



Addendum #2

On-Street Parking Enhancement Solution RFP

October 20, 2022

Dear Vendor,

This addendum to the Parking Solution RFP contains responses to all questions submitted.

Questions	City's Response
<p>1. The various compliance matrix forms are difficult to complete in their current pdf form due to tight space on the page. Would it be possible to have <i>Attachment "G", Functional Requirements</i> and <i>Attachment "H", Vendor Fee Proposal</i> provided as Excel spreadsheets instead?</p>	<p>City of Cleveland's standard practice is to publish RFPs in PDF format. Vendors may choose to convert the RFP into alternative file formats to assist in their proposal preparation. Proposal submissions are required to be in PDF format.</p>
<p>2. For requirements 26-28, it seems that the intent is for the City to understand vendors' experience providing each type of service (meters/mobile payments/ALPR) to comparable parking operations, local operations, and total number of overall operations across the US. However, as they are currently written, there is an opportunity for misleading</p>	<p>Vendors are encouraged to provide details on their responses to these requirements so the City of Cleveland can clearly understand their experiences.</p>

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<p>responses. For example, a vendor providing one type of service to 100 clients and another type of service to 1 client could still respond with "100" while responding to multiple scopes. This would not be an accurate representation of a vendor's experience providing each type of service. Would the City consider making the following edits to requirements 26-28? Edited text is underlined for clarity.</p> <ul style="list-style-type: none"> • 26) Number of Public Sector/Municipal clients. <u>Specify the number of Public Sector/Municipal clients using the service of each individual scope to which vendor is responding (meters/mobile payments/ALPR, respectively).</u> • 27) Number of clients in the Greater Cleveland area. <u>Specify clients using the service of each individual scope to which vendor is responding (meters/mobile payments/ALPR, respectively).</u> • 28) <u>Total number of clients in the United States</u> using the <u>service of each individual scope to which vendor is responding (meters/mobile payments/ALPR, respectively).</u> 	
<p>3. Can the Meters Portion and the LPR portion be bid separately</p>	<p>Vendors may opt to bid on all three components or subset of the three components, but each RFP component (Smart Meters, Mobile Payment, ALPR) should be priced separately in Attachment H.</p>
<p>4. Whether companies from Outside USA can apply for this? (like, from India or Canada)</p>	<p>Yes, they can. There are no vendor geographic restrictions.</p>
<p>5. Whether we need to come over there for meetings?</p>	<p>General meetings (e.g. Status Meetings, etc.) can be attended remotely. However, there could be some meetings where</p>

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	attendance in person is required based on city of Cleveland's discretion.
6. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	This will be discussed during project planning. Some onsite meetings or activities may be required based on City of Cleveland's discretion.
7. Can we submit the proposals via email?	Yes – Proposals can be submitted electronically to ITS-PMO@clevelandohio.gov following instructions as outlined in RFP.
8. What is the expected term of the contract for mobile payment solution providers?	The City will finalize the quantities it will acquire, along with its planned installation phasing after City has selected the proposing entity to be awarded the smart meter system procurement contract.
9. When does the City intend on launching/going-live with the enhanced system?	Implementation is expected to begin in summer 2023
10. The Vendor Price Template includes a line item for "White Label Platform Setup". Is it the intent of the City to have a mobile pay app that is branded specifically for the City of Cleveland?	The City is open to exploring the pros and cons of establishing a "White Label" platform versus allowing the mobile payment vendors to use its established brand.
11. What is the average hourly rate for the City's on-street spaces? Alongside this project, does the City plan to raise the hourly parking rate in the near future? If so, what will be the new rate?	Current average hourly rate is \$1.00. The City will be reviewing rates as part of this project. New rates have not been determined.
12. Who is the current mobile parking payment application provider?	The City of Cleveland does not currently offer a mobile payment solution.
13. How many days of the week is paid parking enforced?	Currently, Monday – Friday, however, the number of hours and days when enforcement occurs may be increased.

