STATE OF NORTH CAROLINA

Central Piedmont Community College

Request for Proposal #: 88-270001-BO

Parking Facilities Management

Date of Issue: July 24, 2026

Proposal Opening Date: August 31, 2026

At 2:00 PM ET

Direct all inquiries concerning this RFP to:

Bonnie Ogden

Email: bonnie.ogden@cpcc.edu

Phone: 704-330-6515

STATE OF NORTH CAROLINA

Request for Proposal #

88-270001-BO

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

This page shall be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.

____

Vendor Name

____

Vendor eVP#

Note: For a contract to be awarded to you, your company (you) must be a North Carolina registered Vendor in good standing. You must enter the Vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a Vendor number, register athttps://evp.nc.gov/SignIn

Electronic responses ONLY will be accepted for this solicitation.

STATE OF NORTH CAROLINA ***Central Piedmont Community College***	
Refer *ALL* Inquiries regarding this RFP to: **Bonnie Ogden** **bonnie.ogden@cpcc.edu**	**Request for Proposal #: 88-270001-BO** **Proposals are due August 31, 2026 2:00 PM ET** **Public Opening for any interested parties may be attended at 2:15 PM ET via** https://teams.microsoft.com/meet/258874424636449?p=WLck9NVFabgVRDYO24
Using Agency: Central Piedmont Community College	**Commodity No. and Description: 781118 – Parking Management Services**

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor's knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein.** These documents can be accessed from the ATTACHMENTS page within this document.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.

<table>
<tr><td colspan="4">COMPLETE/FORMAL NAME OF VENDOR:</td></tr>
<tr><td colspan="2">STREET ADDRESS:</td><td>P.O. BOX:</td><td>ZIP:</td></tr>
<tr><td colspan="2">CITY & STATE & ZIP:</td><td>TELEPHONE NUMBER:</td><td>TOLL FREE TEL. NO:</td></tr>
<tr><td colspan="4">PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):</td></tr>
<tr><td colspan="4">PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:</td></tr>
<tr><td>VENDOR'S AUTHORIZED SIGNATURE*:</td><td>DATE:</td><td colspan="2">EMAIL:</td></tr>
</table>

VALIDITY PERIOD

Offer shall be valid for at least 120 days from date of bid opening, unless otherwise stated here: ______ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

FOR STATE USE ONLY: Offer accepted and Contract awarded this________ day of __________, 20____, as indicated on

The attached certification, by ____.

(Authorized Representative of Central Piedmont Community College)

Contents

1.0 PURPOSE AND BACKGROUND

The intent of this Request for Proposal (RFP) is to award an Agency Specific Term Contract (ASTC) to qualified Vendor(s) to provide Parking Facilities Management Services. The Vendor shall provide reasonable labor, equipment, and the necessary supervision to ensure their employees are in full compliance with Central Piedmont Community College (Central Piedmont or CPCC) policies, procedures, and training program.

Founded in 1963, Central Piedmont Community College (Central Piedmont) has six (6) campuses and two (2) additional locations referred to herein as "centers", located throughout Mecklenburg County, North Carolina. Addresses for these locations are listed below and maps and additional information can be found at https://www.cpcc.edu/locations.

Cato	8120 Grier Road, Charlotte, NC 28215
Central	1201 Elizabeth Avenue, Charlotte, NC 28204
Harper	315 West Hebron Street, Charlotte, NC 28273
Harris	3210 CPCC Harris Campus Drive, Charlotte, NC 28208
Levine	2800 Campus Ridge Road, Charlotte, NC 28105
Merancas	11920 Verhoeff Drive, Huntersville, NC 28078
City View Center	1609 Alleghany Street, Charlotte, NC 28208
WTVI PBS Charlotte	3242 Commonwealth Avenue, Charlotte, NC 28205

As one of the largest community colleges in North Carolina, Central Piedmont enrolls over 55,000 students annually across all programs. The College offers nearly 300 degree, diploma, and certification programs; customized corporate training; market-focused continuing education; and special interest classes. The main campus, Central Campus, is an urban campus located in the heart of the City of Charlotte, North Carolina. Central Campus has extensive parking service needs, with four (4) parking garages and eleven (11) surface lots. The College's remaining five (5) campuses and the two (2) centers are in suburban areas and only have surface parking lots.

Managing the College's parking service needs in-house would be cost-prohibitive, and therefore the Central Piedmont is seeking a qualified Vendor to operate and manage all of the College's parking facilities services. Services will primarily be provided at Central Piedmont's Central Campus location. Services at Central Piedmont's five (5) suburban campuses (Cato, Harper, Harris, Levine, and Merancas) and two (2) centers (City View Center and WTVI PBS Charlotte), will be on an as-needed basis and are focused mainly around assisting with special events, occasional issuing of citations and infrequent disabling of vehicles.

The intent of this solicitation is to award an Agency Specific Term Contract.

1.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years, beginning on January 1, 2027 (the "Effective Date") or upon Contract Execution, whichever is later.

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than fifteen (15) days before the end of the Contract's then-current term. In addition to any optional renewal terms, and with the Vendor's concurrence, the State reserves the right to extend the Contract after the last active term.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

General information on the E-Procurement Services can be found at: http://eprocurement.nc.gov/.

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor's proposal that purports to vary any terms and conditions or Vendors' instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor's proposal shall constitute a firm offer that shall be held open for the period required herein ("Validity Period" above).

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor's proposal as nonresponsive.

2.4 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	State	July 24, 2026
Submit Written Questions	Vendor	August 5, 2026
Provide Response to Questions	State	August 10, 2026
Submit Proposals	Vendor	**August 31, 2026 2:00 PM ET** [Public Opening may be accessed at 2:15 PM ET via Microsoft Teams meeting

		https://teams.microsoft.com/meet/258874424636449?p=WLck9NVFabgVRDYO24 or Dial in by phone +1 929-346-6957,,91986898# United States, New York City Find a local number Phone conference ID: 919 868 98#
Contract Award	State	January 1, 2027

2.5 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the "Submit Written Questions" date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to bonnie.ogden@cpcc.edu by the date and time specified above. Vendors should enter "RFP #88-270001-BO: Questions" as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question …?

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to *the electronic Vendor Portal (eVP), https://evp.nc.gov,* and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

2.6 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor's sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be electronically marked by the on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected. *Electronic responses through the electronic Vendor Portal (eVP) ONLY will be accepted for this solicitation.*

All proposal responses shall only be submitted electronically via the electronic Vendor Portal (eVP) at https://evp.nc.gov. Additional information can be found at the following "eVP updates for Vendors" page: https://eprocurement.nc.gov/news-events/evp-updates-vendors.

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, Central Piedmont Community College will assume no exemptions apply and will release an unredacted version if a records request is received.

Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor's proposal(s). Vendors are strongly encouraged to allow sufficient time to upload proposals.

Critical updated information may be included in Addenda to this RFP. It is important that all Vendors responding to this RFP periodically check the State's eVP website for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in this RFP and all Addenda thereto.

2.7 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the State rejecting Vendor's proposal, in the State's sole discretion.

Within each section of its offer, Vendor should address the items in the order in which they appear in this RFP. Forms, attachments or exhibits are to be included in the appropriate section of the offer. Vendor RFP responses should be arranged in the following order:

- **a)** Cover Letter, which containing the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments.
- **b)** Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- **c)** Completed and signed version of all EXECUTION PAGES, ***along with the body of the RFP***.
- **d)** Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.
- **e)** Vendor's Proposal addressing all Specifications of this RFP.
- **f)** Completed version of ATTACHMENT A: COST PROPOSAL
- **g)** Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- **h)** Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- **i)** Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- **j)** Completed and signed version of ATTACHMENT H: CERTIFICATION OF CONFIDENTIAL INFORMATION

2.8 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: "Alternate Proposal #___ *[for 'name of Vendor']".* Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found below which are incorporated herein by this reference.

