

Bellevue Convention Center Authority
Meydenbauer Center
Bellevue, Washington

REQUEST for PROPOSALS (RFP):
Parking Management Services

September 9, 2025

PROPOSAL DEADLINE:

Wednesday, October 1, 2025, 3:00 p.m. local time in Bellevue, Washington

PROPOSAL DELIVERY ADDRESS:

Bellevue Convention Center Authority - Meydenbauer Center
Level 3 Administrative Offices
11100 NE 6th Street
Bellevue, WA 98004

EXPECTED PERFORMANCE PERIOD:

The period of performance for any Contract resulting from this solicitation is expected to begin on or about January 1, 2026 and end on December 31, 2027, at which time the agreement could be extended by mutual consent on an annual basis for up to three years until December 31, 2030. The BCCA reserves the right at its discretion to extend the contract for a period of time to be specified, in accordance with the Contract.

PRE-SUBMITTAL MEETING AND WALK THROUGH:

Tuesday, September 16, 2025, 12:00pm. local time in Bellevue, Washington

A non-mandatory pre-submittal meeting and walk through will be held on Tuesday, September 16, 2025, at 12:00pm at Meydenbauer Center -3rd floor administrative office located at 11100 NE 6th St in Bellevue, Washington for all potential bidders. Questions from vendors will be collected and responded to at that time. Questions may also be submitted prior to the pre-submittal meeting via email, or in writing and will be answered for all attendees to hear. Responses to questions submitted after the pre-submittal conference will be issued as an addendum to the RFP and will be emailed to all that submit an email address.

CONTRACTOR ELIGIBILITY:

This procurement is open to all service providers who satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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1. INTRODUCTION

1.1 PURPOSE & BACKGROUND

The Bellevue Convention Center Authority (BCCA), a public corporation chartered by the City of Bellevue (the "City") and has been duly constituted pursuant to RCW 35.21.730 et seq. and Ordinance No. 4092 of the City, has issued this Request for Proposals (RFP) to solicit responses from service providers interested in and qualified to provide management of parking operations

The BCCA is responsible for the operations of Meydenbauer Center. Meydenbauer Center is the premier convention and meeting services facility on Seattle Eastside. Located in Bellevue, Washington, Meydenbauer Center hosts conventions, tradeshow, meetings, banquets, and concerts.

1.2 OBJECTIVE & SCOPE

The BCCA is seeking proposals for the purpose of engaging a qualified contractor to provide parking management, cashier and garage traffic service personnel. A scope of work is attached as "Exhibit A".

1.3 MINIMUM QUALIFICATIONS

The Contractor must have no less than six (6) years experience in parking management of a scope similar to Meydenbauer Center and must be licensed to do business in the State of Washington, as applicable.

1.4 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about January 1, 2026, and to end on December 31, 2027, at which time the agreement could be extended by mutual consent for up to three years until December 31, 2030. The BCCA reserves the right at its discretion to extend the contract for a period of time to be specified, in accordance with the Contract.

1.5 DEFINITIONS

Definitions for the purposes of this RFP include:

Contractor – Individual or company whose Proposal has been accepted by the BCCA and is awarded a fully executed, written contract.

Proposal – A formal offer submitted in response to this solicitation.

Proposer – Individual or company submitting a proposal in order to attain a contract with the BCCA.

RCW and **WAC** – The "Revised Code of Washington" and the "Washington Administrative Code", respectively, which together provide the statutory and regulatory framework for BCCA procurements.

BCCA – The Bellevue Convention Center Authority is the governmental entity issuing this RFP.

2. GENERAL INFORMATION

2.1 RFP COORDINATOR

All communication between potential Proposers and the BCCA shall be with the RFP Coordinator, as follows:

Name	Jeremy Heinrichs, Director of Event Services
Address	11100 NE 6 th Street Bellevue, WA 98004
Phone Number	425-450-3804
Fax Number	425-637-0166
E-mail Address	jheinrichs@meydenbauer.com

Proposers are to rely on written statements issued by the RFP Coordinator; any other information will be considered unofficial and non-binding on the BCCA. The BCCA reserves the right to appoint an alternate RFP Coordinator during the solicitation process, as may be necessary and convenient.

