



**Finance Department**  
Purchasing Division

**REQUEST FOR PROPOSALS (RFP)**  
Specification No. 22-11478-C  
**FOR**  
**MOBILE PARKING PAYMENT SYSTEM**  
**PROPOSALS WILL NOT BE OPENED AND READ PUBLICLY**

**ADDENDUM "A"**  
1/12/2022

Dear Proposer:

Questions received from proposers along with answers are attached.

**Proposals/bids must be received no later than 2:00 pm, on Tuesday, January 20, 2022** All responses should be sent via email to [purchasing@cityofberkeley.info](mailto:purchasing@cityofberkeley.info) and have "**Mobile Parking Payment System**" and **Specification No. 22-11478-C** indicated in the subject line of the email. Please submit one (1) PDF of the technical proposal and one (1) Excel file of the corresponding pricing workbook as a separate document.

Proposals will not be accepted after the date and time stated above.

We look forward to receiving and reviewing your proposal.

Sincerely,

Darryl Sweet  
General Services Manager

## **Addendum “A”**

### **Questions and Answers for Specification No. 22-11478-C Mobile Parking Payment System**

The City of Berkeley has received questions from some potential respondents regarding **Specification No. 22-11478-C**, Mobile Parking Payment System. In an effort to provide the same information to all, listed below are the questions received to date, with responses from City staff.

**1. Q. Whether companies from Outside USA can apply for this? (like, from India or Canada?)**

1. A. The City will accept proposals from firms outside of the United States, so long as the proposer is able to satisfactorily perform all tasks and/or technical requirements outlined in the scope of the RFP from outside the United States.

**2. Q. Whether we need to come over there for meetings?**

2. A. In-person meetings are not required as part of the scope of work of this project.

**3. Q. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**

3. A. If the proposer is able to satisfactorily perform all tasks and/or technical requirements outlined in the scope of the RFP from outside of the United States, then they are invited to submit a proposal. However, please note that Technical Requirement 3.6 notes “Provider shall be responsible for decal installation on parking meters and pay stations,” which would require the provider and/or their subcontractor to do at least one on-site visit.

**4. Q. Can we submit the proposals via email?**

4. A. Proposals must be received no later than 2:00 pm, Tuesday, January 20, 2022. Proposals are to be sent via email with the “Mobile Parking Payment System” and Specification No. 22-11478-C clearly indicated in the subject line of the email. Please submit one (1) PDF of the technical proposal and one (1) Excel file of the corresponding pricing workbook as a separate document. Email Proposals to: City of Berkeley Finance Department/General Services Division at [purchasing@cityofberkeley.info](mailto:purchasing@cityofberkeley.info)

**5. Q. Is there any flexibility to the page limit, in order to provide the most comprehensive response to the technical proposal?**

5. A. The proposer is limited to a total of fifteen (15) double-sided, or a total of thirty (30) single-sided pages, in responding to the RFP.

**6. Q. What capacity/product does Passport serve as the Parking Management System?**

6. A. Passport provides a parking system encompassing digital parking permit and enforcement operations management.

**7. Q. Does the City intend to select more than one application?**

7. A. The City reserves the right to select more than one application. The City retains the right to award all or parts of this contract to several bidders, to not select any bidders, and/or to re-solicit proposals.

**8. Q. What is the current parking transaction fee the City and/or End User pays for the existing mobile payment service?**

8. A. End Users typically pay \$0.35 per transaction (or \$0.30 if using the current provider's "wallet" solution).

**9. Q. Regarding the 15 double-sided page limit, does this mean 30 pages? Or 15 pages total? Based on the questions that vendors need to respond to, it will be very difficult to supply the required information within 15 pages.**

9. A. The proposer is limited to a total of fifteen (15) double-sided, or a total of thirty (30) single-sided pages, in responding to the RFP.

**10. Q. Are vendors required to respond to each of the items in D. Technical Requirements & Scope of Work individually with a description of how the solution complies, or will a confirmation that we comply with all requirements be sufficient? If an individual narrative description is required for each item, we would like to request a page limit increase to accommodate enough space to provide a brief but concise response.**

10. A. Section III (4) (A) of the RFP states that the City expects Proposers to "demonstrate a clear and concise understanding of the project requirements along with a proposed approach and methodology for management and successful delivery of the scope of services."

While a line item summary of ability to meet each Technical Requirement is not required, Proposers should clearly identify and/or itemize which Technical Requirements (if any) they are unable to meet, and identify suitable workarounds as applicable to meet the City's needs.

If the Proposer is selected for final screening, at that time the City may request a line item confirmation of their ability to meet all Technical Requirements.

**11. Q. Should the signed attachments B – I be submitted separately from the PDF proposal (compiled in a separate PDF), or should they be included in the main proposal document, in the Appendix (and not counted toward the page limit)?**

11. A. Signed attachments may be included as an appendix to the proposal and are not counted against the 15-page double-sided page limit.

