



## Ogden City Corporation Request for Proposal

### Parking Management & Enforcement Services Utilizing Passport Inc. Systems

#### Q & A

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1. What are the hours of enforcement?
  - a. For phase 1, the proposed hours are below –*
    - i. Monday to Saturday; 8 AM to 8 PM*
    - ii. Sundays & Observed Holidays – Free Parking*
2. Regarding office space, are we expected to have our own space?
  - a. This is to be determined later depending on how much space the selected vendor will need.*
3. What is it going to look like in downtown? Are you going to have kiosks or they need to use QR codes or Text to Pay?
  - a. It will be zone based and hybrid.*
    - i. We have yet to finalize but definitely have kiosks and text to pay options.*
4. Are you going to keep the same time based for 2-hour free parking?
  - a. Draft map for phase 1 implementation has been posted.*
5. With enforcement of ADA compliance and expired license plates, does the enforcer need to be deputized?
  - a. Since these are not criminal infractions but civil in nature, parking enforcers are able to complete the required tasks without being*

*deputized. However, if there is an apparent safety issue or needing law enforcement assistance, parking enforcers will be trained to contact OPD.*

6. For the proposal / submittal, are we allowed to go over the maximum page – 10?

*a. We will allow a submittal up to 50 pages.*

7. What is the requirement for compensation benefits? Is prevailing wage required for parking company employees?

*a. We recommend they consult their attorney and make that determination*

8. Are we expected to purchase the handheld units? What will be the # of handheld units owned by City and available for our company's use?

*a. We will have 6 total. 2 for Ogden City employees, 4 for the selected vendor*

9. Do we need to purchase our own Passport log-in accounts to manage the back-end information?

*a. There will be no cost to the selected vendor for Passport log in credentials.*

10. Is our scope of work pretty much related to customer facing?

*a. Yes, you will be concerned with customer service, enforcement and related issues. Adjudicating parking tickets and collections will be handled by City employees.*