Technical Proposal

Attachment F

1. General
   1. Provide a narrative illustrating understanding and agreement with the State’s requirements.

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| Response: |

* 1. Describe respondent’s ability/plan to provide requested services.

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| Response: |

* 1. Provide relevant experience for similar facilities (Include details on location, quantities of annual transactions and revenue/expenses).

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| Response: |

1. Account Management
   1. Provide an organizational chart identifying each member of the Indiana Account Team by job title. Include a proposed work schedule and total man hours, if proposing on-site staff.

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| Response: |

* 1. Provide resumes for all named supervisory and management personnel.

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| Response: |

* 1. Indicate the name of the executive responsible for quality assurance and how they will monitor progress and ensure quality performance. Describe respondent’s plan to interact with the State with respect to quality service.

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| Response: |

* 1. Describe respondent’s plan to provide an account manager that can be On-Site within the required timeframe after request (if not always on-site). What is the minimum experience this individual will have and what decisions will they be authorized to make?

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| Response: |

* 1. Please explain the replacement process in the case of a proposed staffing member departing. This should include confirmation that the State will be sent any resume(s) for replacement staff members.

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| Response: |

* 1. Please provide an example highlighting respondent’s flexible, scalable operating model to demonstrate responsiveness to changing business needs.

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| Response: |

* 1. In the event of an emergency or extenuating circumstance, the State needs to be able to access the Respondent 24 hours a day/ 7 days. Please detail how Respondent will meet this request.

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| Response: |

1. Customer Service
   1. How do you plan to measure and meet the required metrics (from Exhibit B). How does your company measure/maintain quality of service? What is your company’s plan for continuous improvement?

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| Response: |

* 1. What is the plan to maintain a high level of customer service, regardless of the staffing level proposed?

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| Response: |

* 1. Describe respondent’s issue resolution process? What is your company’s internal process for escalation if the standard process fails?

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| Response: |

* 1. Describe respondent’s approach to Customer Service.

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| Response: |

* 1. What role is respondent proposing for State personnel in the daily operations of your company’s solution?

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| Response: |

1. Respondent Solution
   1. Describe respondent’s plan or suggestion for any technology/equipment upgrades? In response, detail the specific location of upgrades, brands, software/hardware specifications, upgrade frequency and cost (both software and hardware). If suggesting automation to replace on-site staff, please describe how your company arrived at this solution and how this solution is right for our facilities layouts and needs.

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| Response: |

* 1. Please describe the technology frequently used by your company. The State is looking for innovative reporting, occupancy management/tracking, mobile applications/solutions for both management and customers. The State's high-level policies and tech standards are available for reference at the following website: <https://www.in.gov/iot/iot-vendor-engagement/>.

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| Response: |

* 1. Respondent should include a Management Plan to support the requirements of the requested services. The management plan should include, but not be limited to:
* Operation and management of the parking facilities, including practices to deal with fluctuating capacity levels
* Collection of parking fees and charges (including the secure of processing of credit card charges) legally due, and providing bookkeeping and accounting services with respect thereto; Confirm integration with the State’s contracted payment processors where applicable to IC 5‑27‑3‑1/2; otherwise, demonstrate PCI DSS compliance (AOC/SAQ, network segmentation, encryption, monitoring) and provide competitive fee structure.
* Operation and routine maintenance of the parking facility revenue control and access equipment
* Cashier and supervisor procedures for cash handling (if utilizing)
* Maintenance and custodial services plan to keep the parking facilities, clean, attractive, and in good working order
* Plan to provide trash and waste removal
* Plan to provide snow/ice removal
* Organizational chart (local and corporate
* A proposed budget for the first year of the contract. Please include any management fee and all operating expenses associated with the services required under this RFP.
* Personnel policies such as employee duties, qualifications, recruitment, hiring, pay scale, benefit packages, training, evaluation, advancement, and dismissal.
* Equal employment opportunity and sexual harassment policy
* Safety policy and procedures

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| Response: |

* 1. Describe respondent’s plan to provide secure facilities and the plan to enhance safety for patrons.

