

**PARKING MANAGEMENT RFP 11-05-01
ADDENDUM #1**

The following questions have been submitted from various potential proposers and have been combined with duplicates deleted.

1. Please provide the current staff by Job Title and applicable rates of pay and benefits provided to each from the Town.

R. Position	Hourly Salary	Approximate Annual Benefits
Parking Enforcement Officer	\$16.68/hr	\$11,455.28
Parking Enforcement Supervisor	\$27.77/hr	\$16,067.78
Parking Technician (Meter)	\$19.48/hr	\$12,056.03
Parking Enforcement Officer	\$17.64/hr	\$14,572.38

2. Please provide a staffing schedule for the current collections and maintenance operations.

R - Table 1 – Staffing Hours

	Sun.	Mon.	Tue	Wed	Thu	Fri	Sat	Total Hours
Parking Supervisor			9 AM - 5:30 PM	9 AM - 5:30 PM	40			
Enforcement Officer #1	8 AM - 4:30 PM		2 PM - 10:30 PM	2 PM - 10:30 PM	4 PM - 10:30 PM			30
Enforcement Officer #2	2 PM - 12:30 AM					2 PM - 12:30 AM	2 PM - 12:30 AM	30
Meter Technician	6:30 AM - 1:30 PM	6:30 AM - 1:30 PM		10 AM - 2:30 PM		6:30 AM - 1:30 PM	6:30 AM - 1:30 PM	30
						Total Hours		130

3. Does the Town desire for the successful Company to accept walk in payments for citations or will the Town continue to accept payments at City Hall by check or money order as it currently does?

R. We are a small town and currently do not accept payment at Town Hall. If we have walk-ins, we will mail their check or money order to the current citation management company. We would prefer to be able to accept walk in payments, including credit cards at the Town Clerk's Office using the contractor's software / terminal or directly into our financial system.

4. What is the current mode of transportation for the parking enforcement officers? Ex: vehicles, bikes, low speed electric vehicles, segways? If so, will they be made available to the successful company?

R. The parking staff uses 3 Ford Ranger pickups and has 3 bicycles available for patrol. This equipment is available for the contractor's use.

5. Please advise regarding no enforcement staffing on Mondays per the schedule provided in the RFP "Table 4".

R. Several years ago, the Town reduced the number of hours of enforcement. We would very much like the contractor to reestablish additional cost-effective hours of enforcement.

6. Is it the Town's desire to have the successful Company count the coins and other revenues collected from the meters and then deposit them into the Town's account?

R. At the current time we do not count coins or bills, however we are open for suggestions in your proposal on how to best accomplish this.

7. What is the current collections process in regards to revenue collections, counting of revenues and safely depositing said revenues.

R. **Single Space Meters** – The money is collected by the Parking Staff and emptied into secure canisters and picked up by Brinks, taken to the bank, counted and deposited.

Multi Space Meters – The bill vaults and coin bags are collected by Parking Staff. Bill vaults are opened by Finance who prepares the deposit slip based upon the information from the machine audit report and places bills in sealed bag. BSO (Broward Sheriff's Office) staff takes the bag to the bank where it is counted and deposited. Coin bags are opened by Finance Staff and emptied into secure canisters, picked up by Brinks, taken to the bank, counted and deposited.

8. Are the single space meters currently audited during collections? If so, can you please provide the current reconciliation process?

R. No.

9. Will the successful company be provided access to the EMS System?

R. Yes. For example, access to the Digital EMS System will allow the contractor to schedule the collection of the pay stations in advance of the fill vaults become full and inoperable.

10. Will there be any reimbursable expense the Vendor should budget for the required parking management office and/or its related expenses for items such as utilities, phone, and internet that will be provided in the Town's office space?

R. Only long distance telephone expense but the billing on that could be simplified by agreeing in the contract to a base amount that would not be reimbursable.

11. Please provide detail and a list of the office equipment and computers that are presently in the required parking management office that the vendor will be allowed to use for the parking management operation.

