

**Pay-on-Foot Parking Access and Revenue Management Solution**

**RQID1300086 - Verification of Availability**

Find attached the “**Scopes of Work**” and “**Special Requirements**” for an upcoming **Request For Proposal (RFP)**. Please review to determine if you would be able to **satisfy the requirements** (as applicable), and **interested in responding**; if so, please check the appropriate areas below and respond to this email confirming the same. Please pay “**CLOSE**” attention to the various sections and the “**SPECIAL/MINIMUM**” requirements for each, and confirm your **ability** and **availability** to satisfy “**ALL**” sections/scopes.

See **all sections and subsections** – Paying very close attention to all the requirements/special requirements for each. (While you are **not** proposing at this time, be mindful, your response strongly influences SBD’s determination as it relates to a potential **SBE Measure**). So please be diligent in your review of the information and respond accordingly, based on your ability to meet **ALL** the applicable requirements.

**Are you able to satisfy the requirements of the attached documents (RFP)?**  
YES  NO

**Are you able to satisfy all the “scopes of work” of the attached documents (RFP)?**  
YES  NO

**Do you have prior experience consistent with the requirements of this RFP?**  
YES  NO

**Can satisfy the following (see attached documentation for details; then respond accordingly)?**

- **Facility Overview / Operating Environment – (Section 2.3) Pgs.6-8**  
YES  NO
- **Minimum Solution Requirements (Section 2.4) Pgs. 8-10** YES  NO
- **Services to be provided – (Section 2.5) Pgs. 10-11** YES  NO
- **Credit Card Processing Req. & Associated Hardware (Sec. 2.6) Pgs. 11 &12**  
YES  NO
- **Integration County Systems Requirements (Section 2.7) Pgs. 12 & 13**  
YES  NO
- **Training Services to be Provided (Section 2.8) Pgs. 13 & 14**  
YES  NO
- **Reporting Requirements (Section 2.9) Pgs. 14-16** YES  NO
- **Technical Support Services to be Provided (Section 2.10) Pgs. 16-17**  
YES  NO

- **Inventory Requirements (Section 2.11) Pg. 17** YES \_ NO
- **Security Requirements (Section 2.2) Pg. 17-18** YES \_ NO

     I am "NOT" interested in this solicitation.

**Name of Firm:** \_\_\_\_\_ **SBE Exp. Date:** \_\_\_\_\_

**Owner's Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

Please respond by **3:00pm, Thursday March 14, 2013**. Any questions, feel free to contact me at the number below.

(Respond to the "**Verification**" whether you are interested or not (choosing "**Yes**" or "**No**"), as this helps SBD in the determination of measures.

Regards,

**Vivian O. Walters, Jr.**

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6. The word "Subcontractor" to mean any person, firm, entity or organization, other than the employees of the Contractor, who contracts with the Contractor to furnish labor, or labor and materials, in connection with the Services to the County, whether directly or indirectly, on behalf of the Contractor.
7. The words "Work", "Services", "Program", or "Project" to mean all matters and things that will be required to be done by the Contractor in accordance with the Scope of Services and the terms and conditions of this Solicitation.
8. The words "Should", "Will", "Can" to mean desirable features, but not mandatory requirements.

### **1.3 General Proposal Information**

The County may, at its sole and absolute discretion, reject any and all or parts of any or all responses; accept parts of any and all responses; further negotiate project scope and fees; postpone or cancel at any time this Solicitation process; or waive any irregularities in this Solicitation or in the responses received as a result of this process. A proposal shall be the Proposer's firm commitment to provide the goods and services solicited in the manner requested in the Solicitation and described in the proposal. In the event that a Proposer wishes to take an exception to any of the terms of this Solicitation, the Proposer shall clearly indicate the exception in its proposal. No exception shall be taken where the Solicitation specifically states that exceptions may not be taken. Further, no exception shall be allowed that, in the County's sole discretion, constitutes a material deviation from the requirements of the Solicitation. Proposals taking such exceptions may, in the County's sole discretion, be deemed nonresponsive. The County reserves the right to request and evaluate additional information from any respondent regarding respondent's responsibility after the submission deadline as the County deems necessary.

Proposals shall be irrevocable until contract award unless the proposal is withdrawn. A proposal may be withdrawn in writing only, addressed to the County contact person for this Solicitation, prior to the proposal due date or upon the expiration of 180 calendar days after the opening of proposals.

Proposers are hereby notified that all information submitted as part of, or in support of proposals will be available for public inspection after opening of proposals, in compliance with Chapter 119, Florida Statutes, popularly known as the "Public Record Law". The Proposer shall not submit any information in response to this Solicitation which the Proposer considers to be a trade secret, proprietary or confidential. The submission of any information to the County in connection with this Solicitation shall be deemed conclusively to be a waiver of any trade secret or other protection, which would otherwise be available to Proposer. In the event that the Proposer submits information to the County in violation of this restriction, either inadvertently or intentionally, and clearly identifies that information in the proposal as protected or confidential, the County may, in its sole discretion, either (a) communicate with the Proposer in writing in an effort to obtain the Proposer's written withdrawal of the confidentiality restriction or (b) endeavor to redact and return that information to the Proposer as quickly as possible, and if appropriate, evaluate the balance of the proposal. Under no circumstances shall the County request the withdrawal of the confidentiality restriction if such communication would in the County's sole discretion give to such Proposer a competitive advantage over other proposers. The redaction or return of information pursuant to this clause may render a proposal non-responsive.

Any Proposer who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law or any state insolvency law, may be found non-responsible. To request a copy of any ordinance, resolution and/or administrative order cited in this Solicitation, the Proposer must contact the Clerk of the Board at (305) 375-5126.

### **1.4 Cone of Silence**

Pursuant to Section 2-11.1(t) of the Miami-Dade County Code, as amended, a "Cone of Silence" is imposed upon each RFP or RFQ after advertisement and terminates at the time a written recommendation is issued. The Cone of Silence prohibits any communication regarding RFPs or RFQs between, among others:

- potential Proposers, service providers, lobbyists or consultants **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff, County Commissioners or their respective staffs;
- the County Commissioners or their respective staffs **and** the County's professional staff including, but not limited to, the County Mayor and the County Mayor's staff; or
- potential Proposers, service providers, lobbyists or consultants, any member of the County's professional staff, the Mayor, County Commissioners or their respective staffs **and** any member of the respective selection committee.

