
The City of Traverse City

Office of the City Manager

GOVERNMENTAL CENTER
400 Boardman Avenue
Traverse City, MI 49684
(231) 922-4440
(231) 922-4476 Fax



March 28, 2017

Bidder:

The City of Traverse City will receive sealed bids in the Office of the City Manager, Second floor, Governmental Center, 400 Boardman Avenue, Traverse City, Michigan, 49684, until **Monday, April 10, 2017, at 2:00 PM** for the following:

MOBILE PAYMENT VENDOR
(specifications attached)

If the specifications are obtained from the City's website link at: http://www.traversecitymi.gov/bids_and_rfps.asp, it is the sole responsibility of the Bidder to check the website for updates and addenda prior to the bid being submitted. Bidder may also sign up to receive notifications when bids and RFPs are posted by sending an e-mail requesting same to jdalton@traversecitymi.gov

The City of Traverse City reserves the right to accept or reject any or all bids, waive irregularities, and to accept the bids either on an entire or individual basis that is in the best interest of the City.

The City accepts no responsibility for any expense incurred by the Bidder in the preparation and presentation of a bid. Such expenses shall be borne exclusively by the Bidder. Only the successful Bidder will be notified.

You must indicate on the outside of the sealed envelope that the bid is for the **“Mobile Payment Vendor.”**

You must submit **TWO (2) SEALED COPIES** of the bid to the City Manager's Office prior to the above-indicated time and date or the bid will not be accepted. Telefaxed or E-Mail bids will not be accepted.

Please note that if you have previously submitted an informal quote, you will still need to submit a sealed bid prior to the date and time specified above in order to be considered. Please ensure that all requirements listed in the specifications are met.

If you have any questions, please contact Nicole VanNess, Parking Administrator, at (231) 922-0241 before the bid is submitted.

PLEASE SUBMIT BID TO: Julie Dalton, Purchasing Agent
400 Boardman Avenue, 2nd floor
Traverse City, MI 49684

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MOBILE PAYMENT VENDOR REQUEST FOR PROPOSAL

The City of Traverse City (the “City”) is seeking proposals for a Mobile Payment Vendor (the “Vendor”) that offers pay by phone payments for the City’s on-street and off-street single and multi-space parking meters via mobile phone, mobile application, mobile text, and via the web. The service will be available to the City’s parking patrons (“the Customer”), interested businesses/companies (the “Merchant”) and parking employees (the “User”).

PROPOSAL TIMELINE

Proposals will be accepted at the **City’s Purchasing Department, Attn: Julie Dalton, 400 Boardman Avenue, 2nd Floor, Traverse City, Michigan 49684, Monday through Friday 8:00 AM to 5:00 PM. Proposals will be accepted up to and no later than 2:00 PM, Monday, April 10th, 2017.**

RFP Inquiries

All submitted questions will be available in writing with response to each bidding Vendor. To ensure you are included on responses, you will need to email the Parking Administrator at nicole@downtowntc.com or in writing to Nicole VanNess, Parking Administrator, 303 E. State Street, Traverse City, MI 49684, with your intent to bid. Only Vendors expressing their intent to bid will be provided with responses to submitted questions.

Questions about this project should be submitted in writing or via email to the Parking Administrator. Responses to the questions will be provided to all interested parties within two business days.

Demonstrations

At the Review Committee’s request, Vendors may be asked to provide a web demonstration to overview the details of the software. All demonstrations will be scheduled through Nicole VanNess, Parking Administrator, (231) 922-0241, nicole@downtowntc.com.

BACKGROUND

METERED OPERATION OVERVIEW

Traverse City Parking Services manages nearly 1,700 single and multi-space metered spaces throughout the Downtown, Munson Medical Center, and Northwestern Michigan College. The City utilizes JJ MacKay electronic meters, Guardian and Guardian XL models. Meter time limits range between 30 minutes to 10 hours, and some have free time buttons.

METER RATES

The meter rates were increased on May 1, 2015 as follows: 0-4 hours \$1.00 per hour, 4 hours and 1 minute-7 hours and 59 minutes \$.80 per hour, and 8 hours-Maximum hour \$.60 per hour. The City’s intent is to move towards a variable rate structure.