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| Response: |

* 1. Describe respondent’s plan to monitor structures for abandoned or illegally parked vehicles and how violations will be handled.

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| Response: |

* 1. There are times where state employees require overnight parking in the garages. Describe how those cars will be secured and any notification requirements.

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| Response: |

* 1. Please detail respondent’s operational plans for incidents such as power outages or broken equipment and how respondent will ensure continued functionality and security.

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| Response: |

* 1. Describe respondent’s plan to increase revenue. Please provide examples of past successes with similar clients.

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| Response: |

* 1. Describe respondent’s ability/plan to provide innovative/specialty parking services.

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| Response: |

* 1. Describe respondent’s process for establishing and advertising rates.

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| Response: |

* 1. Describe respondent’s plan to ensure existing agreements are not violated or abused and the plan to balance relationships with downtown garages.

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| Response: |

* 1. Please detail the access and security rights of the proposed solution. Specifically, provide an understanding of the level of data that the various business functions can access and how the State’s data is protected. The State's high-level policies and tech standards are available for reference at the following website: https://www.in.gov/iot/iot-vendor-engagement/.

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| Response: |

* 1. Please confirm that all data will be owned by the State.

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| Response: |

* 1. Please provide a narrative on how the data will be transferred to the State upon completion of the contract.

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| Response: |

* 1. In the event of a system failure, what in-house backup/recovery plans does respondent have?

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| Response: |

* 1. Please provide respondent’s disaster recovery plan.

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| Response: |

* 1. Please provide details outlining how the sourcing of subcontractor services is managed and the procurement processes respondent has in place. Detail how respondent’s current procurement processes ensure competition among subcontractors and the best pricing and quality for clients.

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| Response: |

* 1. Describe respondent’s plan to always ensure the State receives quality services at a competitive price for all subcontracted activity. Confirm that procurement activities will be documented and these documents will be made available to the State upon request.

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| Response: |

* 1. Please confirm that all operating expenses will be passed through to the State with no mark ups.

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| Response: |

* 1. Describe respondent’s plan to maintain and exceed existing revenue and decrease existing operating expenses. Please describe what monetary resolve the Respondent is offering if this requirement is not met.

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| Response: |

* 1. Please clearly identify services the Respondent will perform and those services that will be performed by the subcontractors.

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| Response: |

* 1. Describe how respondent’s solution can support or add value to future parking needs or related services not covered in this RFP.

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| Response: |

* 1. Based on the data provided by the State, please identify and detail specific areas that present opportunities for cost savings.

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| Response: |

* 1. Please provide any other information respondent feels the State should consider in evaluating this proposal.

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| Response: |

1. Implementation
   1. Provide a description of past implementations completed by respondent for similar services.

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| Response: |

* 1. Provide respondent’s implementation plan for the requested services.
* Provide details (including key dates and milestones) related to the all aspects but especially staff, technology, subcontractors.
* Please provide an organization chart for the transition team, including their roles and responsibilities.
* Please indicate what resources would be required from State personnel during the new contract implementation. Please include specific information needed and decision points that will be required by the State.
* Describe any potential challenges respondent foresees.

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| Response: |

* 1. Please describe the process for evaluating for possible employment, all existing IDOA employees impacted by this RFP.

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| Response: |

* 1. Please describe respondent’s plan to address startup costs?

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| Response: |

1. Reporting
   1. Describe respondent’s ability/plan to provide the reporting requirements set forth in Exhibit B.

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| Response: |

* 1. Describe respondent’s current reporting tools in use for revenue tracking, reconciliation, incident reports, and customer service. Provide samples of these reports as well as samples of the required reports in Exhibit B.

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| Response: |

* 1. Describe respondent’s ability to customize and create ad hoc reports.

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| Response: |

* 1. Describe in depth respondent’s audit programs.

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| Response: |