

## 5. SECTION B - SCOPE OF SERVICES:

### 5.1. Background

The Montgomery County Department of Transportation, Division of Parking Management is responsible for the management and operation of the County's Public Parking Program. This municipal program owns and operates over 21,000 public parking spaces in three (3) distinct and economically diverse Central Business Districts: Bethesda, Silver Spring and Wheaton. The parking spaces are located both on and off-street. Presently, the division manages twenty-one (21) garages and eighteen (18) lots with a garage currently under construction that will replace an existing garage. Spaces on-street are primarily operated by single-space smart meters, supplemented by coin-operated meters, multi-space kiosks and mobile-only zones as well; lots are operated by single-space meters or centralized pay-by-space stations; while the garages utilize individual meters, centralized pay-by-space and pay-by-plate stations, or gated pay-on-foot equipment. All on- and off-street facilities, with the exception of a gated garage, have mobile payment availability.

The Montgomery County Department of Transportation, Division of Parking Management, is seeking to enter into a contract with an experienced and qualified **parking consulting firm** to provide a wide range of planning services as needed.

### 5.2. Intent

It is the intent of this RFP for the County to enter into a contract with a firm to provide a readily available source of long-range strategic and operational planning services as assigned.

### 5.3. Scope of Work

The Contractor/Consultant will provide all services as directed in writing by the Contract Administrator. The County makes no guarantee that all or any of the services will be utilized. Comprehensive services that the Contractor/Consultant, with the assistance of any required sub-contracts, agrees to provide to the County on an as needed basis include, but are not limited to, the following:

- a. Parking management, policies and implementation strategies.
- b. Program methods, practices and procedural reviews.
- c. Organizational and process evaluations.
- d. Operational analysis of parking facilities.
- e. Method of revenue collection effectiveness and technology reviews.
- f. Mixed-use development proposal evaluation considerations.
- g. Public-private economic and real estate analysis considerations.
- h. Parking market and rate setting studies.
- i. Parking Studies - inventory, usage, accumulation, turnover, and generation rate calibrations.
- j. Demand/Needs analysis and reporting.
- k. Parking demand management and alternative plan proposals.
- l. Customer service program and enhancement reviews/proposals.
- m. Marketing parking programs, community outreach and education.
- n. Functional concept design and site evaluations.
- o. Revenue collection equipment and access management provisions.
- p. Signage/graphic wayfinding design services.
- q. Security designs, measures, equipment configurations, practices,
- r. procedures and programs for passive and active security devices.
- s. ADA Accessible Guidelines (ADAAG) code provision concerns and resolutions.
- t. Parking sustainability design and consultation.
- u. Parking enforcement program analysis.
- v. Analysis of electric vehicle (EV) infrastructure and future deployment recommendations.
- w. Curbside management strategies.
- x. Supplemental services, as directed by the Contract Administrator, determined to be necessary.

The Contractor must assign one (1) person to the project as the Project Manager. The Project Manager must have a bachelor's degree and five (5) years' minimum parking and planning experience.

It is the intention of the County to issue Task Orders that will vary in size and scope for a range of services under the resultant Contract.

The County reserves the right to evaluate and negotiate all Task Orders. Issuance of Task Orders will be contingent upon appropriation of funds by the Montgomery County Council and encumbrance of such funds, as provided by the Montgomery County Code.

In accordance with all terms of any resultant Contract awarded as a result of this RFP, the County reserves the right to decide when and if projects, or Task Orders, will be issued and makes no commitment to a specific number of Task Orders assigned nor dollar value of work.

#### **5.4. Contractor's Responsibilities**

The Contractor/Consultant will be responsible for the preparation of the Scope of Work/cost proposal (including breakdown of personnel, hours and rates), execution of assigned task, monitoring of budget per task assigned, and the delivery of quality products that demonstrate sound parking management and planning judgment based on industry practices, principals, and guidelines. The Contractor/Consultant is also responsible for alerting the County of any unusual or unforeseen conditions that could affect the efficiency or effectiveness of services being performed.

All Contractor costs incurred in negotiating proposals for Task Orders (scope, estimated cost, etc.) shall be borne by the Contractor and will not be reimbursed by the County. Any work beyond the funds allocated/authorized by the Purchase Order issued for specific tasks by the County will be the Contractor's/Consultant's responsibility.

*Task Orders assigned before, but not delivered by, the effective termination date of a Contract resulting from this solicitation, must be honored with all terms, conditions and prices of the contract in effect until the Task Order is completed and accepted by the Contract Administrator.*

The Contractor/Consultant agrees to use the key personnel and sub-contractors/consultants in the proposal in the performance of the services. Personnel and quantity of personnel may vary according to the work being performed but must be sufficient in quantity to provide the work required. Personnel not specifically listed may be used, subject to the County's Contract Administrator's written approval. No changes to the listed key personnel within the control of the Contractor/Consultant shall be made without prior written approval of the County's Contract Administrator. In the event, the key personnel individuals are unable or unavailable to perform the services under the Contract, the Contractor/Consultant must replace the individuals with key personnel of equal or better qualifications and must obtain the County's Contract Administrator's written approval of the replacement personnel.

#### **5.5. County's Responsibilities**

The County will be responsible for the assignment of specific parking planning services tasks, the requisition of funds for individual task assigned (Purchase Order), providing general guidance, and timely payment of invoices based on services assigned and completed.

Prior to commencement of work, Task Orders shall be authorized, in writing, by the Contract Administrator. The authorization shall include a general description of the required work, special instructions, a not-to-exceed value, and a proposed commencement and completion date.

#### **5.6. Reports**

The Contractor/Consultant will be responsible for the timely reporting, monthly or more frequently as required by the County, of task assignment status and current Purchase Order expenditure.