Current Rates

Metered Rate	Minimum	Maximum	Rate Structure
1	1 Minute	4 hours	\$.60 per hour
2	4 Hours and 1 Minute	10 hour Max	\$.50 per hour

New Rates

Metered Rate	Minimum	Maximum	Rate Structure
1	1 Minute	4 hours	\$1.00 per hour
2	4 Hours and 1 Minute	8 Hours	\$.80 per hour
3	8 Hours and 1 Minute	10 hour Max	\$.60 per hour

METER ENFORCEMENT

Traverse City Parking Services enforces City Ordinances using T2 Mobile Enforcement Application via Samsung S5 and S7 smartphone. All parking violations are manually entered or uploaded via Wi-fi or cellular to the T2 Systems software and Oracle database.

PROJECT GOALS

The City anticipates, that if requested, the selected Vendor will agree to a trial period of no less than 90 days.

- Select a Vendor with expertise in providing mobile payment (pay-by-phone) services, particularly in municipal parking environments at **no cost to the City**.
- Obtain the best quality program to maximize customer convenience and add a convenient parking payment option.
- Select a Vendor that may or may not charge a convenience fee per transaction. All fees shall be passed onto the customers of the Traverse City Parking System for the offered service.
- Select a Vendor whose back office solution is TCPS user friendly day-to-day functions including but not limited to offering easy usability when performing configuration maintenance, assisting with merchant inquiries, searching for customer payments, and resolving parking patron inquiries.
- Select a Vendor whose backend solution offers user role profiles allowing each employee to be allowed access based on job function.
- Employ a system where rates and operational schedules can be programmed and re-programmed easily and quickly in a manner that does not require any down-time.
- Allow for regular reporting to provide information on trends, productivity, and performance.
- Allow for unique branding that fits within the existing aesthetic of the current TC Parking brand related to signs, decals, mobile application, and other information and to also develop,

coordinate and execute (with the assistance of the City) a marketing campaign to increase use of functionality.

- Select a Vendor that can offer and develop added value services to users of the system.
- Select a Vendor that has an existing/working solution with T2 Systems (the current mobile enforcement vendor).

SCOPE OF SERVICES

MINIMUM QUALIFICATIONS

The following are minimum qualifications that the Vendor must meet in order for their proposal to be eligible for evaluation:

- 1) The Vendor will have a minimum of three years' experience in operating a mobile payment option that includes at least two municipal on-street systems in North America.
- 2) The Vendor will be capable of launching the service in selected areas of the City of Traverse City by November 1, 2017.

MANDATORY TECHNICAL REQUIREMENTS

The following are the mandatory technical requirements that the Vendor must meet for the proposal to remain eligible for consideration. The Vendor must clearly show that the service meets this mandatory technical requirement.

Please check the applicable box to signify compliance or non-compliance to each minimum qualification. If you comply, describe exactly how you achieve each minimum qualification. The determination that you have achieved all the minimum qualifications is made from your response within this document or a supplementing document with the same information.

Item Number	Minimum Qualification	Solution complies w/minimum requirement? (Y/N)	Does Not Comply? (Y/N)	Describe how you meet the minimum qualification or how your product differs from the minimum qualification.
1	The Vendor's mobile payment service shall be PCI DSS (Payment Card Industry Data Security Standard) certified. Proposers shall submit a PCI DSS and PCI-PA DSS Level 1 compliant certificates with their proposal documents.			
2	The Vendor will provide to the City an attestation by an objective third party, stating that the application has been tested for common security vulnerabilities as articulated by the Open Web Application Security Project (OWASP) Top			

	10. The testing/attestation expenses will be borne solely by the Vendor and not the City.			
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STATEMENT OF WORK AND SPECIFICATIONS

The Vendor shall work under the direction of, and in coordination with, the City of Traverse City’s authorized representatives in providing the services described hereafter. The Vendor shall indicate with its proposal its ability to comply with these services. Describe in detail how you will provide a mobile payment service and demonstrate how the approach fulfills the City of Traverse City’s Project Goals and Statement of Work and Specifications.