The following definitions, acronyms, and abbreviations are also relevant to this RFP:

a) **CONTRACT SERVICES ADMINISTRATOR:** The College's Associate Vice President of Facilities and Construction or designee who will serve as Vendor's point of contact for services provided under a contract resulting from this RFP.

b) **MAJOR REPAIR:** An individual incident of repair or maintenance estimated to cost more than twenty-five hundred dollars ($2,500).

c) **MINOR ROUTINE REPAIR:** An individual incident of repair or maintenance estimated to cost LESS than twenty-five hundred dollars ($2,500).

d) **PARKING CREDENTIALING SYSTEM:** A combination of hardware, software, and credentials used to authorize and manage parking access for employees, students and visitors to the College. It ensures that only approved individuals or vehicles can access specific parking areas.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

Central Piedmont will use the "best value" methodology to award a contract. The "best value" label is reserved for an evaluation in which all proposals are compared as to each relevant factor and the relative strengths and weaknesses of each proposal are traded-off to determine the best one over-all. Use of the best value method requires a written explanation of the strengths and weaknesses of each proposal and why the recommended awardee provides the best value to the College.

While the intent of this RFP is to award a Contract(s) single Vendor, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See Paragraph 29 of the Instructions to Vendors entitled COMMUNICTIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the procurement lead named above, any department secretary, agency head, members of the General Assembly and Governor's office); or private entity, if the communication refers to the content of Vendor's proposal or qualifications, the content of another Vendor's proposal, another Vendor's qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor's proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the procurement lead named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

The State will conduct a One-Step evaluation of Proposals:

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids are authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

3.4 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

BEST VALUE: "Best Value" procurement methods are authorized by N.C.G.S. §§143-135.9 and 143B-1350(h). The award decision is made based on multiple factors, including: total cost of ownership, meaning the cost of acquiring, operating, maintaining, and supporting a product or service over its projected lifetime; the evaluated technical merit of the Vendor's offer; the Vendor's past performance; and the evaluated probability of performing the specifications stated in the solicitation on time, with high quality, and in a manner that accomplishes the stated business objectives and maintains industry standards compliance. The intent of "Best Value" procurement is to enable Vendors to offer and the Agency to select the most appropriate solution to meet the business objectives defined in the solicitation and to keep all parties focused on the desired outcome of a procurement.

A ranking method of source selection will be utilized in this procurement using evaluation criteria listed in order of importance in the Evaluation Criteria section below to allow the State to award this RFP to the Vendor(s) providing the Best Value and recognizing that Best Value may result in award other than the lowest price or highest technically qualified offer. By using this method, the overall ranking may be adjusted up or down when considered with, or traded-off against, other non-price factors.

EVALUATION METHOD: Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the State:

1. §5.2 Tasks/Scope of Work
2. §5.3 Vendor Experience
3. ATTACHMENT A: Cost Proposal

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- **a)** Total cost to the State
- **b)** Level of quality provided by the Vendor
- **c)** Process and performance capability across multiple jurisdictions
- **d)** Protection of the State's information and intellectual property
- **e)** Availability of pertinent skills
- **f)** Ability to understand the State's business requirements and internal operational culture
- **g)** Particular risk factors such as the security of the State's information technology
- **h)** Relations with citizens and employees
- **i)** Contract enforcement jurisdictional issues

3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State's needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this

RFP. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question-and-answer period in accordance with the Proposal Questions Section above.

4.1 PRICING

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor's proposal. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.

4.2 REFERENCES

Vendor shall provide at three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which Vendor believes will demonstrate Vendor's experience in providing the services specified in the RFP. The College may, at its discretion, contact the references to determine if services provided are substantially similar in scope to those proposed herein and Vendor's performance. Any information obtained may be considered in the evaluation of Vendor's proposal.

4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction

Each Vendor shall certify it is financially stable by completing the ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential performance issues from Contracting with a Vendor that is financially unstable. This Certification shall be deemed continuing, and from the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification

4.4 BACKGROUND CHECKS

Vendor and its personnel are required to provide or undergo background checks at Vendor's expense prior to beginning work with the State. As part of Vendor background, the following details must be provided to the State:

a) Any **criminal felony conviction,** or conviction of any crime involving moral turpitude, including, but not limited to fraud, misappropriation or deception, by Vendor, its officers or directors, or any of its employees or other personnel to provide Services on this project, of which Vendor has knowledge, or provide a statement that Vendor is aware of none;

b) Any **criminal investigation** for any offense involving moral turpitude, including, but not limited to fraud, misappropriation, falsification or deception pending against Vendor of which it has knowledge, or provide a statement Vendor is aware of none;

c) Any **regulatory sanctions** levied against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies within the past three years or a statement that there are none. As used herein, the term "regulatory sanctions" includes the revocation or suspension of any license or certification, the levying of any monetary penalties or fines, and the issuance of any written warnings;

d) Any **regulatory investigations** pending against Vendor or any of its officers, directors or its professional employees expected to provide Services on this project by any state or federal regulatory agencies of which Vendor has knowledge or a statement that there are none.

e) Any **civil litigation**, arbitration, proceedings, or judgments pending against Vendor during the three (3) years preceding submission of its proposal herein or a statement that there are none.

Vendor's response to these requests shall be considered a continuing representation, and Vendor's failure to notify the State within thirty (30) days of any criminal litigation, investigation or proceeding involving Vendor or its then current officers, directors or persons providing Services under this Contract during its term shall constitute a material breach of contract. The provisions of this paragraph shall also apply to any subcontractor utilized by Vendor to perform Services under this Contract.

4.5 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor's proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor's recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel. The state reserves the right to approve any employee or agent provided by the Vendor, and to refuse access to or require replacement of any such personnel for cause, including, but not limited to, technical or training qualifications, quality of work or change in security status or non-compliance with the Agency's security or other similar requirements

4.6 VENDOR'S REPRESENTATIONS

If Vendor's Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor's proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

4.7 AGENCY INSURANCE REQUIREMENTS MODIFICATION

The insurance requirements set forth in the North Carolina General Terms and Conditions, *Insurance* paragraph, are minimal requirements. Central Piedmont's Certificate of Insurance requirements are included in this RFP as ATTACHMENT I. All contract awards made by the College are contingent upon the Vendor meeting the College's Certificate of Insurance requirements including listing the College as additional insurer and certificate holder. The college may, on a case-by-case basis, determine that certain insurance requirements may be adjusted.

4.8 SUBCONTRACTORS

No portion of the work shall be subcontracted without prior written consent of the State. In the event that the Vendor desires to subcontract some part of the work specified herein, the Vendor shall furnish with their bid the names, qualifications, and experience of their proposed subcontractors. The Vendor shall, however, remain solely and fully liable and responsible for the work done by its subcontractor(s) and shall assure compliance with all the requirements and specifications of the contract.

4.9 SECRETARY OF STATE REGISTRATION

Prior to entering into a contract with the State, the awarded Vendor(s) must complete registration with the NC Secretary of State. Upon notification of award, the selected Vendor(s) must furnish evidence of filing within 10 business days. Failure to provide this documentation may result in the disqualification of the Vendor(s) bid from further consideration for the award. No purchase orders shall be issued prior to confirmation of completed registration with the Secretary of State.
No purchase orders shall be issued prior to confirmation of completed registration with the Secretary of State.

A contract award under the above-referenced solicitation, and the resulting purchase orders, will produce repeated orders and transactions in North Carolina and will constitute "transacting business" in the State, which requires a certificate of authority from the North Carolina Secretary of State as provided in G.S. §55-15-01 (corporations) or §57D-7-01 (LLCs). Please go to: https://www.sosnc.gov/ to register.

Vendor registered with the North Carolina Secretary of State: Yes ☐ No ☐

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

The College does not have the resources to manage its extensive parking service needs in-house and seeks a qualified Vendor to operate and manage the College's Parking Facilities Services. Services will primarily be provided at Central Piedmont's Central Campus location. Services at Central Piedmont's five (5) suburban campuses including Cato, Harper, Harris, Levine, and Merancas along with WTVI and the City View Center, will be on an as-needed basis.

