The City of Lowell
City Hall • 375 Merrimack Street • Lowell, MA 01852
P: 978.970.4110 • F: 978.970.4114
www.LowellMA.gov

September 17, 2015

ADDENDUM #1
RFP #16-26
Management of Parking Facilities

The number of this Addendum, Addendum No. 1, must be entered in the space provided on the Bid Form.

CLARIFY:

The excel document titled "Profit and Loss" as provided with the RFP contains separate spreadsheets which provides the revenues for each of the individual facilities and a consolidated rollup worksheet totaling the individual facilities. The separate spreadsheets for the individual facilities provide only the revenues but not the expenses for the individual facilities, while the consolidated worksheet provides a rollup total of expenses. Please provide the corresponding annual expenses (broken down by month and by individual expense line item) for the 3 years shown for each of the facilities.
Answer – information already provided is all that will be

Are proposer required to submit with the proposal pages 1 through 15 of the RFP (titled "16-26 parking mgmt rfp.pdf") or just pages 11, 12, 13, 14 and 15 which are the forms to be completed, signed and turned in?
Answer – Just pages 11 – 15

Please provide the last 3 years' monthly billings to the City for the services.
Answer – Based on a flat fee, it can be assumed the Profit and Loss can be evenly divided.

Please provide the current weekly staffing schedule for the services.
Answer – The current staffing level for each garage is one supervisor 40 hours per week. Maintenance staffs one person per garage 40 hrs per week. The city is open to proposals for alternate staffing that reflects appropriate coverage for the busy times of each garage. Proposed schedules will be vetted during interview process.

Please identify if any which employees for the service are covered by a collective bargaining agreement.
Answer – None

How many proposal copies are to be submitted to the City?
Answer – 1 original and two copies

Article 3 of "16-26 parking mgmt rfp.pdf"): Is the correct amount of the certified check or bid and 5% of one year's annual contract value or 5% of the 3-year total?
Answer – The 5% bid bond is for the total value of the contract (all 3 years)

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Please confirm the desired compensation structure for the services as described in "16-26 parking mgmt rfp.pdf" and "16-26 tech spec.pdf". Is this an "allowance" type agreement whereby the contractor will only be reimbursed only up to the annual amount bid, or is this a "cost-plus management fee"-type agreement whereby the contractor will be reimbursed for all approved monthly operating expenses plus a monthly management fee.
Answer – No, not an allowance. (Flat fee for service contract with two line items, one for Professional Services and one for Management Fee)

It appears from the RFP documents that the current Operator self-performs snow removal duties with the two City-owned, plow-equipped 2008 F250 pickups, mule vehicles and other equipment. Please confirm this is the case, and if subcontracted, please provide the annual snow removal costs, by location, for the last three years.
Answer – Yes, Recipient of Garage Management contract is responsible for snow removal. The city provides the equipment listed in the spec. snow removal is encompassed in the flat fee. Last year the city incurred $37,000 in surface lot snow removal. $17,000 for the winter of '13-'14

Please provide the name of the current snow removal subcontractor if one is utilized by the current Contractor.
Answer – Several snow removal subcontractors have been used by the current Contractor, using their own bidding process.

Regarding the City-owned vehicles which are used by the Operator, who is responsible for fuel costs? If the Operator, please provide the last 12 months' fuel costs.
Answer – Operator. Fuel costs part of flat fee

Who is responsible for the cost of maintaining the camera monitoring equipment in the facilities?
Answer – City

Is there any equipment or furniture presently in the Parking Office that will be made available to the Contractor?
Answer – Yes, it's in the bid

Is it expected that the fixed fee for this contract be based on the assumption that the "minimum hours of operation will consist of Monday through Friday each week (except holidays) from 7 AM to 5 PM"?
Answer – Yes

Why does it say that staffing should be based on "working hours, Monday through Saturday, and special events as determined by the City" and then that "minimum hours of operation will consist of Monday through Friday each week (except for holidays) . . . "
Answer – Although the base of the contract is M-F 7AM-5PM, the intent is to allow proper staffing of the garages to cover the busiest hours and heaviest traffic periods.