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<p>14. Will the City consider alternative types of proposal other than what was specified in the RFP? Such as “dual space” parking solutions.</p>	<p>The city envisions the meter system to be totally, or predominantly comprised of multi-space pay stations. However, the city may decide to install single space meters in a limited number of locations to specifically position and designate individual curbside spaces (e.g., ADA or loading zone spaces) or in locations where the curbside parking zone might be too small to justify the installation of a multi-spaces pay station.</p>
<p>15. Will the City consider alternatives to the ALPR solution as specified in the RFP?</p>	<p>No.</p>
<p>16. Can vendors bid on specific components of the RFP or do they have to bid on everything outlined in the RFP?</p>	<p>Yes. Vendors may bid on just select components of the RFP (e.g. Smart Meters, Mobile Payment, ALPR) or all components described the RFP.</p>
<p>17. Cleveland gets heavy snowfall in the winter (could be up to 60 inches). Is the snow just pushed off the streets or is it removed from the city?</p>	<p>The City does not remove the snow.</p>
<p>18. To provide the most advantageous pricing options, please provide the number of transactions and revenue the City of Cleveland collected for associated parking areas in each respective year: 2019 and 2022.</p>	<p>Meter Collection: 2019 \$1,830,813 // Sept. 2022 \$763,402 Parking Citation: 2019 104,079 // Sept. 2022 88,850</p>
<p>19. Please describe the way in which the City intends to utilize virtual parking permits. For example, for residents, employees, etc.</p>	<p>The City does not seek to implement a virtual permit management platform at this time. The City is requesting vendors that can provide an accompanying platform to describe features, functions and capabilities.</p>
<p>20. Please describe the way in which the City expects the mobile payment solution to fully integrate with the Smart Meter system network. Is this integration expected to activate or “light up” a smart meter for visual enforcement methods or something else?</p>	<p>The Mobile payment platform is expected to mirror the same on-street parking rates and enforcement zones, geo mapping as will the online and back-office management platforms for the Smart Meter system. No, the mobile payment system is <u>not</u> expected to activate or “light up” smart meters in order to facilitate visual enforcement methods.</p>
<p>21. Please share the City's paid parking times and rates for each location.</p>	<p>See attached table at bottom of document.</p>

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<p>22. When will the city decide how many Mobile LPR Units will be outfitted?</p>	<p>The City will finalize the quantities it will acquire, after the City has selected the proposing entity to be awarded the procurement contract. The city anticipates equipping, an estimated, 3 to 5 vehicles with ALPR equipment.</p>
<p>23. Will the Mobile system only be enforcing paid/permit/metered parking ?</p>	<p>The ALPR Enforcement hardware and software will be used to identify vehicles found to be parked in violation of posted and written regulations. The issuance of digital citations will be done using current enforcement devices and support software provided by Conduent.</p>
<p>24. Will the system be enforcing any free time limit parking ? (i.e. Free parking for 2 hours max, no permit/payment required). If so, will it be enforcing 2&3 concurrently on the same blockface or lot? (i.e. 2 hour time limit, except for Permit holders)</p>	<p>Yes and Yes.</p>
<p>25. Understanding that the City will finalize the quantities of procured MSPM and SSMP after the City has selected the proposing entity to be awarded the procurement contract, however, can the City give us approximate numbers to work with to enable accurate pricing of each product?</p>	<p>At this time, the City is not prepared to provide an approximate number of MSPM and SSPM units it intends to acquire, however vendors should recognize that it is the intention of the City to completely modernize its existing on-street meter system, which has been described and depicted in great detail on page 9 of the RFP (see the hyperlink to detailed map of the existing system). While the vast majority of existing metered pay-to-park curbside areas will be subject to this modernization initiative, vendors should understand that some existing pay-to-park metered areas might be eliminated, other new pay-to-park meter areas might be added.</p>
<p>26. Understanding that the City will finalize the quantities of pole installations and removals, after the City has selected the proposing entity to be awarded the procurement contract, however, can the City give us approximate numbers to work with to enable accurate pricing of each service?</p>	<p>See attached table at bottom of document.</p>

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<p>27. Does the City expect the installation of MSPM to be performed on existing sidewalks? Or new concrete base pads?</p>	<p>Secure anchoring of all meter poles and pay stations will be required – some meter pole installations may be specified where exposed earth exists. In such areas, poles will need to be anchored in concrete and some form of concrete pedals may be required to satisfactorily anchor a pay station.</p>
<p>28. If a vendor is only responding to the MSPM and SSPM procurement element, can the City please confirm what sections of Attachment “G”- are required to be completed?</p>	<p>Vendors are expected to respond to Attachment G Requirements which apply to the provision of an MSPM and SSPM network of hardware and systems. Vendors are expected to submit a proposal that sufficiently describes why the City should select their product and service offering. Any requirements in Attachment G that are “Not Applicable” for a vendor’s offering should be marked as such.</p>
<p>29. Page 6, Sec 1.i. The City states that they have both MacKay and POM Single Space Meters. Can you clarify the make and model of those Single Space Meters?</p>	<p>Mackay is Guardian XL and POM is APM-E</p>
<p>30. Reference: F-45 from Attachment “G” – Can the City please confirm the monthly mobile payment transaction amount (10,000,000 per month)?</p>	<p>This referenced 10,000,000 per month mobile payment transaction inquiry is aimed at finding out each proposing entity’s present capability and capacity to continually and effectively serve an ever-increasing mobile payment marketplace beyond the City of Cleveland.</p>
<p>31. Reference: F-43 from Attachment “G” – Can the City please provide a use-case scenario for SMS text for the mobile payment system?</p>	<p>Alert messages could be sent to citizens informing them that their paid parking session is about to expire.</p>
<p>32. Reference: F-47 from Attachment “G” – Please clarify the frequency & breadth of services in the marketing section for the following strategies/services:</p> <ul style="list-style-type: none"> • Push notifications and in-app messaging to provide information and drive behavior. • Customized video content that can be embedded on the City’s website. • Social Media strategies to help raise awareness of the mobile payment system. 	<p>Proposing entities are advised to describe their capabilities, experience, and offerings related to the referenced items in this marketing section.</p>

