




City of Galena
101 Green Street
Galena, Illinois 61036

Multi-Meter Parking Stations and Enforcement Solutions RFP

Questions and Answers

Question No.	Date Submitted	Question	Answer
1	12-16-21	The only question we have is in regard to the signage. Do you have specifications, or would you want the vendor to use whatever they have used in their previous installations, pending your approval of course?	The vendor should expect to replace 50 reflective aluminum signs 18 inches wide by 24 inches tall. The current sign is shown below. Each sign is mounted on a light pole or sign pole along the curb. The new signs would have the same No Parking message in red on the lower third of the sign. The top 2/3 of the sign would communicate that motorists must pay for parking at the pay stations. Additional signs/decals on the pay stations may also be proposed by the vendor. The vendor should include the cost of the signs, decals and installation.
			

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2	12-16-21	Would a price for sign installation need to be included or would it be done by your public works staff?	Please include the price for sign installation as a separate cost item.
3	12-17-21	Whether companies from Outside USA can apply for this? (like,from India or Canada)	There is not a requirement that vendors be located in the United States, however, familiarity with our community, customer service, and references will be strongly considered in evaluating proposals.
4	12-17-21	Whether we need to come over there for meetings?	There is not a requirement in the RFP to be present in Galena for meetings. An on-site meeting could be required by the city council prior to awarding a contract.
5	12-17-21	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	There is not a requirement in the RFP for vendors to perform the tasks related to the RFP in the United States.
6	12-17-21	Can we submit the proposals via email?	Proposals must be submitted by mail as outlined in the RFP. Responders may email the proposal as a secondary method of delivery, but email does not substitute for regular mail.
7	12-27-21	What is the term of the contract?	The contract is term is not known at this time. Vendors may suggest the optimal term based on the equipment and services they propose.
8	12-27-21	When does the City intend on launching the system?	The City has not determined a launch date. Vendors should specify a schedule for implementation based on equipment availability, installation, and training.
9	12-27-21	Is there a weighted scoring rubric that will accompany the Selection Criteria outlined on page 15 of the RFP that will be used to evaluate the proposal and pricing?	There is not a weighted scoring rubric.
10	12-27-21	How many copies of the proposal would the City like to receive?	Four copies of the proposal are requested.

11	12-27-21	Who is the City's current enforcement provider?	The City does not have a current enforcement provider. The most recent provider was Duncan Parking Technologies.																																												
12	12-27-21	Does the current provider charge a convenience fee for online payments?	The City uses PSN for online ticket payments and does not charge a convenience fee.																																												
13	12-27-21	Who is the City's current credit card processor?	The City uses Global Payments for credit card processing.																																												
14	12-27-21	Does the City serve as the Merchant of Record or would they like the Vendor to serve as the Merchant of Record?	Either is an option. The City suggests the most efficient approach.																																												
15	12-27-21	How many citations does the City issue each year?	Approximately 2250. We do not have an aggressive ticketing program.																																												
16	12-27-21	What percentage of citations go uncollected each year?	Approximately 25%																																												
17	12-27-21	What is the escalation schedule for citations?	<table border="1"> <thead> <tr> <th rowspan="2">YOU ARE CHARGED WITH THE VIOLATION MARKED BELOW:</th> <th colspan="2">AMOUNT OF FINE</th> </tr> <tr> <th>WITHIN 7 DAYS</th> <th>AFTER 7 DAYS</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 3 HOUR PARKING</td> <td>\$ 15.00.</td> <td>\$ 30.00</td> </tr> <tr> <td><input type="checkbox"/> POSTED NO PARKING</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> YELLOW/RED ZONE</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> LOADING ZONE</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> 2 A.M. - 6 A.M.</td> <td>\$ 15.00.</td> <td>\$ 30.00</td> </tr> <tr> <td><input type="checkbox"/> WITHIN 20' OF INTERSECTION</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> FAILURE TO MOVE WITHIN 48 HRS</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> PARKING TOO FAR FROM CURB</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> WITHIN 15' OF FIRE HYDRANT</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> HANDICAPPED SPACE</td> <td>\$250.00.</td> <td>\$300.00</td> </tr> <tr> <td><input type="checkbox"/> EXPIRED REGISTRATION</td> <td>\$ 25.00.</td> <td>\$ 50.00</td> </tr> <tr> <td><input checked="" type="checkbox"/> FAILURE TO PAY</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> <tr> <td><input type="checkbox"/> OTHER</td> <td>\$ 20.00.</td> <td>\$ 35.00</td> </tr> </tbody> </table>	YOU ARE CHARGED WITH THE VIOLATION MARKED BELOW:	AMOUNT OF FINE		WITHIN 7 DAYS	AFTER 7 DAYS	<input type="checkbox"/> 3 HOUR PARKING	\$ 15.00.	\$ 30.00	<input type="checkbox"/> POSTED NO PARKING	\$ 20.00.	\$ 35.00	<input type="checkbox"/> YELLOW/RED ZONE	\$ 20.00.	\$ 35.00	<input type="checkbox"/> LOADING ZONE	\$ 20.00.	\$ 35.00	<input type="checkbox"/> 2 A.M. - 6 A.M.	\$ 15.00.	\$ 30.00	<input type="checkbox"/> WITHIN 20' OF INTERSECTION	\$ 20.00.	\$ 35.00	<input type="checkbox"/> FAILURE TO MOVE WITHIN 48 HRS	\$ 20.00.	\$ 35.00	<input type="checkbox"/> PARKING TOO FAR FROM CURB	\$ 20.00.	\$ 35.00	<input type="checkbox"/> WITHIN 15' OF FIRE HYDRANT	\$ 20.00.	\$ 35.00	<input type="checkbox"/> HANDICAPPED SPACE	\$250.00.	\$300.00	<input type="checkbox"/> EXPIRED REGISTRATION	\$ 25.00.	\$ 50.00	<input checked="" type="checkbox"/> FAILURE TO PAY	\$ 20.00.	\$ 35.00	<input type="checkbox"/> OTHER	\$ 20.00.	\$ 35.00
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18	12-27-21	What percentage of citations are handwritten?	100%																																												
19	12-27-21	How many letters/notices will the City want to send to collect delinquent payments?	We would like the vendor to state what they believe to be the optimal number. The vendor may provide options for different numbers																																												