See ATTACHMENT J for a map of Central Campus and the addresses for parking garages. Maps for each campus location and center are located on the College's website at https://www.cpcc.edu/locations. For the College's current parking regulations and procedures, visit the College's website at https://www.cpcc.edu/locations/parking-lots-and-decks and scroll to "PARKING REGULATIONS AND PROCEDURES".

The College will be responsible for the following:

a) Repair and maintenance of the Facilities, systems and improvements, including but not limited to:
- heating, air conditioning, ventilating, exhaust;
- fire protection, alarm;
- utilities, plumbing (including lavatory facilities), sanitary sewer, storm sewer; security and lighting systems;
- landscaping;
- empty trash receptacles;

- windows and doors; plate glass;
- driveways, sidewalks and curbs (including curb cuts);
- elevators, man-lifts and escalators;
- sealing and waterproofing;
- electrical or mechanical equipment;
- and all structural repairs, except as directly associated with the daily maintenance and operations of Parking Facilities by Vendor per the scope of service.

b) Alterations, improvements and additions the College deems necessary and/or as may be required by the Americans with Disabilities Act of 1990 and Proposition 65, and payment of architectural, engineering or consulting fees with respect thereto.

c) Providing the Vendor's On-Site Manager with furnished office space, a computer, a college email account, and phone and internet service.

d) Providing the Vendor up to five (5) parking spaces.

e) The College expressly acknowledges that Vendor does not function as a guard or security service, and does not employ personnel for that purpose, nor do Vendor's employees undertake the obligation to guard or protect customers against the intentional acts of third parties.

f) Providing appropriate levels of insurance coverage for buildings, improvements, and any other real or personal property located on the parking facilities.

5.2 TASKS/SCOPE OF WORK

In a section clearly identified as "5.2 Tasks/Scope of Work", describe Vendor's approach to accomplishing the tasks outlined in the RFP Section 5.2. Vendor should clearly describe its proposed organizational and operational structure to accomplish the tasks and scope of service for this RFP. Vendor should label Vendor responses according to the corresponding section number (e.g. 5.2.1 Parking Operations and Fees, 5.2.2 Manner of Performance, and so on).

5.2.1 Parking Operations and Fees

a) Vendor shall render the usual and customary services incidental to parking facility operations in a professional, businesslike, and efficient manner, with the intent of avoiding excessive operating expenses. Vendor has some discretion as to the specifics of daily operations that Vendor deems advisable, subject to the limitations contained in this RFP. Vendor shall not implement any changes to its standard operating procedures without the prior written consent of the College.

b) The College currently utilizes physical credentials for its parking credentialing. Under the current parking operations, all vehicles parked on Central Piedmont's Central Campus property, aside from those of visitors, are required to be registered and a parking permit with window decal issued for identification. However, the College intends to modernize its parking operations through a fully digital, technology-enabled parking credential model as outlined in ATTACHMENT L. Vendor's proposal will clearly describe Vendor's solution for meeting the College's needs as described in ATTACHMENT L and Vendor's proposed plan for transitioning the College to a digital model. Vendor's digital solution will be included as part of Vendor's proposed parking facility management services and the cost for Vendor's digital solution, including any costs associated with transitioning the College to a digital solution, will be included in Vendor's ATTACHMENT A: COST PROPOSAL. Vendor will retain sole responsibility for the operation, administration, maintenance, support, security, and lifecycle management of the proposed solution as part of Vendor's parking services, including all software, hardware, scanners, access controls, integrations, updates, licensing, and user support necessary for ongoing operation.

c) Vendor shall provide and maintain a system for tracking, logging, managing, and administering parking authorizations and associated user information in accordance with the requirements defined in ATTACHMENT L. While the College transitions from physical parking credentials to a modernized parking authorization model, Vendor shall support any interim physical credential distribution requirements as directed by the College

d) Vendor shall provide sufficient supervision over parking activities and regularly inspect the parking facilities to maintain a clean and orderly parking environment. Vendor must also establish and maintain a documented reporting process which enables Vendor to meet reporting requirements in section 6.5 and Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) in section 5.4. Vendor will identify, track, and communicate operational, maintenance, safety, and enforcement-related issues observed during inspections or routine operations. Such reporting shall include timely notification to the College of significant issues, corrective actions taken, recurring trends, and recommendations for operational improvements. Vendor shall provide monthly summary reports, or more frequently upon request by the College, outlining inspection activities, identified deficiencies, resolution status, and overall parking facility conditions.

e) The on-site parking services requested are primarily for the Central Campus. On-site services provided at the suburban campuses, or other locations, are on an as-needed basis and will be coordinated with the Vendor and authorized by the College. **On-site parking services at suburban campuses are focused mainly on assisting with parking for occasional special events, issuing parking citations, and immobilizing vehicles in preparation for the towing vendor.**

f) Special Events: The College typically holds ten (10) to fifteen (15) special events per year. Examples include events such as Foundation and College Board meetings, Performing Arts events, and annual Clay Shoot. Advance notice of two (2) to four (4) weeks is provided to the parking management vendor. Services include blocking off spaces for reserved parking, providing directions to bus operators for bus parking access, directing drivers into and out of parking spaces/areas, opening and closing gates, and coordinating with College Security on-site at events. The College reserves the right to increase or decrease the number, size, and operational complexity of special events during the contract term.

g) Citations**:** Most citations are issued at the College's Central Campus. Citations at the suburban campuses are infrequent. The average number of citations issued over the last three years is approximately 2,100/year. The College's collection rate for citations is approximately 33%. The current parking ticket fee, as established by the College, is $15.00 per violation. Vendor shall provide monthly citation and enforcement reports to the College detailing the number of citations issued, citation types, collection rates, appeals, outstanding balances, immobilizations, towing referrals, and trend analysis by location and violation type. Vendor shall include proposed strategies and technologies designed to improve citation compliance, collection rates, and operational efficiency. Vendor shall collect parking violation fees, and any fees collected by the Vendor are the property of Central Piedmont and must be delivered to the College cashiering office within thirty (30) days of collection, less any mandatory credit card processing expenses incurred by Vendor. On a monthly basis, Vendor must provide the College's designee with a detailed accounting of revenue collections, credit card processing fees paid by the Vendor, and all deposits made to College Cashiering Office. Vendor shall provide an online payment option for parking fee violations to be collected, processed, and credited to the vehicle account in real time.

h) Immobilizing vehicles: Vendor is responsible for safely "booting" (wheel locking) or otherwise immobilizing vehicles, including multiple vehicles at the same time if necessary, to enforce parking regulations. Vendor is responsible for providing and maintaining all immobilization equipment needed to successfully provide this service. Vendor shall identify in its proposal the quantity and type of immobilization equipment available for deployment. Immobilizing vehicles by booting or other immobilization solutions in preparation for towing is initiated after four (4) unpaid violations. The current vehicle immobilization fee, as established by the College, is $120.00. If the vehicle operator does not pay all unpaid tickets and the immobilization fee or contact the parking services vendor by 5:30 PM that same day, the vehicle will be towed by the College's designated towing vendor. Based on historical information, there are between fifteen (15) and twenty (20) instances of vehicle immobilization per year at the Central Campus. Occurrence at the suburban campuses is rare. Vendor shall maintain detailed records of all vehicle immobilizations and towing referrals and provide monthly reports to the College identifying the number of immobilizations, associated violations, towing actions, resolution status, repeat offenders, appeals or disputes, and any operational or safety concerns related to immobilization activities. Vendor shall immediately notify the College of any incident, complaint, confrontation, damage claim, or law enforcement involvement associated with vehicle immobilization or towing activities. Vendor shall maintain documented immobilization and towing procedures approved by the College. Use of towing vehicles/equipment to remove vehicles located within any of the parking decks is prohibited due to height clearance and load capacity limits of the deck structure

i) The Central Campus has approximately 4,001 parking spaces located in fifteen (15) surface lots and four (4) parking decks. The five (5) suburban campuses and the two (2) centers have surface lots only. On the suburban campuses, all lots have general parking access and there are currently no reserved spaces for faculty/staff. The College reserves the right to select and reserve parking spaces for the sole use by designated personnel.

