

IMPORTANT NOTICE!!

If you download these materials and wish to be added to the proposer contact list send an email to:

purchasing@springfield-or.gov

Information to be provided:

- “RFP# 4008 and Downtown On/Off Street Enforcement & Permit Management” in the subject line
- Company name
- Primary contact name
- Primary contact title
- Primary contact direct phone #
- Primary contact email

It will be the responsibility of each participating supplier to refer daily to the City of Springfield – Purchasing website at <http://www.springfield-or.gov/city/finance/purchasing> to check for any available addendum to current opportunities, cancellations, or intents to award posted.

**CITY OF SPRINGFIELD
OREGON**

**Request for Proposal #4008
City Manager's Office
Downtown On- and Off-Street Parking Enforcement & Permit Management**

Sealed proposals will be received by the Purchasing Department, City of Springfield, 225 5th Street, Springfield OR, 97477, Attn: Yueyin Lin until 2:00 p.m. PST, October 17, 2025 and opened at 3:00 p.m. local time the same day. Sealed proposals must be marked "**RFP# 4008 Downtown On- and Off-Street Parking Enforcement & Permit Management**".

The City of Springfield is seeking proposals from qualified contractors to provide professional services for the enforcement of downtown parking regulations and the management of on- and off-street daily and permitted parking.

Proposal packets are available on the City's website at www.springfield-or.gov/city/finance/purchasing or by contacting Yueyin Lin via email at purchasing@springfield-or.gov

The City of Springfield reserves the right to accept or reject any or all proposals or to waive any specifications or requirements, or to negotiate with any vendor submitting a proposal regarding any aspect of this Request for Proposals when doing so is deemed to be in the best interest of the City.

The City of Springfield encourages proposers or sub-contractors who are minority, woman-owned and emerging small businesses to participate in City projects.

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Yueyin Lin at purchasing@springfield-or.gov at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.



**Request for Proposal
#4008**

Downtown On- and Off-Street Parking Enforcement & Permit Management

City of Springfield
City Manager's Office
Springfield, Oregon 97477

September 12, 2025

I. Project Overview

The City of Springfield's purpose for issuing this RFP is to establish a contract with a qualified firm to provide on and off-street parking enforcement and permit management. This work should be performed to support the mission statement of the program. The scope of services is described in Attachment 1 - Scope of Work.

II. Overall Project Description and Scope of Work

The City of Springfield's purpose for issuing this RFP is to establish a contract with a parking management firm for downtown on- and off-street parking enforcement services. The scope of parking enforcement services are described in Attachment 1 - Scope of Work.

III. Proposal Submission Requirements

Your response to the Request for Proposal must contain all of the information requested in the Request for Proposal along with acknowledgement of all addenda. A completeness check will be conducted for each submission. Incomplete submissions will not be accepted. Submissions must include the items organized and numbered to correspond to each requirement below:

Content requirements

1. **General** – Proposals will be clear and concise. The City encourages green options and discourages the use of materials that cannot be recycled such as PVC and spiral binders, plastic or glossy covers and dividers. Further, the City encourages Proposers to print on both sides of a sheet of paper whenever possible.
2. **Cover Letter** – All Proposals must be accompanied by a cover letter signed by an individual who is legally authorized to enter into a contract on behalf of the proposing individual/firm.
 - a. The letter must introduce the Proposal, provide an overview of your representation according to the Attachment 1 Statement of Work.
 - b. Affirm that the Proposer accepts all terms and conditions of the Request for Proposals, including the Attachment 2 Sample Contract terms and conditions.
 - c. The letter must designate the Proposer's contact person during the Proposal review process.
 - d. Identify whether you qualify as resident bidder as described in ORS279A.120 (1) (b) and if you are licensed to do business in the State of Oregon.
 - e. Include a statement of the firm's ability to begin work January 1st, 2026 and a statement that the submission is a firm offer for a 90-day period.
 - f. Pending Litigation: Identify any past, pending or threatened litigation or administrative or state ethics board or similar body proceedings to which you or any of your partners are a party and which would either materially impair your ability to perform the services enumerated herein, or, if decided in an adverse manner, materially adversely affect the financial condition of your firm. Any firm

selected pursuant to this RFP will be required to advise the city of any developments during the term of this appointment with respect to existing and/or any new civil or criminal legal investigations, pertinent litigation and/or regulatory action involving the firm or its employees which could impact the firm's role or ability to perform the consulting services.

