Contractor must demonstrate expertise in new technology availability, including valued features such as:
 - a. Handheld citation enforcement units utilizing license plate recognition scanning and hip-mounted printer citation issuance.
 - b. Real-time or scheduled (no less than one time daily) upload of citations into the back-end management system.
 - c. Responsive and available customer service capability, enabling citizens to address concerns and



- make payments.
- d. Robust, responsive, and prompt developer support for the citation enforcement system to provide the Court with necessary information via the JINDEX program.
 3. Contractor shall exclude all voided citations from billing. Contractor(s) billing software shall be capable of reflecting the accurate count of voided citations, and billing records submitted to the City shall reflect this count.
 4. Collections services are not currently included in the Scope of Services.

2.2.13 Payments to the City

The Contractor shall provide monthly payments to the City of Poulsbo equal to the gross parking and enforcement revenue less City-approved expenses as reported on the contract's monthly management statement, as detailed in this RFP, ensuring accuracy, transparency, and timeliness. Contractor must remit payments to the City by the negotiated due date. All monthly payments shall be made electronically to the designated City account to ensure prompt and secure transfers. Contractor shall also email confirmation of each payment to the designated City party immediately after the transaction.

Payments shall be accompanied by a comprehensive report detailing revenue from mobile parking payment zones, operating expenses, and any other items outlined in the contract, as applicable.

Late Payment Penalty: If Contractor fails to remit payment by the due date, a penalty of the total payment due may be applied. Additional daily penalties may accrue for each day the payment is late beyond the initial penalty.

Revenue Discrepancy Penalty: Should discrepancies be found between reported revenue and actual collections (exceeding negotiated variance standards), Contractor may be required to pay an additional penalty. Discrepancies shall be identified through the monthly reconciliation reports or during audits.

If there is a negative monthly account balance, Contractor will include an invoice for the monthly statement submitted to the City for payment by the City within thirty (30) days.

2.2.14 Prior City Approval

Contractor shall obtain prior City approval of changes to established parking operation procedures prior to implementation.

2.2.15 Strategies

Contractor will recommend strategies to improve customer service, reduce costs, and improve efficiency.

2.2.16 Maintenance Requirements

The Contractor will report any maintenance needs to the City's Public Works Director with the ultimate shared goal of keeping facilities in a clean and safe condition with appropriate signage. The Contractor will be responsible for all maintenance of the enforcement vehicle, enforcement devices, and payment technologies. Applicable integrations are the responsibility of the Contractor.



2.2.17 Use of On- and Off-Street Parking System

Contractor will manage, maintain, and administer the Parking System as public or permit-only parking facilities in accordance with the guidelines set forth by the City. Contractor will not use the on- and off-street Parking System for purposes other than those specified under the City-generated agreement. The City reserves the right to use the Parking System for supplementary and complimentary uses, including other revenue-generating activities, at its sole discretion, except as otherwise stated herein.