**12. Q. With many staff members out of the office for the holidays until the new year, would it be possible to extend the questions deadline to January 4 to ensure everyone has the opportunity to thoroughly review the RFP and submit questions?**

12. A. Unfortunately, the deadline for questions remains Friday, December 31, 2021.

**13. Q. Section III Submission Requirements says proposals must not exceed fifteen (15) double-sided pages. As this is an electronic submission, can the City please confirm that 30 pages is acceptable?**

13. A. See response to question #5 above.

**14. Q. What is the average parking transaction dollar amount?**

14. A. The average parking transaction dollar amounts in Fiscal Year (FY) 2022 thus far are:

- \$1.94 for all payment methods combined (coin, credit card, and mobile payment)
- \$2.80 for mobile payment transactions only

**15. Q. Who is paying the merchant processing fees for paid parking: the City or the provider(s)?**

15. A. As specified in Technical Requirement 6.5.2., the Provider will be owner of the service's Merchant IDs (MIDs) and Tax IDs (TIDs) accounts, and responsible for setting up and maintaining 3rd Party vendor agreements with Credit Card Processing companies for processing City of Berkeley credit card transactions.

Per Technical Requirement 7.1, the City expects the Provider will pay merchant processing fees, and then deduct these fees from each remittance of revenue to the City.

**16. Q. What is the City's current card-not-present payment processing rate?**

16. A. The City's current vendor is the Merchant of Record, and the City is unaware of this particular processing rate. Proposers should assume industry standard.

**17. [Regarding Technical Requirement] 1.2**

**17a. Q. Is this system in place today?**

17a. A. a. Yes, a system is currently in place at the Center Street Garage allowing customers to reserve parking in advance.

**17b. Q. If yes how is the entrance and exit of traffic managed at the garage?**

17b. A. Entrance and exit of traffic is managed by City's existing Parking Access and Revenue Control System vendor, SKIDATA/Sentry Control Systems. Visitors who make a parking reservation are emailed a barcode to scan at the PARCS equipment upon entry and exit. If a visitor with a reservation stays longer than they have paid, they are prompted to pay the difference upon scanning their bar code to exit the facility.

**17c. Q. How is availability determined?**

17c. A. Parking availability is determined by the PARCS equipment, and is not directly linked to the reservations system.

**17d. Q. Is the Provider able to provide their best proposed solution or does this need to fit a specific process currently in place?**

17d. A. The Provider is encouraged to provide their best proposed solution, but it must be able to integrate with our existing PARCS system.

**18. [Regarding Technical Requirement] 1.3**

**18a. Q. Can a[n] IVR system be utilized for making transactions on a land line phone?**

18a. A. Yes.

**18b. Q. Is a SMS text transaction a requirement? Does the city have an idea of the flow or are they open to the providers suggested solution?**

18b. A. Yes, and the City is open to the Provider's suggested solution.

**19.[Regarding Technical Requirement] 1.4.11**

**19a. Q. Is this for on street applications?**

19a. A. Yes

**19b. Q. On both the single space and multi space spaces if on - street?**

19b. A. Yes

**20. Q. [Regarding Technical Requirement] 3.8.4: Is 73 Blocks the correct number to use for determining the signage?**

20. A. There is a total of **385** metered block faces in the City. A 'block face' is defined as one side of one street segment, e.g., Center St between MLK Jr Way and Milvia St, north side.

**21. Q. [Regarding Technical Requirement] 3.9: The provider is not permitted to charge the city for any signage or decals for this project? Is this a requirement?**

21. A. The City expects that decals for parking meters and signs will be provided at no additional charge, per Technical Requirements 3.8.1, 3.8.2, and 3.8.3. However, signs are optional for Phase I, and the City will pay for these at cost if City elects to install signage for Phase I. Providers should list the unit costs for signage separately in the workbook provided.

Please note that per Technical Requirement 3.10, the Provider shall be responsible for any decal (or sign) replacement, excluding installation, at no cost to City for the entire term of the contract. Provider shall maintain an inventory of ten percent (10%) of the total decals (and/or signs if City elects) provided to City at the beginning of operations.

The City will pay for any additional decals beyond replacements, and Provider should provide unit cost estimates for decals in the pricing workbook as well.

**22. Q. [Regarding Technical Requirement] 4.1.1: The provider is to provide onsite physical support at no cost? Is this a requirement?**

22. A. This technical requirement is referring to marketing functions such as on-site ambassadors assisting patrons to use the system when the system launches. The precise nature of these marketing activities will be determined in coordination with the City during the contracting/launch processes, particularly if safety remains a concern during the ongoing pandemic.

**23. Q. [Regarding Technical Requirement] 4.3: The city is asking for a customer facing call center correct? Is the provider able to charge for this service? There is a space for this in the worksheet, would like some clarity.**

23. A. The City expects that customer service related to the Provider's mobile parking payment system will be included with the Provider's system at no additional cost.

Except as provided herein all other terms and conditions remain unchanged.