3. **Qualifications** - Include a detailed statement of the qualifications of the firm. This should include organizational history, clients presently served, and extent of downtown on- and off-street parking enforcement and permit management services work.
4. **Resumes** - Include a resume for the staff assigned to this engagement.
5. **Approach** - The proposal should set forth a work plan, including an explanation of the on- and off-street parking enforcement services methodology to be followed, to perform the services required in this request for proposal.

Proposers will be required to provide the following information on their downtown on- and off-street parking enforcement services approach:

- a. Parking Enforcement Strategy
 - b. Permit Management
 - c. Revenue Management and Reporting
 - d. Public Engagement and Customer Service
 - e. Program Startup and Transition Plan
 - f. Data and Analytics
6. **Fee Proposal** - Respondents should include a detailed fee proposal.
 7. **Additional Services** - If it should become necessary for the City of Springfield to request the parking management firm to render any additional services to either supplement the services requested in this RFP or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between the City of Springfield and the firm. Any such additional work agreed to between the City of Springfield and the firm shall be performed at the same rates set forth in the Fee Proposal. Submit an hourly fee estimate for additional services that includes fees for Downtown On- and Off-Street Parking Enforcement & Permit Management.
 8. **References** - Provide a minimum of five (5) references for parking management services. Services for organizations for whom you have provided similar services. The references should include, at a minimum, the name of the organization, the address, the contact person, title, email address and a telephone number. References cannot include current City Staff.
 9. **Attachment #2** – Sample Contract – in your cover letter acceptance of terms and conditions.

10. **Signed Attachment #3** – Authorization to Legally Bind Bidder

11. **Signed Attachment #4** – Minority Women Emerging Small Business Form (MWESB)

IV. Evaluation and Selection Criteria

A committee comprised of representatives from the City will review the Proposals for conformance with the requirements of the Request for Proposals. Conforming Proposals will be evaluated according to the criteria listed below.

1. Proposal Review

- a. The proposals will be examined to determine that the firm satisfies the mandatory elements as identified in section IV. Firms who do not meet the mandatory elements will be eliminated from further consideration.
- b. Next the committee will use the selection criteria as identified in section IV. to score each proposal. Based on the strength of the Proposals received, the committee may elect to identify finalists and schedule appointments for presentations and/or interviews. Following the presentations and/or interviews, if any, the committee will make a final selection based on the best overall interests of the City of Springfield. The committee will rely on information provided in the Proposals and during interviews, if any, as well as information provided by references.

2. Evaluation Criteria

Proposals will be evaluated using two sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored. The following represent the criteria which will be considered during the evaluation process.

- a. Mandatory elements
 - i. The firm is properly licensed in the State of Oregon.
 - ii. The firm does not have a record of substandard work, verifiable by past clients.
 - iii. The firm adheres to the instructions in this request for proposal on preparing and submitting the proposal.

b. Proposal Evaluation Criteria

Criteria	Possible Points
Understanding of work to be performed and ability to manage work	25
The qualifications of the firm	20
Experience with Downtown On- and Off-Street Parking Enforcement & Permit Management	25
References	10
Cost	15
Completeness of RFP	5
Total	100
Oral Presentation for selected firms (if any)	20
Grand Total	120

c. Oral Presentations (if any) and Final Scoring

- i. After the technical proposals have been evaluated and finalist firms have been identified, those firms will be invited to make an oral presentation to the committee.
- ii. Presentations provide the firms an opportunity to answer any questions or provide clarifications to the committee; however, no changes are allowed to be made to the originally submitted cost.
- iii. The committee will score the firm's presentations in the context of the criteria listed in section **IV** of this document and whether the presentation and responses enhance the scoring of the written proposals. Firms may receive up to an additional 20 points on the presentation.
- iv. Based upon the addition of the presentation scores to the written proposal scores, a final cumulative score for each finalist will be compiled, from which the selection of a firm will be made.

d. Tie Breaker

In the event of a tie during the evaluation process, the tie will be broken by taking the highest scoring proposer based on Cost. If these scores are also tied, then by taking the highest scoring proposer based on their Qualifications.