- 1) The Vendor will ideally provide the following types of registration options: live-body phone call during paid parking hours, smartphone application, and mobile and desktop web. The Vendor is encouraged to provide registration options in other technologies as well.
- 2) The Vendor will ideally provide the following payment options for registered customers: Integrated Voice Response (IVR), Short Message Service (SMS), smartphone application and mobile web. The Vendor is encouraged to provide payment options in other technologies as well. The Vendor should describe all end user payment options in the RFP response.
- 3) The Vendor shall provide toll free live customer service telephone support during paid parking hours for mobile app issues. 24/7 customer support is encouraged.
- 4) The Vendor may charge customers a convenience fee to recoup sign/graphic decal production and installation, enforcement integration or implementation, and other appropriate costs. The fee must be clearly communicated at registration and at time of transaction. The Vendor Agreement with the City will set the terms for any changes to the convenience fee. Notice to the City shall be no less than 90 days.
- 5) The Vendor shall establish a system that is capable of recognizing different rates, hours of operation, and maximum time limits for paid parking block faces based on day of week, time of day, etc. The system should disallow parking transactions on defined days; such as: holidays or other times when parking is not expected to be paid.
- 6) The Vendor shall have a system that can recognize changes to parking rates and hours of operation. The City shall have the ability to make the changes in the system.
- 7) The City of Traverse City intends this program to allow parking payments at unoccupied parking spaces within paid parking areas following all the posted sign regulations. The intent is for customers to be able to specify the amount of time to purchase.
- 8) As an option, the Vendor is encouraged to provide a merchant validation system which will allow merchants to pay for their patron’s parking.
- 9) The Vendor shall provide the City with designs of all informational materials including public right of way signs, decals and all marketing materials for review and approval.
- 10) The Vendor will be responsible for installation of all pay-by-cell related signs, decals, and other information. This includes, but is not necessarily limited to, a meter sticker with at a minimum a meter number, phone, and mobile payment system logo. The Vendor will agree to utilize preexisting meter numbers that currently correspond with meter location. Vendor shall have replacement signage and decals available in the event of damage or vandalism.

- 11) The Vendor shall be responsible for developing and providing to the City an implementation schedule within 30 business days of contract award. The plan shall include a schedule for the sign and meter markings installation and all other tasks necessary for implementation.
- 12) The Vendor shall develop and submit a marketing plan within 30 days of contract award with the purpose of educating users about the system and promoting this payment option. The Vendor shall include examples and recommendations for marketing and promotion with the RFP response.
- 13) The Vendor shall be responsible to manage accounts, transactions and customer mobile app issues related to mobile payments. The Vendor shall provide an easy to use customer account management website where the customer can track usage, time, date and other relevant account information. Customers shall not be subject to spam or other emails unless authorized by the City and as accepted by the customer. No customer data can be used, sourced, or solicited by/from the Vendor for any reason unless with the City's written authorization. At contract termination, any customer data shall be deleted and/or returned to the City so that it cannot be sold or used after the contract expires.
- 14) The Vendor shall provide secure administrative password access to the back office system to authorized City personnel for financial accountability, reporting, querying, revenue reconciliation and adjudication. Accessed data should not include Customer's personal payment information.
- 15) The Vendor shall supply reports for account registration and use, customer service issues, revenue and any additional reports necessary to properly evaluate program process. The Vendor shall describe reporting options in response to this RFP.
- 16) The Vendor shall provide onsite or web-based training materials for the authorized City personnel to navigate and utilize the back office system and technology. Real-time user support should also be available.
- 17) Vendors are strongly encouraged to have bi-lingual customer service professionals to assist non-English speakers with registration and user issues.

TECHNICAL RESPONSE

While the Statement of Work represents what the City of Traverse City believes to be the best approach, proposers are encouraged to offer additional program elements that they believe will be the best to achieve the City's goals. The proposed approach should be an explanation of the methodologies, strategies, and capabilities that the Vendor intends to apply to this project.