The provisions do not apply to, among other communications:

- oral communications with the staff of the Vendor Assistance Unit, the responsible Procurement Agent or Contracting Officer, provided the communication is limited strictly to matters of process or procedure already contained in the solicitation document;
- oral communications at pre-proposal conferences, oral presentations before selection committees, contract negotiations during any duly noticed public meeting, public presentations made to the Board of County Commissioners during any duly noticed public meeting; or
- communications in writing at any time with any county employees, official or member of the Board of County Commissioners unless specifically prohibited by the applicable RFP or RFQ documents.

When the Cone of Silence is in effect, all potential vendors, service providers, bidders, lobbyists and consultants shall file a copy of any written correspondence concerning the particular RFP or RFQ with the Clerk of the Board, which shall be made available to any person upon request. The County shall respond in writing (if County deems a response necessary) and file a copy with the Clerk of the Board, which shall be made available to any person upon request. Written communications may be in the form of e-mail, with a copy to the Clerk of the Board at [clerkbcc@miamidadegov](mailto:clerkbcc@miamidadegov).

### **1.5 Public Entity Crimes**

Pursuant to Paragraph 2(a) of Section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal for a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit proposals on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and, may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

### **1.6 Lobbyist Contingency Fees**

- a) In accordance with Section 2-11.1(s) of the Code of Miami-Dade County, after May, 16, 2003, no person may, in whole or in part, pay, give or agree to pay or give a contingency fee to another person. No person may, in whole or in part, receive or agree to receive a contingency fee.
- b) A contingency fee is a fee, bonus, commission or non-monetary benefit as compensation which is dependent on or in any way contingent upon the passage, defeat, or modification of: 1) any ordinance, resolution, action or decision of the County Commission; 2) any action, decision or recommendation of the County Mayor or any County board or committee; or 3) any action, decision or recommendation of any County personnel during the time period of the entire decision-making process regarding such action, decision or recommendation which foreseeably will be heard or reviewed by the County Commission or a County board or committee.

### **1.7 Collusion**

In accordance with Section 2-8.1.1 of the Code of Miami-Dade County, where two (2) or more related parties, as defined herein, each submit a proposal for any contract, such proposals shall be presumed to be collusive. The foregoing presumption may be rebutted by the presentation of evidence as to the extent of

ownership, control and management of such related parties in preparation and submittal of such proposals. Related parties shall mean Proposer or the principals thereof which have a direct or indirect ownership interest in another Proposer for the same contract or in which a parent company or the principals thereof of one Proposer have a direct or indirect ownership interest in another Proposer for the same contract. Furthermore, any prior understanding, agreement, or connection between two or more corporations, firms, or persons submitting a proposal for the same services shall also be presumed to be collusive. Proposals found to be collusive shall be rejected. Proposers who have been found to have engaged in collusion may be considered non-responsible, and may be suspended or debarred, and any contract resulting from collusive bidding may be terminated for default.

## **2.0 SCOPE OF SERVICES**

### **2.1 INTRODUCTION**

Miami-Dade County, hereinafter referred to as the County, as represented by the Miami-Dade Facilities and Utilities Management Division within the Internal Services Department, is soliciting proposals for a turn-key scalable Pay-on-Foot Parking Access and Revenue Management Solution (Solution). The proposed Solution shall be used to upgrade and automate three County managed facilities, implement a new central command center, and manage vehicular access and revenue control at County-owned and operated multilevel parking garages.

Proposers shall be experienced in providing parking equipment solutions, installation, and maintenance support services. The successful Proposer will be required to replace and upgrade existing parking access systems, install, integrate, and implement the new technology proposed within the Solution and provide ongoing maintenance and support services throughout the resultant contract term.

### **2.2 BACKGROUND**

The Miami-Dade Facilities and Utilities Management Division (FUMD) is responsible for the operation and management of all County-owned multilevel parking garages and surface lots located throughout downtown Miami and Civic Center vicinities. FUMD parking operations provide County employees, local residents, and visitors with comprehensive parking management services over 5,000 parking spaces at approximately twelve parking locations.

The goal of FUMD is to provide clean, safe and convenient parking for County employees, local residents, and visitors. The County desires to automate the Cultural Center Garage, Hickman Garage, and Overtown Transit Village Garage via the installation of Pay-on-Foot Pay Stations throughout the facilities in phases which will in turn enable operation of the garages with little human intervention. Exit verifiers and access control devices at the exit lanes shall assure automobiles leaving the facility have paid the correct parking fee or have been granted access to the parking garage. The implementation of these parking systems shall be conducted in phases to minimize operational disruption and will be required to be fully implemented, tested, and accepted within six months of contract award.

The Cultural Center Garage, Hickman Garage, and Overtown Transit Village Garage have legacy parking systems in place that are not fully automated and not equipped to accept credit card payments.

These garages are currently operational and furnished with various stand-alone, obsolete cashier-at-exit based systems that present several cost and customer-related deficiencies.

The equipment utilized within these locations consists of older systems comprised of different manufacturer components and software. Each garage has the following legacy equipment and operates independent of one another:

- Bar code technology manufactured by Magnetic Systems;

- Parking attendant fee computers manufactured by Magnetic Systems;
- Proximity key card readers issued by Toye System;
- Barrier gates manufactured by Federal APD System.

