

September 14, 2015

ADDENDUM #1
IFB #16-28
Kiosk Collection & Maintenance Services

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

CLARIFY:

Bids for this IFB are due by 11:00 AM on Thursday, September 17, 2015. We believe that some of the services (e.g. supervision, reporting) requested under this IFB should be "shared" with services being sought under the independent RFP No. 16-26 re: Management of Parking Facilities whose bids are due by September 23, 2015. Is it possible to postpone the due date for this IFB until at least September 23, 2015?

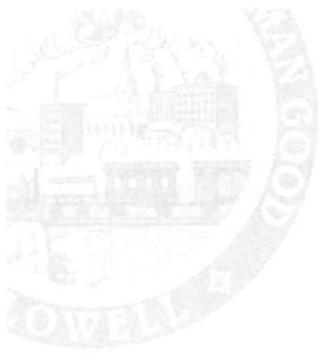
Answer – No

It appears from various City documents that kiosk meter revenues in the city of Lowell total approximately \$900,000 annually. Could you tell us how much of this annual revenue is in the form of credit card charges, coins and/or notes?

Answer - 37% annual revenue in the form of credit cards, 63% in the form of bills/coins

Assuming that the reporting requirements in the IFB are comparable to current requirements, could you please provide us with the most recent: (a) itemized list of all operating expenses; (b) 13-month history of total dollars collected from each metered zone each month; and (c) 13-month history of dollars paid for each metered zone each month.

<u>month</u>	<u>machine</u> <u>totals</u>	<u>deposited</u> <u>amount</u>
14-Aug	\$ 60,900.00	\$ 60,921.00
14-Sep	\$ 64,707.00	\$ 65,030.00
14-Oct	\$ 66,607.00	\$ 66,976.00
14-Nov	\$ 42,728.00	\$ 43,577.00



14-Dec	\$ 67,720.00	\$ 68,175.00
15-Jan	\$ 45,090.00	\$ 45,242.00
15-Feb	\$ 27,722.00	\$ 27,949.00
15-Mar	\$ 58,362.00	\$ 58,436.00
15-Apr	\$ 66,505.00	\$ 67,043.00
15-May	\$ 65,616.00	\$ 66,273.00
15-Jun	\$ 62,874.00	\$ 62,919.00
15-Jul	\$ 73,980.00	\$ 74,691.00
15-Aug	\$ 59,572.00	\$ 59,809.00
total	\$ 762,383.00	\$ 767,041.00

It states clearly in the IFB that the collection frequency is determined by the Parking Director or his designee. The IFB references a list that shows “seasonal trends” re: the 2,700 collections per year. That list was not attached – please provide. In addition, how many “Collection Service Personnel” (collection only) are typically needed and expected to be available for 8-hour shifts during each weekday?

Answer - Collections schedule is dictated by a dollar amount threshold. This threshold trends towards 2700 collections annually

The IFB states that the City reserves the right to schedule collections on weekends and holidays, and that the contractor shall be responsible for any employee overtime. How frequent have weekend and holiday collections been in the past year?

Answer - No weekend or holiday collections have occurred in the past.



How many customer issues and service/maintenance problems are reported during a typical day/month/annually? Does the Metric meter technician now successfully respond to all of the customer issues and service issues daily, or is additional staff necessary and currently assigned? How many total full-time or part-time contractor staff are now assigned to these functions?

Answer - Customer service issues vary as they are reported. There is no typical amount. One meter technician successfully addresses this customer and service issues. The one full time collection staff member is assigned to these functions

The IFB states that a City vehicle will be provided for the certified meter technician. How many additional vehicles are now being provided by the current contractor for the collection service personnel and supervision services?

Answer - None

Please confirm that the successful bidder will have access to the back-office software for the Metric units so that daily activity and revenue reports can be generated.

Answer - Yes

Please provide the current weekly staffing schedule for the services.

Answer – M – F, days 40 hours a week

The IFB document can be interpreted as the vendor supplying the service vehicle or the City provides the service vehicle. Please verify which way the City wants this proposed.

Answer – City provides this vehicle

Please identify if any which employees for the service are covered by a collective bargaining agreement.

Answer – No CBA, current employee, is fully trained and certified makes \$17 /hr. The City strongly encourages, that the existing meter tech is retained for the new contract.

How many proposal copies are to be submitted to the City?

Answer – 1 original and 1 copy

Is there a requirement on the number of years of service that the proposed meter tech must have collecting money from and providing maintenance for parking kiosks?

Answer - No

Does the proposed meter tech need to have experience servicing and collecting from Metric kiosks?

Answer - No



Metric Parking provides training and certifications related to their parking kiosks. What certifications are required for the proposed meter tech?

Answer - Proposed meter tech must be certified and trained thru metric parking/Amano McGann for Aura Phase 2 and Elite LS parking Kiosks. This must be completed and 100% operational at start of contract

Should a copy of the proposed meter tech be included in the bid?

Answer – Yes, City would have to agree

What is required with snow clearing and removal for parking kiosks?

Answer - Meter tech will be required to clean kiosks of snow and ice may be required to remove snow to allow access for customers

Please clarify the scope under the Equipment section in the Parking Kiosk Services specifications. In other words, if an on street is damaged by a third party is the operator responsible for the cost of repair or replacement of the unit?

Answer -City's responsibility

Does the City absorb the cost of credit card processing and banking fees?

Answer -CC processing and banking fees not part of the collection contract.

Is the City responsible for the cost for communications from the meters?

Answer -YES

The RFP states that there are 2,700 collections per year. Based on 188 meters, that results in an average of 14 collections per meter per year. Is that accurate?

Answer -YES

What number does the City want on the Bid Sheet – i.e. entire fee to operator over the 3-year term; fee to operator per year; fee to operator per successful collection? If fee is per successful collection, should operator base fee on the 2,700 collections per year?

Answer –The Bid Sheet is for the entire fee for the three year term

Sincerely,

PM Vaughn
Chief Procurement Officer