



PARKING OPERATOR AND MANAGEMENT RFP QUESTIONS AND RESPONSES

Through 10/21/24 at 5:00pm

1. Can you provide the Excel Files for the Appendix C (Forms S, A, B, C, and D)?
 - a. The City's website has been updated with the Forms.
2. Are there going to be any scheduled site visits?
 - a. No, the sites are publicly accessible 24/7.
3. Is this strictly an operator RFP or equipment too?
 - a. Operator RFP.
4. What is the current annual revenue for the parking operations?
 - a. The current, consolidated annual revenue for the Parking-On Street/Off-street/Civic Center Garage programs is approximately \$1.13M.
5. Are there any specific performance metrics or KPIs that the city expects to track and monitor during the contract?
 - a. Refer to RFP Solicitation Package for details.
6. Can the city provide detailed historical data on occupancy rates, revenue, and operational costs for the past three years?
 - a. Detailed occupancy rates are unavailable for the past three years.
 - b. Detailed revenue data may be available by submitting a Public Records Request with clerk@alamedaca.gov. Note there may be delay in gathering such data.
 - c. Detailed operational costs for the past three years may be made available by submitting a Public Records Request with clerk@alamedaca.gov. Note there may be delay in gathering such data.
7. What are the expected hours of operation for each parking facility?
 - a. Refer to RFP Solicitation Package for details.
8. Is there an option for the operator to propose new technologies or systems to improve efficiency (e.g., license plate recognition, cashless payment systems)?
 - a. Yes.
9. Are there any anticipated changes or projects that could affect parking demand (e.g., construction, new developments)?
 - a. Not at this time.



10. How often will performance reviews be conducted, and will there be an opportunity for contract renegotiations based on results?
 - a. Refer to RFP Solicitation Package for details.
 - b. The City anticipates a 5-year agreement from the start. There may be an opportunity for an extension with Council approval.
11. Are there any restrictions on how fees or rates can be adjusted during the contract period?
 - a. Refer to RFP Solicitation Package for details.
12. Will the operator be able to negotiate billing adjustments if there are significant changes in external factors that affect ongoing costs?
 - a. Refer to RFP Solicitation Package for details.
13. How will the contractor be reimbursed for start-up expenses?
 - a. Refer to RFP Solicitation Package for details.
14. Can the city provide more details on payment terms and invoicing schedules?
 - a. Refer to RFP Solicitation Package for details.
15. Is there an estimated annual budget or expenditure for parking management services that proposers should be aware of?
 - a. The current adopted biennial budget for Fund 265 (Parking) is available on the city's website.
16. How should the proposer account for equipment maintenance and replacement costs in the proposal?
 - a. Refer to RFP Solicitation Package for details.
17. Who is responsible for the credit card processing fees—the parking operator or the city?
 - a. The City.
18. Does the city have an occupancy tax? If yes, what is the percentage? Transient Occupancy Tax information can be found on the City's Municipal Code Site at:
https://library.municode.com/ca/alameda/codes/code_of_ordinances?nodeId=CHIIIFITA_ARTIITA_DIVIXTA_3-61TROCTA
19. What is the current staffing structure for parking operations, and will the city provide a staffing schedule?
 - a. (1) Parking Manager, (1) Full Time Meter Maintenance Technician, (1) Part Time Meter Maintenance Technician, (2) Full Time Parking Enforcement Technicians, (3) Part Time Parking Enforcement Technicians.



20. Will the city provide funding or resources for employee training, or is this the contractor's responsibility?
 - a. [Parking Operator Responsibility, refer to RFP Solicitation Package for details.](#)
21. Are the current parking staff part of a Collective Bargaining Agreement (CBA), and can you provide a copy of the agreement if applicable?
 - a. [Full time staff are part of a CBA, respectively the Operator Engineers Local 3 \(OE3\). Current Memorandum of Understanding \(MOU\) is available on the City's website.](#)
22. Will the operator's employees have to pay for parking, or is it free for them?
 - a. [Operator employees must pay for parking where applicable.](#)
23. Can employees park in the same parking lot where they work, or is there a designated employee parking area?
 - a. [Refer to RFP Solicitation Package for details.](#)
24. Does the city have a preference for the staffing model (e.g., full-time vs. part-time, staffing levels by location)?
 - a. [Refer to RFP Solicitation Package for details.](#)
25. Will there be any restrictions on hiring current city staff or subcontractors that have been involved in the existing operations?
 - a. [No.](#)
26. Is there currently a living wage requirement in place for parking employees?
 - a. [Current Minimum Wage information can be found on the City's Municipal Code website at:
\[https://library.municode.com/ca/alameda/codes/code_of_ordinances?nodeId=CHIVOFPUA_ARTIXRECOTRCO_4-60MIWA_4-60.40MIWA\]\(https://library.municode.com/ca/alameda/codes/code_of_ordinances?nodeId=CHIVOFPUA_ARTIXRECOTRCO_4-60MIWA_4-60.40MIWA\)](#)
27. Can you provide the current staffing schedule for parking operations to help evaluate efficiency?
 - a. (1) [Parking Manager:](#) [M-TH 7:00am-4:30pm](#)
 - b. (1) [Full Time Meter Maintenance Technician:](#) [T-F 7:00am-5:00pm](#)
 - c. (1) [Part Time Meter Maintenance Technician:](#) [M-TH 7:00am-2:30pm](#)
 - d. (2) [Full Time Parking Enforcement Technicians:](#) [M-TH 4:00am-2:30pm](#)
 - e. (3) [Part Time Parking Enforcement Technicians:](#) [M-Sa 8:00am-7:00pm](#)
28. Will the city provide office space, storage space, or parking for the contractor's employees at the parking facilities?