R. There is an XP computer which will be made available to the contractor, a desk and chair also. The Town will provide an internet connection.

12. Please provide detail and a list of the revenue collection equipment that is presently being used that the vendor will be allowed to use for the parking collection operation.

R – The meter technician uses a Ford Ranger pickup.

13. Please also detail what safes and video surveillance equipment is available in the office. Is there a separate revenue count room in the office that the vendor will be able to utilize?

R. At this time, there is no video equipment. The Town has a drop safe on order. Currently collections from the pay station are taken to a conference room where they're opened by the Finance Director and bank deposits are prepared.

14. Please explain in detail the current vehicle immobilization program being used by the Town. Is there currently a booting program? If so, please explain the system and if any existing boots will be available to the vendor to use in its operation and/or if the vendor will be required to purchase any boots for the system.

R. Town does not use a vehicle immobilization program at this time, but reserves the right to implement one.

15. The RFP indicates the Town desires for the vendor to use electric vehicles for the enforcement team. Should the vendor budget and prepared to purchase those vehicles as well as the repair and maintenance expenses related to those electric vehicles?

R. Yes

16. The RFP indicates the vendor will be allowed to use the current Ford pickup truck for its operation. Should the vendor budget repair and maintenance expenses related to this vehicle?

R. Yes

17. Will the vendor be required to provide automobile insurance coverage for all the vehicles detailed in question six and seven above or will the Town name the vendor as an additional insured on its policy?

R . The contractor should insure.

18. Please provide historical expense data for the repair and maintenance that has been paid for by the Town during the last 12 months for parking meters, battery replacement, mechanism replacement, and meter refurbishment.

R. Approximately \$10,000 for meter parts, supplies and maintenance for single space meters which is expected to decrease as the meters are replaced with pay stations.

19. Please detail how often the Town desires for the vendor to replace the batteries in single space meters.

R. As needed.

20. Please provide historical expense data for the repair and maintenance that has been paid for by the Town during the last 12 months for Digital pay stations, battery replacement, component replacement, and meter refurbishment.

R. All of the Digital pay stations are under warranty and thus there have been no added expenses.

21. Does the Town currently have a warranty program with digital for all of the pay stations? If so, will that be an expense the vendor will be required to pay for in the future? Also, will the vendor be required to pay the Digital EMS connection fees?

R. Yes, if the contractor can obtain a lower price from Digital, we can reimburse the contractor, if not, the Town can pay directly.

22. Are the Digital pay stations currently operating in real-time and if so, are they connected with GSM modem or Wi-Fi cloud?

R. Real time using a cellular connection. The two pay stations at the El Prado Parking Lot use Verizon and the 5 Oceanfront pay stations use T-Mobile. The new pay stations will be order with T-Mobile modems. A Wi-Fi connection may be implemented if it achieves cost savings.

23. Please provide the current citation fine structure and some detail over the past 12 months of the Town's collection percentage for both in-state and out-of-state citations. Does the town currently conduct all aspects of the citation noticing program or is any portion of that subcontracted out to another entity?

R. Duncan Solutions through Professional Account Management LLC manages the Town’s citation program. See the table below for 2 months data.

Professional Account Management LLC (Duncan Sol.)		
	February	March
<u>Citation Revenue</u>	\$18,509	\$25,677
<u>Management Fees</u>		
Autocite Citations (\$2.72 per citation)	\$2,565	\$2,403
Florida DMV Holds	\$245	\$229
Out of State Processing	\$562	\$853
AutoCollect Processing	\$1,224	\$1,136

24. The RFP states on page A-3 that there are five Digital pay stations. Page 2 states there are seven Digital pay stations. Please clarify which is correct.

R. 7 -There are currently 2 pay stations in the El Prado Parking Lot, one in the El Mar Parking Lot and 4 in the Oceanfront Center. We have funds budgeted for next fiscal year (October 1st) to purchase two pay stations for the A1A Parking Lot and one pay station to replace the on street meters on Bougainvilla and Commercial.

