

SCOPE OF WORK

1. Current Overview

Currently the Parking Services division of IDOA (IDOA) supports the parking needs for employees at the Indiana Government Center (IGC) by providing approximately 6,100 parking spaces comprised of two parking garages, the Washington Street Garage and the Senate Avenue Garage and one surface parking lot, the North Surface Lot. This involves a 24/7 operation with primary and peak usage occurring during business hours. Business hours are Monday through Friday, excluding state holidays, 6:00AM to 5:00PM. The parking operations serve approximately 5500 state employees and invitees daily and additional staff during legislative sessions. On weekends, there are approximately 100 state employees who require parking accommodation. The garage staff is comprised of (1) part-time area manager, (1) full-time manager, (2) full-time supervisors, and (8) employees. In addition, the special event parking serves approximately 125,000 visitors annually. Below is the revenue for the past three fiscal years:

2023 - \$3,933,899

2024 - \$3,961,053

2025 - \$3,506,743

The White River State Park (WRSP) underground garage and WRSP lot comprise a total of 859 parking spaces and provides parking for park staff, free or validated daily visitor parking, and event parking for various tenants of WRSP. This involves a 24/7 operation garage staff that includes 1) part-time area manager, (1) full-time manager, (2) full-time supervisors, (1) full-time maintenance employee, (1) part-time administrator, (3) full-time/ (3) part-time cashiers, and three (3) part-time event staff. There are two hundred and fifty (250) cards listed as complimentary. Peak usage is more fluid for these facilities as they are the primary parking option for several museums which are open from Wednesday to Sunday. Below is the revenue for the past three fiscal years:

2023 - \$1,605,839

2024 - \$1,808,263

2025 - \$1,714,232

Since the revenue is based on past usage and may fluctuate up or down, the State cannot guarantee that future revenue will be at these levels. Nevertheless, the amounts are provided as an aid to vendors in responding to this RFP.

2. Existing IDOA Parking Garage Related Agreements – IDOA has several preexisting formal and informal agreements to provide parking for various events in the area. IDOA reserves the right to continue to provide a limited number of spaces at no cost for volunteers and employees of downtown events as decided by IDOA. Further there are several revenue generating agreements currently in place. IDOA reserves the right to continue these agreements and provide spaces at agreed upon rates for the entities. Below is a list of some of these referenced agreements but should not be considered an all-inclusive list.

- Indiana Stadium and Convention Building Authority (ISCBA) – 160 spaces in the Washington Street Garage on days of Indianapolis Colts home games. The Memorandum of Understanding (MOU) is in place until July 31, 2028. The MOU allows ISCBA to request and IDOA to provide up to 160 spaces per game day.
- NCAA events- reserved spaces for volunteers and employees at the Washington Street Garage during events such as Big Ten events.
- IDOA also maintains an informal agreement with the Indianapolis Indians to provide public parking spaces during Indianapolis Indians games at an agreed upon rate.

WRSP has parking agreements built into lease arrangements with the Eiteljorg Museum, Live Nation, NCAA, NHSA, Indiana State Museum, and Sodexo. Also, some attractions offer free validation of guest parking which is billed back to the attraction.

It will be the responsibility of the vendor to pursue revenue generating opportunities as part of their revenue maximizing plan. IDOA and WRSP will not actively seek out revenue generating parking agreements for their respective facilities.

The Washington Street Garage has enclosed above ground pedestrian connections (crossing over bordering thoroughfares) to the two adjacent major hotels and to the Indiana Convention Center and JW Marriott. The second agreement applies to the above-ground pedestrian connection between the garage and the Downtown Marriott. IDOA will continue to maintain these agreements. However, proposals may include any revenue generating ideas involving these structures.

3. Requested Services

IDOA is seeking proposals for the management of operations for parking facilities containing approximately 6,955 existing spaces, as detailed below. Respondents should detail how, as part of their implantation plan, they will meet or exceed this goal in their technical proposal.

- **Parking Facilities**

- Washington Street Garage – 2,842 existing spaces.
- Senate Avenue Garage – 2,717 existing spaces
- North Surface Lot – 537 existing spaces
- White River State Park Underground Garage – 739 existing spaces
- White River State Park Lot – 120 existing spaces

IDOA reserves the right during the term of the agreement to modify the existing parking facilities on a temporary or permanent basis for any reason including, but not limited to, increasing the spaces available for the public and/or state employee parking by acquisition or the development of additional land, or re-stripping spaces for any transportation purpose. Further IDOA may reduce or add portions of any of the parking facilities from the agreement. A thirty (30) day written notice would be provided.