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Are all of the garages open on the holidays?
Answer – Yes

Confirm that the fixed fee to be provided for this contract does not reflect the cost of facility maintenance and repair except for "routine maintenance, preventative maintenance and minor repairs of the parking facility payment equipment" – because as the RFP states, "Prior to each fiscal year, the Contractor will work with the City to develop maintenance and repair plan for the coming fiscal year."
Answer – Confirmed. The intent is to come up with a maintenance plan that is reflective of seasonal trends

Does the City have a NOWCARE Support Agreement with Amano McGann? If so, what is the annual cost and is that cost to be paid by the City or the Contractor?
Answer – The Contractor supplies the Amano McGann NowCare contract. Approx. $60,000 annually

Confirm that the number of special event staff will be determined on an event by event basis and will be billed monthly on the basis of a fixed rate schedule that the contractor agrees upon with the City. Should that special event staffing rate schedule be provided as part of this submission?
Answer – Special event staffing is included in the flat fee

How many tickets are issued annually at each of the garages/lots?
Answer – 1.2 million

Are you able to close the roofs off of any of the garages during the winter/snow months?
Answer – Yes, but it's a priority to keep them open

Please identify the number of companies and locations that have validation programs in effect and that would need to be billed monthly.
Answer – 26

Who owns the validation equipment – the contractor or City? Are validations performed at all of the garages should the parker fail to have his ticket validated at the retail/other destination?
Answer – City, yes

Are all of the monthly keycards/passes invoiced on a monthly basis? Other?
Answer – Monthly

Are all of the monthly keycards issued from the Parking Department Offices at 75 John Street, or are some (all) issued at each garage separately?
Answer – Pass cards issued at respective garages

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Is the parking access control system for each garage located centrally at the Parking Department Office? Is the communication/intercom system for each ticket dispenser, passcard reader, ExpressParc exit pay station and/or central POF station centrally located in the Parking Office or situated on-site in each garage?
Answer – On-site in each garage

Who is responsible for purchasing the monthly passes/keycards? Is there a refundable fee charged each monthly passholder for the keycard? Is there a replacement fee?
Answer – The Contractor provides the inventory of key cards. No refundable fee charged. Replacement fee charged.

There are currently about 5,800 active monthly parkers (keycards issued). Roughly how many new and replacement keycards are issued each year?
Answer – 1600 issued new annually, 300 replacements for 1900 in total

The special event ticket reports that have been provided refer to a garage identified as "JAM." What or where does this refer to?
Answer – Edward J. Early Garage

Please confirm the start date of Services.
Answer – 1/1/2016

How frequently does the City require that the parking stalls, directional arrows, etc. in each garage be painted?
Answer – Cost incurred by the city

Who is responsible for payment of the bank credit card processing fees? If responsibility of the Contractor, how much have the fees been at each garage over the past 3 years?
Answer – Contractor pays bank credit card processing fees. The City reimburses the charges (Treasurer)

Is the Contractor permitted to close the roofs off of any of the garages during the winter/snow months?
Answer – No, priority is to keep the roofs open

The RFP indicates that the City will reimburse the costs for plowing the Davidson Street lot. What assumption should be made regarding plowing at Tsongas Lot A?
Answer – Lot A is responsibility of the contractor

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Given that the snow plow and removal expense exceeded $100,000 for this prior year, would the City of Lowell entertain a cap on snow costs to the operator under the new contract?
Answer – No

This past year the parking and revenue control equipment expense exceeded $120,000, would the City of Lowell entertain a cap on the maintenance costs for parking and revenue and control equipment for the operator under the new contract? No, the Amano McGann NowCare agreement provided by the Contractor covers the majority of maintenance efforts.
Answer – The NowCare agreement is approximately $60,000 annually.

Will the City of Lowell continue to require the operator to staff garages with "event staff" and provide pre-sell operations every Friday and Saturday night for bar/club crowd activity in an effort to prevent vandalism and damage to parking equipment?
Answer – Yes

Sincerely,

PM Vaughn
Chief Procurement Officer