



ADDENDUM #2

October 19, 2018

TO: ALL POTENTIAL BIDDERS

FROM: RON VENTURELLA, PROCUREMENT MANAGER

SUBJECT: PARKING MANAGEMENT SERVICE CONTRACT, FY2019

The following changes, revisions, additions, and/or clarifications to the plans and/or specifications are hereby made a part of the original documents.

Addendum # 2

Please accept the following clarifications for the RFP:

1. Will the operator be required to furnish solar powered pay stations? Current pay stations are owned by operator. **We would expect to have the same or similar type of solar powered pay stations that accept cash and credit. The current pay stations are owned by the operator and would need to be provided by the bid winner. All of our surface lots have solar powered pay stations except for one and that lot has an honor box.**
 - a. If so do you require cash, credit and validations to be accepted? **We would like to have that as a minimum for those with the solar powered pay stations.**
2. Will operator be required to enroll Buncombe County employees remotely and issue hang tags or permits? **For the surface lots you would not be required to issue hang tags but would need to have staff enrolled/removed from the 11 Sears Alley garage on a daily basis.**
 - a. Will operator be required to check lots during "non-revenue" daytime business hours and if so how often? **Yes. We would like for the surface lots to be checked at least 2 times a day between 8am and 5 pm (once in the am and once in the afternoon).**
3. Do you want budgets submitted at this time of after operator is selected? **We would prefer a budget showing labor and routine maintenance costs (sweeping, pressure washing**
 - a. If yes, do you have a mandate on power sweeping and pressure washing that will need to take place inside the parking garage? **We would want it based on the industry standard.**

- b. Any other capital items that need to be included in the budget? **Sweeper and Pressure Washer equipment.**
 - c. Would you prefer tow budgets (one for surface lots and one for garage) **Yes**
- 4. Does the County have a mandate on how quickly gates or PARCS (Parking Access Revenue Control Systems) need to be fixed when damaged? **We would like for all repairs to be made within the business day if parts are available for install.**
- 5. What criteria is used to evaluate the proposal? **Submittals will be reviewed for, but not limited to, the following: Company's qualifications and experience in conducting similar contracts, including location of offices and related staffing, the firm's understanding of the service to be provided, and experience with similar clients. The County may request additional information or conduct interviews before final decision is made. Award will be made to the organization the County believes to be the most beneficial.**
- 6. Are uniforms required? **We would prefer some type of professional clothing whether it is a uniform or vest that identifies staff.**
- 7. Is garage required to be monitored 24/7 via call center when not staffed? **Yes.**
- 8. Is operator required to furnish and replace signs? **With County's permission and approval as an operating expense.**
- 9. Will other operator's questions be available? **Yes. All questions and responses are included in Addendum #2.**
- 10. What level of garage keeper's legal liability insurance will be required? **Not required.**
- 11. Does the County desire the proposer to submit an annual budget for purposes of this RFP? **Yes** If so, is there a specific format we should follow? **Projected Revenue with labor and other operating expenses.**
- 12. Please provide a copy of the current monthly reports submitted by the current operator and the prior year end. Construction of the **11 Sears Alley parking garage and 40 Coxe building addition did not begin until April 2016 and was completed in late Feb 2018. We did not offer monthly parking until June 2018 as an additional source of revenue. We will continually evaluate the amount of monthly parking we offer (currently 150 spaces) based on HHS staffing needs and our bond requirements for this project. We will provide the past two fiscal years revenues for the HHS surface lots.**
- 13. Please provide a list of the equipment owned by the county and what equipment would be required of the proposed operator? **The County has supplied the parking equipment and office furniture but does not currently have any equipment like a sweeper or pressure washer for the 11 Sears Alley garage. We would not require you to purchase equipment but would need to know the recommended cleaning schedule and the cost for those services in order to maintain the cleanliness of the garage.**
- 14. Is the operator responsible for enforcement in the garages and surface lots? **Yes**

15. Page 5 of 16, Section 10. MAINTENANCE AND REPAIRS – Please provide a list of the items Licensee will remove if the agreement is not renewed. Same with Page 5 of 10, Section 10 for 11 Sears Alley garage. **Only items to be removed would be signage or items that have current vendor name identification in the garage. Surface lots would include solar pay stations which belong to current vendor and would need to be replaced with similar type pay station at winner's expense.**
16. Please provide the annual revenue for each property for the past three years and the year to date for this current fiscal year. **We will provide the past two fiscal years for the surface lots and for the garage we will provide since it opened through September.**
17. Does the Licensee own the parking revenue control equipment and will the new Licensee be required to replace? **The licensor owns the equipment.**
18. What is the current gross revenue for all of the lots and the garage per year? We will provide the last two years of revenues for the Surface lots. **We will provide the revenues for the 11 Sears Alley since it opened in late February 2018.**
19. What brand and model of pay stations as well as revenue control equipment is installed on the lots and the garage? **Solar Powered Digital Luke II Pay Stations for surface lots. Datapark/HUB is used in the garages and Integrity, First Data is our card processor.**
20. To clarify, the operator will collect and deposit all revenue into an account setup by the operator. **Yes**
21. Please provide current staffing information with positions and hourly rates of pay for each. **Garages are staffed 7am-10pm Monday thru Friday (except for County Holidays) and enforcement patrols surface lots and garages nights and weekends.**
22. Who is the current management company servicing the account, if applicable? **The organization currently providing services is Preferred Parking.**
23. Is there an LPR unit in use to enforce the lots? **No**
24. What are the specific hours that services are to be provided by the operator (Monday-Sunday)? **The garage needs to be staffed with someone onsite (except for County holidays) 7am-10pm Monday thru Friday and based on best business practice for evening and weekend hours based on special events and foot traffic.**
25. Can you please provide us with the actual expenses and revenues the past 2 years? **See attached documents.**
26. Can you please provide us with the current staffing schedule and rates of pay for the garage management and surface parking including all enforcement, maintenance, attendants and management? **We do not have that information in regards to pay and staffing but the expectation is the garage needs to be staffed with someone onsite (except for County holidays) 7am-10pm Monday thru Friday and based on best business practice for evening and weekend hours based on special events and foot traffic.**