V. Schedule for Selection Process

RFP Package Available	September 12, 2025, 5:00 p.m. PST
Request for Clarification Due (if applicable)	September 30, 2025, 2:00 p.m. PST
Solicitation Protests Due	September 30, 2025, 2:00 p.m. PST
Response to Clarification Due (if applicable)	October 7, 2025, 2:00 p.m. PST
Proposals Due:	October 17, 2025, 2:00 p.m. PST
Review & Interview (if applicable)	Approximately 2 weeks after proposal due date
Intent to Award Notice (approximate)	November 3, 2025
Contract Award (approximate)	November 17, 2025

Public opening of the RFP responses will take place on October 17, 2025 at 3:00 p.m. at the City of Springfield, Finance Department, 225 5th Street, Springfield, Oregon. All interested parties are invited to attend.

Prospective Proposers may contact Yueyin Lin by email at purchasing@springfield-or.gov for further information regarding this process or to request clarification. **Contact with other City officials may be grounds for disqualification.** Please note that the City of Springfield has implemented this policy to ensure fairness and transparency in the selection process. Upon receipt of an inquiry from a prospective proposer, the message is promptly relayed to the project's lead staff person, who then prepares a written reply. City staff, in turn, posts the questions and responses in an Addendum. Follow-up questions and/or clarifications may continue to be submitted in this fashion until **September 30, 2025, 2:00 p.m. PST.**

VI. Instructions to Proposers

The Request for Proposals may be found on the City of Springfield website at <http://www.springfield-or.gov/city/finance/purchasing> and select the document titled **RFP# 4008 Downtown On- and Off-Street Parking Enforcement & Permit Management** or in-person at the Springfield City Hall, Department, 225 Fifth Street, Springfield, OR, 97477.

Each Proposal must include one (1) original signed submission, marked "**RFP# 4008 Downtown On- and Off-Street Parking Enforcement & Permit Management**" and (1) electronic copy (PDF format) on a CD or thumbdrive. Each original Proposal and required materials must be contained in a sealed envelope or box and must be received no later than **October 17, 2025, 2:00 p.m. PST** at the following address:

Yueyin Lin, Finance Analyst
City of Springfield Finance Department
225 Fifth Street,
Springfield, Oregon 97477

VII. Late Proposals Not Considered

Proposals must be received by the time specified at the address listed above. Any Proposal received after the deadline will not be considered. Faxed or emailed submissions will not be accepted.

VIII. Addenda to RFP

In the event that it is necessary to amend, revise, or supplement any part of the Request for Proposal, addenda will be posted on Springfield's website at <http://www.springfield-or.gov/city/finance/purchasing> and select the document titled **RFP# 4008 Downtown On- and Off-Street Parking Enforcement & Permit Management**. The City will make a reasonable effort to provide the addenda to all Proposers to whom the City provided the initial Proposal. This includes the amendment of dates in the Schedule for Selection Process. Any addenda so issued are to be considered part of the specifications of the Proposal. The City is not responsible for any explanation, clarification, interpretation, or approval made or given in any manner except by written addenda issued by City.

In case of any doubt or differences of opinion as to the services to be furnished hereunder, or the interpretation of the provisions of the Proposal, the decision of the City shall be final and binding upon all parties.

IX. Contract

The successful Proposer will be expected to enter a professional services contract with the City. The contract will specify the extent of services to be rendered, the means and methods of providing the services, and the amount of compensation. A sample contract is included as Attachment 2.

X. Negotiation of Price Agreement

Springfield reserves the right to negotiate a final contract which is in the best interest of the City considering cost effectiveness and quality central control. Once a tentative selection has been made by the evaluation committee, City staff will attempt to negotiate a contract with the preferred Proposer. If the negotiations are not successful, City staff will negotiate with other qualified Proposers in the order of their respective qualifications until an agreement is reached or City staff decides to terminate the selection process.

XI. City Selection Discretion

Springfield reserves the right to reject any or all bids and to waive irregularities and informalities in the selection process. Springfield further reserves the right to negotiate, amend, and refine bids in consultation with one or more of the prospective Proposers.

XII. Proposal Ownership

All material submitted by the Proposers shall be considered property of Springfield, and the City will not be required to return same to any Proposer. The material submitted by Proposer will be treated in the same manner as the City's own records.

After opening, all Proposals become part of the public record unless exempt under Oregon Public Records Law. Proposers wishing to exempt appropriate portions of their Proposals from disclosure as public records are encouraged to discuss their concerns with City's Finance Director (address listed below) prior to the submissions of their Proposals.