- a. Office Space will not be provided.
 - b. Gated storage space may be available at the Civic Center Garage (~100sq ft.).
- 29. Is there a covered office with air conditioning and heating available for parking staff?
 - a. No.
- 30. Will the city provide radios, umbrellas, or other necessary equipment for parking operations, or is this the contractor's responsibility?
 - a. Parking Operator Responsibility.
- 31. Are there any electric chargers (outlets) for equipment, and are they protected from fire hazards (e.g., rain and snow)?
 - a. 120VAC outlets are available in some public areas at select sites, Civic Center Garage has the best power availability.
- 32. Will the contractor be responsible for maintaining existing parking equipment (e.g., meters, kiosks), or will the city handle this?
 - a. Refer to RFP Solicitation Package for details.
- 33. Are there any golf carts or vehicles provided for transportation between parking locations?
 - a. No.
- 34. Does the city have plans to upgrade or expand parking facilities (e.g., adding EV charging stations or implementing green initiatives)?
 - a. Yes
- 35. Are there existing service contracts for equipment maintenance that the contractor will assume?
 - a. Refer to RFP Solicitation Package for details.
- 36. What are the city's expectations regarding insurance coverage and liability for the contractor?
 - a. Refer to RFP Solicitation Package for details.
- 37. Will the operator be responsible for managing customer complaints and claims related to parking?
 - a. Refer to RFP Solicitation Package for details.
- 38. Are there specific environmental or safety standards that the operator must adhere to during operations?
 - a. Refer to RFP Solicitation Package for details.



39. What is the process for handling parking violations, and will the contractor be responsible for any disputes or appeals?
- a. [The City's Parking Manager performs adjudication, refer to RFP Solicitation Package for details.](#)
40. Will there be any revenue-sharing agreements between the city and the operator? If so, what are the terms?
- a. [No.](#)
41. What are the city's expectations regarding the remittance of fees or revenue collected by the operator?
- a. [Refer to RFP Solicitation Package for details.](#)
42. Will the operator be responsible for collecting occupancy or other taxes, or will the city handle this?
- a. [Refer to RFP Solicitation Package for details.](#)
43. Are there specific events (e.g., festivals, sporting events) where additional parking management services will be required?
- a. [Refer to RFP Solicitation Package for details.](#)
44. Will the operator be required to provide additional staffing or transportation (e.g., shuttle services) during these events?
- a. [This is not part of the current Scope of Services.](#)
45. Does the city expect the contractor to manage traffic flow and ensure smooth ingress and egress during peak hours and special events?
- a. [Refer to RFP Solicitation Package for details.](#)
46. Will the operator be responsible for snow removal, landscaping, or other maintenance in parking lots and garages?
- a. [No Snow Removal](#)
 - b. [No Landscaping](#)
47. What reporting requirements will the contractor have to meet, and how often will reports be submitted to the city?
- a. [Refer to RFP Solicitation Package for details.](#)
48. Will the city provide existing parking management software, or will the contractor need to implement their own?
- a. [Refer to RFP Solicitation Package for details.](#)



49. Is there any required integration with the city's financial or data systems for managing revenue and performance metrics?
 - a. Refer to RFP Solicitation Package for details.
50. Will the operator be responsible for collecting and maintaining data related to occupancy, ticketing, or customer interactions?
 - a. Refer to RFP Solicitation Package for details.
51. Can you provide claims information for the past two years?
 - a. Detailed claims data may be available by submitting a Public Records Request with clerk@alamedaca.gov. Note there may be delay in gathering such data.
52. Can you provide the number of chasers with the current operator?
 - a. Please provide further details regard the term 'Chasers'
53. Can you provide the number of maintenance staff with the current operator?
 - a. Please contact current parking operator, Parking Concepts Inc. (PCI) at:
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