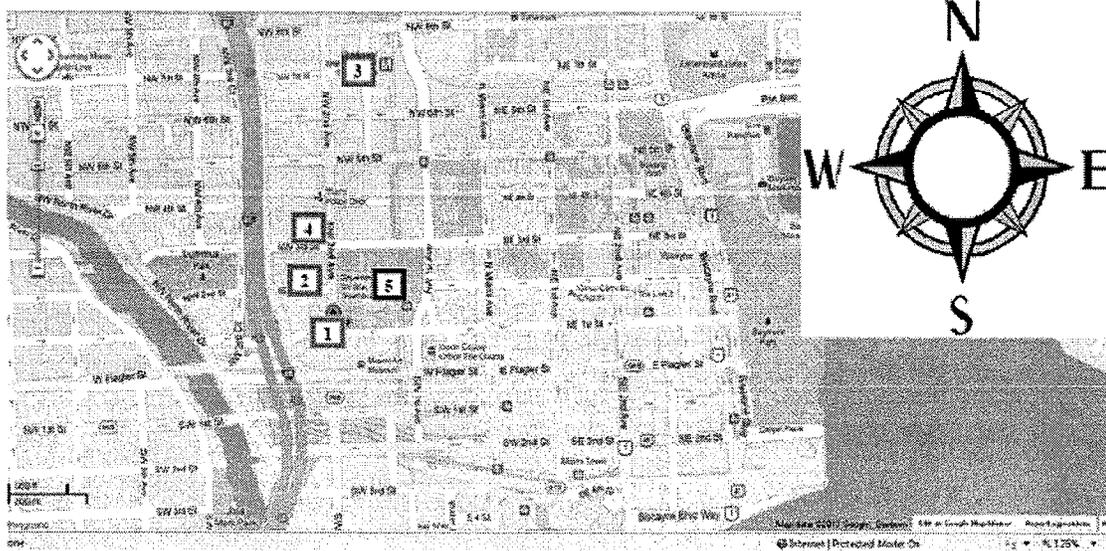
**2.3 FACILITY OVERVIEW / OPERATING ENVIRONMENT**

The scope of this solicitation is focused on the following facilities, that will require a phased in implementation approach and integration to County systems as further defined within this solicitation document. The proposed Solution is only being considered for the three managed multilevel parking garages and central command center, although the County reserves the right to further expand the Solution to additional facilities at a later time. All locations combined offer a total of 3,474 parking spaces that serve a mix of monthly and daily parkers.

LOC #	Name of Facility	Physical Address <i>(open link for area map)</i>	Hours of Operation	Current Rates Monthly/Hourly	Parking Capacity <i>(numbers fluctuate monthly)</i>
# 1	Cultural Center Garage	<a href="#">50 NW 2<sup>nd</sup> Avenue Downtown Miami</a>	Mon to Fri: 6 am - 7 pm Thursday: 6 am - 10 pm Saturday: 8 am - 5 pm Sunday: 11 am - 5 pm	\$58.03 Monthly Hourly \$2.00 per half hour Over 2 ½ hours = all day parking \$11.00	Total Capacity = 623 Monthly Accounts = 586
# 2	Hickman Garage	<a href="#">270 NW 2<sup>nd</sup> Street Downtown Miami</a>	Mon to Fri: 6 am - 9 pm Closed Saturday, Sunday & County Holidays	\$58.03 Monthly Hourly \$2.00 per half hour Over 2 ½ hours = all day parking \$11.00	Total Capacity = 1080 Monthly Accounts = 985
# 3	Overtown Transit Village Garage	<a href="#">701 NW 1<sup>st</sup> Court Overtown Miami</a>	Mon to Fri: 6 am - 7 pm Closed Saturday, Sunday & County Holidays	\$58.03 Monthly \$5.00 Hourly	Total Capacity = 961 Monthly Accounts = 661
# 4	* West Lot Garage <b>(Central Parking Office Location)</b>	<a href="#">220 NW 3<sup>rd</sup> Street Downtown Miami</a>	Mon to Fri 6 am - 9 pm Closed Saturday, Sunday & County Holidays	Monthly Fee \$58.03 Hourly \$2.00 per half hour. Over 2 ½ hours = all day parking \$11.00	Total Capacity = 810 Monthly Accounts = 173
					Total Spaces = 3,474 Total Monthly Accounts = 2,405

\*Note: West Lot Garage is the central parking office location and command center. The proposed Solution will not be required to be implemented at this location.

**Miami-Dade County  
Four (4) Parking Facilities Managed by Internal Services Department  
Downtown Miami and Vicinity**



- Parking Locations:**
- # 1 Cultural Center Garage
  - # 2 Hickman Garage
  - # 3 Overtown Transit Village
  - # 4 West Lot Garage and Central Parking Management Office
  - # 5 Stephen P. Clark Government Center (after hours response location)

**West Lot Garage (Location # 4)**

The West Lot Garage is equipped with a new stand-alone Pay-on-Foot parking access and revenue control system that was manufactured and installed by Federal APD. This is the only parking facility currently equipped to accept both cash and credit card payments. The system implemented within the West Lot Garage will continue to be utilized and is not a part of the scope of this solicitation. The central parking management office is located within this facility. The proposed Solution is required to provide FUMD with the ability to manage and monitor all four locations from one centralized point.

**Central Parking Office / Central Parking Command Center**

The central parking office is located within the west lot office building on the second floor. This location shall service as the Central Parking Command Center (CPCC) and will be required to be built out to meet the operational needs of FUMD. The successful Proposer will be required as part of their proposal to include detail as to how all of the facilities will be integrated into the CPCC and detail the approach and methodology that shall be utilized to deliver a fully functional Solution.

Proposers are to provide FUMD with all essential desktop workstations, servers, monitors, intercoms, cameras, and associated Solution equipment and/or components to operate and manage garage locations 1 through 4 from a centralized point. It is anticipated that there will be a total of eleven (11) parking operations staff and approximately four (4) system administrators that will be charged with support of the proposed Solution.

At a minimum, the following functionality and equipment is to be provided as part of the overall turn-key project:

- a) Solution infrastructure equipment and telecommunication connectivity – includes but is not limited to Solution servers, data connectivity, electrical wiring, and associated components.
- b) Eleven desktop computers for 11 staff for operation of the proposed Solution.
- c) Software licenses that allow for concurrent use of the Solution.

- d) All required Uninterruptable Power Supply (UPS) units for support of the Solution infrastructure equipment and desktops.
- e) VOIP two-way cameras and intercom systems – inclusive of the central base intercom system with all applicable licenses required to allow for communication with all locations
- f) Installed monitors for monitoring of CCTV and two-way cameras.
- g) Data conversion and upload into the Proposed Solution – includes initial migration of data from the IBM AS400 Parking Application to the vendor's software database including all current monthly parkers in existing parking software database to eliminate dual data entry duplication.

