



## Ogden City Corporation

### Request for Proposal

#### Parking Hardware and Software System

#### Q & A

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1. I'm reaching out to kindly request a two-week extension on the date of submission for the RFP. Thank you for considering our request.
  - a. Ogden City issued an addendum to extend the proposal deadline to February 5, 2025, no later than 3 PM MST.
2. The RFP states that the Contractor is responsible for civil work, yet quantities for pay stations are not yet known. Will these costs be reimbursed via operational expense process?
  - a. Yes, contractors will be reimbursed
3. In the LPR portion of the RFP it states, "if a user submits an EV charging station outage report, the system shall inform the user and alert a designated system administrator." Can the City please provide clarity on how this is related to LPR and/or the expectation surrounding LPR functionality?
  - a. This portion of the RFP is in the wrong location.
4. In the Online Permit Management portion of the RFP it states, "The Contractor shall also perform Quality Assurance testing and provide digital proofs of signage prior to installation. The Contractor shall be responsible for sign fabrication and installation, including EV charging station space signage." Can the City provide clarification on this statement in the relationship to online permit management?
  - a. The contractor of this bid will not be responsible to perform quality assurance and to provide digital proofs of signage. We plan on releasing an additional RFP late Summer that the contractor of that will be responsible for those items

5. How do we register our business with the State of Utah?
  - a. If the proposer is headquartered outside of Utah, as applicable, firm shall register with the Utah State Division of Corporations and Commercial code.
  - b. Forms and information related to registration may be obtained by calling the State Division at (801) 530-4849 or toll free (877) 526-3994 or accessing the State's webpage – [www.commerce.utah.gov](http://www.commerce.utah.gov).
6. Do you have any data on the number of spaces that you will expect to be managed with the new systems?
  - a. We expect the new system to manage proximally 3,359 parking spaces.
7. Where is the line on how you prefer, we, as contractors, bid this?
  - a. As outlined in the RFP, we want you to bid phase one which covers the parking structures (WonderBlock), the Municipal Building Parking lot, and the Ogden Airport. However, please include pricing relating to scalability – additional stations.
8. We are a merchant services provider. Do you require that we interface with some other vendor, or can we use ours if we work with you guys? When someone swipes a credit card, they want to park.
  - a. If you are referring to merchant services related to payments, yes. We currently have a software vendor we use that provides the service and others where they interface through a gateway. We are open to looking at either option.
9. Do you require all data to be stored for all parking clients on their own servers? Or, can we use our own AWS servers and give you guys admin rights to view all.
  - a. It could be either way, but there would be some limitations. There are some policies on privacy that we need to follow.
10. On the parking garage facilities, we are assuming it is gated, or are you open to gateless or frictionless and LPR?
  - a. Yes, they are gateless parking garages. We are open to LPR.

11. Regarding gateless garage, are you guys interested to automate enforcement in those garages? Or, do you still need folks on foot to actually print tickets?

- a. We are very interested in looking at automation with the possibility of using LPR.

12. How many of the fixed cameras would you be looking for?

- a. 2 Fixed LPRs, and 2 Mobile.

13. For the right number of cameras needed, just trying to confirm with the two new garages, there is one entry and one exit?

- a. Yes, correct.
- b. And those entry and exit lanes, is there anything going in that will prohibit folks from going the wrong way or would that warrant two (2) cameras per lane to ensure we capture folks going the wrong way. Are there going to be those spikes installed?
  - i. There is nothing that will prohibit patrons from going the wrong way.  
There is a concrete median that will define each lane with directional arrows

14. Will you want to offer paid in advance like a monthly fee service with a discounted rate so people can just pull up and park. And maybe the enforcement office just reads the pass?

- a. We are interested in doing monthly passes.

15. What about a phone app?

- a. Yes, a mobile app is a requirement.
  - i. If a driver parks their car and needs to extend the time on the app, are you interested in allowing to extend time digitally?
    - Yes, that would definitely be helpful.

16. Is the City going to required 24/7 support? What are your requirements?

- a. We put in information regarding the enforcement part.
  - i. If it is 2 AM in the weekend, are we okay to wait until Monday morning or do we need to respond right away, essentially 24/7 support?

- We will not require 24/7 support. Support will be needed during the times managed parking will be enforced which still needs to be determined.

17. Do you just want operations training on how to use the system?

- a. Per consultant, "Training shall be provided for the multi-space meters, the kiosks, the enforcement system, dashboard that's associated with it, the permit management system, and the mobile app as well. Please include additional items for other, extra training offered."

18. Are you going to post the recording of the pre-proposal meeting?

- a. Yes, the Purchasing Office is working with the IT team to get the recording posted on the webpage <https://www.ogdencity.gov/264/Purchasing> under this RFP's section.