2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

Issue Request for Proposals	<u>September 9, 2025</u>
Non-Mandatory Pre-Bid Meeting	<u>September 16, 2025</u>
Last date for questions regarding RFP	<u>September 22, 2025</u>
Issue addendum to RFP (if applicable)	<u>September 24, 2025</u>
Proposals due	<u>October 1, 2025</u>
Evaluate Proposals	<u>October 2-3, 2025</u>
Conduct oral interviews with finalists, if required	<u>October 6-7, 2025</u>
Announce apparent successful Proposers and send notification e-mail to unsuccessful Proposers	<u>October 17, 2025</u>
Negotiate contract(s)	<u>October 20-28, 2025</u>
Begin contract work	<u>January 1, 2026</u>

The BCCA reserves the right to revise the above schedule.

2.3 QUESTIONS REGARDING THE SOLICITATION

Written questions may be submitted to the RFP Coordinator no later than the close of business, Monday, September 22, 2025. A statement of any questions received and the BCCA response(s) in

the form of an addendum to the RFP will be issued no later than the close of business, Wednesday, September 24, 2025.

2.4 REVISIONS TO THE RFP

In the event it becomes necessary to revise any part of this RFP, one or more addenda to the solicitation will be issued. The BCCA also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

2.5 PROPRIETARY INFORMATION & PUBLIC DISCLOSURE

All proposals received under this RFP shall remain confidential until the contract, if any, resulting from this solicitation is executed by the BCCA and the apparent successful Contractor; thereafter, the proposals shall be deemed public records as defined in Chapter 42.56 RCW.

Any information in the proposal that the Proposer desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated. The page must be identified, as must the particular exception from disclosure upon which the Proposer is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right hand corner of the page. The Proposer must be reasonable in designating information as confidential; marking the entire proposal as exempt from disclosure will not be honored.

The BCCA will consider a Proposer's request for exemption from disclosure; however, the BCCA will make a decision predicated upon Chapter 42.56 RCW and Chapter 143-06 WAC. If any information is marked as proprietary in the proposal, such information will not be made available until the affected Proposer has been given an opportunity to seek a court injunction against the requested disclosure.

All requests for public records should be directed to the BCCA Administrative Services at the address on the face page of this RFP. A charge is made to the requestor for copying and shipping of disclosed public documents, as outlined in RCW 42.56.120. No fee shall be charged for inspection of contract files.

2.6 EQUAL OPPORTUNITY REQUIREMENTS

The successful vendor must comply with BCCA equal opportunity requirements. The BCCA is an Equal Opportunity Employer. It does not discriminate and does not do business with others who discriminate on the basis of race, color, creed, sex, age, nationality or disability.

2.7 COMPLIANCE WITH LAWS AND REGULATIONS

In addition to nondiscrimination and affirmative action compliance requirements previously listed, the vendor awarded the contract shall comply with federal, state and local laws, statutes and ordinances relative to the execution of the work. This requirement includes, but is not limited to,

protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

2.8 INDEMNIFICATION

The vendor shall hold harmless, defend, and indemnify the BCCA and the BCCA's officers, agents, and employees against any liability that may be imposed upon them by reason of the vendor's failure to provide compensation coverage or liability coverage.

2.9 SUBMISSION OF PROPOSALS

Proposals may be submitted in hardcopy or electronically, but may not be transmitted via facsimile.

If submitting the Proposal in hard copy, the following information is applicable. Proposers are required to submit three (3) copies of their Proposal. One (1) copy must have original signatures and the additional copies may have photocopied signatures. The Proposal must be received by the BCCA no later than 3:00 p.m. local time in Bellevue on Wednesday, October 1, 2025. The Proposal is to be sent to the RFP Coordinator at the address noted in Section 2.1, above. The submittal package should be clearly marked to the attention of the RFP Coordinator, and should include the notation "RFP Submittal for Parking Management Services"

Proposers mailing Proposals should allow for normal mail delivery schedules to ensure timely receipt of their Proposals by the RFP Coordinator. Proposers assume all risk for the method of delivery chosen; the BCCA will accept no responsibility for delays caused by any delivery service or external circumstance.

