

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

**RFP No. 22-01  
Mobile Parking Payments 2022  
Addendum Three**

To: See Email Distribution List

From: Mary Wheeler  
Director of Procurement

Date: March 31, 2022

No Pages: 7 plus Appendix A and Appendix B

This addendum is issued on March 31, 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:** 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 currently maintains 1791 multi-space parking kiosks. This number is subject to change at the discretion of the City of Philadelphia. Each kiosk is fitted with two (2) 8” x 17.5” decals that have been produced in the past at a unit cost of approximately \$11.00. Each kiosk also has one (1) 22” round “lollipop” sign that attaches to a metal pole at the kiosk. Offeror is required to provide two (2) overlays for each metal “lollipop” sign. Expected cost for these overlays is unknown. Each parking zone features a minimum of two (2) 12” x 18” metal signs that are attached to metal poles on the block face. Offeror is required to provide two (2) overlays for each metal 12” x 18” sign. Expected cost for these overlays is unknown.

- 2. 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 anticipates utilizing #3, but is open to other suggested reports.

3. **Question:** 1. What was the total annual parking revenue (meters and mobile app) for each year for FY'20 – FY '21? What do you think would be the expected value for the coming year?

**Response:** FY 2020 total meter revenue was approximately \$38M. FY 2021 total meter revenue was approximately \$20M. FY 2022 total meter revenue is expected to be approximately \$32.5M. Total meter revenues are sitting at about 85% of pre-pandemic levels. This percentage is slowly increasing on a monthly basis.

4. **Question:** Tab K of the RFP mentions that the - 'successful Offeror, prior to the commencement of work under the contract, will be required to furnish a faithful Performance Bond in an amount of \$2,000,000; said bond must be from a surety company satisfactory to the Philadelphia Parking Authority and qualified to do business in Pennsylvania. The surety executing the bonds must be included in the listing of acceptable sureties contained in Treasury Department Circular 570, as most recently revised, and the amount of the bond must not exceed the underwriting risk of such surety forth in said circular or revision thereof. The Surety executing the bonds shall have a minimum A.M. Best Rating of A-; Class VII or higher. Should any surety upon such bonds become unsatisfactory to the Philadelphia Parking Authority, the contractor must promptly furnish such additional security as may be required from time to time to protect the interests of the Philadelphia Parking Authority.' Also the city asks for the small business procurement initiative certificate. Considering the requested financial status and that the vendor will not be paid upfront for their equipment or services, will the City consider removing this requirement of the performance surety bond?

**Response:** The Bond requirement remains unchanged.

5. **Question:** Given the quick turnaround time between Q&A responses being released and the proposal deadline, would the PPA consider extending the deadline to leave ample time between Q&A responses and submissions to allow for vendors to submit the most comprehensive response possible?

**Response:** The proposal due date remains unchanged.

6. **Question:** Can the PPA clarify what it means by public right-of-way signs? Does this type of signage need to address anything outside of parking instructions?

**Response:** No.

7. **Question:** Can the PPA provide daily, weekly, monthly, quarterly, and yearly call volumes it currently receives for end users (parkers)?

**Response:** The Parking Violations Branch received 339,689 calls in 2021. This is regarding all ticketing and other issues, not just meterUP questions.

8. **Question:** Can the PPA provide daily, weekly, monthly, quarterly, and yearly support ticket volumes it currently receives for end users (parkers)?

**Response:** The Authority does not record support ticket requests. Technology inquiries from end users are handled by the current Mobile Parking Payment vendor.

9. **Question:** Can the PPA provide daily, weekly, monthly, quarterly, and yearly evening and weekend call volumes it currently receives for end users (parkers)?

**Response:** The Parking Violations Branch received 339,689 calls in 2021. This is regarding all ticketing and other issues, not just meterUP questions.

10. **Question:** Can the PPA provide a breakout of the types of call and support ticket requests it expects vendors to cover for end users (parkers)?

**Response:** Most request topics can be found by accessing the meterUP FAQs at <https://philapark.org/meterup-faqs/>.

**11. Question:** Does the PPA expect vendors to only address technical and/or app-related issues for end users (parkers)?