### **2.3.1 Abbreviations**

The following abbreviations are utilized throughout this scope of services and defined below:

- LCD – Liquid Crystal Display
- UL – Underwriters Laboratory
- VAC – Volts AC
- CC – Credit Card
- CPCC - Central Parking Command Center
- CCTV – Closed Circuit Television
- PCI – Payment Card Industry
- PIL – Pay-in-Lane
- POF – Pay-on-Foot
- POS – Point-of-Service
- ITD – Information Technology Department
- ISD – Internal Services Department
- VOIP - Voice Over Internet Protocol

## **2.4 MINIMUM SOLUTION REQUIREMENTS**

The proposed Solution shall be network based and fully integrated providing FUMD with comprehensive monitoring, revenue control, reporting, and auditing capability to facilitate and optimize user and customer functionality. FUMD parking operations require the use of a reliable, proven state-of-the art technology for all of the components of the Solution. The successful Proposer will be required to remove the existing parking equipment, install, and implement a new POF parking access and revenue management Solution that is integrated with the CPCC. The Solution requires connectivity to each of the identified garages and should be linked via fiber to the CPCC with a central operating console to interact with the revenue control equipment and provide customer service to parking patrons. All four (4) locations will require full retrofit of cameras, intercom systems, and equipment.

The proposed Solution, at a minimum, should include these six principal components to support the described operational needs of FUMD:

- i. Entry lane sets each comprising a ticket dispenser and traffic control barrier
- ii. Automatic and/or manned pay stations or pay points (POF Kiosks)
- iii. Exit lane sets each comprising a ticket reader and traffic control barrier
- iv. Exit lane equipment with a PIL device with a ticket and CC reader and traffic control barrier (at least one per facility)
- v. Communications network linking all of the above equipment
- vi. Central control computer and management station for use within CPCC

### **2.4.1 The following minimum requirements shall be provided within the proposed Solution:**

1. Solution software shall be interfaced with the existing Federal APD system in place within the West Lot Garage and provide FUMD with real-time transaction history and information.

2. Solution must be capable of accepting cash and CC payments.
3. Solution must be PCI compliant and ISO certified.
4. Shall accept all major credit cards without field alteration to any device, whether or not the individual credit cards are being accepted at the time of final acceptance.
5. An intercom must be provided at each entry/exit point and at each POF device and with the base intercom located within the CPCC.
6. All electrical panels, control boxes, POF devices, PIL devices, and associated components must be secured and locked to prevent tampering or vandalism.
7. Solution should be configurable to allow for proximity card access system for monthly parking patrons. Readers must be HID RP40 multi technology and capable of reading HID Corporate 1000 card format.
8. Solution must read the card number, format, site code, and other card information, not just the card serial number. Solution must have the capability of programming a minimum of three (3) different site codes and their formats, including the HID Corporate 1000 format for the County.
9. Solution must allow flexible programming of '**Grace periods**' - This is the time period allowed to the driver, who has just paid for his/her ticket, to return to the car, to drive to the exit and to present the paid ticket to the exit ticket reader. Commonly this period is set at 0 to 60 minutes.
10. Solution must be capable of handling several types of discounts and exceptions to the standard parking rates, including but not limited to:
  - i. Transient parkers coming to a single, time limited, event on property
  - ii. Transient parkers coming to all-day events
  - iii. Visitors attending local events with "in-and-out privileges"
  - iv. Transient parkers coming to area commercial/retail buildings
  - v. Transient third-party contracted labor supporting County Functions (e.g. – workers loading in and out materials) (post pay or pre-purchased parking cards)
  - vi. Monthly (Contract) parkers who are County employees and pay parking fees via payroll deduction (pass card system)
  - vii. Monthly (Contract) parkers from surrounding area businesses (pass card system)
  - viii. Monthly (Contract) parkers from other County departments (pass card, special fee)
  - ix. Transient parkers using "Disabled Spaces" (no fee)
  - x. Transient parkers attending courthouses for "jury-duty" (discounted or no fee)
  - xi. Multiple transaction types: lost ticket, damaged ticket, void previous transaction, etc.
11. Successful Proposer shall provide pedestrian warning lights and additional signage that may be required at any exit where cars may not visible to pedestrian on the side walk.
12. Successful Proposer shall provide all required POF, PIL, and Solution signage to advise patrons of payment processes for each facility.
13. Solution must be flexible and scalable to allow for future expansion as the County decides to add new parking facilities in the future.
14. Solution shall support either bar coded or magnetic stripe, machine readable tickets.
15. Integration of two-way video/intercom equipment to provide customer service at all POF/PIL/POS stations. Solution should be capable of transferring feed to a remote location for afterhours monitoring.
16. Solution must provide high speed real time credit card processing.
17. All ticket dispensers entrance column, pay of Foot kiosks, exit verifier columns shall be equipped with a voice announcement kit capable of user defined announcements or instructions.

18. POF and PIL devices and associated equipment shall contain an internal clock that stores the current time and date for at least 72 hours in the event of a commercial power failure.
19. In the event of a communications failure, the Solution devices shall continue to function in an offline mode and shall buffer a minimum of 2,000 transactions with battery backup of data and program parameters. Buffered data shall automatically forward to the CPCC upon restoration of communication.
20. Solution shall be locally programmable via a detachable control unit and have a remote alarm monitoring system that automatically alerts the server whenever the door or cabinet is open.
21. Solution's currency/coin system shall be equipped with a double locking mechanism. All access locks shall be capable of being re-keyed to protect against tampering. There shall be no access to the money in the cash box when the pay station is open for maintenance or collections.
22. Cash Status, Audit Report, Stall Reports, and Revenue Reports must all be printable at any of the POF or PIL terminals without opening the cabinet door; password protection to access the reports database is mandatory.
23. Solution's POF and PIL devices must have a high contrast LCD readable displays which can be read in all lighting conditions including direct sunlight. Solution must be configurable to allow for automatic switch to a high contrast mode to enable better reading in bright lighting conditions. These contrast settings must allow for automatic changing from one to the other and back at predetermined times during the day.
24. Solution devices should be capable of being locally programmed via a detachable control unit and utilize a password protected programming mode for uploading field programmable operation parameters.
25. Solution shall include an interlock feature for each entry or exit lane that processes more than one type of transaction (i.e. transient and monthly parking). The interlock feature shall restrict the processing of two different transaction types related to one vehicle.
26. Solution's two-way intercom system shall employ either Internet telephony (IP) capability or Voice Over Internet Protocol (VOIP) intercom capability
27. All Solution equipment shall operate in all exterior weather conditions in the Miami -Dade County, Florida areas for both indoor and outdoor conditions.
28. All Solution hardware and equipment to be ADA compliant, UL Certified, and operate in all exterior weather conditions within the metropolitan Miami, FL area.
29. Successful Proposer shall furnish two sets of keys to each piece of lockable equipment and two sets of master keys which shall open all locks. Cash drawers shall be uniquely keyed from each other. Identically-keyed locks shall not be placed in service elsewhere in the South Florida area.
30. Solution shall be password-secured and configurable allowing FUMD to establish user roles and permissions to grant rights to software functions based on operational needs. All password security shall have a corresponding record file, and shall create an audit trail of each user's access and use of the Solution's software.