19. Additional Questions – Refer to next pages.

<b>IT / PCI / Integrations / General / Pricing</b>
Does the City desire to be merchant of record or would they like the Vendor to be the merchant of record? <b>The city is open to either option</b>
Who does the City currently use as their merchant processor? <b>Kiosks at Ogden Airport use the gateway credit call, and Chase payment tech is the processor. For the mobile app Park Mobile is the Gateway, and Chase payment tech is the processor.</b>
How many third-party vendors does the City expect the selected vendor to integrate with? <b>None as right now, but maybe sometime in the future we could intergrade with Tyler Cashiering</b>
Will there be any specific pricing sheets provided to ensure apples to apples comparison between the vendors for the various products and services offered? <b>We do not have specific pricing sheets at this time. One will be forthcoming and added as an addendum to the Q&amp;A document</b>
Does the parking program budget operate out of the general fund or is it an enterprise fund? <b>It will be set up as a enterprise fund</b>
<b>Meters / Pay Stations / Mobile</b>
Does the City currently have paid parking? If so, is it on-street? Off-street? Or both? <b>We currently do not have paid parking</b>
Can the City provide an inventory and vendor of existing single-space and or dual-space meters so that we may provide pricing according to the total volume of meters? <b>The city does not have any single or dual space meters.</b>
Can the City provide an inventory and vendor multi-space parking meter so that we may provide pricing according to the total volume of meters? <b>The Ogden Airport currently has 2 multispace kiosks.</b>
Does the City have a current pay-by-phone vendor? If so, who is the vendor today? <b>Citations can be paid by phone through T2</b>
How many mobile LPR units & cameras per unit does the City believe that it may ultimately require? <b>Four with the possibility with adding more units</b>
What is the City's long-term (5-7 year) parking plan as it relates to hardware <b>no time line has been established with expanding the paid parking system</b>
What are the City's current parking pain points? <b>currently none</b>
<b>Enforcement / Permitting</b>
Who is the City's current citation processor provider? <b>Upsatey/ T2 And any in person transitions Chase payment tech</b>
How long have they been using this vendor/process? <b>4 years</b>
What is the status of the contract if one exists? <b>Please refer this Oden City Recorders process <a href="https://ogdenut.govqa.us/WEBAPP/_rs/(S(d52enejybvkjjymgczqxyql3))/supporthome.aspx">https://ogdenut.govqa.us/WEBAPP/_rs/(S(d52enejybvkjjymgczqxyql3))/supporthome.aspx</a></b>
Who is the City's permit vendor? <b>Currently don't have one</b>
Please provide the quantity of citations issued for each of the last 3 years, broken out by electronic tickets and those issued manually (i.e. handwritten)
2024- 4,701 Electronic, 70 handwritten
2023- 5,028 Electronic 145 handwritten
2022- 5,077 Electronic, 99 handwritten
Please provide annual parking citation revenue for each of the last 3 years
FY2022- \$272,422
FY23- \$227,196
FY24- 209,583
FY25- \$85,522 TYD

Please provide the quantity of notices mailed for each of the last 3 years <b>I don't have the exact number of notices mailed out, but I would guess with the amount of citations we write each year, we mail around 5,000-6,000 notices per year</b>
Please provide the percent of payments that are paid through the following payment sources: Online, Mail, Phone, Over –the-Counter, Other <b>Please refer to Ogden City Recorders Process <a href="https://ogdenut.govqa.us/WEBAPP/_rs/(S(d52enejybvkjjymgczqxyql3))/supporthome.aspx">https://ogdenut.govqa.us/WEBAPP/_rs/(S(d52enejybvkjjymgczqxyql3))/supporthome.aspx</a></b>
Approximately, what percent of citations are issued to out-of-state vehicles? <b>7-10%</b>
Approximately, what percent of citations are paid? <b>%56</b>
Approximately, what percent of citations are dismissed or voided? <b>5-7%</b>
Please provide the overall value of the City's unpaid parking citation backlog? <b>There is no back log on unpaid parking citations. Remaining unpaid balances get transferred to Ogden City Collections Dept 45 days after the citation is written</b>
Please provide the overall value of the City's unpaid parking citation backlog or citations less than 5 years old? <b>There is no back log on unpaid parking citations. Remaining unpaid balances get transferred to Ogden City Collections Dept 45 days after the citation is written</b>
How many enforcement handhelds should the vendor include within its' proposal? <b>2 handhelds to start, vendor can provide information on costs of additional handhelds</b>
What current handhelds and printers does the City utilize? And how many of each? <b>We have 2 of each</b>
Please provide the average initial fine for all parking violations. What is the average fully escalated fine? <b>\$25.00- \$105.00</b> <b>\$35.00- \$115.00</b>
Please provide the average value and timing of late fees applied to parking citations <b>15 days late \$40.00 fee, 30 days late, and an additional \$40 fee</b>
Please describe permit types offered including how many zones and permits are currently active <b>We currently issue permits for Ogden Municipal lot for employee parking, Business parking permits for electric alley, and residential permits</b>
Please provide the quantity of residential parking permits issued for each of the last 3 years <b>2022- 209 permits</b> <b>2023- 197 permits</b> <b>2024- 209 permits</b>
Does the City have a preference in terms of how the enforcement solution is priced? Meaning on a per ticket issued basis or on a convenience fee basis to the end customer? <b>The city does not have a preference on how the enforcement solution. But the city does not charge the customer a convenience fee</b>
In order to meet the existing expectations of the City, would it be possible to receive an invoice from the existing vendor for the last three months so that we may model our pricing in a manner consistent with your current payment process? <b>Not at this time</b>
Does the City implement DMV holds at the state level for in-state plates with past due or delinquent violations? <b>no</b>
Does the City have secondary / delinquent collections in place today? If yes, who is the current vendor. If not, does the City wish to receive a proposal for secondary / delinquent collections processing? <b>no</b>
Does the City have vendor provided call center services in support of enforcement and permitting programs today? If yes, who is the current vendor. If not, does the City wish to receive a proposal for secondary / delinquent collections processing? <b>no</b>

Are the City's parking citations criminalized and are the courts involved with the processing and/or adjudications? <b>no</b>
Are there county or state surcharges attached to the payment of parking citations? <b>None</b>
Can the City list any parking enforcement or processing pain points? <b>Parking enforcement officers handheld have a hard time reading license plates. They end up manually entering all license plates</b>