The garages and lots are often at capacity during business hours, and the state is seeking solutions to increase the capacity for state employee garages/lots.

The selected respondent shall provide all day-to-day maintenance, material, equipment, proposed staff, and expertise to perform the management of operations of these parking facilities. Day-to-day maintenance shall consist of (at the minimum but not limited to) the following services:

- Maintenance (including but not limited to, parking space striping, restroom fixtures, and annual cleaning of garage floors.)
- Custodial activity (including trash and daily cleaning of common areas).
- Oversight of all entry and exit lanes, sidewalks, parking structures interiors, cashier booths, PARCS equipment, and office areas.

IDOA and WRSP shall be the sole judges of the quality of maintenance and custodial activities at their respective facilities. Selected respondent will not be responsible for capital improvement (building structures, infrastructure) or the following items: maintenance on elevators, emergency generators, fire alarm, fire suppression, HVAC units, unless required due to damage caused by selected respondent. The state will have final approval in damage-related situations. Day-to-day repairs and maintenance that exceed five hundred dollars (\$500), though still the responsibility of the selected respondent will require written approval from IDOA first.

There are reserved spaces for compact cars, carpooling vehicles, ADA parking spaces, and other specifically allocated spaces. IDOA will continue to manage the ADA parking space requirements and issuance of tags for use of the ADA reserved spots in the IGC structures.

While IDOA reserves the right to decrease, maintain, and/or increase these spaces, the selected respondent may provide feedback and recommendations on the proper utilization and needs of each facility. Currently, the parking facilities accommodate vehicles that fit in a standard 9'x16' or 9'x17' parking space. The selected respondent may use industry standards in determining the vehicles allowed in the garage, but IDOA will have final approval of any changes.

The selected respondent is responsible for identifying and complying with all applicable local, state and federal rules, regulations, permits, approval laws and any other applicable requirements of law necessary for the respondent to provide these services.

The selected respondent will be expected to conduct all procurement activity in a manner compliant with the state procurement principles. The selected respondent shall maintain records of procurement activity and these documents shall be made available to IDOA upon request.

IV&V Engagement Language

If the State decides to add Independent Verification & Validation services as part of this engagement, the contractor will copy the Indiana Department of Administration (IDOA) – Independent Verification & Validation (IV&V) team member(s) on all project related communications (emails, meeting invites, collaboration tools, etc.) and will grant access to all documents and deliverables throughout the term of the contract.

IV&V Payment Approval Language

If IDOA elects to deploy Independent Verification and Validation (IV&V) services in connection with this engagement, the IV&V Team shall review and assess all Deliverables to determine compliance with the State's requirements as set forth in the Contract and/or applicable Statement(s) of Work. For contracts entered into, renewed, or amended after June 30, 2026, IV&V shall serve as an approving authority, and no payment shall be issued to the Vendor unless and until IV&V has provided such approval.

4. Hours of Operation/Restrictions

The parking facilities currently operate 24 hours a day, 365 days a year. The selected respondent will have the opportunity to determine the operating schedule required to meet the restrictions below and maximize revenue.

At Washington Street, Senate Street, and surface lots under IDOA authority, it is the state's intent to continue free parking for state employees and authorized contractors at the time of contract execution. Limited public parking will only be allowed as approved by IDOA during normal business hours, defined as 6:00AM to 5:00PM Monday-Friday. There are approximately 100 state employees who require parking accommodation on the weekends/after hours. At the White River State Park underground garage, parking is always allowed with no restrictions.

5. Revenue Collection and Access Control

Selected respondent shall maintain and should exceed existing revenue and decrease existing operating expenses. IDOA is seeking innovative and unique ways to increase revenue and maximize utilization of the garages during non-restricted hours. IDOA is also seeking innovative reporting, occupancy management/tracking, mobile applications, and other solutions for both management and customers.