If submitting the Proposal electronically, the following information is applicable. Proposals being submitted electronically must be sent as an attachment to an e-mail, addressed to the RFP Coordinator as noted in Section 2.1, above, and must include the notation "RFP Submittal for Parking Management Services" in the e-mail subject line. Proposals must arrive at the BCCA by 3:00 p.m. local time in Bellevue on Wednesday, October 1, 2025. Attachments to the e-mail shall be in Microsoft Word[®] and Excel[®] software, and/or in .pdf file form. The BCCA will accept no responsibility for problems encountered in the e-mail transmittal process.

Proposers are specifically advised that as to Proposal submittal:

1. Late Proposals will not be accepted and will be automatically disqualified from further consideration.
2. The Proposal must respond to the procurement requirements set forth herein.
3. The Proposal must be complete, must stand on its own merits, and should not respond by referring to material presented elsewhere.

4. A concise and well thought-out Proposal is more advantageous to the Proposer than a voluminous one.

5. All Proposals and any accompanying documentation submitted in response to this procurement shall become the property of the BCCA and will not be returned.

2.10 ACCEPTANCE PERIOD

Proposals must provide sixty (60) days for acceptance by BCCA from the due date for receipt of proposals.

2.11 RESPONSIVENESS

All Proposals will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in the RFP. Proposers are hereby specifically notified that failure to comply with any part of the RFP may result in rejection of the Proposal as non-responsive. The BCCA reserves the right, however, at its sole discretion to waive minor administrative irregularities in the Proposals received.

2.12 REJECTION OF PROPOSALS

The BCCA reserves the right at its sole discretion to reject any and all Proposals received without penalty.

2.13 MOST FAVORABLE TERMS

The BCCA reserves the right to make an award without further discussion of any Proposal submitted. Therefore, the Proposal should be submitted on the most favorable terms that can be offered. The BCCA does reserve the right to contact a Proposer for clarification of its Proposal during the evaluation process. In addition, the BCCA reserves the right to enter into contract negotiations with the apparent successful Proposer, which may include discussions regarding the terms of the proposal. Contract negotiations may result in incorporation of some or all of the subject proposal. The Proposer should be prepared to accept this RFP document for incorporation into a contract resulting from this solicitation. It is also understood that the Proposal will become part of the BCCA's official procurement file.

2.14 CONTRACT AWARD AND EXECUTION

The BCCA shall not be bound or in any way obligated until both parties have executed a vendor contract. The general conditions and specification of the RFP and the successful vendor's response, as amended by contract between the BCCA and the successful vendor, including e-mail or written correspondence relative to the RFP, will become part of the contract documents. Additionally, the BCCA will verify vendor representations that appear in the proposal. Failure of a vendor to perform services as represented may result in elimination of the vendor from further competition or in contract cancellation or termination.

The vendor selected as the apparently successful vendor will be expected to enter into a contract with the BCCA. The foregoing should not be interpreted to prohibit either party from proposing

additional contract terms and conditions during negotiations of the final contract. If the selected vendor fails to sign the contract within five (5) business days of delivery of the final contract, the BCCA may elect to cancel the award and award the contract to the next-highest ranked vendor. All parties may incur no cost chargeable to the proposed contract before the date of execution of the contract.

2.15 COSTS TO PROPOSE

The BCCA will not be liable for any costs incurred by the Proposer in preparation of a submittal in response to this RFP, in conduct of a presentation, or any other activities related to responding to the RFP.

2.16 NO OBLIGATION TO CONTRACT

Issuance of this RFP does not obligate the BCCA to contract in whole or in part for services specified herein.