j) All students pay the College a parking and security fee each semester. Parking for faculty and staff is provided by the College at no cost. The Vendor shall not be responsible for collecting semester parking fees or other institutional parking-related fees on behalf of the College. No cash or routine parking payments shall be collected by the Vendor at any parking facility location. The Vendor shall, however, be responsible for the collection and processing of fees associated with parking violations, citations, vehicle immobilizations, and other enforcement-related charges as authorized by the College and outlined within this RFP. Vendor shall support electronic and cashless payment methods for citations, immobilization fees, and other authorized enforcement-related charges.

k) The College shall pay Vendor a flat monthly fee for the operation of its parking facilities, pursuant to the successful Vendor's ATTACHMENT A: Pricing, which is not dependent upon or connected to the number of permits issued or in use at any given time.

l) The College reserves the right to establish the hours of operation and parking rates for the Parking Facilities.

m) No overtime rates will be billed for holidays or required coverage.

n) For the first two (2) weeks at the beginning of Spring (Mid-January) and Fall (Mid-August) Semesters, Vendor will provide at least two (2) but not more than four (4) additional personnel for enhanced Central campus operations as requested by the College. The cost of additional personnel for these services shall be included in the vendor's standard service fee and shall not be billed separately or on an hourly basis.

o) Vendor is responsible for maintaining the schedule of employees necessary to successfully perform the specified parking management services, and to update employee schedules as needed to meet demand. As part of their response to this RFP, Vendor will provide Vendor's proposed schedule of employees to be employed on-site in the direct management of the College's parking services. Vendor's proposed schedule shall include the number of employees, titles, and their business contact information.

p) Vendor will provide adequate personnel to assist motorists and parking customers in the many varied parking situations that can arise, including vehicle jump-start assistance and tire inflation assistance upon request. Portable jump-start equipment and tire inflation equipment must be provided and maintained by Vendor at its sole expense. Vendor may also coordinate reasonable assistance with motorists who have inadvertently locked their keys in their vehicles; however, Vendor shall not be required to forcibly unlock vehicles or otherwise assume responsibility for vehicle entry services. Any such assistance efforts shall be conducted in accordance with documented Vendor procedures, reasonable verification processes, and applicable liability protections. Vendor shall document and report any incident, damage claim, dispute, safety concern, or law enforcement involvement associated with motorist assistance activities. The College reserves the right to require Vendor to coordinate vehicle lockout assistance through an approved third-party provider. Vendor must provide full parking services according to the following normal operational hours. Changes to the operations schedule (for example, holiday closures) shall be agreed in advance, in writing, between Vendor and the College. Current operating hours are:

Monday – Thursday, 7:00am – 10:00pm

Friday, 7:00am – 7:00pm

Saturday and Sunday, 10:00am – 2:00pm

q) Vendor shall be responsible for <u>one (1)</u> annual power washing and <u>one (1)</u> annual power sweeping of the horizontal parking surfaces and stairwells in all parking decks. Cost for performing the one (1) annual power washing and one (1) annual power sweeping shall be included as part of Vendor's fixed fee listed on ATTACHMENT A, FIXED COST. If the College desires to have additional power washing or power sweeping beyond the one (1) annual service included in Vendor's fixed fee, the College may request these services from Vendor at Vendor's per square foot rate included in Vendor's ATTACHMENT A, OPTIONAL SERVICES COST. Power washing is typically performed during the Summer Semester or Fall Break to minimize disruption to students. Power sweeping is typically performed during the College's Winter Break. Vendor is responsible for providing the equipment, supplies, and proper containment/disposal of runoff to complete these services. The schedule for performing the services must be approved by the College in advance. See ATTACHMENT K for information on number of parking spaces and square footage.

r) Any power washing, power sweeping, or other work that will involve closing all or any portion of the Parking Facilities must be performed at times and days approved in advance in writing by the College. .

s) Vendor shall have personnel on call to respond to the College in the event of an emergency or urgent need that occurs outside of normal operating hours.

t) The College and Vendor will meet as needed to discuss enforcement processes and procedures and adjust these as mutually determined appropriate.

5.2.2 Manner of Performance

a) Vendor shall provide the Parking Services described herein in a competent and professional manner satisfactory to the College in accordance with the terms and conditions of this RFP. Vendor will satisfactorily perform all Parking Services described herein and provide full and prompt cooperation with the College.

b) All Vendor personnel on duty must be equipped with a cellular phone, at their own or Vendor's expense, to stay in communication with College personnel.

c) Vendor employees assigned to the College shall cooperate with the College and coordinate their respective work efforts to most effectively and efficiently perform the services.

d) Vendor shall comply with all provisions of federal, state, and local laws, statutes, ordinances, and regulations that are applicable to the performance of the services under this RFP.

e) Vendor shall provide courteous and professional customer service and respond promptly to customer service requests to meet Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) identified in section 5.4.

f) Vendor must promptly notify the College Security Dispatch and/or College Facilities Leadership of any matter which, in the Vendor's reasonable judgment, requires the College's attention.

g) Upon request by the College, Vendor will provide information and recommendations to the College for developing rules and regulations related to parking services. Vendor will implement in a timely manner the rules and regulations adopted by the College related to parking services.

h) Vendor will advise and consult with the College with respect to matters of potential changes to traffic control, parking closures, signage, etc., as requested by the College.

5.2.3 On-site Manager

a) Vendor shall provide one (1) dedicated On-Site Manager, approved by the College, to schedule, monitor, coordinate, and otherwise manage Vendor personnel and act as the liaison to College personnel when issues arise. The On-Site Manager shall receive direction from and report to the Associate Vice President of Facilities and Construction or their designee. The On-Site Manager will coordinate with other College Administrators as needed.

b) The On-Site Manager must have at least five (5) years' experience in parking management in an institutional or educational setting of at least the size and complexity of the College. In addition to the required training, the On-Site Manager must demonstrate proficiency in customer service across a large and diverse customer base. The On-Site Manager shall be in the uniform provided by Vendor. In Vendor's response to this RFP, provide a photo or example of Vendor's uniform(s). All vehicles used by Vendor while providing services on campuses shall be clearly marked and identified by Vendor's company name/logo/website.

c) The College requires National Incident Management System (NIMS) training for the On-Site Manager. The direct cost of such training will be the responsibility of the College, but the timing and format will be at the College's discretion. Training may be completed online or in a face-to-face class. Following award of the contract, awarded Vendor will coordinate with the College Emergency Management Department to fulfil this requirement.

d) When On-Site Manager is not on duty, the Vendor must provide/designate a "supervisor" in charge and inform the College Security Dispatch that person's name and duty cell phone contact information.

e) On-site Manager is required to attend regularly scheduled Facilities and Construction staff meetings, and any impromptu meetings as requested.

f) On-site Manager shall coordinate regularly with Mecklenburg County's Park and Recreation staff assigned to manage events at Memorial Stadium and Grady Cole Center, that require College-authorized use of its parking decks or surface lots for pre-scheduled County Park and Recreation events

5.2.4 Staffing Requirements

a) Vendor will ensure that all Vendor's employees will be neatly uniformed, with name tags, and will act in a courteous manner to the public.

b) All personnel providing Vendor services shall be employees of Vendor and not of the College, and shall have no authority to act as agents of the College, except as specifically authorized. All matters pertaining to the employment, supervision, compensation, promotion and discharge of such employees are the responsibility of Vendor, as the employer of these individuals.

