

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT**

REQUEST FOR PROPOSALS NO. 22-DES-RFPLW-537

REVISED ADDENDUM NO. 1

Arlington County Request for Proposals No. 22-DES-RFPLW-537 for Arlington County Parking Garage Operations and Maintenance is amended as follows:

- Attachment F Cost Proposal Form is **deleted** in its entirety and **replaced** with Attachment F Cost Proposal Rev.1 attached hereto.

The following are answers to the questions received in response to RFP:

1. **Question: Will the County be holding a site tour? If no, are there any arrangements that need to be made for a self-tour?**

Answer: The County is not holding a guided site tour. Offerors may visit the public garages during the location's hours of operation.

2. **Question: What is the estimated start date the County is targeting for this contract?**

Answer: The County intends to award this contract as soon as the evaluation and contracting process is complete. An estimate is from 90 – 120 days after receipt of proposals.

3. **Question: Is the county offering a pre-proposal conference/tour?**

Answer: See the response in Question 1.

Please provide current staffing schedules with rate of pay for hourly and salary staff.

Answer: The County does not possess or maintain a schedule or list for the current operator's staff.

Please provide a listing of employees currently enrolled in a health benefits plan by category (Family, Single, Single plus One).

Answer: The County does not have this information for the current operator's staff.

Is the current operator Union?

Answer: The County did not inquire into this during the last contracting process; therefore, the current provider is not required to provide the County this information and the County would not request it.

Please provide the current security contractor information.

Answer: Securitas, security services

Please provide information on the contractor maintaining the security cameras.

Answer: ADT, alarm.

Please provide information for the current pest control and refuse removal companies.

Answer: Matar for pest control and Keter for waste removal.

Please provide a listing of office equipment that is owned by the County and will stay for the new operator.

Answer: The County does not currently have an equipment list. This may be part of contract negotiations with the successful Offeror.

Does the county intend to convert the Ballston Garage to a fully automated payment system? Anticipated time frame?

Answer: Per the solicitation, full automation at the Ballston Garage is an option that the County would like to be available under this contract, but no decision to proceed with such has been made at this time.

Is the customer service representative on-site at the LRCC garage?

Answer: Customer service representatives must be on-site at each garage per the solicitation scope of work.

Is the customer service representative on-site at the AMCC garage?

Answer: Customer service representatives must be on-site at each garage per the solicitation scope of work.

Please provide the last three (3) years budget information including Operations and Management Costs, Reimbursable Costs and Garage Revenue.

Answer: Below represents the County's budget for the contract for each garage over the last three years and not necessarily the current provider's operating budget.

Rough total dollars, rounded			
Operating budget	FY20	FY21	FY22
AMCC	160,000	162,000	162,000
Ballston	1,887,000	1,667,000	1,721,000
Lubber Run	NA	NA	71,000
	Lubber Run opened mid-year in FY21		
Revenue	FY20	FY21	FY22*
AMCC	20,000	16,000	15,000
Ballston	3,398,000	1,622,000	1,840,000
Lubber Run	NA	NA	1000

*FY22 revenue is through
March only

4. **Question:** Would the County provide a pre-covid staffing schedule and current staffing schedule? (Please include salary and hourly staff schedules.)

Answer: The County does not maintain a staffing schedule for the current operator. The parking garages need to be staffed to support the required hours of operation that are listed in the RFP.

5. **Question: Does the County want, or expect, the staff to be part of a Collective Bargaining Agreement, i.e., Union. Is there a preference or requirement? If yes, would the County share the current collective bargaining agreement?**

Answer: This RFP does not include a requirement for contractors or their staff to be part of a collective bargaining agreement, but the County is not opposed to an operator participating in such an agreement.

6. **Question: Would the County provide P&L (broken down by category) for the 2019, 2020 and 2021 years?**

Answer: The County's current operator does not provide P&L statements to the County, so we are unable to provide this information as part of the solicitation.

7. **Question: Is the County or the operator responsible for providing the vehicles? Would the County share the vehicles (quantity and make/model) that are used today as part of parking contract?**

Answer: The County provides the rider sweeper (Alto, American Lincoln) and the security vehicle, a golf cart called EZ-Go.

8. **Question: Would the County share the current parking agreements for Ballston Garage and Arlington Mill Community Center Garage?**

Answer: The RFP document includes the Ballston Garage agreement as Attachment A and the Arlington Mill Community Center Garage agreement as Attachment D. The full RFP including these attachments can be downloaded from Vendor Registry.

