



Request for Proposals  
City of Delaware Parking Meter Upgrades  
Responses to submitted Questions  
April 27, 2018  
**\*\*Revised May 1, 2018**

What is the term of the contract? **To Be Determined.** The vendor should provide two options in their proposal so that the City can determine the best way forward

Which individuals/departments will be involved in the evaluation process? **Law enforcement, Technology and Administrative Staff**

If the vendor does not include contract exceptions with its proposal, will that vendor still have the opportunity to negotiate terms later in the process? **Possibly. It depends on the completeness of the returned proposals**

How many off-street spaces are there? **146 spaces divided among 4 parking lots.** What is the average hourly rate? **The hourly rate is twenty-five cents per hour. (.25)**

How many on-street spaces are there? **188 spaces divided among 9 streets.** What is the average hourly rate? **The hourly rate is twenty-five cents per hour. (.25)**

Who is the current citation management provider? **None, paper tickets tracked on an Access data base.**

What types of handhelds are the enforcement officers using? Do they have consistent access to the internet? **None, to both questions.**

Does the City intend on absorbing the convenience fee of the mobile application to create more parity between meters and the mobile application or will the City be passing the cost on to the parkers? **To Be Determined**

When does the City intend on launching the system? **As soon as we are comfortable with the application**

Who is the City's Merchant of Record? **Question not understood.**

Who is the City's gateway provider? **Question not understood.**

Who is the manufacturer(s) of the City's current parking meters? **POM** Any plans to update the existing coin meters to credit cards? **Possibly down the road**

Does the City prefer a fixed or variable pricing model? **Variable**

What does the City mean when they ask to "Confirm receipt of your proposal no later than May 10, 2018"? **Contact Jackie Walker via email to confirm the receipt of the proposal submitted**

The City requests "certification of Equal Employment Opportunity or your firm's own Affirmative Action Plan". Does the City have an EEOC form or preferred template? If not, what would be sufficient evidence of this requirement? **Either submit your company's own EEOC certificate / Affirmative Action Plan or other related document**

How many citations does the City issue each year?

- 2017: 2287
- 2016: 3401
- 2015: 4451

What percentage of citations go uncollected each year? **These numbers represent the number of citation collected.**

- 2017: 1996
- 2016: 2921
- 2015: 3913

What is the escalation schedule for citations?

- Overtime Parking paid after midnight on the date issuance out to 29 days
  - \$10 extra
- Late fee will be added if not pain in full within 30 days
  - \$20
- A billing fee may be assessed as well
  - \$5

What is the average fine for each citation and the penalty fine for each escalation period?

- Expired Meter
  - \$3
- Over the Time Limit in free parking areas
  - \$40
- Other violation for incorrect parking
  - \$25

Does the current provider charge a convenience fee for online payments? **We have no current provider**

Does the City issue parking permits? If so, how many per year? Could the City explain more about how permits are distributed, displayed, and enforced? **Parking Permits are issued for 50% of the 10 hour metered spaces available in all lots or on all streets. Manual system using a hand written journal set up by location. Light card stock hang tags are issued to permit holders and displayed on the vehicle's interior mirror.**

Would the City be willing to accept proposals offering a smart parking meter upgrade rather than a mobile-only solution? **Yes. However, complete proposals as requested will be considered first.**

Is the RFP is for mobile payments or a retrofit of the existing meters, and/or new meters or paystations? **We are looking for decals on the existing meters**

Are the meters that are being replaced are single space meters? And if so, is he City interested in replacing them with multi space meters for say, 1 to 5 as and example? **No meters are being replaced**

**\*\*How many handheld enforcement devices/ licenses does the city require? Two**

General Answer: At this time we are not looking for pay stations. We are looking for a mobile app that is activated by a decal on our existing meters.

**Please note, the last day for additional questions will be EOB May 1, 2018.**