c) Vendor shall fully comply with all applicable employment laws, ordinances, and regulations, including, without limitation, those having to do with worker's compensation, social security, unemployment insurance, hours of labor, wages, working conditions, and other employer-employee related subjects. All employment arrangements are therefore solely Vendor's responsibility, and the College shall have no liability with respect thereto.

d) Vendor will provide all training needed or required for its employees to perform the services under the scope of service of this RFP.

e) Vendor will at all times employ, maintain, and assign to the performance of the services, a sufficient number of competent and qualified personnel to meet the requirements herein. Vendor agrees to replace any of its personnel upon request from the College, should the College determine in its sole discretion that said personnel staffing is inappropriate or that any individual is not performing in a manner consistent with the requirements for such a position.

f) Central Piedmont reserves the right to require Vendor to remove or replace any personnel assigned to its campuses at any time and at the College's discretion.

g) Vendor must maintain personnel files and background checks on all its employees pursuant to the RFP. Vendor must comply with any informational requests from Central Piedmont Community College regarding those files/documents within two (2) business days regarding any personnel assigned to the College, subject to applicable law and confidentiality requirements.

h) Vendor warrants and represents that its personnel have the proper skill, training, background, knowledge, experience, rights, authorizations, integrity, character and certifications as necessary to perform the Parking Services described herein, including repairs and improvements as described in the RFP, in a competent and professional manner.

Vendor shall certify upon contract award and annually thereafter that all Vendor personnel assigned to the College have successfully completed background checks consistent with the requirements of this Agreement and applicable law. Upon request by the College, Vendor shall provide written verification of compliance and shall immediately remove from College property any personnel determined by the College, in its sole discretion, to present a safety, security, operational, or compliance concern.

The College reserves the right to audit Vendor compliance with personnel screening and background check requirements upon reasonable notice to Vendor, subject to applicable law and confidentiality requirements.

5.2.5 Additional Vendor Obligations

The Vendor, at its expense, will be responsible for the following:

a) Vendor shall provide, install, maintain, and remove portable sign frames, directional signage, traffic control signage, and other temporary parking control devices as needed to support special events, traffic flow management, parking operations, and campus activities.

b) Vendor shall coordinate signage placement with the College to ensure clear communication, efficient vehicle movement, pedestrian safety, and appropriate routing for event attendees, visitors, faculty, staff, students, and vendors.

c) Vendor shall own, operate, maintain, and make available a minimum of one (1) portable unit of the following motorist assistance equipment for use in providing motorist assistance services across College parking facilities. Vendor shall be solely responsible for the purchase, maintenance, repair, replacement, and operational readiness of such equipment at its own expense. This equipment shall be maintained in safe working condition and readily accessible to Vendor personnel during normal parking operations and special event activities.

- Portable jump-start unit.
- Portable tire inflation devices

d) Vendor shall own, operate, maintain, and make available a minimum of two (2) utility service vehicles with a maximum width of forty-four inches (44") for use in supporting parking operations, enforcement activities, motorist assistance services, and special event support across College parking facilities. Vendor shall be solely responsible for the purchase, maintenance, repair, replacement, fueling, insurance, and operational readiness of such vehicles at its own expense. Vehicles shall be maintained in safe working condition and readily available for daily operations and emergency response needs. Vehicles shall be clearly identified with decals showing Vendor's company name, logo, and website.

e) All tools for daily operations and minor repairs or improvements are included in the scope of service herein.

f) Licenses and permits: Vendor shall obtain and maintain all licenses and permits required by a Vendor of parking facilities by any governmental body or agency having jurisdiction over Vendor's operations at the Parking Facilities and will abide by the terms of such licenses and permits. Any license or permit fees incurred by Vendor specifically for the Parking Facilities and for which Vendor does not otherwise receive reimbursement shall be deemed Vendor operating expenses.

5.2.6 Repairs and Maintenance

a) Minor Routine Repairs

(i)**A**warded Vendor shall inspect all assigned Parking Facilities and equipment provided by the College and shall have thirty (30) business days after the effective date of the contract resulting from this RFP to submit in writing to the Associate Vice President of Facilities and Construction, a list of any Parking Facility area or equipment Vendor deems not in good operating condition. College and Vendor personnel will review the each identified item to determine if repair by the College is needed prior to Vendor assuming responsibility, or if Vendor and the College agree that the item will remain in its current state when Vendor assumes responsibility. If no items are reported by Vendor within **thirty** (**30**) business days of the contract effective date, both parties agree that all facilities and equipment at the initiation of the contract are in good working order.

(ii) As part of its standard operations included in Vendor's monthly fee proposed in ATTACHMENT A: PRICING, Vendor shall perform and provide a monthly parking facilities operating condition report identifying observed maintenance, operational, safety, lighting, signage, housekeeping, equipment, and infrastructure-related issues across College parking facilities. Reports shall include work order requests submitted to Facilities, prioritized recommendations and, where applicable, estimated severity or operational impact.

(iii) Vendor shall provide all labor, tools, materials, and supplies necessary for routine repair and maintenance activities up to twenty-five hundred dollars ($2,500) per incident, including, but not limited to, gate maintenance and repair, clearing storm drain grates, signage, parking control equipment, bumper block anchors, litter and debris removal, cleaning and finish maintenance of control gate housing.

(iv) Vendor shall be soley responsible for the maintenance, operation, and upkeep of any specialty parking equipment or apparatus furnished and installed in connection with servicing this parking contract, including plate scanners, tag readers, sensors, access control gates, etc.

b) Major Repairs

(i) Failure to address a routine or minor repair or report an issue that eventually results in that issue requiring a Major Repair shall be considered "negligence" on the part of Vendor.

(ii) Vendor must notify the College of any needed maintenance or repair activities it estimates to be Major Repair as defined in the RFP, as soon as Vendor is aware of such a need. Vendor shall report issues by submitting a detailed work order to the college's facilities maintenance team.

(iii) Major Repairs shall be paid for by the College.

(iv) A quote for Major Repairs may be requested from the Vendor by the College, but all Major Repairs shall be undertaken by the College in accordance with State and College Procurement guidelines, and Vendor is not guaranteed to receive a contract for such additional work.

(v) No Major Repairs shall be initiated by Vendor without pre-approval by the College.

5.3 VENDOR EXPERIENCE

In a section clearly identified as "5.3 Vendor Experience", describe Vendor's experience providing the type of services requested in this RFP. Vendor should include all information Vendor believes will demonstrate Vendor's experience in providing the services specified in the RFP. Vendor shall describe experience with public and/or private sector clients of similar or greater size and complexity to the College. Vendor should provide information regarding the qualifications and experience of Vendor's personnel to be assigned to this project, including a description of responsibilities assigned and information to demonstrate personnel experience (e.g. resumes, citing experience with similar projects, information on training or certifications, etc.). Vendor should also include the number of years Vendor has been providing the services requested in this RFP.

5.4 KEY PERFORMANCE INDICATORS (KPIS) AND SERVICE LEVEL AGREEMENTS (SLAS)

The Vendor shall meet the following minimum Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) throughout the term of the Agreement. Failure to consistently meet these performance measures may result in corrective action requirements, service reviews, or other remedies available to the College under this Agreement.

a) Reporting and Communication

KPI Target: **100% On-Time Reporting:** Vendor shall submit all required monthly reports no later than the tenth (10th) calendar day of the following month.

Vendor shall immediately notify the College of:

- safety hazards
- major operational disruptions
- technology outages
- vehicle damage claims
- law enforcement involvement
- security concerns

b) Customer Service Response

KPI Target: **90% Compliance:** Vendor personnel shall respond to routine customer service requests, including motorist assistance requests, within:

- Thirty (30) minutes during Central Campus operating hours.

Emergency or safety-related incidents shall be reported immediately to College Security Dispatch.

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor's planning purposes.

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

The Vendor shall be required to designate and make available to the College a contract manager. The contract manager shall be the College's point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service.

The Vendor shall be required to designate and make available to the College a Customer Service Representative. The customer service point of contact shall be the College's point of contact for all customer service-related issues.