Nathan Bell Finance Director
City of Springfield Finance Department
225 Fifth Street
Springfield, OR 97477

XIII. Exceptions to Request for Proposal

If, for any reason, a Proposer should find fault with the structure of this Request for Proposal or with the evaluation process, concerns may be submitted in writing to:

Jessica Mumme, Budget & Procurement Manager
Springfield Finance Department
225 Fifth Street
Springfield, OR 97477
purchasing@springfield-or.gov

The City will make every effort to answer questions and, if warranted, to amend the Request for Proposal. Responses to questions and amendments to the Proposal will be posted on the Springfield website <http://www.springfield-or.gov/city/finance/purchasing> and select the document titled **RFP# 4008 Downtown On- and Off-Street Parking Enforcement & Permit Management**. Proposers who are unable or unwilling to meet any of the requirements of this Request for Proposal must include, as part of their response, written exceptions to those requirements. Such request shall be delivered on or before **September 30th, 2025, 12:00 p.m., PST**.

XIV. Solicitation Protest Procedure

A prospective Proposer may submit formal protests to this Request for Proposal or any addenda to purchasing@springfield-or.gov. This request must be delivered no later than **September 30, 2025, 2:00 p.m. PST** or the close of the next business day following issuance of an addenda, whichever occurs later. A written protest of this Request for Proposals must include:

- Sufficient information to identify the solicitation being protested, such as including "RFP # 4008 Protest" in the email subject line;
- The grounds that demonstrate how the procurement process is contrary to law or how the solicitation document is unnecessarily restrictive, legally flawed, or improperly specifies a brand name;

- Evidence or supporting documentation that supports the grounds on which the protest is based; and
- The relief sought, including a statement of the desired changes to this RFP or the procurement process the prospective Proposer believes will remedy the conditions that form the basis for the protest.

The City will review protests to the solicitation that are timely filed and notify the prospective Proposers of the decision in writing no fewer than three business days before the closing date, unless the City finds that circumstances warrant a shorter time period. In response to a valid Protest, the City may issue an addendum to this RFP. An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of this RFP.

XV. Award Protest Procedure

Any Proposer who has submitted a Proposal to the City and who is adversely affected by the City's award of the Contract to another Proposer has seven (7) days after issuance of the Notice of Intent to Award the Contract, to submit a written protest of the award to the City. This right to protest shall conform to the written requirements of OAR 137-047-0740 and specify the grounds upon which the protest is based.

An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of City's Contract award. Protests must be submitted to:

Nathan Bell
Finance Director
City of Springfield
225 Fifth Street
Springfield, OR 97477

XVI. Cost of Proposal

The City is not liable for any costs incurred by vendors for the preparation and presentation of their Request for Proposals. This includes any costs in the submission of a Proposal or in making necessary studies or designs for the preparation thereof.

XVII. AMERICANS WITH DISABILITIES ACT COMPLIANCE

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Yueyin Lin via email at purchasing@springfield-or.gov at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.

ATTACHMENT 1

Scope of Work

Proposal Overview

The City of Springfield seeks proposals from qualified firms to manage and enforce downtown parking. Rather than prescribing exact procedures, the City invites respondents to propose innovative, effective, and equitable solutions that improve parking availability, ensure compliance, and enhance user experience. The ultimate goal is to create a positive downtown experience for all visitors and businesses by providing responsive, efficient, and fair parking solutions.

Service Objectives

Respondents are expected to propose a comprehensive parking management and enforcement approach that:

- Administers downtown on- and off-street parking in accordance with Chapter 6 Article 1 of the Springfield, OR Municipal Code and all other relevant local, state, and federal laws and regulations.
- Increases turnover in time-limited and permitted parking zones.
- Encourages voluntary compliance through education, signage, and/or enforcement.
- Simplifies customer service and payment options.
- Enhances accessibility and clarity for all users of the downtown parking system.
- Provides data and insight to guide future parking policies.

Respondent Responsibilities

The City is seeking expertise. Respondents should submit a service plan that includes, but is not limited to:

1. Parking Enforcement Strategy

- Describe your proposed enforcement model, staffing, hours, and patrol strategy.
- Recommend frequency and methodology of enforcement.
- Propose technology solutions (e.g., license plate recognition, mobile apps, ticketing systems).
- Include any proposed incentive or performance structures to maximize effectiveness (e.g., revenue share models, benchmarks tied to compliance or turnover improvements).
- Parking Enforcement area
 - Number and Types of Parking Spaces – 702 (approximate)
 - Zone A
 - Bounded by:
 - **West:** South Mill Street
 - **East:** South 10th Street
 - **North:** B Street, with a north “notch” to C Street between Pioneer Parkway East and 5th Street
 - **South:** South A Street