Proposals will be evaluated on the basis of all information provided. To evaluate capability for completing the work as outlined in this RFP, each proposal should provide detailed responses to each of the following Technical Response statements as listed here:

Service Cost and Fees

Describe in detail the costs and fees associated with the mobile payment service. Describe how the City can offer your service to customers, and **meet the requirement of no cost to the City**. At a minimum, please describe the following:

Item Number	Minimum	Response
1	List all payment methods offered to customers	
2	Per transaction or per session convenience fee charged to the customer, if applicable	
3	What is the minimum transaction amount?	
4	T2 Enforcement integration fees, if applicable	
5	Luke II pay station or IRIS software integration fees, if applicable	
6	JJ MacKay Guardian or Guardian XL meter integration fees, if applicable	
7	Invoice process and time frame for the City to receive revenue disbursement (ex: 30 day billing period, etc.)	
8	List any fees associated with switching enforcement vendors, pay stations, or meters.	
9	List any additional customer related fees and include if they are optional. (ex: text notification fees, merchant validation account fees, monthly subscription fees)	
10	Does your bid meet the “no cost to the City requirement?” The City will retain 100% of the meter revenue?	

System Overview

Describe system operation and management of the mobile payment service. Describe how your company operates and manages daily and long-term system operations. At a minimum, please describe the following:

Item Number	Minimum	Response
1	Do you have a successful working integration with T2 Systems and their Pay by Space Enforcement Handheld Application, T2 Mobile Enforcement Application (Samsung and iPhone)? If no, what is the cost and timeline to establish the integration?	
2	Other than T2 Systems, which companies do you have a successful integration to reflect mobile payment in their enforcement application?	
3	Which single space and multi-space meter providers do you have a successful working integration with that reflects payment via mobile payment in their meter revenue software? Example: Meter software shows \$1.00 payment of four quarters when paid via US	

Item Number	Minimum	Response
	coin. Do you have an integration that will show \$1.00 via mobile payment?	
4	<p>Ability for the City to create and manage multiple parking rates, minimum and maximum time limits including but not limited to:</p> <ol style="list-style-type: none"> 1. Program grace period or free time 2. Set a flat rate fee during festival date ranges 3. Program complex rate schedules or market based pricing based on hours of the day or days of the week (example: 3 hour time limit Monday-Friday 8-10 a.m. \$1 per hour; 10:01 a.m.-4 p.m. \$1 first hour, \$2 second hour and \$3 third hour; 4:01 p.m.-6 p.m. \$1 per hour and Saturday 8 a.m.-6 p.m. \$1 per hour) 	
5	If the City is not allowed to access the rate schedules, what is the minimum time frame to request the change and guarantee it is completed by the desired date of change?	
6	If the City is not allowed to access the rate schedules, what is the charge to make rate change requests?	
7	Describe rate configuration options and limitations	
8	Describe merchant discount configuration options and limitations	
9	Provide the policy for customer account and credit card data	
10	Describe the technical support process to report potential issues and policy to resolve issues, apply system updates or apply bug fixes. Note: The Vendor will not be granted the right to waive citations issued. All citation related issues will be handled by the City of Traverse City or the 86 th District Court.	
11	<p>Here is the current ordinance: 484.02 INSTALLATION AND OPERATION. a) Single space parking meters installed in parking meter zones shall be placed adjacent to each parking space. Each parking meter shall display by a signal that the parking space adjacent thereto is or is not legally in use. Each parking meter shall indicate by a proper legend the currency to be deposited and the time limitations for each payment method deposited. Virtual account payments may reflect date and paid duration in the account without visible reflection on the meter. Upon the expiration of the time limit, for payments made at the meter rather than by virtual account, the parking meter shall indicate by a signal that the lawful parking period has expired. In the case of the expired meter, the right of the motor vehicle to occupy such a space shall cease and the driver, possessor or person having control thereof shall be subject to the penalties provided in Section 484.99.</p>	

Item Number	Minimum	Response
	Does your software have the ability to configure and require Customers to pay for a space or stall rather than a zone or block?	