**Response:** The Authority expects the vendor to address all issues that end users may encounter.

**12. Question:** If the PPA would like vendors to provide end-user support outside of technical and/or app-related issues, can the PPA please provide details on those types of calls/support tickets?

**Response:** The vendor should be prepared to handle any type of assistance that is needed from end users.

**13. Question:** Can the PPA provide daily, weekly, monthly, quarterly, and yearly call volumes for the support currently provided to PPA by the incumbent?

**Response:** This information is not available.

**14. Question:** Can the PPA provide daily, weekly, monthly, quarterly, and yearly support ticket volumes for the support currently provided to PPA by the incumbent?

**Response:** This information is not available.

**15. Question:** In Section 5.6 - 2, the PPA refers to Customer Demographic data. Outside of being able to easily identify unique end users for support purposes, can the Authority please provide details on how other demographic data will be used?

**Response:** This is for the Authority's use only; no information will be shared with any other parties.

**16. Question:** The RFP's Specific Objectives require that "Until the System is fully implemented, Offeror must maintain a local field office where employees or agents that appear each day to work and are assigned to fulfill the terms of this contract. This office must be located within 30 miles of the Authority Headquarters, currently at 701 Market Street, Philadelphia PA 19106." Would the PPA accept a mutually agreeable cadence of on-site training and project management throughout the implementation in lieu of a local field office?

**Response:** The field office requirement will not be removed or adjusted.

**17. Question:** What are the current Client support coverage requirements for regular business hours when paid parking is available, with no 24x7 coverage available now? Would it be considered acceptable to provide live agent Client support Monday - Friday from 8a - 7p EST?

**Response:** Offeror must provide 24/7 System support for the Authority. Authority must have access to a Live Call Center.

**18. Question:** What are the Client Support evening and weekend coverage requirements for the current provider?

**Response:** Current provider offers 24/7 System support for the Authority and the Authority has access to a Live Call Center.

**19. Question:** How would the PPA like to receive pricing for optional or value-added services?

**Response:** The Authority will not be considering options that are not mentioned in the RFP document work statement. If an Offeror wishes to mention potential value-added services and costs they may do so in Tab F – Technical Response.

**20. Question:** If the PPA intends to keep the MeterUP app name and branding, what is the purpose of a promotional video for a program that already exists? Would the PPA consider alternative promotional marketing tools to raise awareness and utilization of the MeterUP app?

**Response:** The current promotional content is provided by the incumbent, and therefore would need to be updated. In addition to an updated promotional video, the Authority is open to reviewing other suggested marketing tools.

**21. Question:** Outside of the enforcement integration with Duncan, are there any other systems (either current or future) that would need to be integrated with Mobile Parking Payments?

**Response:** The enforcement integration is with Civic Smart (Duncan Solutions' current subcontractor). Future integrations are unknown at this time, but one example could be PARCS equipment (currently Zeag).

**22. Question:** Is there any cost that the PPA is currently incurring that is associated with Mobile Parking Payments? If so, please detail those costs.

**Response:** The Authority is not currently incurring any costs.

**23. Question:** Does the PPA have the ability to extend its contract with its current provider? From a legal standpoint, what is the maximum length of time the current contract can reach?

**Response:** The current contract expires September 14<sup>th</sup>, 2022.

**24. Question:** Does the PPA have any interest in offering additional payment applications outside of the MeterUP application?

**Response:** No, not at this time.

**25. Question:** Page 11 - Part III-4 Criteria for selection - What is the official Disabled Business Enterprise subcontracting goal for this project?

**Response:** Goals have not been established for this solicitation.

**26. Question:** Page 17 - Parag 2.10 Monthly Data Plan for 350 Handhelds - What is the average data consumption per device per month for your current handhelds?

**Response:** The average consumption is generally in the range of 20MB-25MB per month.

**27. Question:** Page 19 - Parag 5.4 - Offeror will assume the role of MOR - Can the Authority provide the number of MeterUP transactions per month in 2021 and the average value of MeterUP transactions per month in 2021?

**Response:** Average # of transactions per month is 539,000. Average value per transaction is \$2.94.

**28. Question:** Page 22 - Section 7 - Signs/Decals - Are vendors required to provide replacement decals and signage for all parking locations at the beginning of the project or only when a sign or decal needs to be replaced?