25. Can you please provide a detailed list of equipment, furniture, supplies, inventory and tools that the proposer will have access to? Does this include temporary signs and meter bags? (6.A page 4)

R. Per RFP (9. J page 6), successful proposer will be provided an inventory. While the Town currently provides meter maintenance, it will be up to the successful proposer To decide whether the inventory provided is adequate or to provide its own equipment. (12.E page 7) The Town does not currently use have meter bags having a number of replacement meter heads.

26. Is the existing office location accessible to the public?

R. Somewhat. It is not staffed on a regular schedule and the public is not directed to it – the public is directed to the Town Clerk’s Office for assistance.

27. What are the required office hours for public access?

R. None specified. We envision that the contractor would want to continue using the Town Clerk’s Office for initial public contact.

28. Will the proposer be responsible for administering and maintaining the parking permit program?

R. No. We envision the Town Clerk’s Office continuing to administrate that program.

29. Is there auditing equipment available for the single space meters?
R. No
30. Is the proposer responsible for replacing meter posts within the city right of way?
R. Yes
31. Where and what account are the revenues to be deposited?
R. Currently the citation contractor collects the fines and makes deposits in California; the coins and bills are collected and deposited locally in a Town account.
32. Which positions perform the meter collections?
R. The Meter Technician.
33. Can you please provide the total number of parking tickets issued for each 2009 and 2010?
R. FY09 – 9,555; FY10 – 7,647
34. Can you please provide the total parking ticket revenue for each 2009 and 2010?
R. FY09 - \$243,162.40; FY10 - \$220,162.00.
35. Can you please provide the total number of unpaid parking tickets for each 2009 and 2010?
R. FY09- 2,062; FY10- 1,433.
36. Can you please provide the total revenue value of unpaid parking tickets for each 2009 and 2010?
R. FY09 - \$75,354.70; FY10 - \$54,785.10
37. Can you please provide the current parking ticket collection rate?
R. Approximately 75-80%
38. Can you please provide the total dollar value of the backlog of unpaid parking tickets?
R. Open Citations all years – 19,173; Unpaid Value - \$705,997.50
39. Page 2 mentions Digital Pay Stations: Please clarify if these are Pay and Display or Pay by Space.
R. Pay by Space
40. Page 2 mentions that the Town has a contract with a Pay by Phone vendor: Please clarify the vendor providing pay by phone services.
R. Verrus Mobile Technologies Incorporated,
201-1028 Hamilton Street,
Vancouver, British Columbia, Canada
41. Page 4 mentions cashiering services: In addition to the vendor's payment location—what other locations will the Town accept payments? Also, how many cashiering stations will need to be provided?
R. We are a small town and currently do not accept payment at Town Hall. If we have walk-ins, we will mail their check or money order to the current citation management company. We would prefer to be able to accept walk in payments, including credit cards at the Town Clerk's Office using the contractor's software / terminal or directly into our financial system. The cashiering services

refer to the Town having the option to close down a metered lot for a special event and provide cashiering for a specific date and time in replacement of the meters.

42. Page 4, 5.b. mentions Out of State collections: Can you please provide the percentage of parking tickets issued to In-State plates versus Out of State plates? Also, can you please provide the breakdown of states?

R. Info not readily available.

43. Page 4, 5.c mentions Autocite handhelds: Are these handhelds owned by the Town or part of Duncan's current contracted services?

R. Leased by Town as part of current citation management contracted services.

44. Does the Town currently issue warning tickets? If so, what are the criteria for these tickets?

R. Some – enforcement officer discretion.

45. Will the City continue to sell parking permits?

R. Yes

46. Under the current contract, when does the contingency fee kick in on an unpaid ticket? In other words, how many days old are the tickets before becoming eligible for collection activity?

R. Citations are eligible for collection 20 days from due date of notice.