3. PROPOSAL FORM & CONTENTS

Written proposals must be prepared on letter-size (8-1/2 x 11 inch) paper with tabs separating the major sections of the Proposal; electronically-submitted Proposals are to be formatted analogously. Proposals are not to exceed twenty five (25) pages. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP. The major sections of the Proposal are to be in the order noted below:

1. Signed Letter of Submittal, including signed Conflict of Interest Form, Attachment A
2. Company History and Qualifications
3. Client References; Complete and include Attachment "B"
4. Proposed Operating Plan
5. Cost Proposal, as Attachment "C"

3.1 LETTER OF SUBMITTAL & AFFIDAVIT CONCERNING CONFLICTS OF INTEREST

The Letter of Submittal must be signed and dated by a person authorized to legally bind the Proposer to a contractual relationship, e.g., the President or Executive Director if a corporation, the Managing Partner if a partnership, or the proprietor if a sole proprietorship. This introductory letter should convey the Proposer's interest in the project, and highlight particular strengths of the proposed service provider. In addition, it is to include by attachment the following information about the Proposer and any proposed subcontractors:

1. Name, address, principal place of business, telephone/fax number, and e-mail address of legal entity or individual with whom contract would be written.
2. Name, address, and telephone number of the principal officer(s) (President, Vice President, Treasurer, Chairperson of the Board of Directors, etc.).

3. Legal status of the Proposer (sole proprietorship, partnership, corporation, etc.) and the year the entity was organized to do business as it now substantially exists.
4. Federal Employer Tax Identification number or Social Security number and the Washington Uniform Business Identification (UBI) number as issued by the Washington State Department of Revenue.
5. Location of the facility from which the Contractor would operate.
6. Identification of any current or former BCCA employees on the firm's governing board or in a management position as of the date of the proposal. Include their position and responsibilities within the Proposer's organization. If following a review of this information, it is determined by the BCCA that a conflict of interest exists, the Proposer may be disqualified from further consideration for the award of a contract.

The Affidavit Concerning Conflicts of Interest form (Attachment A to this RFP) must be signed and dated by a person authorized to legally bind the Proposer to a contractual relationship, and is to be included with the Letter of Submittal in the proposal.

3.2 Company History and Qualifications

A. Company History - Include length of time in business locally, describe existing client base and lines of business. The proposing company will provide evidence that it is financially solvent and has been providing parking management services for the previous six (6) years. This can include year-end bank statements or audited financial statements for the past six years.

B. Organizational Structure – Identification of reporting relationships between executives, senior managers, on-site managers and line staff to be associated with this potential contract.

C. Staffing - As part of this RFP, the successful vendor will be required to offer their existing position at their existing compensation to all current parking employees who wish to remain employed as a condition of contract award. These employees bring valuable institutional knowledge, established working relationships with clients and team members, and play a vital role in maintaining the continuity and quality of parking operations. This requirement is designed to ensure a smooth transition, preserve operational consistency, and uphold the high standards of service expected at our facility.

The successful vendor will also need to identify additional key staff, who will be assigned to the potential contract at all levels, indicating the responsibilities and qualifications of such personnel, and include the amount of time each will be assigned to the project. Provide résumés for the named staff, which include information on the individual's particular skills related to this project, education, experience, significant accomplishments and any other pertinent information. The Proposer must commit that staff identified in its Proposal will perform the assigned work. Any staff substitution must have the prior approval of the BCCA.

The successful vendor must operate or manage additional parking facilities within the City of Bellevue that can be utilized to support event parking needs. These facilities must be staffed and managed by the successful vendor, allowing for the reassignment of personnel and resources as necessary to accommodate large events, peak demand periods, or other operational needs at Meydenbauer Center. This requirement is intended to ensure flexibility, provide seamless service to guests, and maintain efficient parking operations without disruption to regular staffing levels at the primary facility.

3.3 CLIENT REFERENCES

- A. Must be recent and local.
- B. Provide information on “ATTACHMENT B” – Client References
- C. Additional letters of recommendation, if desired.

