

REQUEST FOR PROPOSALS

FOR

CUSTOMER SERVICE/CALL CENTER SERVICES

AT

NEW YORK CITY HOUSING AUTHORITY

LOCATIONS

Solicited By:
LAZ Parking
New York & New Jersey, LLC
333 West 39th Street Suite 602
New York, NY 10018

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Section One: Introduction

LAZ Parking New York & New Jersey LLC

LAZ Parking is now accepting proposals for Customer Service/Call Center services at all New York City Housing Authority (“NYCHA”) locations across New York City.

LAZ offers opportunities for firms through a public solicitation known as a "Request for Proposals" (RFP). LAZ's objective in issuing an RFP is to publicly offer and promote specified competitive bids or proposals. The goal of the RFP process is to attract strong and viable proposals.

LAZ's selection criteria include the financial strength, demonstrated management expertise, business plan and track record of the Consultant, as well as the bid or offer. The RFP, therefore, requires the completion of an extensive application.

The *Contractor's Qualification Statement* (CQS) must be filled out completely; incomplete CQS forms will be returned and may disqualify a proposal.

Section Two: Request for Proposals-Rules & Regulations

The Property:

This RFP booklet is accompanied by the *Scope of Services* to be performed at NYCHA locations.

Due Date:

Each proposal must contain all Submission Documents described on the next page. The proposal must be delivered electronically to Rasha Hussein, LAZ Parking NY/NJ's Director of Operations/Claims & Safety on or before November 21st at 5PM, (the "Deadline") at which time they shall be opened in the presence of LAZ Parking or another authorized designee. Email subject must be addressed as follows and be sent to the following email address:

NYCHA LAZ Parking Enforcement Services
Rasha Hussein – Director of Operations/Claims & Safety
RHussein@LAZParking.com

**Submission
Requirements:**

Proposals must include the following:

1. A complete *Contractor's Qualification Statement*.
2. Fully-executed *Bid Guarantee*.
3. A proposed Contract.
4. A description of the method and schedule to provide security services.
5. A proposal of the cost of the work.

Proposal Bid:

If the Consultant selected for an award fails to execute a signed contract on the basis of the terms submitted in the proposal, LAZ can cancel or withdraw the notice of award without further obligation.

**Withdrawal Of
Proposals:**

After the deadline, proposals shall be considered an offer and may not be withdrawn until at least 90 days after the deadline as specified.

Selection Criteria:

LAZ shall consider the following criteria in evaluating proposals:

1. **Business Experience:** Appropriateness will be evaluated on the basis of length of experience and areas and levels or responsibilities.
2. **Financial Qualifications:** The creditworthiness of the Consultant will be evaluated to assure LAZ that the Consultant can handle the scope of work in a timely manner.
3. **Cost of Providing Security Services.** All escalation costs shall be included in the proposal.

Term of contract to be 3 years, non-renewable.

Conditions:

1. A confidentiality agreement will be required for receipt of all plans which shall remain the exclusive property of LAZ Parking/NYCHA.
2. Once submitted, a proposal becomes the property of LAZ and constitutes an offer by the Consultant that may not be revoked until the 90th day after the deadline, and thereafter only in writing. No proposal shall be deemed granted and no rights whatsoever shall accrue to the Consultant or any other person against LAZ or any affiliate or subsidiary thereof, nor shall there be deemed to be an executed contract for any project unless and until a fully executed contract is delivered to the consultant.
3. **Insurance:** Please see the section of this booklet entitled “Type of Insurance Required by the Successful Bidder” for all insurance requirements.
4. **Termination:** LAZ reserves the right to terminate the Contract.

Non-Discrimination:

LAZ will not discriminate against any person on the basis of race, creed, color, national origin, sex, age, handicap or marital status in accepting, reviewing, and evaluating proposals

Other Conditions:

LAZ reserves the right, without liability, to

1. Postpone the submission deadline,
2. Reject any and all proposals,
3. Negotiate all terms and conditions, including compensation and location, with any proposer,
4. Modify or withdraw this RFP or any property specified in it at any time and without explanation, or
4. 5. Waive any requirement.

Section Three: Type of Insurance Required by the Successful Bidder

- I. **Insurance:** Consultant shall maintain, at its sole expense:
- A. Workers' Compensation Insurance including Employer's Liability. Such insurance shall fully comply with the Worker's Compensation law(s) of the state(s) in which operations or work related to this Agreement is to be performed.
 - B. Commercial General Liability Insurance including Products/Completed Operations coverage and Contractual Liability coverage, with a Combined Single Limit of at least \$2,000,000 per Occurrence for Bodily Injury and Property Damage. Such insurance shall (1) be underwritten by insurers acceptable to LAZ; (2) name LAZ Parking New York/New Jersey LLC., New York City Housing Authority and State of New York and their subsidiaries and their officers, directors and employees as additional insureds (the "Insured's") for the full policy limit; (3) provide for a waiver of subrogation with respect to any additional insured's; (4) specifically state the indemnification agreement of this contract is insured as a contractual obligation for the insurer; and (5) provide that the insurer shall give LAZ at least sixty (60) days advance written notice, by certified mail, return receipt requested, of any adverse change, or any cancellation or non-renewal of such insurance and that any adverse change, cancellation or non-renewal shall not apply to the interest of the additional insured for sixty (60) days following receipt of such notice.