Vendor, at its discretion, may designate one (1) individual to serve as both Contract Manager and Customer Service Representative.

Contract Manager Point of Contact	
Name:	
Office Phone #:	
Mobile Phone #:	
Email:	

6.2 INVOICES

Vendor shall invoice the College monthly. The standard format for invoicing shall be Single Invoices, meaning that the Vendor shall provide the College with an invoice for each order. Invoices shall include detailed information to allow the College to verify pricing at point of receipt matches the correct price from the original date of order. The following fields shall be included on all invoices, as relevant:

Vendor's Billing Address, NC Contract Number, Order Date, Descriptions, Price, Quantity, and Unit of Measure.

INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED

6.3 POST AWARD BUSINESS REVIEW MEETINGS

The Vendor, at the request of the College, shall be required to meet monthly with the College for Business Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and College performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.4 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost to the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

6.5 PERIODIC REPORTS

As specified below, Vendor shall be required to provide reports to the College's the Associate Vice President of Facilities and Construction or their designee. These reports shall be well-organized and easy to read. The Vendor shall submit these reports electronically using the format provided by the College. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties. All monthly reports shall be submitted electronically in a format approved by the College no later than the tenth (10th) calendar day of the following month unless otherwise approved by the College.

a) Monthly Operational Summary Report:

Cadence:

- Monthly
- Due no later than the 10th calendar day of the following month

Required Content

- Parking facility inspection activities
- Identified operational deficiencies
- Maintenance concerns with assigned work order numbers.
- Safety observations
- Enforcement activity summary
- Resolution status of previously identified issues
- Recurring operational trends
- Recommendations for operational improvements
- Overall parking facility conditions

Source Sections

- 5.2.1(c)
- 5.4(d)(I)

b) Monthly Citation and Enforcement Report

Cadence:

- Monthly
- Due no later than the 10th calendar day of the following month

Required Content

- Citations issued
- Citation categories/types
- Citation collection activity
- Collection rates
- Outstanding balances
- Appeals
- Immobilizations
- Towing referrals
- Enforcement trends by location
- Repeat offender trends
- Operational recommendations
- Strategies to improve compliance and collections

Source Sections

- 5.2.1(f)

- 5.2.1(g)
- 5.4(c)(V)

c) Monthly Customer Service and Incident Report

Cadence

- Monthly
- Due no later than the 10th calendar day of the following month

Required Content

- Customer complaints
- Complaint categories
- Response times
- Complaint resolutions
- Recurring customer service trends
- Corrective actions implemented
- Motorist assistance incidents
- Vehicle damage claims
- Safety concerns
- Lockout assistance incidents
- Law enforcement involvement associated with parking operations

Source Sections

- 5.2.1(o)
- 5.4(b)(IV)

d) Monthly Parking Facilities Operating Condition Report

Cadence

- Monthly
- Due no later than the 10th calendar day of the following month

Required Content

- Maintenance deficiencies
- Lighting issues
- Signage deficiencies
- Housekeeping concerns
- Infrastructure observations
- Equipment concerns
- Operational risks
- Safety hazards
- Recommended corrective actions
- Severity and operational impact assessments, where applicable

Source Sections

- 5.2.6(a)(ii)
- 5.4(f)(II)

e) Monthly Revenue and Financial Collections Report

Cadence

- Monthly
- Due no later than the 10th calendar day of the following month

Required Content

- Citation revenue collected
- Immobilization fees collected
- Credit card processing fees
- Deposit dates and amounts
- Outstanding balances
- Revenue reconciliation details
- Deposits delivered to College Cashiering

Source Sections

- 5.2.1(w)

f) Immediate Incident Notification Requirements

Cadence

- Immediate notification upon occurrence/discovery

Notification Triggers

Vendor shall immediately notify the College Security Dispatch and/or designated College representatives regarding:

- Safety hazards
- Major operational disruptions
- Technology outages
- Infrastructure failures
- Vehicle damage claims
- Customer incidents
- Law enforcement involvement
- Security concerns
- Immobilization disputes or confrontations
- Towing-related incidents
- Emergencies requiring immediate College attention

Source Sections

- 5.2.1(g)

- 5.2.1(q)
- 5.2.2(f)
- 5.4(d)(II)

g) Staffing Shortage Notifications

Cadence

- Within one (1) hour of discovery

Required Notification

Vendor shall notify:

- College Security Dispatch
- College-designated representative

When staffing shortages materially impact:

- parking operations
- enforcement activities
- special event support
- customer service coverage

Source Sections

- 5.4(a)(III)

h) Technology Outage Notifications

Cadence

- Within one (1) hour of outage discovery

Required Notification

Vendor shall notify the College of outages affecting:

- parking authorization systems
- enforcement systems
- payment systems
- credential validation systems
- integrations
- operational technology

Source Sections

- 5.4(e)(III)

i) Major Repair Notifications

Cadence

- As soon as Vendor becomes aware

Required Content

- Description of repair issue
- Operational impact

- Safety implications
- Estimated repair scope
- Recommended corrective action

Source Sections

- 5.2.6(b)(ii)

j) Initial Facilities Condition Assessment

Cadence

- One-time report
- Due within ten (10) business days of contract award

Required Content

- Existing deficiencies
- Equipment condition concerns
- Parking facility observations
- Operational limitations
- Maintenance needs

Source Sections

- 5.2.6(a)(i)

k) Annual Continuous Improvement Recommendations

Cadence

- Annually

Required Content

- Technology modernization opportunities
- Parking operational improvements
- Enforcement optimization
- Customer experience enhancements
- Safety recommendations
- Parking utilization strategies
- Industry best practices

Source Sections

- 5.4(h)(II)

6.6 ACCEPTANCE OF WORK

Performance of the work shall be conducted and completed at least in accordance with the Contract requirements and recognized and customarily accepted industry practices. Performance shall be considered complete when the Services are approved as acceptable by the College's Contract Administrator.

Acceptance of Vendor's work product shall be based on the following criteria:

a) Services provided are in accordance with the terms and conditions of a contract resulting from this RFP.
b) Services provided are within customary industry standards.

c) Services are billed under the approved contract rate(s).

The State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or delivery of a deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation, or testing, as applicable to the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any specifications, acceptance criteria or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

6.7 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to three (3) months to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.8 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State's Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.9 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be made through the contract administrator.

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS A, E, F, G and H WITH YOUR RESPONSE

FOLLOW THE LINKS OR UNITLIZE THE URL ADDRESS TO ACCESS EACH LINKED ATTACHMENT

(Note: ATTACHMENT D is no longer applicable and has been removed from this RFP.)

ATTACHMENT A: PRICING

Complete and return the Pricing associated with this RFP, which can be found in the table below:

INITIAL CONTRACT (JANUARY 1, 2027-DECEMBER 31, 2029)

FIXED COST

ITEM #	QTY.	UOM	DESCRIPTION	MONTHLY PRICE	INITIAL CONTRACT TOTAL (monthly price x 36)
1	36	Monthly	Fixed fee for Parking Management Services.	$______________	$______________

OPTIONAL SERVICES COST (May or may not be requested by the College):

ITEM #	QTY.	UOM	DESCRIPTION	UNIT PRICE
1	1	SF	Per square foot (SF) fee for services on as-needed basis as noted in section 5.2.1 • Power Washing • Power Sweeping	$__________ $__________

FIRST OPTIONAL RENEWAL (JANUARY 1, 2030 – DECEMBER 31, 2030)

FIXED COST

ITEM #	QTY.	UOM	DESCRIPTION	MONTHLY PRICE	INITIAL CONTRACT TOTAL (monthly price x 12)
1	12	Monthly	Fixed fee for Parking Management Services.	$______________	$______________

OPTIONAL SERVICES COST (May or may not be requested by the College):