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<ul style="list-style-type: none"> • Leverage local media coverage to promote the launch and use of the system. 	
<p>33. Will the city provide contact information relative to a Conduent representative so vendors can confirm / clarify integration requirements?</p>	No.
<p>34. Is the City requiring responses for the General Project requirements section?</p>	Yes.
<p>35. Will the city require bidding vendors to provide notifications of any/all IT Security breaches that have occurred within the past 5-years, those resulting in either the Vendors own system(s) being penetrated and/or held ransom, and then provide extensive details, reports, and necessary certifications to ensure breach attempts on a city's IT system(s) or end-user credit card or PCI data will not be compromised if selected</p>	The City will not require a history of previous breaches.
<p>36. Can you please provide the following data for the Parkeon Units</p> <ul style="list-style-type: none"> o How many spaces do the Parkeon units manage? <ul style="list-style-type: none"> ▪ 2021 ▪ Present o How many Credit Card Transactions we generated at the parkeon units? <ul style="list-style-type: none"> ▪ 2021 ▪ YTD o What was the total revenue generated from the Parkeon units? <ul style="list-style-type: none"> ▪ 2021 ▪ YTD o What percentage of revenue was coin/cash? <ul style="list-style-type: none"> ▪ 2021 ▪ YTD7 o What percentage of revenue was card 	The City has had so few Parkeon multi-space pay-stations in service since 2021 and YTD (i.e., a total of 26 Parkeon Strada Transfer Evolution units = 24 Pay and Display units, and 2 Color Display Pay-by-Plate units), and given the locations where these units been deployed, and the cutback in enforcement during this timeframe, the City feels that providing such a flawed and small sample size of the requested revenue and transaction data would not be of any value to proposing entities.

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<ul style="list-style-type: none"> ▪ 2021 ▪ YTD 	
<p>37. Can you please provide the following data for Park Mobile</p> <ul style="list-style-type: none"> o How many spaces are included: <ul style="list-style-type: none"> ▪ 2021 ▪ Present o How many Credit Card Transactions were generated: <ul style="list-style-type: none"> ▪ 2021 ▪ YTD 	<p>The City of Cleveland does not currently offer a mobile payment solution.</p>
<p>38. Processing and Store of credit card and other personally identifiable information (PII). Does the City have specific requirements for the storage sites location as part of the City IT policy or other City data privacy policies? For example, must city data and other PII (such as credit card information) reside domestically on servers located in the USA or can this information be processed and stored outside of the USA?</p>	<p>The City does not have a specific policy governing this. However, the City would prefer to have data stored domestically.</p>
<p>39. Does the City have any preference for products that are manufactured in the USA?</p>	<p>Products manufactured in the USA are preferred, but this is not an absolute requirement.</p>

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City of Cleveland Existing Metered Parking Areas	Meter Poles	Single Space Meters	Parking Space Time Restrictions					Current System Hourly Parking Rates		
			15min	30min	1HR	2HR	4HR	\$0.50	\$0.75	\$1.00
Downtown Central Business District (CBD)										
CBD - Civic Center	144	261	0	2	136	123	0	2	0	259
CBD - Erievuew	59	104	0	3	13	80	8	3	16	85
CBD - Flats East Bank	23	38	0	0	1	37	0	0	0	38
CBD - Gateway District	75	133	0	5	27	101	0	5	0	128
CBD - North Coast District	49	93	0	2	0	71	20	2	20	71
CBD - Playhouse Square	194	355	0	4	134	191	26	0	28	327
CBD - Tower City District	27	53	0	0	0	53	0	0	0	53
CBD - University District	205	372	0	0	57	87	228	1	303	68
CBD - Warehouse District	185	334	0	18	1	315	0	18	0	316
CBD subtotals	961	1,743	0	34	369	1,058	282	31	367	1,345
Statistical Planning Area (SPA) Neighborhoods										
Buckeye - Shaker Square	38	68	0	0	44	24	0	63	0	5
Central	56	102	0	0	16	0	86	0	86	16
Detroit Shoreway	5	7	0	0	7	0	0	0	0	7
Goodrich-Kirkland Park	21	36	0	0	0	11	25	7	29	0
Kamm's Corners	26	51	0	0	0	51	0	51	0	0
Ohio City	114	201	1	8	108	84	0	190	0	11
Old Brooklyn	10	19	0	0	19	0	0	17	2	0
University (UCI)	157	278	0	0	0	86	192	0	276	2
NEIGHBORHOOD Subtotals	427	762	1	8	194	256	303	328	393	41
TOTAL	1,388	2,505	1	42	563	1,314	585	359	760	1,386