## **2.5 SERVICES TO BE PROVIDED**

The County desires an innovative, turn-key Solution that will meet the operational needs of FUMD and provide streamlined automation for all facilities to be implemented with the new technology. The approach and methodology to delivering the required Solution shall be evaluated in conjunction with the criteria outlined within Section 4.1 of this solicitation document. A pre-proposal conference and site visit will be conducted to allow for Proposers to review the County requirements and determine what is required to implement, integrate, and ensure delivery of a fully automated turn-key solution. Proposers will be required to participate in the comprehensive site survey to be able to accurately

assess the layout and conditions impacting the environment. Factors such as structural layout of the Parking Garage, Safety and Physical Security issues are among the conditions that are to be incorporated into the final System design proposed to the County.

The successful Proposer will be responsible for delivery of a fully functioning Solution inclusive of all components required and should detail within the Proposal Submission Package how the proposed Solution accomplishes the operational needs outlined. The successful Proposer must comply with all applicable local, state, and federal laws, electrical and building codes. As part of the turn-key Solution, the successful Proposer will also be responsible for removal of the existing equipment and some booths from the property and proper disposal of the equipment and debris in compliance with all local, state, and federal laws. The successful Proposer is also responsible for all site work and obtaining all permits required to complete the installation of a fully functional system. This includes but is not limited to: islands/cement work, electrical wire pulls and conduit run, equipment mounting, cabling, etc. and shall follow all national, state, county, and local codes, as well as manufacturers installation requirements (Refer to "as built" site plans listed within Exhibit A)

The Solution shall also provide the CPCC with all required workstations, services, and monitoring equipment required to operate and manage the facilities. The Solution shall provide CPCC staff real-time monitoring of the parking operations and allow for report generation for daily transient parker's, monthly parker's, validation parkers and all free transactions that include disabled transactions. Proposed Solution software shall be either a client-server, or an internet-based application that stores data on a Microsoft SQL Server running SQL2000 and Microsoft Enterprise Server 2003 and industry standard report writers such as Crystal Report Professional. The required infrastructure cabling, equipment, servers, and backup drives are to be included with the proposed Solution design and outlined within the Proposal Submission Package.

## **2.6 CREDIT CARD PROCESSING REQUIREMENTS AND ASSOCIATED HARDWARE**

The proposed Solution's servers, computers, or other associated devices handling payment card transaction processing need to be configured to go through the County's payment gateway and be physically located at the ITD data center. The ITD data center is located at 5680 SW 87th Ave, Miami, FL 33173.

It is required that the Proposers provide proof that all the Solution's devices/applications/processes used meet PCI compliance requirements. Proposers must submit the following official compliance documentation (wherever applicable) with their proposal submission to demonstrate their Solution's compliance:

1. Vendor's current annual Payment Card Industry Attestation of Compliance (PCI-AOC).
2. Payment Card Industry Payment Application Data Security Standard (PCI PA-DSS) certification for any payment applications used in the process.
3. Payment Card Industry PIN Transaction Security (PCI PTS) certification for any device processing cardholder PIN transaction.

Annual resubmission of the passing, updated, completed and signed documents shall be provided to the County within 30 days of completion by the successful Proposer throughout the term of the resultant contract.

### **2.6.1 Processing Requirements**

Miami-Dade County does not process PIN numbers for security reasons, so debit card transactions must be processed as credit card transactions. Credit card numbers should not be stored by the vendor application, and should not be unmasked. POS (Point of Sale) transactions may be routed through Miami-Dade County's Payment Gateway, or directly to Miami-Dade County's clearing house.

Miami-Dade County's Payment Gateway provides three (3) basic services that allow vendor applications to interact with the Payment Gateway: Web-based Transaction Service, Retail Transaction Service, and Recurring Payment Service.

#### **A. Web-based Transaction Service**

Proposer's application will interface directly with Miami-Dade County's Payment Gateway via a plain HTTPS/XML interface. The County will provide the XML schemas to all basic services: web payment processing, void, and refund. The XML schema and other XML samples will be provided to the Proposer by the County. The County will also provide all the necessary URLs for these services as well as documentation detailing fields and response error codes. All services will respond with the same XML receipt.

This solution will require the client application to fully interact with Miami-Dade County's Payment Gateway, reacting to processing and system errors. Even though this solution requires more development and integration from a Proposer, it will offer the greatest flexibility and customization level.

It is also required for the vendor application to be hosted on a server inside the County's MetroNet since Miami-Dade County's Payment Gateway is not accessible from the Internet.

#### **B. Retail Transaction Service**

For face-to-face transactions two (2) services are available. These services are meant to be used with credit card present transactions whether swiped or keyed in by a clerk. The County will provide the XML schemas to all basic services: Track-2 payment processing (when the credit card is swiped), Keyed payment processing (when the credit card info is keyed in by a clerk), void, and refund. The XML schema and other XML samples will be provided to the Proposer by the County. Miami-Dade County will also provide all the necessary URLs for these services as well as documentation detailing fields and response error codes. All services will respond with the same XML receipt. These services are fully PCI compliant.

#### **C. Recurring Payment Service**

This service will allow merchants to setup recurring credit card payments on behalf of their users. The service is PCI compliant with all the sensitive credit card data stored off-site in the county's current clearinghouse. The XML schema and other XML samples will be provided to the Proposer by the County. The County will also provide all the necessary URLs for these services as well as documentation detailing fields and response error codes.

## **2.7 INTEGRATION WITH COUNTY SYSTEMS REQUIREMENTS**

### **A. Web Application Interface Requirements**

The proposed Solution must be capable of interfacing to the County's Payment Gateway. Please refer to Section 2.6.1 for all processing requirements.

### **B. County Financial System Interface Requirements**

The proposed Solution must be able to interface with the County's Financial System and provide a daily collection feed for generating General ledger entries into the County's current financial system the Financial Accounting and Management Information System (FAMIS), and in the foreseeable future (Oracle PeopleSoft Financial General Ledger within the Enterprise Resource Planning (ERP) System). The Solution must be flexible enough to provide the feed in a standard fixed width format that Miami-Dade County can use to create the required interface format for FAMIS and/or the Oracle PeopleSoft ERP Financial General Ledger. Preferable formats are: TEXT, XML, ASCII etc.

