

The Philadelphia Parking Authority
701 Market Street, Suite 5400
Philadelphia, PA 19106

RFP No. 22-01
Mobile Parking Payments 2022
Addendum Two

To: See Email Distribution List

From: Mary Wheeler
Director of Procurement

Date: March 18, 2022

No Pages: 2

This addendum is issued on March 18, 2022 prior to the proposal due date to add, delete, modify, clarify and/or to respond to questions submitted by prospective offerors regarding the work included in the above referenced solicitation.

QUESTIONS

- 1. Question:** In the RFP you state, Offerors are to provide a summary of their experience providing a mobile parking payment system and associated services as described in the Work Statement. Offeror must have a minimum of three (3) years of experience operating a mobile parking payment program that includes at least two municipal on-street parking systems in North America that have been operating for a minimum of two (2) years.

We are a 42-year-old Parking company that is based in Spain, we have over 200+ cities in Europe and South America operating a mobile parking payment program both on-street and off-street. We are now in 9 countries worldwide and came to the US in the fall of 2019. With the Pandemic hitting, we focused mainly on Operators vs Municipalities. We have references but not municipal in North America. My question was if you could wave this requirement.

Response: The Authority chooses to keep this a requirement due to the many tariffs and zones that would be utilized for this program. We are looking for a vendor with current experience in this market.

- 2. Question:** Regarding the requirement to maintain a local field office, referenced in Part IV Work Statement, IV-1 Objectives, B. Specific, our solution is a software as a service, accessible via the internet. No infrastructure is required for implementation. Would we still be required to maintain a local field office?

Response: It is the Authority's experience that a transition of this size and complexity requires frequent, in-person collaboration between Offeror staff and Authority staff. As it states in the RFP document, until the system is fully implemented, Offeror must maintain a local field office. Once the system is deemed to be fully functional, the requirement no longer applies.

- 3. Question:** Please provide more context for "6. Please provide a list of available fields that will be captured for reporting purposes", referenced in Part IV Work Statement, 5. Back-End Use/Reporting. What reporting fields are the Authority looking for?

Response: Section #5 of the RFP document Work Statement features a comprehensive list of reporting requirements. The Authority expects to be able to access all data points pertaining to the meterUP program.

4. **Question:** Could you please expand on what business licenses or licenses in general are expected from us before and after contract award?

Response: Please refer to the language below, as found in Part 1, section 13, of the RFP document.

I-13. Business Licenses:

The proposal should include the Offeror's Philadelphia Commercial Activity License (formerly Business Privilege License) number and the Offeror's Federal Tax ID number if the Offeror is seeking representation of the Authority in Philadelphia. If the Offeror does not currently have a Philadelphia Commercial Activity License, it must obtain one no later than five business days after the Board awards the contract. If the Offeror does not believe that it needs a Philadelphia Activity License, an explanation with references to statute and/or the Philadelphia Code should be included with the proposal.

5. **Question:** Regarding the requirement in Part IV Work Statement, 2. Front-End Users/Customer Service: "2.10. The Offeror will charge customers a convenience fee to recoup sign/graphic decals production and installation costs, credit card processing fees, enforcement integration, monthly data plans for 350 enforcement handheld devices, ongoing program development, and other costs. The fee must be clearly communicated at registration and at time of transaction. The Offeror cannot make any changes to the convenience fee, or add any additional fee, for the term of the contract without the written approval of the Authority." Could you please elaborate on what is involved with the monthly data plan for the 350 enforcement handhelds? Would we need to cover the cost, and if so, what would that cost be?

Response: Yes, the successful Offeror would need to cover the cost of the data plans. The current data plans are provided by Verizon at a monthly rate of \$10.00 per device for 25MB of data.

6. **Question:** Please clarify the expected cost regarding Part IV Work Statement, 7. Signs/Decals, 7.5 "The Offeror will keep a local printing contract with an Authority approved printer for the replacement of damaged location/meter decals. Replacement or additional decals will be delivered to the Authority's designated personnel person no later than 14 days from requests for the same."

Response: The Authority will respond to this question in Addendum #3.

7. **Question:** Please provide clarification on insurance requirements. Are the requirements listed adjustable based on what insurance coverage vendors/contractors currently have?

Response: No, the insurance requirements in Appendix C are not adjustable, they are hard requirements. If you would like to request a waiver for an insurance requirement, please submit that request during the question period and allow the Authority to respond via addendum. **Insurance requirements will NOT be negotiated once the question period closes on Wednesday, March 23, 2022 at 12:00 PM.**

8. **Question:** Please provide more details regarding the requirement in Part IV Work Statement, 5. Back-End Use/Reporting, 4. Minimum Reporting Requirements, K: "Customer issue correspondence report that includes all correspondence and attachments used to remediate or report an application or support issue."

Is the Authority asking for: 1. All correspondence for all Parkers that reach out to us in a single report? (conversation thread, and all attachments); 2. All correspondence for a single user? (conversation thread, and all attachments); or 3. An aggregate report of the types of issues that parkers reach out to us about concerning this Vendor?

Response: The Authority will respond to this question in Addendum #3.

END OF ADDENDUM TWO