The Consultant will provide LAZ with a Certificate of Insurance evidencing the maintenance of the insurance required above. The Certificate of Insurance shall (1) show the total limit of liability of all policies; (2) reference this contract on the Certificate of Insurance; and (3) be signed by an authorized representative of the insurance carrier.

NOTIFICATION LIST OF CERTIFICATE OF INSURANCE POLICY

II. Notice: Any notice to be served pursuant to this contract shall be delivered by either (i) electronic mail, (ii) personal delivery, or (iii) U.S. Certified Mail, Receipt Requested, postage pre-paid, addressed as follows:

If Electronic Mail:

Rasha Hussein
Director of Operations/Claims & Safety
LAZ Parking NY/NJ
RHussein@LAZParking.com

If Personal Delivery/Certified Mail:

LAZ Parking New York/New Jersey LLC.
333 West 39th Street Suite 602
New York, NY 10018
Attn: Rasha Hussein, Director of Operations/Claims & Safety

With a copy to:

LAZ Parking LLC.
15 Lewis Street, 5th Floor
Hartford, CT 06103
Attn: Henry Pierz, Deputy Treasurer

Section Four: Contractor's Qualification Statement

SUBMITTED TO:

SUBMITTED BY:

Firm: _____

Address: _____

City: _____

State: _____

PROJECT: _____

Zip: _____

Phone: _____

HAS FIRM EVER WORKED FOR THIS OWNER ON OTHER PROJECTS?

Yes ☐ No ☐

TYPE OF FIRM:

- | | | | |
|--------------------------------------|--------------------------------------|--|--|
| <input type="checkbox"/> Corporation | <input type="checkbox"/> Partnership | <input type="checkbox"/> Individual | <input type="checkbox"/> Other (provide explanation) |
| <input type="checkbox"/> Closed Shop | <input type="checkbox"/> Open Shop | <input type="checkbox"/> Minority Business Enterprise | |
| | | <input type="checkbox"/> Woman Owned Business Enterprise | |

Type of MBEWBE certification: _____

If your organization is a corporation, answer the following:

Date of incorporation: _____

State of incorporation: _____

President's name: _____

Vice-president's name(s): _____

Secretary's name: _____

Treasurer's name: _____

If your organization is a partnership, answer the following:

Date of organization: _____

Type of partnership (if applicable): _____

Name(s) of general partner(s): _____

If your organization is individually owned, answer the following:

Date of organization: _____

Name of Owner: _____

Years in business as Contractor under present firm name: _____

Under what other or former names has your organization operated?

Number of Employees: _____ Office: _____ Field: _____

TYPE OF WORK:

Structural Restoration ☐ Masonry Restoration ☐

☐ Other ☐

☐ _____
(Please specify)

Name:	Title	Yrs w/ Firm	Yrs Experience
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[illegible]

OFFICERS, PARTNERS OR OWNERS AND CUSTOMER SERVICE EXPERIENCE:

Project	Owner's Representative & Phone Number	Contract Amount
---------	---------------------------------------	-----------------

	\$
	\$
	\$
	\$
	\$

Last year's billing: \$

Average annual billing for customer service/call center contracts: \$

Project	% Complete & Completion Date	Arch/Engr	Contract Amount
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	\$
	\$
	\$

	\$
	\$
	\$
	\$
Total projects under contract: (including those not listed above)	\$

CURRENT PROJECTS ON WHICH FIRM IS A CANDIDATE FOR CONTRACT AWARD:

HAS FIRM EVER FAILED TO COMPLETE A CONTRACT? Yes ☐ No ☐

HAS ANY OFFICER, PARTNER OR OWNER OF FIRM EVER BEEN AN OFFICER, PARTNER OR OWNER OF ANOTHER FIRM WHEN IT FAILED TO COMPLETE A CONTRACT? Yes ☐ No ☐

HAS FIRM HAD ANY SUB-CONTRACTOR FAIL TO COMPLETE A CONTRACT IN LAST FIVE YEARS? Yes ☐ No ☐

ARE THERE ANY JUDGMENTS, CLAIMS, ARBITRATION PROCEEDING OR SUITS PENDING OR OUTSTANDING AGAINST FIRM OR ITS OFFICERS? Yes ☐ No ☐

HAS FIRM BEEN A PARTY TO ANY LAWSUITS IN LAST FIVE YEARS? Yes ☐ No ☐

(if answer to any of above questions is yes, provide explanation)

REFERENCES:

Banks:	Account Numbers:

	Agent	Phone Number
Insurance Company:		

Bonding Company:	

Suppliers:	

Other: _____

FINANCIAL STATEMENT:

C.P.A. Firm: _____

Attach a financial statement, preferably audited, including your organization's latest balance sheet and income statement showing the following items: assets, debts, and unencumbered net worth.

Is the attached financial statement for the identical organization named on page one?