Required fields are:

- Date ( Collection Date)
- Garage Number (Location)

- Pay Station number (register)
- Tender Type (Payment type)\*\*
- Tender Amount

\*\* Tender Type.

- CA - Cash
- CK - Check
- Credit Card
  - DC - Discover card
  - MC - Master Card
  - VI - VISA card
  - AM - American Express
- Debit Cards ( will be processed as Credit Cards for security reasons)
- E-check
- Gift cards ( will be processed as Credit Cards for security reasons)
- County Employee Monthly Pass
- Corporate Monthly Pass

### C. West Lot Garage System Interface Requirements

The proposed Solution is required to interface with the existing software operating in the West Lot Garage. The system implemented within the West Lot Garage is configured as a standalone system with a single site license. The following software and hardware specifications outline the POF system at the West Lot Garage (Location # 4). The County desires a "real-time" interface to provide full functionality to CPCC staff that enables interoperability between the existing system and the proposed Solution.

#### ScanNet Central Management Software (Domestic)

- ScanNet, Current CISP Version, 32 DEVICE

#### ScanNet Credit Card

- ScanNet, Central CREDIT CARD Processing

#### SmartPort

- System Server- Computer/Monitor/Printer/Ups
- Voucher PowerPad System

## 2.8 TRAINING

Successful Proposer must provide training to County staff and system administrators to ensure a transfer of knowledge on the Solution's operation and maintenance. Staff should be trained on configuration of the Solution, operation, maintenance, and how to troubleshoot and maintain parking control equipment. Training should consist of classroom and hands-on demonstration of the Solution and associated functionality. It is anticipated that FUMD will have approximately eleven (11) parking operational staff and four (4) system administrators that will require full training. The County will provide a training classroom and facility for these sessions to take place.

The successful Proposer will also be required to provide the County with a fully detailed Maintenance Manual or trouble-shooting guide that can be used by on-site technicians in the performance of remedial, first echelon maintenance to be used to get a Solution component or device returned to service with a minimum of delay. The trouble-shooting guide shall contain sufficient detail, in words and diagrams, to allow an on-site technician to perform the tasks outlined in the guide. The Maintenance Manual and/or trouble shooting manual shall also be reviewed and explained to County personnel during the training period. The successful Proposer must provide all necessary

documentation on the proposed Solution, customized for the County, both in hard copy and in electronic format.

## 2.9 **REPORTING**

The proposed Solution is required to provide comprehensive report capabilities to allow FUMD to operate and manage all facilities and be able to produce standard "canned" reports as well as have the ability to produce custom or "ad-hoc" reports without additional programming or customization. Proposers are requested to provide a detailed response within their proposal submission package as to the standard reporting functionality proposed within the Solution along with samples of system generated financial and facility management reports.

The County desires a robust Solution capable of allowing staff to produce reports on a variety of items including but not limited to the following:

### **Financial and Facility Management Reports**

1. Detection and immediate reporting of revenue transaction exceptions including but not limited to:
  - Back Out with or without ticket
  - Illegal lane traversal
  - Use of a stolen ticket at the exit
2. End of day auditing capabilities to include but not limited to the following:
  - Provides the garage management with extensive array of statistical and revenue auditing reports. There is a summary daily report available, which combines on one work sheet the total garage revenue with breakdowns by locations and attendants.
  - Recalled Ticket Recognition collects and stores all recalled tickets information eliminating illegal use of back-out or stolen tickets.
  - Daily summary reports with automatic balancing of all transient and monthly parkers.
3. Daily device and lane revenue report.
4. Active access card holder Report.
5. Card transaction report by date.
6. Credit card Report
  - By CC type
  - By Lot
  - By Device
7. Validation Report
8. Cash report, transactions Report
9. Non resettable totals
  - Cash Report
  - Transaction Report
  - Validation Report
10. Count statistics Report
11. Duration of stay report with ability to breakdown by 30 minute increments
12. Entry/exit report by facility and parker type

13. Parking Fee Report
14. Parking free Report
15. General Totals Report
16. Daily Revenue Report
17. Transaction Report
18. Revenue Alarm Report
19. Outstanding Ticket Report
20. Detailed activity reports on sales inventory, and statistical data by parker type
21. Card status Report
22. Card activity Report
23. Terminated card Report
24. Active card Report
25. User change Report
26. Rate stratification Report
27. Holiday Report
28. Ticket tracking
29. Attendant total Report
30. Length of stay Report
31. Last ticket transaction Report
32. Entry/Exit classification Report

### **Counts Reporting**

Solution should have the ability to provide the following counts reports:

1. Transient Entries and Exits
  - Automated by facility
2. Monthly Entries and Exits by facility
3. Total Lane Travels
  - Total Entries by facility
4. Entries by parker type by facility
  - Total Exits by facility
5. Exits by parker type by facility
6. Differential Counts
  - By facility
  - By parker type within facility
7. All gates shall have a visible mechanical counter to record total lane travels

*\*Note: All counts shall be reported to the CPCC in real time*

### **Access Control Reporting**

Solution should have the ability to provide the following access control reports:

1. Nesting
2. Car Pooling

3. Debit (by dollar amount, by use)
4. Credit Card on file
5. Card Status Report
6. Card Activity Report
7. Active Card Report
8. Access Groups
9. Reader Groups
10. User Change Report
11. Holiday Report
12. Frequent Parker
13. Credit Card on file
14. Ability to assign a revenue rate to a reader group

**Incident Reporting**

Solution shall report all transaction, alarms, and incidents to the CPCC with the following information:

1. Time
2. Date
3. Transaction Type
4. Location/Device
5. Description
6. Amount

**2.10 TECHNICAL SUPPORT SERVICES TO BE PROVIDED**

The successful Proposer shall be responsible for providing technical support services to ensure optimal performance of the proposed Solution. This should include remote diagnostic tools to detect and correct application errors in the software application and repair services for the equipment component. The County's preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the Solution is in a non-responsive state and severely affects Users' productivity or operations that will result in immediate loss of revenue, closure of a lane, loss of audit data, or hazards to personnel or drivers.	One (1) Hour	Four (4) Hours	One (1) Hour
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	Four (4) hours	Seventy two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don't impact the work flow.  Issues that can easily be scheduled such as an upgrade or patch.	Twenty Four (24) hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

The selected Proposer should make live support available, at a minimum, 8 AM to 5 PM Eastern Standard Time, Monday through Friday. The selected Proposer should also make on-call support available 24 hours per day, 7 days per week to address critical issues. Proposers should provide a detailed description of technical support services to be provided within the Proposer Information Section.