3.4 PROPOSED OPERATING PLAN

- A. Employee Selection, Training, Standards; Minimum qualifications for hire, age, education, experience, description of any company screening programs, background investigations, reference checks, overview of training provided; type of training, topics covered, amount of training. Proposed uniforms (Color Photographs).
- B. Employee Benefits; Health & Welfare, continuing education, holidays, bonuses, retirement plans, insurance, etc, if applicable.
- C. Staffing Plan; Describe methods for determining staffing levels according to events and specific strategies explaining how the Contractor shall deliver, monitor and report exceptional customer service, efficient operations of ingress and egress of vehicles for various operating modes, and in accordance with management structure (as described in Exhibit A), and control of variable labor expense. Proposed pay rates by position.
- D. Overflow Parking Plan; Explain steps that would take to satisfy the occasional need to for overflow guest parking.
- E. Maintenance; Describe methods to maintain the parking garage facilities and equipment.
- F. Financial accountability and reporting; Describe methods and processes to account for parking receipts and systems for tracking, evaluating and reporting income and expenses.

3.5 COST PROPOSAL

- A. Provide cost proposal as “ATTACHMENT C”
- B. Identification of Costs – Using their own cost proposal form/format, Proposers are to identify all costs, including hourly and salaried wages and any other requested reimbursable expenses and/or administrative or management fees to be charged for performing the

services necessary to accomplish the objectives of the contract. Note that contractors are required to collect from the BCCA and remit to the WA Department of Revenue any Washington State sales tax applicable to the contract.

4. EVALUATION & CONTRACT AWARD

Responsive Proposals will be evaluated in accordance with the requirements stated in the solicitation and any addenda issued. Only those Proposals meeting all mandatory submittal requirements will be evaluated for possible contract award. The evaluation of Proposals shall be accomplished by an evaluation team to be designated by the BCCA, which will determine the ranking of the Proposals.

4.1 PROPOSAL SCREENING

Proposals received by the published deadline will be administratively screened for “responsiveness”, i.e., meeting all the material requirements of the solicitation, and for proposer “responsibility”, i.e., being a service provider in good standing in the State of Washington, eligible for receiving public contracts.

4.2 CLARIFICATION OF PROPOSAL

The RFP Coordinator may contact a Proposer for clarification of any portion of the respective Proposal.

4.3 EVALUATION WEIGHTING & SCORING

For all Proposals determined to be responsive to the requirements of the solicitation and determined to have been submitted by responsible Proposers, the following weighting and points will be assigned for evaluation purposes:

Experience – 30%	30 points
<ul style="list-style-type: none">• Overall history with parking operations – 10 points (maximum)• History of experience in event facilities – 10 points (maximum)• Staff Qualifications / Experience – 5 points (maximum)• References – 5 points (maximum)	
Proposed Operating Plan – 40%	40 points
<ul style="list-style-type: none">• Staffing Structure - 10 points (maximum)• Ability to meet demands of variable event schedule - 15 points (maximum)• Customer service focus / training / initiatives – 15 points (maximum)	
Cost Proposal – 30%	30 points
Total	<hr/> 100 points

4.4 ORAL PRESENTATIONS

The BCCA, at its sole discretion, may select the top scoring finalist(s) from the written evaluation for an oral presentation and final determination of contract award. Should the BCCA elect to hold oral presentations, it will contact the top-scoring firm(s) to schedule a date, time and location. Commitments made by a Proposer at the oral interview, if any, will be considered binding.

4.5 NOTIFICATION TO PROPOSERS

Firms whose Proposals have not been selected for further negotiation or award will be notified via fax or by e-mail.

4.6 PROTEST PROCEDURE

Proposers protesting this procurement shall follow the procedures described below; protests that do not follow these procedures will not be considered. This procedure constitutes the sole administrative remedy available regarding this procurement and is available only to those Proposers who submitted a response to this solicitation document.

Upon completing the debriefing conference, the Proposer is allowed three (3) business days to file a protest with the RFP Coordinator. Protests may be submitted by facsimile or e-mail. All protests must be in writing and signed by the protesting party or an authorized agent, e.g., legal counsel. The protest must state the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFP Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of an evaluator.
- Errors in computing the score.
- Non-compliance with procedures described in the procurement document or with BCCA policy.

Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: 1) an evaluator's judgment on the quality of a proposal, or 2) BCCA's assessment of its own needs or requirements.

