

## **Questions and Answers**

### **General Questions**

1. What is the yearly revenue coming from the parking transactions?
  - a. Fiscal Year 2014-2015 (June-July) the City's revenues for parking were as follows:
    - Parking Meters: \$3,119,081
    - Parking Enforcement: \$2,032,418
    - Parking Garages \$1,312,518
2. What are the City's parking rates?
  - a. On-street meters: \$2.00 per hour; 2 hour limit  
Off-street garages: \$0.50 per hour; 1st hour free; open 24 hours
3. Are you willing to have a turnkey project with a fixed price, a charge per transaction or a Revenue Share model?
  - a. The City will evaluate each pricing model proposed.
4. In the RFP only the costs are mentioned but, are you asking for a specific format on how to send the pricing?
  - a. No.
5. "Respondents must demonstrate the system allows a driver located at a point of service parking space or in transit to a parking space to: use any other telephone than a primary cell phone to start a transaction" Are you asking if a user can call our company and start a parking transaction over the phone, if his primary phone is not working?
  - a. The user needs to be able to locate a parking space and pay for parking by using his or her phone.

### **Payment Gateway**

6. What bank handles the City of Walnut Creek's merchant account? Will alternative options (different bank processors) be considered if they are proven to be more cost-effective and safer for the City?
  - a. US Bank. Alternative solutions are not preferred.
7. Is the city paying for the credit card transaction costs or should be assumed by the contractor?
  - a. The City will evaluate options outlined in the proposal.
8. Do you have a preferred payment gateway?
  - a. The City uses SIX Card Solutions as its payment gateway. The City does not wish to change payment gateways.
9. Could you share the name and information about your payment processor? Could we use other payment processor or payment gateway?
  - a. TSYS Merchant Solutions. The City does not wish to change payment processors.

10. Can the City clarify the requirement “Split a parking transaction between multiple accounts?”
  - a. The City would like two customers to be able to split the cost of parking much like car sharing apps allow two passengers to split the cost of a shared ride. This is desired not mandatory.

#### **On-street meters**

11. What types/models of meters do you use?
  - a. The City uses single and multi-space IPS Smart Meters.
12. Does our pay-by-phone App need operate alongside your multi-space meters or do you mean that our internal software system can integrate with your multi-space meter internal software system?
  - a. The City would prefer the pay-by-phone app software to integrate with our meter software.

#### **Off-street garages**

13. How many garages does the City have?
  - a. The City has three garages. All three have gated entrance and exit mechanisms.
14. Do the garages in the scope of the project include in the entrance a code reader infrastructure?
  - a. No.
15. What companies will we need to integrate with?
  - a. Scheidt and Bachman Parking Systems handles the transaction data for the parking garages. LAZ parking operates all three garages.
16. Is it the City’s expectation for the respondent’s solution to have the ability to open the gates in garage locations?
  - a. No.

#### **Enforcement**

17. What hand-held ticketing equipment is currently used by the City? Will you continue to use your own equipment? Does it work based off of license plate number or meter spot number (or both)? How many agents do you have working at the same time on the streets?
  - a. The City is using Andriod Samsung Galaxy Note 5 Handheld ticket writers with Zebra iMX320 Printers. The City will continue to use this equipment. The vendor is Data Tickets. It’s based on license plate and meter number. The number of public service officers varies based on operational need.
18. Can the City clarify what it means by the requirement “The system allows definition of enforcement routes”?
  - a. The system should be able to integrate with the enforcement system by identifying which meter is expired and which meter is paid along the route where the public service officers travel. The enforcement route includes the locations of the meter (s).

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19. Are the enforcement application and devices in the scope?
  - a. No.
20. Do you have all the citations issued available to access via API or other integration method in the enforcement system?
  - a. Yes.
21. What does “*set grace period for enforcement*” mean?
  - a. This is not a requirement
22. What does “*system records and reports on rejected transactions*” mean?
  - a. The system should be able to record and report rejected transactions to our public service officers so they are aware of incomplete transactions when there are disputed tickets. The report would include customer information, license plate number, meter number, time of day of occurrence, type of rejection (for example incorrect credit card number, poor connection etc).

### **Park Me**

23. Do we need to integrate with ParkMe?
  - a. The capability to integrate with ParkMe is desired but not required.
24. Would the City allow the use of another parking reservation service other than ParkMe to be used in the garages and off-street lots? Could we use our own reservation system?
  - a. The City will evaluate other parking reservation systems that are included in the proposal.
25. How far in advance does the City want parking reservations to be possible?
  - a. The City will evaluate all options of parking reservation timing.

### **City Contracts and Insurance**

26. Are we required to provide evidence of the Walnut Creek Business License as part of our response to the RFP or are we permitted to obtain this business license after being awarded the RFP and before contracting is finalized (between February 27 and March 24)?
  - a. The Business license is not required as part of the RFP process.
27. Regarding the Insurance Requirements from the City’s standard contract agreement (Appendix A) - are the scope and limits of insurance coverage negotiable?
  - a. The insurance requirements outlined in the City’s standard contract agreement (Appendix A) are standard and not negotiable.
28. Regarding the Verification of Coverage section from the city’s standard contract agreement (Appendix A) - this section specifies that we are to furnish the city with insurance certificates prior to work commencing – does that mean we are required to provide proof of such insurance coverage along with our proposal response (pre February 26<sup>th</sup>) or can it simply be before contracting (pre March 25<sup>th</sup>)? Please clarify.

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- a. The vendor will be required to present proof of insurance before March 25th. Insurance is not required when submitting proposals.
- 29. The table of contents in the RFP lists 14 sections, however, the RFP only contains 13 detailed sections, ending with “General Requirements.” It seems that “Insurance Requirements” from the table of contents is not included – was it supposed to be? If so, can you please provide that section’s detail?
  - a. The insurance requirements are contained within Appendix A the City’s standard contract agreement.