**2.11 INVENTORY REQUIREMENTS**

The successful Proposer shall be responsible for providing the County with an on-site inventory of spare parts sufficient for one complete lane per facility. FUMD will provide storage space for the spare inventory to be provided as part of the resultant contract awarded to the selected Proposer. Proposer should provide a detailed description of how this requirement will be met within the Proposer Information Section.

**2.12 SECURITY REQUIREMENTS**

Proposed Solution at a minimum should provide the following Security protocols:

1. Provide the ability for each user to be uniquely identified by ID.
2. Provide basic authentication through use of complex passwords.
3. Provide the ability to enforce password expiration.
4. Provide ability to configure password parameters such as password lengths, user access to expiration settings and other behaviors, enabling alphanumeric characters, etc.
5. Provide the ability to encrypt transmitted data and authentication information over internal and external networks.

6. Provide support for Secure Socket Layer (SSL) 128 bit and 256 bit encryption.
7. Provide a password database encrypted in storage.
8. Provide ability to protect audit logs from unauthorized access.
9. Provide ability to log activities performed by specific user ID and IP address and to time-date stamp all activities.
10. Provide ability to limit concurrent sessions.
11. Provide ability to log changes to administrative functions.
12. Provide ability to automatically archive audit logs.
13. Provide ability to set an unsuccessful access attempt limit and suspend IDs after reaching the unsuccessful access threshold.
14. Provide ability to send alerts to administrators for unauthorized access attempts.
15. Enable automatic logoff of ID after a defined period of session inactivity, and perform subsequent re-log-on password authentication.
16. Provide centralized administration, user authorization, registration and termination.
17. Data that is protected through encryption is an individual's Personally Identifiable Information (PII). Items that may be considered PII include, but are not limited to, a person's:
  - a. Full name (if not common)
  - b. Social Security Number, or FEIN
  - c. Telephone number
  - d. Street address
  - e. E-mail address
  - f. IP address (in some cases)
  - g. Vehicle license plate number
  - h. Driver's license number
  - i. Face, fingerprints, or handwriting
  - j. Credit card numbers or credit card account information (billing address, account name, expiration date etc.)
  - k. Bank Account Routing (RTN) and Account numbers
  - l. Digital identity

### **3.0 RESPONSE REQUIREMENTS**

#### **3.1 Submittal Requirements**

In response to this Solicitation, Proposer should **return the entire completed Proposal Submission**

**Package** (see attached). Proposers should carefully follow the format and instructions outlined therein. All documents and information must be fully completed and signed as required.

The proposal shall be written in sufficient detail to permit the County to conduct a meaningful evaluation of the proposed services. However, overly elaborate responses are not requested or desired.

**4.0 EVALUATION PROCESS**

**4.1 Review of Proposals for Responsiveness**

Each proposal will be reviewed to determine if the proposal is responsive to the submission requirements outlined in this Solicitation. A responsive proposal is one which follows the requirements of this Solicitation, includes all documentation, is submitted in the format outlined in this Solicitation, is of timely submission, and has the appropriate signatures as required on each document. Failure to comply with these requirements may result in the proposal being deemed non-responsive.

**4.2 Evaluation Criteria**

Proposals will be evaluated by an Evaluation/Selection Committee which will evaluate and rank proposals on criteria listed below. The Evaluation/Selection Committee will be comprised of appropriate County personnel and members of the community, as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the Evaluation/Selection Committee is balanced with regard to both ethnicity and gender. The criteria are itemized with their respective weights for a maximum total of one hundred (100) points per Evaluation/Selection Committee member.

Solution Requirements: Proposer’s capability to meet the functional and technical specification requirements described in this Solicitation, together with an evaluation of how well it matches the Proposer’s understanding of the County’s needs described in this Solicitation including but not limited to:	20
A) Software Requirements	
B) Lane System Requirements	
C) Central Parking Command Center	
Proposer’s approach and methodology to providing the services requested in this Solicitation including usability, customization, implementation, training, maintenance and technical support services.	25
Proposed timeline for complete Solution implementation, including completion of all customization, configuration, integration, testing, and final system acceptance.	25
Proposer’s relevant experience and qualifications including key personnel of the Proposer and any key personnel of subcontractors, that will be assigned to this project, and experience and qualifications of subcontractors.	15
<b><u>Price Criteria</u></b>	
Proposed price will be evaluated based on the solution proposed and overall best value to the County.	15
<b>Total Points Per Evaluation/Selection Committee Member:</b>	<b>100</b>

#### **4.3 Oral Presentations**

Upon completion of the criteria evaluation indicated above, rating and ranking, the Evaluation/Selection Committee may choose to conduct an oral presentation with the Proposer(s) which the Evaluation/Selection Committee deems to warrant further consideration based on, among other considerations, scores in clusters and/or maintaining competition. (See **Form A-2** regarding registering speakers in the proposal for oral presentations.) Upon completion of the oral presentation(s), the Evaluation/Selection Committee will re-evaluate, re-rate and re-rank the proposals remaining in consideration based upon the written documents combined with the oral presentation.

#### **4.4 Selection Factor**

This Solicitation includes a selection factor for Miami-Dade County Certified Small Business Enterprises (SBE's) as follows. A SBE/Micro Business Enterprise is entitled to receive an additional ten percent (10%) of the total technical evaluation points on the technical portion of such Proposer's proposal. An SBE/Micro Business Enterprise must be certified by Small Business Development for the type of goods and/or services the Proposer provides in accordance with the applicable Commodity Code(s) for this Solicitation. For certification information contact Small Business Development at (305) 375-2378 or access <http://new.miamidade.gov/business/business-development.asp>. The SBE/Micro Business Enterprise must be certified by proposal submission deadline, at contract award, and for the duration of the contract to remain eligible for the preference. Firms that graduate from the SBE program during the contract may remain on the contract.