Upon receipt of a protest, a protest review will be held by the BCCA. The BCCA Executive Director or an employee delegated by the Executive Director who was not involved in the procurement will consider the record and all available facts and issue a decision within five (5) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Proposer under the RFP, such Proposer will be given an opportunity to submit its views and any relevant information on the protest to the RFP Coordinator.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the BCCA's action; or
- Find only technical or harmless errors in the BCCA's acquisition process and determine the BCCA to be in substantial compliance, and therefore reject the protest; or
- Find merit in the protest and provide the BCCA options which may include:
 - Correct the errors and re-evaluate all proposals, and/or
 - Reissue the solicitation document and begin a new process, or
 - Make other findings and determine other courses of action as appropriate.

If the BCCA determines that the protest is without merit, the BCCA will enter into a contract with the apparently successful Proposer. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

5. RFP ATTACHMENTS

Attachment A – Affidavit Concerning Conflicts of Interest

Attachment B – Client References

6. RFP EXHIBITS

Exhibit A – Scope of Work

Attachment A
Affidavit Concerning Conflicts of Interest

STATE OF: _____)

•

)

ss.

COUNTY OF: _____)

The undersigned, being first duly sworn, on oath states on behalf of _____, hereinafter called the Proposer, as follows:

A. CONFLICT OF INTEREST

That the Bidder, by submitting its Qualifications to perform or provide work, services or materials, has thereby covenanted, and by this affidavit does again covenant and assure, that it has no direct or indirect pecuniary or proprietary interest, and that the Bidder shall not acquire any such interest, which conflicts in any manner or degree with the work, services or materials required to be performed under a contract which may result from this Request for Qualifications.

B. CONTINGENT FEES AND GRATUITIES

That the Proposer, by submitting its Qualifications to perform or provide work, services or materials, has thereby covenanted, and by this affidavit does again covenant and assure:

1. That no person or selling agency except bona fide employees or designated agents or representatives of the Proposer has been employed or retained to solicit or secure this submittal with an agreement or understanding that a commission, percentage, brokerage, or contingent fee would be paid; and
2. That no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Proposer or any member of its agents, employees or representatives, to any official, member or employee of the Owner or other governmental agency with a view toward securing a Contract or securing favorable treatment with respect to the awarding or amending, or the making of any determination with respect to the performance of a contract which may result from this Request for Qualifications.

SIGNED this _____ day of _____, 20____.

Name of Proposer

By: _____

Title: _____

SUBSCRIBED AND SWORN to before me this _____ day of _____, 20____.

NOTARY PUBLIC in and for the State of Washington

Residing at _____

My Appointment Expires _____

Attachment B
Client References

Client References #1

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the BCCA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #2

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the BCCA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #3

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the BCCA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #4

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the BCCA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Client References #5

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the BCCA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

2025 Parking Services Request for Proposal

EXHIBIT A: SCOPE OF WORK

Mission

Our mission is to provide an outstanding event and performing arts center that generates community and employee pride, creates economic stimulation and provides exceptional guest satisfaction.

Facility

Meydenbauer Center opened in 1993 and is a multi-purpose convention and performing arts center consisting of 36,000 square feet of exhibit space, 12,000 square feet of meeting space, a 410-seat theater, box office, kitchen facility, a 434-space parking garage, and a 159-space open air parking lot. Meydenbauer Center proudly hosts a variety of events from large tradeshow, concerts, corporate gatherings, to medium sized auctions, luncheons and smaller events. Many of these events occur on the same days as other events creating unique challenges for the parking garage. In 2024, Meydenbauer Center hosted 247 events, and welcomed more than 171,000 attendees.

An office space is provided for parking operations in the garage near the cashier booths. The office is equipped with lighting, HVAC, phones, a drop safe for securing change fund and parking receipts, and a computer which is connected to the Meydenbauer Center LAN with access to email and event information software.

Personnel

Meydenbauer Center is committed to providing exceptional guest satisfaction through our in-house customer service training program called QQuality Service in ACTION (QUAC). QUAC applies four primary customer service standards: Safety, Courtesy, Show and Efficiency. All personnel assigned to Meydenbauer Center shall have experience and demonstrate skill in providing a high level of customer service.