ITEM #	QTY.	UOM	DESCRIPTION	UNIT PRICE
1	1	SF	Per square foot (SF) fee for services on as-needed basis as noted in section 5.2.1 • Power Washing • Power Sweeping	$__________ $__________

SECOND OPTIONAL RENEWAL (JANUARY 1, 2031– DECEMBER 31, 2031)

<u>FIXED COST</u>

ITEM #	QTY.	UOM	DESCRIPTION	MONTHLY PRICE	INITIAL CONTRACT TOTAL (monthly price x 12)
1	12	Monthly	Fixed fee for Parking Management Services.	$______________	$______________

<u>OPTIONAL SERVICES COST (May or may not be requested by the College):</u>

ITEM #	QTY.	UOM	DESCRIPTION	UNIT PRICE
1	1	SF	Per square foot (SF) fee for services on as-needed basis as noted in section 5.2.1 • Power Washing • Power Sweeping	 $__________ $__________

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ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here: *https://www.doa.nc.gov/pandc/north-carolina-instructions-vendors-1-2025/open*

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

https://www.doa.nc.gov/north-carolina-general-terms-and-conditions-5-2025/open

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form, which can be found at the following link: *https://ncadmin.nc.gov/media/15503/open*

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

https://www.doa.nc.gov/pandc/onlineforms/pc-worker-location-92021-pdf/open

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

https://www.doa.nc.gov/pandc/onlineforms/pc-certification-financial-condition-92021-pdf/open

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ATTACHMENT H: CERTIFICATION OF CONFIDENTIAL INFORMATION

CONFIDENTIALITY: Vendor information that cannot be shown to be, e.g., a trade secret, may be subject to public disclosure under the terms of the State Public Records Act (SPRA), beginning at G.S. 132.1. *Blanket assertions of confidentiality are not favored, but confidentiality of specific material meeting one or more exceptions in the SPRA will be honored.* Vendors are notified that if the confidentiality of material is challenged by other parties, the Vendor has the responsibility of defending the assertion of confidentiality. G.S. 143-52(a).

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, Central Piedmont Community College will assume no exemptions apply and will release an unredacted version if a records request is received.

For Vendor Completion:

VENDOR ACKNOWLEDGEMENT

Does Vendor's offer contain confidential information, as defined in N.C. Gen. Stat. § 66-152 or other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2?

☐ Yes ☐ No

If Vendor's offer contains confidential information, as defined in N.C. Gen. Stat. § 66-152 or other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2, a redacted copy of response is provided along with this original signed copy, through eVP, at the time of bid submission.

☐ Yes ☐ No

____

Signature & Title

If "No" is marked, or if no response is provided, Vendor's bid response, in its entirety, <u>WILL BE</u> provided, to a third-party requestor, as the result of any public records request. Simply marking pages as "Confidential" does not constitute providing a redacted bid response.

ATTACHMENT I: COLLEGE CERTIFICATE OF INSURANCE REQUIREMENTS

Please note: While these are Minimum Requirements, higher limits or additional coverages may be required based on vendor risk and exposure.

Commercial General Liability • (Occurrence form) Coverage not less than:	\$1,000,000 Each Occurrence \$2,000,000 General Aggregate[1] \$2,000,000 Products & Completed Operations Aggregate Schedule of Endorsements must be provided. GL Policy Number must be listed.
Automobile Liability • Required for all Owned Autos or must provide 'Hired & Non- Owned Auto' coverage.	\$1,000,000 Combined Single Limit[2] OR \$1,000,000 Bodily Injury per Accident \$1,000,000 Bodily Injury per Person \$1,000,000 Property Damage
Umbrella Liability • Additional coverage that can be combined to meet requirements:	\$3,000,000 Per Occurrence \$3,000,000 Aggregate
Workers' Compensation	State Statutory Limits[2] Employer Liability \$500,000 Each Accident[2] \$500,000 Disease Policy Limit \$500,000 Disease Each Employee
Additional Insured • Central Piedmont Community College (Attach Additional Insured Endorsement evidencing coverage of Ongoing Operations and Completed Operations for the additional insured)	▪ Coverage must be primary and noncontributory above any other insurance Central Piedmont Community College may carry. ▪ Waiver of Subrogation on all policies in favor of Central Piedmont Community College. ▪ Make subcontractor's insurance primary.
Professional Liability (Errors and Omissions) • If professional services are being provided.	\$1,000,000 Per Occurrence
Cyber Insurance Liability	\$1,000,000 Per Occurrence[3]

[1] Including contractual liability, waiver of subrogation, primary and noncontributory.
[2] Including waiver of subrogation in favor of Central Piedmont.
[3] Including information security and privacy liability.

Certificates of Insurance Must Indicate the Following:

1. Central Piedmont Community College needs to be listed as the Additional Insured:
   Central Piedmont Community College (Attach Additional Insured Endorsement evidencing coverage of Ongoing Operations and Completed Operations for the additional insured)
   a. Coverage must be primary and noncontributory above any other insurance Central Piedmont Community College may carry.

   b. Waiver of Subrogation on all policies in favor of Central Piedmont Community College.
   c. Make subcontractor's insurance primary.
2. Central Piedmont Community College needs to be listed as the Certificate Holder:
3. Central Piedmont Community College Attention: Enterprise Risk Management PO Box 35009
4. Charlotte, NC 28235-5009
5. Physical address: 1425 Elizabeth Avenue, Charlotte, NC 28204
6. Central Piedmont Community College requires a COI which shows General Liability, Workers' Compensation, Automobile Liability and Umbrella Liability coverages. (The minimum coverages accepted are listed for each.)
   a. Enterprise Risk Management may opt to waive the requirements for Automobile Liability or the Workers' Compensation, depending on the scope and scale of the job or event.
   b. Enterprise Risk Management may opt to waive the requirements for Umbrella Liability in addition to the GL, depending on the GL coverage as well as the scope and scale of the job or event.
7. Carrier and effective/expiration date must be shown on all coverages listed on COI.
8. If a service is being rendered where there is access to secure areas of the college, then Crime Coverage (performance or similar bond) may be required.
9. If the service being rendered involves waste removal of any kind, Enterprise Risk Management needs to see Pollution Liability as well as Transportation Liability.
10. If any products and/or services related to information technology (including hardware and/or software) are provided to Central Piedmont Community College, Cyber Liability will be required. Additionally, network security liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an authorized third party to gain access to your services, including denial of service, unless caused by a mechanical or electrical failure.

There may be instances where Enterprise Risk Management will require additional insurance and/or coverages based on the service(s) provided.