Yes ☐ No ☐

If not, explain the relationship and financial responsibility of the organization whose financial statement is provided (e.g., parent-subsidiary).

THE ANSWERS TO THE FOREGOING QUESTIONS AND ALL STATEMENTS HEREIN CONTAINED ARE TRUE AND CORRECT

Firm: _____

By: _____

Signature: _____

Title: _____

Date: _____

(corporate seal)

Attest: _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

State of _____ County of _____

of _____ and that the answers to the foregoing questions and all statements therein are true and correct.

(Notary Public)

My commission expires: _____

Bid Guarantee

The information in this proposal is correct to the best information, knowledge and belief of the undersigned.

Contractor

Signature

Title

Witness

Address

State of _____, County of _____.

On this _____ day of _____, 20__ before me personally known who did depose and say that he_of
, The Corporation/Partnership/Individual described in and which executed the foregoing instrument and
that such instrument is duly on behalf of

Notary Public

Section Five: Scope of Services to Provide Customer Service/Call Center Services for NYCHA Parking Locations

I. Introduction and Project Objective

The New York City Housing Authority (NYCHA), the largest public housing authority in North America, was created in 1935 to provide decent, affordable housing for low- and moderate-income New Yorkers. NYCHA is home to 1 in 17 New Yorkers, providing affordable housing to 528,105 authorized residents through public housing and Permanent Affordability Commitment Together (PACT) programs as well as Section 8 housing. NYCHA has 177,569 apartments in 2,411 buildings across 335 conventional public housing and PACT developments. In addition, NYCHA connects residents to critical programs and services from external and internal partners, with a focus on economic opportunity, youth, seniors, and social services. With a housing stock that spans all five boroughs, NYCHA is a city within a city.

LAZ Parking is requesting proposals for Customer Service/Call Center services from recognized agencies (the “Provider”). Customer support of NYCHA parking locations (“Locations.”) will occur five (5) days per week, two hundred and sixty (260) days per year. Provider will need to allocate at least two hundred (200) hours per week utilizing five (5) agents during one (1) shift per day, totaling ten thousand four hundred (10,400) hours per year. As part of the RFP process, submitting parties shall include their proposed staffing schedule along with hourly rates for all agents to be deployed during scope of services.

The Provider will be expected to provide operational support, assistance, and guidance to customers on a daily basis. Customer service is critically important to meeting business goals and objectives, as well as ensuring the customers have a positive experience with your company. The primary roles of the customer service representatives deployed by the Provider selected will be to interact with customers to address their concerns, answer their questions, and assist them with their needs. Provider agents will answer customer phone calls and emails responding to customers’ questions and concerns. Customer service representatives will listen to customer concerns, answer customer questions and provide information about the products and services provided. Customer service representatives may also take orders and set up new customer accounts. This service will be a prominent customer-facing role.

II. Facilities

The Locations where services are to be provided are located at all NYCHA parking facilities throughout the New York City area, including Manhattan, Brooklyn, Queens, The Bronx, and Staten Island.

III. Scope of work

Service responsibilities and expectations for the Provider selected:

- Greet customer by name, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base.
- Be professional, courteous, and tactful to customers always.
- Provide introductory information to new customers.
- Ensure that customers are satisfied with our parking products and services.
- Alert customers to additional products or services that may be available.

- Strive to communicate helpful solutions and provide exceptional service to customers.
- Determine the quickest, most effective way to answer or respond to customer questions.
- Maintain expert knowledge about the parking and enforcement operation and communicate accurate information about applicable policies, rules, and regulations.
- Respond to customer phone calls, voice messages and emails promptly.
- Guide customers through the permit application, extension, and cancellation process.
- Adhere to established policies and standardized responses when addressing routine inquiries.
- Help customers navigate NYCHA's parking website and proper use of Company and third-party apps and payment systems.
- Diffuse and de-escalate potential conflicts or other difficult customer-service related challenges.
- Escalate queries and concerns that you are unable to address.
- Log customer contact information and enter data into the call log/tracking system.
- Maintain and update all customer accounts and databases.
- Collaborate with other customer service/call center team members to find appropriate solutions and improve customer service.
- Review established KPI's to improve performance and drive results.
- Perform other related duties as assigned.
- Utilizing guest feedback, recommend process improvements and system enhancements to Management that improve the guest experience.

The Provider shall utilize agents with the following minimum requirements, experience, and skillset:

- Reliable transportation to and from work.
- High school diploma or GED
- Strong customer service experience.
- Willingness to be flexible
- Ability to handle challenging and at times, emotionally charged situations.
- Ability to speak, read, and comprehend the English language. Spanish speaking also preferred.
- Must be able to make decisions independently and stay firm on decisions made (not easily persuaded).

IV. Special Instructions

The contract for customer service/call center services is expected to be awarded within four (4) weeks of the deadline for proposal submissions. There may or may not be interviews scheduled after receipt of proposals and the lowest bidder will not necessarily be awarded the contract. The contract will be cancellable for default with a thirty (30) day cure period and must be assignable to any future operator of the Garage without additional charge for changes in certificates of insurance or other administrative matters.