- 2 hour free on-street parking: approximately 315 spaces
- 2 hour free off-street parking: 2 publicly owned surface lots: 80 spaces total
- 4 publicly owned daily permit surface lots: 100 permit-able spaces
- Zone B
 - Zone B consists of two separate sections that flank the central Zone A:
 - **Western Section**
 - Runs from **Mill Street** (east boundary) to **Pioneer Parkway West** (west boundary). With a South **A Street to B Street** North/South boundary.
 - **Eastern Section**
 - Runs from **South 7th Street** (west boundary) to **South 10th Street** (east boundary). With a South **A Street to B Street** North/South boundary.

2. Permit Management – 6 permit lots

- Recommend a system for managing monthly, quarterly, and/or annual permit sales.
- Outline user interface for purchasing, renewing, and managing permits (e.g., online portal, physical office presence).
- Propose procedures for communication with permit holders and customer service tracking.

3. Revenue Management and Reporting

- Describe collection, tracking, and remittance process for citations and permits.
- Provide sample reporting tools or dashboards for City use.
- Propose strategies for minimizing uncollected fines and managing delinquent accounts.

4. Public Engagement and Customer Service

- Describe your firm’s approach to customer interaction, complaint resolution, and education.
- Propose how the public can interact with your team (phone, in-person, web, mobile).
- Recommend feedback loops to ensure continued satisfaction and improvement.

5. Program Startup and Transition Plan

- Provide a schedule and approach for startup, including staff recruitment, training, public notification, and legacy data or citation integration if applicable.

6. Data and Analytics

- Identify how you will track effectiveness (e.g., citation rate, occupancy, compliance).
- Describe how metrics will be reported to the City.
- Include options for integrating citation and permit data with City systems.

Performance and Incentive Structure

The City seeks to align contractor performance with desired outcomes. Respondents should propose an incentive structure that:

- Motivates proactive enforcement and compliance.
- Encourages accurate and timely revenue collection.
- Includes shared risk/reward mechanisms (e.g., a base fee plus performance bonus).

- May include revenue sharing tied to citation resolution rates, permit revenue growth, or achievement of specific operational benchmarks.

Proposal Evaluation Considerations

Proposals will be evaluated based on:

- Creativity and effectiveness of the proposed enforcement model.
- Demonstrated understanding of municipal parking operations.
- Experience with similar projects in communities of comparable size.
- Feasibility of proposed startup and transition timeline.
- Clarity and scalability of performance incentives.
- Value and sustainability of the pricing model.

Expectations

Operating within Springfield's policy framework

- Operate in alignment with applicable Springfield Municipal Code provisions.
- Adhere to programmatic direction from City Council and City staff.
- Respondents are encouraged to provide any questions they have regarding operational requirements or interpretations of policy.

Handling Business

- Customer service – Implement education-focused efforts, including provision of information and materials to customers addressing common parking issues (all materials must be approved by the City prior to use).
- Provide a parking amnesty program allowing for the dissolution of one citation per year per customer.
- Provide and maintain a user-friendly website for payment of fees/fines and procurement of parking passes.
- Provide a payroll deduction solution for procurement of City-staff passes.
- Respondents should address their approach to warnings or grace periods for parking violations.
- Coordinate with the City of Springfield for citation processing – The Springfield Police Department (SPD) retains the authority to issue citations; the City seeks a contractor capable of managing citations on behalf of SPD.
- Materials and equipment – Contractor is responsible for all supplies for office and field work, including citations and permits (which must be approved by the City prior to use). Contractor must also provide all communication equipment for employees and the City, and any required software and hardware, including maintenance.

Non-enforcement Days

- Sundays
- New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, Christmas Day
- Designated days determined by the City of Springfield (including, but not limited to, special events or inclement weather).

Potential Areas of Additional Service

Respondents should describe how they would integrate and price potential additional/reduced service areas, including but not limited to:

- Springfield Economic Development Agency (SEDA) properties with surface parking lots, short- or long-term.
- Neighborhood enforcement on an ad-hoc basis.
- Neighborhood enforcement on a long-term basis.

IMPORTANT – MAKE SURE TO INCLUDE THESE ATTACHMENTS!

**Attachment 1
Scope of Work**

**Attachment 2
Sample Contract**

**Attachment 3
Authorization to Legally Bind Bidder**

**Attachment 4
Minority Women Emerging Small Business Form (MWESB)**