Meydenbauer Center reserves the right to remove and require replacement of any contractor employee who is deemed by Meydenbauer Center management not qualified to perform assigned tasks or whose conduct or demeanor is deemed detrimental to the best interest of the facility.

The contractor shall maintain accurate and complete records of all personnel assigned to work at Meydenbauer Center. Training and biographical data of personnel affiliated with the contract will be made available to Meydenbauer Center upon request. All personnel shall be required to attend Meydenbauer Center customer service training programs. Management and supervisors shall be required to attend Meydenbauer Center trainings and all-staff meetings.

Uniforms

The contractor will provide, at their expense, uniforms for parking personnel while on duty at Meydenbauer Center. A full length, color photograph of each proposed uniform will be included with the proposal. All uniform apparel shall be approved by the Meydenbauer Center management and only Meydenbauer Center approved uniforms shall be worn.

Staffing Plan and Labor Management

Meydenbauer Center requires the contractor to employ a staffing plan that provides exceptional guest satisfaction and efficient operations of the parking facility. The staffing plan provided in response to this proposal must outline specific strategies explaining how the contractor shall deliver, monitor and report exceptional customer service, efficient operations of ingress and egress of vehicles, and control of variable labor expenses. It is important to note that periods of ingress and egress associated with specific event start and end times will vary, and can sometimes be short periods.

Parking Management Structure

Contractor will provide one primary full-time, on-site manager responsible for the daily operations. The manager will report to and work closely with Meydenbauer Center's Director of Event Services. The manager will attend Meydenbauer Center operational meetings and work with our event management staff to ensure successful operation of the parking facilities, and high standards of service to guests. Recognizing the long and variable hours associated with events, as well as the need for vacation, sick leave, and other paid time off, the contractor shall provide an additional management resource to support the Parking Manager. This requirement must ensure that a qualified manager is available to oversee operations whenever the Parking Manager is unavailable or when event demands require additional leadership coverage. The intent is to maintain consistent oversight, ensure uninterrupted service, and support the Parking Manager in delivering the high level of performance and responsiveness expected at Meydenbauer Center. Also, due to the variable nature of parking demand, it is expected that the manager would assume roles as cashier or traffic control shifts to minimize other labor expense, as needed, to meet historical labor expense as a percentage of revenue.

In addition to the on-site manager, the contractor will assign senior management personnel that will work with Meydenbauer Center to ensure that customer service standards, operational efficiencies and financial goals are achieved.

Equipment

Meydenbauer Center utilizes the SKIDATA parking control system, purchased in 2021. We currently have two entrance lanes, two exit lanes and one reversible lane. The contractor should have extensive experience operating and utilizing the reporting capabilities of parking garage control equipment. They should have working knowledge of equipment set-up, trouble shooting, back end reporting and system software capabilities.

The contractor shall develop and maintain a professional business relationship with an authorized dealer to provide maintenance and emergency repairs of the parking control systems. Repairs to parking equipment are coordinated by contractor and billed directly from the service provider to Meydenbauer Center. The contractor shall work with Meydenbauer Center Director of Event Services to develop a comprehensive plan to maintain the parking equipment and utilize the software and reporting ability of the system.

Garage Operations

Meydenbauer Center is open to host events 24 hours a day, seven days a week, 365 days a year, dependent on customer demand.

Events can have varying profiles and see tremendous variety in how cars enter and exit the parking garage. Meydenbauer Center's parking operations are designed to allow maximum flexibility in parking operations in an effort to serve the wide variety of events held at the facility. Our primary concern is the guest experience and service to our clients. Proper planning and staffing is key to effectively managing large scale ingress and egress while providing the guest an exceptional experience. In some cases, event guests arrive slowly and exit slowly requiring little or no direction in the garage. In other cases, hundreds of event guest vehicles all arrive or attempt to exit in the same 20-minute window requiring extensive parking personnel reaction and decision making. Some events will include special arrangements for VIP guests. The contractor will be required to operate the garage in a variety of unique operating modes. With training, the onsite-manager is expected to understand each mode of operation and communicate the operation plan to internal and external stakeholders. Each mode has similarities in garage operation and can be generally understood in the following ways:

Self-Pay– during low traffic counts the garage will operate in a Self-Pay mode with no parking attendant on duty. The contractor will provide on-call employees to assist when needed. This need occurs primarily when the garage unexpectedly fills with vehicles or if there is equipment failure. On occasion an event will still need to provide a parking staff member to assist with the Self-Pay equipment as vehicles exit the garage.