20	12-27-21	What is the average fine for each citation and the penalty fine for each escalation period?	Average fine is \$20. Escalation after seven days. See violation image for Question 17.
21	12-27-21	What type of handheld units is the City currently using?	The City is not using a handheld unit currently. We did not enforce timed parking at all in 2020 due to Covid. The last system we used was the Duncan Auto Cite X3.
22	12-27-21	Does the City have a preference of a single unit issuance device to smart phone and Bluetooth printer combination?	The City would like the vendor's opinion of the most practical device(s) for our parking environment.
23	12-27-21	Who is the City's current permitting vendor?	We do not have a permitting vendor.
24	12-27-21	How many permitting zones are there?	We do issue parking permits at this time. We are considering issuing resident permits in blocks adjacent to the downtown business district. Employee permits are also a possibility. For the purposes of the RFP, vendors should assume the possibility of 300 parking spaces in three residential zones for residential permits and 200 employee permits.
25	12-27-21	How many permits does the City issue each year?	NA
26	12-27-21	When do the permits renew?	NA. All other City permits and licenses renew annually on May 1 at the beginning of our fiscal year.
27	12-27-21	Can the City provide a full breakdown of any permit types that the City issues, with their associated costs and durations (e.g. monthly, annual)?	NA

28	12-29-21	Galena has stated that it will award the Contract to the lowest, responsible, qualified provider. Is that lowest cost provider and can you confirm that it is for the "Total" end-to-end Solution Cost?	The City will conduct a comprehensive evaluation to understand the total solution cost for each vendor. We understand that comparing proposals may not be a simple apple-to-apple process.
29	12-29-21	Can bidder provide pricing for a Vehicle Mounted LPR system if it deems that it will provide Significant value to the City of Galena and details that value in its bid?	Vendors may provide vehicle mounted LPR specifications and pricing if they believe it to be a valuable component/option of the parking/enforcement solution.
30	12-29-21	If Vendor provides its own Payment Gateway for Credit card Transactions so as to ensure the highest level of Security to cities/municipalities is achieved and is also recognized as PCI Level-1 compliant, P2PE is not required. Please confirm that is acceptable.	That is acceptable.
31	12-29-21	If the Unit is already awake and does not require Third party Signage for instructions on how to wake the Kiosk, is the Sensor still required?	A sensor is not required if the unit does not sleep.
32	12-29-21	Is the color, "Black" a mandate or just what would be preferred?	Black is mandated because of the location in the National Register Historic District.
33	12-29-21	Is it acceptable that bidders Outsource "Wayfinding" System responsibilities, Development and/or Production, most preferably to a local provider?	Yes.

34	12-29-21	Can bidder Outsource Signage Development / Production to a third party and preferably look to use a local Galena provider to execute that work?	Yes.
35	12-29-21	How many permits, on average, does the city sell each year? If the figure is unknown, what is the anticipated volume?	We do issue parking permits at this time. We are considering issuing resident permits in blocks adjacent to the downtown business district. Employee permits are also a possibility. For the purposes of the RFP, vendors should assume the possibility of 300 parking spaces in three residential zones for residential permits. and 200 employee permits.
36	12-29-21	How does the city plan to select a mobile payment vendor for parking transactions? May we submit quotations as part of this bid?	Our staff intends to review the pros and cons of two of the leaders in the field--the Park Mobile and Passport, and evaluate their compatibility the solutions offered by the vendors. Vendors may submit other options but should include Park Mobile and Passport.
37	12-29-21	The city mentions the requirement, "maintain and operate a pay-by-plate, pay-by-stall, and/or pay-and-display", however those are 3 different systems. It is our understanding from reviewing the RFP that the city requests a pay by plate environment, can the City please confirm?	Good point. The City seeks a pay-by-plate system.

38	12-29-21	In requirement 4.6 C, can the city please confirm what equipment is requested for support of processing payments? Does the City require credit/debit terminals for in person payments? Or is this simply referring to online payments if any additional hardware or software is required?	The City has a credit card processing terminal at City Hall where transactions for tickets and permits would occur. No additional terminals are needed. This section refers to online payments.
39	12-29-21	For the requirement: 'Vendor shall provide real-time credit card authorization' Does the City intend for the vendor to be the merchant of record? Which processor does the City use to process credit card payments?	The City uses Global Payments for credit card transactions and as the merchant of record. The vendor may propose to use the City's processor or propose that the vendor be the merchant of record.
40	1-20-22	in regard to item 6.5 Manuals reading "prior to acceptance" manuals and SOP docs, would this be upon award or to be included with the proposal?	"Prior to Acceptance" refers to prior to award. Operating manuals do not need to be included with the proposal.