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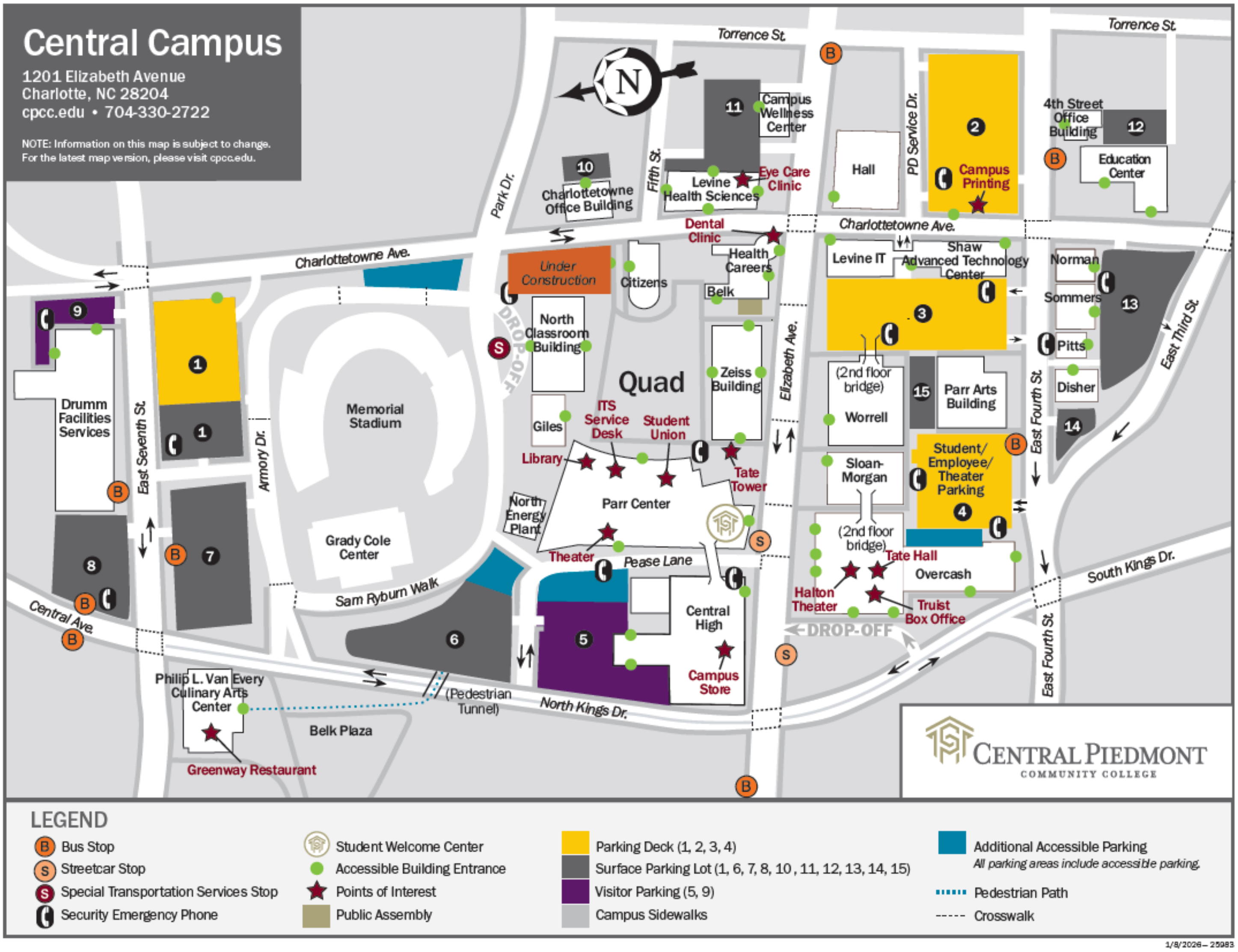
ATTACHMENT J: CENTRAL CAMPUS MAP & GARAGE ADDRESSES



Building Name	Abb.	Street Address	ZIP	Campus
Parking Deck 1	D3	1321 Charlottetowne Ave	28204	Central
Parking Deck 2	D2	1108 Charlottetowne Ave	28204	Central
Parking Deck 3	D1	1300 Elizabeth Ave/1345 East 4th	28204	Central
Parking Deck 4 / CEP	FD	1225 East 4th St	28204	Central

ATTACHMENT K: CENTRAL CAMPUS PARKING SQUARE FOOTAGE AND SPACES

Deck 1:
8 Levels, 328,914 SF, 995 spaces

Deck 2:
6 Levels, 232,200 SF, 678 spaces

Deck 3:
6 Levels, 404,800 SF, 1,089 spaces

Deck 4:
4 Levels, 150,336 SF, 429 spaces

Lot 1:
48 spaces

Lot 4: (Unmarked on map-adjacent to Deck 4)
6 spaces

Lot 5:
101 spaces

Lot 6:
71 spaces

Lot 7:
173 spaces

Lot 8:
119 spaces

Lot 9:
27 spaces

Lot 10:
19 spaces

Lot 11:
41 spaces

Lot 12:
A - 16 spaces,
B - 26 spaces,
C - 4 spaces
(46 spaces total)

Lot 13:
127 spaces

Lot 14:
8 spaces

Lot 15:
24 spaces

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ATTACHMENT L: PARKING CREDENTIAL MODERNIZATION

The College intends to modernize its parking operations by eliminating the requirement for physical parking permits, decals, and hangtags for faculty, staff, and students.

The College seeks to transition to a fully digital, technology-enabled parking credential model that improves the user experience, enhances operational efficiency, and aligns with modern parking and access management practices.

The College also recognizes the importance of protecting individual privacy and maintaining community trust throughout the implementation and operation of any proposed solution. As such, the College expects all proposed technologies and operational processes to incorporate appropriate privacy, cybersecurity, and data protection safeguards to minimize the unnecessary collection, retention, monitoring, or tracking of individual user activity beyond what is operationally necessary for parking management, enforcement, safety, and security.

The Vendor shall implement and maintain the proposed system with the appropriate administrative, technical, and physical safeguards designed to protect College information, user information, vehicle information, parking authorization data, and any other data collected, processed, transmitted, or stored as part of the solution from unauthorized access, disclosure, misuse, alteration, loss, or destruction.
The ideal solution should:

- **a)** Eliminate the need for physical parking credentials (e.g., decals, hangtags, printed permits)
- **b)** Provide a secure and reliable method of identifying authorized vehicles and users
- **c)** Enable efficient and scalable parking enforcement without reliance on manual visual verification of permits
- **d)** Improve the overall customer experience by reducing friction in parking access and use
- **e)** Support real-time or near real-time validation of parking authorization
- **f)** Provide administrative tools for managing parking access, permissions, and enforcement
- **g)** Incorporate appropriate privacy, cybersecurity, and data governance controls to protect user information and maintain compliance with applicable laws, regulations, and College policies
- **h)** Minimize the collection, retention, and use of personally identifiable information and vehicle activity data to only what is reasonably necessary to support parking operations, enforcement, safety, and security functions

Flexibility of Approach
Respondents are encouraged to propose solutions that may include, but are not limited to:

- **a)** license plate-based systems
- **b)** mobile or app-based credentials
- **c)** account-based or user-based parking authorization
- **d)** integrated access control or identity-based systems
- **e)** other emerging or innovative technologies

Respondents should clearly articulate:

- **a)** the proposed technology approach
- **b)** required infrastructure and implementation considerations
- **c)** operational impacts and staffing implications
- **d)** expected benefits, including efficiency, cost, and user experience improvements
- **e)** privacy protections, data retention practices, cybersecurity controls, and safeguards designed to prevent unauthorized access, misuse, or unnecessary monitoring of parking users
- **f)** how collected data is stored, protected, retained, accessed, shared, and ultimately disposed of

Desired Outcomes
The College is seeking a solution that achieves the following outcomes:

- a) A seamless, user-friendly parking experience for students, faculty, staff, and visitors
- b) Reduced operational complexity and administrative overhead
- c) Enhanced enforcement accuracy and consistency

d) Improved visibility into parking utilization and activity
e) Alignment with broader campus systems and future technology integration opportunities
f) Preservation of user privacy and confidence through transparent, secure, and limited-use data practices

Transition Considerations
Respondents shall outline a transition strategy from the current decal-based system to the proposed solution, including:

a) Implementation timeline
b) User onboarding and communication approach
c) Training requirements
d) Risk mitigation during transition
e) Communication strategies designed to clearly explain privacy protections, system functionality, and data usage practices to students, faculty, and staff during implementation and ongoing operations

Any and all data generated, collected, maintained, or processed in connection with the parking management solution shall remain the property of the College. Vendor shall provide the College with access to such data upon request and shall cooperate with the College in any transition of services at the termination or expiration of the Agreement.

The Vendor shall comply with all applicable federal and state laws, regulations, and College policies related to cybersecurity, privacy, confidentiality, records retention, and data protection. Vendor shall not sell, share, mine, monetize, or otherwise use College data or user information for any purpose.

The Vendor shall promptly notify the College of any actual or suspected cybersecurity incident, unauthorized access, data breach, system compromise, or unauthorized disclosure involving College data or systems in accordance with College incident reporting requirements and applicable law.

***** Failure to Return the Required Attachments May Eliminate Your Response from Further Consideration *****