Fixed Rate – Events will have a fixed rate for guest vehicles typically based on the length of time the event is scheduled. Vehicle drivers will state the name of the event they are attending to the parking personnel at the booth and be charged the fixed rate.

Validated – The client or Meydenbauer Center will choose to cover the entire price of guest parking. Meydenbauer Center uses a verbal validation in the case the vehicle is not charged to park and the client is invoiced after the event has concluded. The contracted parking company shall provide to Meydenbauer Center the number of vehicles to receive verbal validation no later than 72 hours after the event has concluded.

North Lot Parking – In addition to managing the parking garage, the selected contractor will be responsible for overseeing the Meydenbauer Center’s open-air North Lot. Responsibilities include providing and maintaining two operational payment machines, managing and monitoring mobile payment applications, and actively seeking new revenue opportunities for the lot outside of event-related parking. The contractor will also be expected to manage external monthly parking accounts and conduct daily monitoring of the lot through mobile patrols, with a minimum of two patrol checks per day.

The North Lot serves multiple functions, including overflow parking, staging areas, and bus drop-off zones. The contractor will be required to develop and implement plans for optimizing lot use during large events, ensuring efficient operations and maximizing both safety and revenue.

Overflow Parking – The Meydenbauer Center facility can host as many as 10,000 people. At 435 parking stalls the garage and 156 parking stalls North Lot, our parking capacity will routinely be filled to capacity. Meydenbauer Center and our contractor jointly maintain relationships with surrounding parking lots and garages for overflow event parking. These working relationships have become crucial to the success of parking for guests of Meydenbauer Center. Contractor will deploy portable signs and personnel to assist traffic flow to overflow parking lots or coordinate the deployment of effective signs from the overflow parking managers. Events that require verbal validation at Meydenbauer Center may also require verbal validation at the overflow parking locations. The contractor shall plan with overflow lot managers for staffing at overflow locations no less than two weeks from the event start date to ensure Meydenbauer Center guests are able to receive parking and customer service. Overflow parking company staff are billed directly to Meydenbauer Center.

Traffic Control – Providing support to cars entering and leaving the Meydenbauer Center garage is a routine function of parking operations. This would include guidance of vehicles coming into the garage from the street (from the sidewalk) and through the garage as well as assistance on large egresses, helping to direct cars for maximum efficiency at exit.

Customer refunds – Contractor shall provide for the issuance of prompt refunds of parking charges collected in error, or as requested by Meydenbauer Center management, for the highest standard of customer service.

The contractor will work with Meydenbauer Center management to determine the most suitable operation, based on client requirements, Meydenbauer Center needs and historical trends to serve each event and operate the garage in a cost-effective manner.

Maintenance:

Contractor shall perform daily inspection of all areas of the parking garage and perform or provide routine custodial and housekeeping services for the parking garage, including walls, ceilings, floors, connecting stairwells, parking booths and parking office, to include remove of all such litter, debris, trash or other matter. Contractor shall clean up liquid spills and apply oil absorbent as needed.

Contractor will administer and pay a competitive power-sweeping contract to be approved by Meydenbauer Center. Contractor shall work collaboratively with Meydenbauer Center to identify and provide additional cleaning and maintenance as needed to maintain a high-quality appearance of the parking garage.

Fee Structure

Meydenbauer Center prefers a fee structure that requires the contractor to be responsible for controlling and managing direct and indirect revenues and expenses. Meydenbauer Center will give preference to companies that propose a fee structure with considerations to these factors:

Meydenbauer Center will pay auditable direct wage, taxes and benefits for all employees that work on site.

Meydenbauer Center will pay for all documented and auditable direct supplies and fees (ticket stock, register tape, cleaning supplies, and credit card fees).