#### **4.5 Local Certified Service-Disabled Veteran's Business Enterprise Preference**

This Solicitation includes a preference for Miami-Dade County Local Certified Service-Disabled Veteran Business Enterprises in accordance with Section 2-8.5.1 of the Code of Miami-Dade County. A VBE is entitled to receive an additional five percent (5%) of the total technical evaluation points on the technical portion of such Proposer's proposal. If a Miami-Dade County Certified Small Business Enterprise (SBE) measure is being applied to this Solicitation, a VBE which also qualifies for the SBE measure shall not receive the veteran's preference provided in this section and shall be limited to the applicable SBE preference.

#### **4.6 Price Evaluation**

The price proposal will be evaluated subjectively in combination with the technical proposal, including an evaluation of how well it matches Proposer's understanding of the County's needs described in this Solicitation, the Proposer's assumptions, and the value of the proposed services. The pricing evaluation is used as part of the evaluation process to determine the highest ranked Proposer. The County reserves the right to negotiate the final terms, conditions and pricing of the contract as may be in the best interest of the County.

#### **4.7 Local Preference**

The evaluation of competitive solicitations is subject to Section 2-8.5 of the Miami-Dade County Code, which, except where contrary to federal or state law, or any other funding source requirements, provides that preference be given to local businesses (see **Form A-4**). If, following the completion of final rankings by the Evaluation/Selection Committee, a non-local Proposer is the highest ranked responsive and responsible Proposer, and the ranking of a responsive and responsible local Proposer is within 5% of the ranking obtained by said non-local Proposer, then the Evaluation/Selection Committee will recommend that a contract be negotiated with said local Proposer.

#### **4.8 Negotiations**

The County may award a contract on the basis of initial offers received, without discussions. Therefore, each initial offer should contain the Proposer's best terms from a monetary and technical standpoint.

The Evaluation/Selection Committee will evaluate, score and rank proposals, and submit the results of their evaluation to the County Mayor or designee with their recommendation. The County Mayor or designee will

determine with which Proposer(s) the County shall negotiate, if any, taking into consideration the Local Preference Section above. In his sole discretion, the County Mayor or designee may direct negotiations with the highest ranked Proposer, negotiations with multiple Proposers, or may request best and final offers.

During negotiations, the Proposer(s) may propose to the County the terms, conditions, and pricing for additional goods and services to be provided to the County during the course of the contract which may serve to enhance the project, improve the efficiency or ease of use of the project elements, or result in net savings to the County. Those terms and conditions may be incorporated into the contract to be exercised at the sole discretion of the County.

Notwithstanding the foregoing, if the County and said Proposer(s) cannot reach agreement on a contract, the County reserves the right to terminate negotiations and may, at the County Mayor's or designee's discretion, begin negotiations with the next highest ranked Proposer(s). This process may continue until a contract acceptable to the County has been executed or all proposals are rejected. No Proposer shall have any rights against the County arising from such negotiations or termination thereof.

Any Proposer recommended for negotiations shall complete a Collusion Affidavit, in accordance with Sections 2-8.1.1 of the Miami-Dade County Code. (If a Proposer fails to submit the required Collusion Affidavit, said Proposer shall be ineligible for award.)

Any Proposer recommended for negotiations may be required to provide to the County:

- a) Its most recent certified business financial statements as of a date not earlier than the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition. A copy of the most recent business income tax return will be accepted if certified financial statements are unavailable.
- b) Information concerning any prior or pending litigation, either civil or criminal, involving a governmental agency or which may affect the performance of the services to be rendered herein, in which the Proposer, any of its employees or subcontractors is or has been involved within the last three years.

#### **4.9 Contract Award**

Any contract, resulting from this Solicitation, will be submitted to the County Mayor or designee for approval. All Proposers will be notified in writing when the County Mayor or designee makes an award recommendation. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the County to be in the best interest of the County. Notwithstanding the rights of protest listed below, the County's decision of whether to make the award and to which Proposer shall be final.

#### **4.10 Rights of Protest**

A recommendation for contract award or rejection of all proposals may be protested by a Proposer in accordance with the procedures contained in Sections 2-8.3 and 2-8.4 of the County Code, as amended, and as established in Implementing Order No. 3-21.

### **5.0 TERMS AND CONDITIONS**

The anticipated form of agreement is attached. The terms and conditions summarized below are of special note and can be found in their entirety in the agreement:

#### **a) Vendor Registration**

Prior to being recommended for award, the Proposer shall complete a Miami-Dade County Vendor Registration Package. Effective June 1, 2008, the new Vendor Registration Package, including a Uniform Affidavit Packet (Affidavit form), must be completed. The Vendor Registration Package, including all

affidavits can be obtained by downloading from the website at <http://www.miamidade.gov/procurement/vendor-registration.asp> or from the Vendor Assistance Unit at 111 N.W. 1st Street, 13th Floor, Miami, FL. The recommended Proposer shall affirm that all information submitted with its Vendor Registration Package is current, complete and accurate, at the time they submitted a response to the Solicitation, by completing an Affirmation of Vendor Affidavit form.

**b) Insurance Requirements**

The Contractor shall furnish to the County, Internal Services Department, Procurement Management Division, prior to the commencement of any work under any agreement, Certificates of Insurance which indicate insurance coverage has been obtained that meets the stated requirements.

**c) Inspector General Reviews**

According to Section 2-1076 of the Code of Miami-Dade County, as amended by Ordinance No. 99-63, Miami-Dade County has established the Office of the Inspector General which may, on a random basis, perform audits on all County contracts, throughout the duration of said contracts, except as otherwise indicated. The cost of the audit, if applicable, shall be one quarter (1/4) of one (1) percent of the total contract amount and the cost shall be included in any proposed price. The audit cost will be deducted by the County from progress payments to the Contractor, if applicable.

**d) User Access Program**

Pursuant to Section 2-8.10 of the Miami-Dade County Code, any agreement issued as a result of this Solicitation is subject to a user access fee under the County User Access Program (UAP) in the amount of two percent (2%). All sales resulting from this Solicitation and the utilization of the County contract price and the terms and conditions identified therein, are subject to the two percent (2%) UAP.

**6.0 ATTACHMENTS**

Proposal Submission Package (Including Forms A1- A6)

Form B-1 Price Proposal Schedule

Attachment 1 – Requirements Table

Attachment 2 – Miami-Dade County Technology Model

Attachment 3 – Miami-Dade County Hosting Requirements and Compatibility Matrix

Draft Form of Agreement

Exhibit A – Facility As-Built Drawings