27. Where do employees of HHS park? **Staff park in the 11 Sears Alley garage, 52 Coxe and 30 Valley Street surface lots.**
28. Are employees “free” parking or paid? And if paid, are monthly charges via payroll deductions? **County employees are given free parking in the garage when working.**
29. Can a list totaling number of monthly parkers at each facility be provided? **11 Sears Alley-112**
30. Is a budget to be included in proposal as RFP does not specifically request? **A budget will be requested from the organization the County wishes to enter into a contract.**
31. If budget is to be included can a list of approved “direct” expenses be provided? Direct labor is defined however direct expenses are not defined in RFP. **Direct expenses are bank fees, signage, office and cleaning supplies, routine supplies for maintenance and repair, trash dumpster fees and internet fees.**
32. As indicated on page 1 of the PROFESSIONAL SERVICES AGREEMENT – Management of Surface Parking; “term shall commence on the date first written above”, the RFP does not indicate when term would begin, please advise. (same for garage management agreement) **We would like to begin asap but realize that it might not provide enough time for planning and staffing so that could be agreed upon by the bid winner and county.**
33. RFP does not indicate the timeline for proposal reviews and award of project, please advise. **The award of the contracts are not a set time line. The County does wish to have the contracts in place as soon as a decision can be made.**
34. Please confirm that revenue is deposited into Licensee account and that Licensee owns MID's (same for garage management). **Payment terms from Licensee to Licensor shall be determined before signing of contracts.**
35. Are all validations for HHS non-billable to HHS from Licensee? **Yes.**
36. Please provide revenue reports for the last two fiscal years on the five surface lots. **Please see attached.**
37. Please provide the revenue reports for the Sears Alley for two years, or as reasonably available, if less than two years. **Please see attached.**
38. Please clarify the allowable reimbursed operating expenses for the two contracts. We are seeking to determine what expenses would be classified as non-reimbursed, such as travel, internal audits, etc. **Direct expenses are bank fees, signage, office and cleaning supplies, routine supplies for maintenance and repair, trash dumpster fees and internet fees that are operating expenses incurred directly at the physical location of the garage and/or surface lots.**
39. It is our interpretation of the contract (surface lot) that the licensee may make minor improvements consistent with operation of a commercial parking lot. We would be looking to install an automated paystation on the gravel lot for use in place of the honor box. Understanding that the equipment remains the property of the Licensee and must be removed upon termination. Please confirm. Yes we would expect automated pay stations at all of our

surface lots. **The units that we currently have are the Operator's equipment and would need to be removed**

40. Although the Licensor owns the equipment at the lots and garage, the Licensee would be the responsible party for the credit card Merchant Accounts and all banking. Please confirm. **Yes that is correct.**
41. The two contracts appear to be silent on the issue of Payment Card Industry (PCI) compliance. Typical card processing occurs through secure communication channels over the internet. Please identify and provide specifications on the existing internet infrastructure available at the garage. **Currently Charter Communications is the internet provider and the Operator shows as a direct operating expense. The contractor is responsible for timely payment to the internet provider.**
42. Please identify the manufacturer, model and software versions of the parking access and revenue control equipment for the Sears Alley parking garage.

Manufacturer-Hub Parking

Model-Datapark

Software Version- Dpt Shell Application (DP11000 /ver:5.0.1.0147)

43. Please identify the manufacturer, model and software versions of the parking access and revenue control equipment for the surface lots. **Solar Powered Digital Luke II Pay Stations for surface lots.**
44. Please identify the number of monthly contract parkers utilizing each facility and rates paid by parker. Is the Licensee to be responsible for monthly billing and permitting of these parkers? **Licensee is responsible for all billing of monthly parking in the garage and surface lots.**

Sears Alley garage -112 at \$85/month

52 Coxe- 49 @ \$50

50 Coxe- 5 @ \$50

46 Aston- 21 @ \$50

2 Sawyer- 19 @ \$50

30 Valley-N/A

Attached: Spreadsheets of Monthly Expenses and Revenue - 4 pages

FY19 11 Sears Alley

FY18 11 Sears Alley

FY18 HHS Surface Lots

FY17 HHS Surface Lots

END OF ADDENDUM #2

PARKING MANAGEMENT SERVICE CONTRACT, FY2019

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FY18 11 Sears Alley	17-Jul	17-Aug	17-Sep	17-Oct	17-Nov	17-Dec	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	Year total
Total Revenue	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,978.00	\$4,832.00	\$7,355.00	\$9,102.13	
Operating Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$32,705.25	\$12,966.60	\$11,764.16	\$11,705.89	
Net Income	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	-\$26,727.25	-\$8,134.60	-\$4,409.16	-\$2,603.76	

Startup costs for opening of deck \$24,115.09 still due to Preferred Parking as of 6.2018

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