**Response:** All signs and decals are due upon program implementation. Parking zones will not be activated without updated signage.

**29. Question:** Page 22 - Section 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 - Can the Authority provide a contact list of approved printers?

**Response:** The Authority does not have a list of approved printers.

**30. Question:** Page 2 - Due Date - We are respectfully requesting an extension in order to properly evaluate possible subcontractors and coordinate our response with those subcontractors.

**Response:** The proposal due date remains unchanged.

**31. Question:** Will the PPA consider removing the requirement for a performance bond? If not, will the Authority accept an annual performance bond with a depreciating value over the term of the contract?

**Response:** The Bond requirement will not be removed or adjusted.

- 32. Question:** What is the average parking transaction dollar amount?  
**Response:** \$2.94
- 33. Question:** What is the PPA’s current card-not-present payment processing rate?  
**Response:** Please see attached file “*CNP Interchange PPA – Feb2022*”, Appendix A. Appendix A is attached to the email that delivered this addendum.
- 34. Question:** How many days of the week is paid parking enforced?  
**Response:** Metered parking is enforced seven (7) days per week.
- 35. Question:** Are the PPA’s zones license plate-based or space-based?  
**Response:** Please reference the “Background and Current Conditions” section found on page 12 of the RFP document.
- 36. Question:** Does the PPA utilize a “wallet program” with their existing mobile parking payment provider?  
**Response:** Not at this time.
- 37. Question:** Regarding Work Statement Requirement 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.”* Can the PPA confirm that the selected Mobile Parking Payment vendor will be responsible for covering the costs for enforcement handheld device data plans?  
**Response:** Yes, that is correct.
- 38. Question:** Regarding Work Statement Requirement 9.1 *“It is the intent of the Authority that the Offeror assume all responsibility for the total cost of integration; credit card processing fees, on-going service costs, cost of any equipment and software, (including parking enforcement software) ....”* Can the PPA confirm that the selected Mobile Parking Payment vendor will be responsible for the costs of parking enforcement software?  
**Response:** If additional enforcement software is required to enable integration with the enforcement system provider, the selected Mobile Parking Payment vendor will be responsible for all additional costs associated with that integration. Additional enforcement software is not part of the current integration.
- 39. Question:** Regarding Work Statement Requirement 5.2 *“The Offeror will provide secure access for authorized Authority personnel to the Offeror’s web-based reporting application to provide financial accountability, reporting, ad hoc querying, revenue reconciliation, and summons adjudication. Accessed data should never include the following cardholder data elements; Primary Account Number (PAN), Service Code, Expiration Date or Sensitive Authentication Data. Data will be available 24/7/365.”* Is the PPA requiring that a Vendor’s system provide the ability to perform adjudication functions? Or is this referring to the ability to pull information from a Vendor’s system to support adjudication processes?  
**Response:** Provide the ability to pull information from a vendor’s system to support the adjudication process.
- 40. Question:** Regarding Work Statement Requirement 3.15: *“The Offeror will ensure that pertinent transactional data is instantaneously transmitted to multiple Authority users based on industry accepted secure communication methods and protocols as approved by the Authority.”* Can the PPA clarify what is meant by “multiple Authority users”? Is this referring to sharing transaction data with enforcement officers in the field?

**Response:** That is correct. This is a reference to the transmission of parking rights from the mobile payment application to the enforcement handheld devices.

**41. Question:** The RFP's General Objectives state the Authority's goals for the mobile parking payment program are to *"Select an Offeror that provides 24/7 System support for the Authority. Authority must have access to a Live Call Center."* Can the PPA confirm if this is referring to 24/7 support of the City's customers that will be using the app?

**Response:** No, this refers to the ability of Authority staff to contact the service provider.

**42. Question:** Regarding Work Statement Requirement 5.6: *"The Offeror will provide the Authority reports in a form and format determined by the Authority that detail the following: Minimum Customer Transaction Data: Each customer transaction should include but not be limited to: requested start and stop date and time and actual start and stop date and time."* Can the PPA further explain what is meant by "requested" start/stop time?

**Response:** Philadelphia offers the ability to stop a mobile parking payment session. The "requested" time is the original parking payment transaction (example: 2 hours of paid parking). The "actual" time is the total duration of the paid parking session (example: 2 hours of paid parking; user stopped the parking session after 45 minutes; "actual" time is 45 minutes).