Customer Experience

Describe how the mobile payment service will offer existing and potential customers the ability to pay for their metered parking. At a minimum, please describe the following:

Item Number	Minimum	Response
1	How to Register/Sign Up including but not limited to: 1. Create an account 2. Log into existing account 3. Add/Update account information 4. Add/Update vehicle information 5. Add/Update a stored payment method 6. Review transaction history 7. Reprint a receipt or transaction history	
2	How to Initiate a Transaction including but not limited to: 1. Start a new transaction/session from web and mobile application 2. Notification of expiring transaction/session 3. Extend existing transaction/session 4. Deny extend transaction where locations are not allowed to be extended 5. Confirmation of successful transaction/session initiated 6. Cancel an active transaction/session 7. Refund/Credit a cancelled transaction/session 8. Apply merchant discount	
3	How to Deactivate an Account including but not limited to: 1. Delete account – no longer wish to utilize service 2. Deactivate stored payment method	
4	How to Request Assistance including but not limited to: 1. Access to FAQ or online Help 2. Contact customer service, call center, or support 3. Customer service support hours	

Enforcement

Describe how the service will make payment status verifiable by enforcement personnel. At a minimum, please describe the following:

Item Number	Minimum	Response
1	Describe all methods Enforcement Officers can verify payments in real-time	
2	Describe what is displayed to the Enforcement Officers on their handhelds or mobile phones if an integration with T2 exists, example: time remaining, paid location, paid space number, etc.	

Merchant Experience

Describe how the mobile payment service will offer existing and potential customers the ability to pay for their metered parking. At a minimum, please describe the following:

Item Number	Minimum	Response
1	How to Register/Sign Up including but not limited to: <ol style="list-style-type: none"> 1. Create a merchant account 2. Log into existing merchant account 3. Add/Update account information 4. Add/Update merchant users 5. Add/Update a stored payment method 6. Review and print discount transaction history 	
2	How to Create Merchant Discounts including but not limited to: <ol style="list-style-type: none"> 1. Create desired discount offer (example: flat rate discount, amount based discount, etc.) 2. Create single one-time use discount 3. Create multiple one-time use discount 4. Create single unlimited use discount 5. Print discount redemption history 	
3	How to Deactivate an Account including but not limited to: <ol style="list-style-type: none"> 1. Delete merchant account – no longer wish to utilize service 2. Deactivate stored payment method 3. Deactivate/Delete merchant users 4. Discontinue/Expire an active discount 	

Item Number	Minimum	Response
4	How to Request Assistance including but not limited to: <ol style="list-style-type: none"> 1. Access to FAQ or online Help 2. Contact customer service, call center, or support 3. Customer service support hours 	

User Experience and Reporting

Describe how the service (Back Office) will provide financial, customer service and reporting to the City. At a minimum, please describe the following:

Item Number	Minimum	Response
	How to Create User Accounts including but not limited to: <ol style="list-style-type: none"> 1. Create back office user profile roles 2. Create individual back office users 3. Provide an overview of user access privileges available 	
	How to Configure the Service including but not limited to: <ol style="list-style-type: none"> 1. Create rate structures 2. Assign rate structures to locations 3. Schedule event rate structures 4. Create reports from internal reporting tool, if applicable 	
	How to Create Merchant Accounts including but not limited to: <ol style="list-style-type: none"> 1. Setup merchant account 2. Create desired discount offers (example: flat rate discount, amount based discount, one-time use, unlimited use, single discount, multiple discounts, etc.) 3. Print discount redemption history 4. Discontinue/Expire an active discount 	
	How to Address Account Inquiries including but not limited to: <ol style="list-style-type: none"> 1. Deactivate merchant account – no longer wish to utilize service 2. Deactivate/Delete merchant users 3. Search customer transaction history by name or license plate 4. Edit customer account – update license plate or saved payment method 	
	How to Request Assistance including but not limited to: <ol style="list-style-type: none"> 1. Access to FAQ or online Help 	

Item Number	Minimum	Response
	2. Contact customer service, call center, or support 3. Customer service support hours	
	Overview of canned reports provided with the solution. Attach samples or additional report overview document if applicable.	
	Ability to provide custom reporting based on the City's evaluation after the implementation.	
	Transaction Reports including but not limited to: 1. Detail Transaction Report by Location – Includes detail transaction data by location. 2. Detail Transaction Report by Customer or Plate – Includes account history of detailed transactions for a specific customer. 3. Transaction Summary Report by Rate Type – Includes summary of total transactions by \$1/hour, \$.60/hour, etc. 4. Transaction Summary Report by Payment Amount – Includes summary of total sessions by purchase of 2 hours, 4 hours, max time limit, etc. 5. Detailed Revenue Report by Payment Type – Includes revenue detail for payment by specific credit card, wallet (ex: Google or PayPal), account deposit, account, etc. 6. Detailed Revenue Report by Location – Includes revenue detail for payment by specific location (ex: March 2015 Lot A \$20 credit card, \$20 wallet, \$20 account, etc.)	
	Timeframe in which customers can view transaction data and the City has access to run reports on transaction data.	
	Access to a report module/interface that allows the City to build their own reports.	