After review of the current operations, respondents may suggest upgrades for new access/revenue control equipment and software that meets or exceeds current industry standards. In this description, please include details, costs, and schedules of any required maintenance/software/hardware upgrades during the equipment's life. IDOA shall have the right to approve/deny any changes to current equipment and structures and shall maintain this ability throughout the life of the contract. IDOA is concurrently investigating upgrades to the equipment and will use the proposal submissions as a tool for comparison and to ensure the best solution for the state is chosen. IDOA, at its expense, agrees to reasonably furnish the parking facilities with equipment and furnishings necessary to manage and operate the parking facilities.

IDOA will continue to maintain employee and contractor assigned card access and the assigned card reader equipment. Access and revenue control equipment shall contain adequate safeguards against employee and third-party theft of revenues, manipulation of electronic transaction records and employee or customer parking without payment of a fee, unless expressly permitted within the contract agreement. Any equipment, signage, or other additions to the current facilities shall become the property of the State of Indiana. Signage additions must first be approved by IDOA and must comply with local zoning and other applicable laws.

The selected respondent will be responsible for revenue collection, invoicing and enforcement. All revenue collected on behalf of IDOA must be deposited in the state's accounts by the end of the next business day after collection pursuant to Indiana code 5-13-6. All revenue collected on behalf of WRSP will be deposited into WRSP's assigned account, but the final details for dates and number of deposits for the WRSP funds will be discussed and agreed upon with the winning vendor. Deposits should be made with notice sent to IDOA/WRSP. Failure to deposit revenue into the state's accounts by the required deadline will be assessed as a penalty equaling ten percent (10%) of the total amount of that day's revenue. Upon the third failure to deposit revenue into the state's accounts by the end of the next business day after collection shall be cause for immediate termination of the agreement.

Payment Processing. The respondent must utilize one of the State's contracted payment processors where payment activities fall under IC 5-27-3-1 / IC 5-27-3-2. For payment activities not governed by those statutes, the respondent must provide fully PCI DSS-compliant processing (secure cardholder data storage, encryption, network monitoring, and periodic compliance assessments). Respondent shall describe integration with the State's processors, or actions/timelines to adopt them.

6. Parking Rates

The selected respondent will set public parking rates with final approval from IDOA and WRSP. The selected respondent will determine how these rates are advertised to the public and how rate changes are handled.

7. Staffing

The selected respondent shall provide a model that allows the operation to be staffed and secure. IDOA reserves the right to mandate that any existing parking staff member be retained by the winning bidder. IDOA reserves the right to request that any staff member be removed and replaced at its sole discretion. The selected respondent must provide an account manager who, if not permanently working on-site, will be available at the Government Center by the next business day if necessary. The selected respondent shall provide means to connect with a live person 24/7/365.

8. Customer Service

The selected respondent shall have a methodology for providing a high level of customer service to the parking facility users and tracking and reporting customer complaints to the IDOA.

9. Reporting

The selected respondent shall provide reports as described in Exhibit B.

10. Cost of Operations

The selected respondent shall be reimbursed (at cost) for all approved operating expenses incurred in operating the parking facilities in a manner consistent with the services requested in this RFP. Operating expenses shall include salaries, wages, taxes, and benefits of all on-site personnel for work performed at the parking facilities, supplies, equipment repair, maintenance and custodial activities, advertising, postage, telephone, and other expenses as approved in advance in writing by IDOA. The selected respondent will assume all other operating costs, including but not limited to all clerical, reporting, accounting, the costs of obtaining all required government permits and licenses and the cost of any other fee that may be levied against the contracted parking facilities due to their operation or existence. Day-to-day repairs and maintenance that exceed five hundred dollars (\$500) will require written approval from IDOA and WRSP Executive Director for their respective facilities. Please review Exhibit A for specific details regarding invoicing and budget preparation.

11. Security

While Indiana State Capitol Police will be the first responders to incidents in the parking structures, the selected respondent shall be responsible for the security and monitoring of the structures, employee, patrons, on-site cash, the revenue and access control equipment and other equipment at all locations at selected respondent's own expense. Indiana State Capitol Police has statutory authority and responsibility for security and law enforcement on the Indiana Government Center campus and parking facilities. The selected respondent will include a proposal that monitors usage of the structures to ensure there are not illegally parked vehicles, abandoned cars, or unauthorized vehicles in reserved spaces. However, the selected respondent must also have as a part of the security plan a procedure for state employees/agencies that will require extended use of parking spaces.

12. Marketing

The selected respondent (with approval from IDOA/WRSP, for their respective facilities) shall provide all marketing materials and activities to maximize the revenue potential for each parking facility.