**43. Question:** The RFP's General Objectives state the Authority's goals for the mobile parking payment program are to, *"Employ a System where rates and operational schedules can be programmed and re-programmed in a flexible and ad-hoc manner that does not require any system down-time."* Can the PPA provide an expectation for the frequency of rate and operational changes needing to be programmed/re-programmed? Can the PPA provide a log of past rate changes/programming requests?

**Response:** The frequency of rate and operational changes cannot be determined as the orders are determined by Philadelphia City Council for On Street parking zones. In an average year, there may be 2 or 3 rate/programming changes requested, but this does not preclude the City from requesting more than that. Off Street parking zone rates are reviewed periodically by Authority staff and adjustment recommendations are provided to the Board of Directors for approval.

**44. Question:** Can the PPA provide a list of parking zone numbers that are currently in use in Philadelphia?

**Response:** Please see attached file *"Updated Meter List 3-15-2022"*, Appendix B. Zone numbers can be found in the "PBC Zone" column. Please note that there are two tabs in the worksheet. Appendix B is attached to the email that delivered this addendum.

**45. Question:** Regarding Work Statement Requirement 2.5: *"Offerors are strongly encouraged to provide bi-lingual customer service representatives to assist non-English speakers with registration and user issues. The Offeror shall document and track customer service calls and provide daily reports to the Authority, or as otherwise determined necessary by the Authority."* Can the PPA confirm bi-lingual support is referring to Spanish?

**Response:** Yes, that is correct.

**46. Question:** Workers Compensation and Employers Liability: our company operates in British Columbia, Canada, so our employees are in BC as well. We have under 10 employees in US in total. US Workers Compensation is not needed due to the location of our operations. Are we able to provide you with a clearance letter from WorkSafeBC specifying that our firm is active, in good standing, and has met regulatory requirements in BC (we usually provide this to our clients) and waive the Workers Compensation and Employers Liability coverage?

**Response:** No. Any US based payroll needs to be protected by traditional US Workers' Comp program.

- 47. Question:** We do not have Longshoremen's and Harbor Workers' Coverage and these are not applicable to our types of services; can these be waived?  
**Response:** Yes, this requirement is waived.
- 48. Question:** Can we waive the fire damage specification under the CGL coverage? We have a separate general property insurance covering the property we have interest in, so this is not needed. Please let us know if you would like proof of this property insurance instead.  
**Response:** No. This coverage pertains to a vendor's legal liability for damage to PPA property.
- 49. Question:** We are a SaaS company so we do not have or need a general "automobile liability", but we do have non-owned vehicle coverage for \$1,000,000; can we just provide non-owned vehicle coverage under our CGL policy alone and waive other auto coverage requirements?  
**Response:** No.
- 50. Question:** We do not have any excess or umbrella liability insurance. Can we ask for a waiver for these coverages?  
**Response:** No.
- 51. Question:** Professional Liability/Technology Errors and Omissions: We have a Professional Liability (E & O) coverage and Cyber insurance coverage (two separate insurance providers and policies); can we provide you with both coverages but lower the amount of each policy to 2 or 3 mill limit?  
**Response:** No.
- 52. Question:** We do not have an Installation Floater policy, it is not applicable to our services; can this be waived?  
**Response:** Yes.
- 53. Question:** We do not have a Builders Risk policy, it is not applicable to our services; can this be waived?  
**Response:** Yes.
- 54. Question:** We can add Philadelphia Parking Authority and its agents and employees as additional insureds under our CGL policy. Can we waive this requirement for other insurance coverages?  
**Response:** Specific insurance coverages requiring the Philadelphia Parking Authority and its agents to be added as additional insureds are identified in the RFP and cannot be waived.
- 55. Question:** Waiver of Rights of Recovery and Waiver of Rights of Subrogation section: can we limit this section 11 (appendix C) to the CGL policy coverage alone and waive it for other insurance coverages listed?  
**Response:** No.
- 56. Question:** Can we waive the requirement about subcontractors having to have the same insurance coverage? We do not have subcontractors under this contract.  
**Response:** No.

**END OF ADDENDUM THREE**