Signage and Marketing

Describe how the Vendor will work with the City for approval and then installation of necessary street signs, graphics and other information to promote the mobile payment service to customers. At a minimum, please describe the following:

Item Number	Minimum	Response
1	Examples of potential signs, meter stickers, how-to videos, flyers, or other materials that would be used	
2	Approach to incorporating unique branding (City logo, Parking Services logo, existing Parking Services color scheme, etc.)	

Item Number	Minimum	Response
3	<p>Examples of web pages, mobile applications, etc. incorporating the City including but not limited to:</p> <ol style="list-style-type: none"> 1. Custom Traverse City Parking page 2. Identify parking locations/availability 3. Information related to rates by location 4. Notifications of events or services adjacent to parking 	
4	<p>Describe all marketing and promotional plans, including materials, tools, campaigns, etc. that will be used to promote the service and education of customers on its use.</p>	

VALUE ADDED

Below are a few additional details of the Traverse City Parking Services operation. This section will strictly be used for additional added value services. Responses to this section are not required and will not be used in the overall selection of a Vendor.

- The City of Traverse City Parking Services operates two mixed use parking garages. The garages currently operate via the iPark system with Amano McGann hardware. Manual validations are offered at one of the two garages. Merchants are billed at the beginning of the month for the prior month's validation usage. List any services your product may be able to provide by integrating with iPark and Amano-McGann.
- The City owns and leases surface parking lots. Surface parking lot configurations include permit only, metered only, and mixed use (permit and metered). List any services your product may be able to provide to offer paid parking in surface lots that may or may not have meters.
- The City of Traverse City is a vacation destination with the need to effectively manage and offer event parking from time-to-time based on the size and duration of events: National Cherry Festival, Friday Night Live, Traverse City Film Festival, etc. List any services your product may be able to provide to offer payments for event parking.
- BATA (Bay Area Transportation Authority) manages and operates the local bus system in Traverse City and the greater Traverse City Area. List any services your product may be able to provide to offer payments for transit.

PROPOSAL SUBMISSIONS

PROPOSAL REQUIREMENTS

Two (2) hard copies of the submission must be delivered to the address below by 2:00 PM on Monday, April 10, 2017.

Two (2) Hard Copies

City of Traverse City
Julie Dalton, Purchasing Agent
400 Boardman Avenue, 2nd Floor
Traverse City, MI 49684

Proposal Inquiries

Nicole VanNess
Parking Administrator
nicole@downtowntc.com (preferred)
(231) 922-0241

All submitted questions will be available in writing with response to each bidding Vendor. To ensure you are included on responses, you will need to email the Parking Administrator with your intent to bid. Only Vendors expressing their intent to bid will be provided with responses to submitted questions.

PROPOSAL

Section 1: Company Overview

- 1) Provide a detailed overview of your company and your understanding of this project.
- 2) Proposers should adequately address each item listed in Scope of Services.

Section 2: Experience and Qualifications

- 1) Provide references and contact information for at least three (3) municipalities of similar size which have deployed your solution.
- 2) Include Michigan-based municipalities if applicable.

Section 3: Service Cost & Fees

- 1) Complete the Technical Response Service Cost & Fees section or provide a separate 'price/rate sheet' depicting the convenience fees and any other charges you will assess. You must completely answer all questions in the table or your bid may be deemed incomplete and not accepted.
- 2) The stipulated price must include all expenses; no additional amount will be paid.

Section 4: Scope of Services Response

- 1) Response to Minimum Qualifications
- 2) Response to Minimum Technical Qualifications
- 3) Response to Statement of Work and Specifications

- 4) Response to Technical Response
 - a) System Overview - You must completely answer all questions in the table or your bid may be deemed incomplete and not accepted.
 - b) Customer Experience
 - c) Enforcement
 - d) Merchant Experience
 - e) User Experience and Reporting
 - f) Signage and Marketing

Section 5: Value Added

If applicable, this section should include an overview of added value services that would be beneficial to the City and the cost breakdown to provide the service.

SELECTION PROCESS

City staff will select a firm whose proposal is considered the best value to the City. Critical factors in that selection will include responsiveness of the proposal to this Request for Proposal (RFP), description of approach to the services, relevant project experience, qualifications of the responding firms and principal assigned staff, readiness to undertake the required services, associated costs, and client references. Your attendance at the public proposal opening is not mandatory, and all respondents will receive confirmation that a response was received. The City reserves the right to reject any or all proposals, and to request written clarification of proposals and supporting materials. The City reserves the right to accept the proposal most favorable to the project after all proposals have been examined.

Interviews may be conducted in-person with one or more responsible entities that have submitted proposals in order to clarify certain elements, if such information cannot be satisfactorily obtained by phone or via email.

Bidder - Please complete and return

BID SUMMARY

TITLE: **Mobile Payment Vendor**

DUE DATE: **Monday, April 10, 2017 at 2:00 PM**

Having carefully examined the attached specifications and any other applicable information, the undersigned proposes to furnish all items necessary for and reasonably incidental to the proper completion of this bid. Bidder submits this bid and agrees to meet or exceed all requirements and specifications unless otherwise indicated in writing and attached hereto.

Bidder certifies that as of the date of this bid the Company or he/she is not in arrears to the City of Traverse City for debt or contract and is in no way a defaulter as provided in Section 152, Chapter XVI of the Charter of the City of Traverse City.

Bidder understands and agrees, if selected as the successful Bidder, to accept a Purchase Order / Service Order / Contract and to provide proof of the required insurance.

Bidder submits this bid and agrees to meet or exceed all the City of Traverse city's requirements and specifications unless otherwise indicated in writing and attached hereto. Bidder shall comply with all applicable federal, state, local and building codes, laws, rules and regulations and obtain any required permits for this work.

The Bidder certifies that it is in compliance with the City's Nondiscrimination Policy as set forth in Administrative Order No. 47 and Chapter 605 of the City's Codified Ordinances.

The Bidder certifies that none of the following circumstances have occurred with respect to the Bidder, an officer of the Bidder, or an owner of a 25% or more share in the Bidder's business, within 3 years prior to the bid:

(a) conviction of a criminal offense incident to the application for or performance of a contract;

(b) conviction of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense which currently, seriously and directly reflects on the Bidder's business integrity;

(c) conviction under state or federal antitrust statutes;

(d) attempting to influence a public employee to breach ethical conduct standards; or

(e) conviction of a criminal offense or other violation of other state, local, or federal law, as determined by a court of competent jurisdiction or an administrative proceeding, which in

the opinion of the City indicates that the bidder is unable to perform responsibility or which reflects a lack of integrity that could negatively impact or reflect upon the City of Traverse City, including but not limited to, any of the following offenses or violations of:

- i. The Natural Resources and Environmental Protection Act.
- ii. A persistent and knowing violation of the Michigan Consumer Protection Act.
- iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.
- iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.
- v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Bidder understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Bidder agrees that the bid may not be withdrawn for a period of sixty (60) days from the actual date of the opening of the bid.

Submitted by:

Signature

Company Name

Name and Title (Print)

Company Address

Phone Fax

City, State, Zip

EMAIL ADDRESS:

Sole proprietorship/partnership/corporation

If corporation, state of corporation

REFERENCES: (include name of organization, contact person, and daytime phone number).

1. _____
Contact Person: _____ Telephone: _____

2. _____
Contact Person: _____ Telephone: _____

3. _____
Contact Person: _____ Telephone: _____

SUBCONTRACTORS: (include name of organization, contact person, daytime phone number, and services to be performed).

1. _____
Contact Person: _____ Telephone: _____
Services to be Performed: _____

2. _____
Contact Person: _____ Telephone: _____
Services to be Performed: _____

3. _____
Contact Person: _____ Telephone: _____
Services to be Performed: _____