9. **Question: The RFP indicates the contractor will maintain all existing telephones, internet, intercoms and cameras. Would the County provide the name of intercom solution today? Would the County provide additional information about the security camera system in use today? Such as name of security system, number of cameras, etc.**

Answer: Upgrades, repairs, or replacement of equipment systems such as this are reimbursable expenses and should be handled just like oversight of any other vendor or reimbursable activity. Optimization of phone, internet, or camera solutions is something the County can work on with the contractor while under contract.

The current camera solution is Comcast, and the phone systems are a combination of Verizon and AT&T. The intercom system that serves AMCC and Ballston Garage is from Whitaker, called COMMEND. The Lubber Run intercom rings to the Ballston Garage office phone.

10. Question: The County is asking for the contractor to provide security services for Ballston Garage. Would the County provide the name of the security company providing this service today?

Answer: Please see response to question number 3 and additional information in question 11 below.

11. Question: Would the County provide a list of sub-contractors used by the current operator today and the services provided by the sub-contractor?

Answer: Here is a non-exhaustive list of vendors that are supporting the current contractor:
Whitaker Parking Systems, repairs and maintenance
Grainger, repairs and maintenance
Keter, waste removal
Kone, elevator repair
Matar, pest control
Guardian Fire Projection Services, fire services
Unifirst, hygiene
Comcast, internet, phone, cameras
Verizon, phone
AT&T, phone
ADT, alarm
Securitas, security services

12. Question: The RFP did not indicate if office space would be provided to the contractor. Is the County providing office space to the contractor?

Answer: The Ballston Garage has a small office space and the contractor may use that space, but no other managed facility has office space and there are no plans to provide off-site office space to the contractor.

13. Question: The RFP indicates the contractor will work with the county regarding snow removal. Who (contractor or county) responsible for snow removal?

Answer: The Contractor is responsible for snow removal and will coordinate with the County Project Officer on specific levels of service. Snow removal costs are a reimbursable cost.

14. Question: Would the County clarify the following questions regarding the cost proposal section?

1. Attachment F - Cost Proposal Form - Item No. 1 Operations and Management Base Pricing. Is this for all three parking facilities (including Ballston Garage)?

Answer: All three facilities, offerors must break out garages separately.

2. Attachment F - Cost Proposal Form - Item No. 1 Operations and Management Base Pricing. Is the pricing requested just the management fee or is the County looking for an annual budget? If an annual budget is required, would the County provide a breakdown of categories for the budget?

Answer: Just the management fee. An annual budget estimate is a deliverable of the contract.

- 3. Attachment F - Cost Proposal Form - Item No. 2 Operations and Management Alternative Pricing, Ballston Garage Automation. Is the pricing requested just the management fee or is the County looking for an annual budget? If an annual budget is required, would the County provide a breakdown of categories for the budget?**

Answer: Annual management fee, not annual budget. The second item requested is any one-time cost associated with conversion to automation.

- 15. Question: Would the County provide the breakdown of payment methods for each parking facility for 2019, 2020 and 2021? Example: Cash 40%, Credit Card 40%, Validations/Coupons 20%. Revenues can also be provided if percentages are not available.**

Answer: This kind of breakdown at the annual level is not available. Monthly data are provided to the County by Cash v Credit and Transient v Monthly, but they are not routinely aggregated for those purposes. A very rough ballpark would be that 75% of all revenue comes in the form of credit card payment, with the majority of the balance being check payment for monthly parking passes. The past three years' total annual revenue by garage is provided in response to question #3.

- 16. Question: Parking Management Arlington County RFP Questions**

- 1. Arlington Living Wage – Is there a base level we need to budget for? Or is this up to us in terms of the family situation we are expecting for our team members assigned to the sites?**

Answer: The County's current Living Wage rate is \$17.00/hour.

- 2. What is the current staffing levels for Security Coverage at Ballston Garage? Is it one person per shift or do some shifts provide more than one security person? Which shifts and how many personnel per shift?**

Answer: The County does not have staffing details for this area. The contract requires that 24 hours a day of security coverage are provided.

- 3. Does the garage utilize a security patrol tracking system for monitoring security coverage?**

Answer: The information about the security patrol requirements is contained in the solicitation scope of work in section IV. B. Security Services.

- 4. Historically, what additional security services were requested so we can budget for them? Holidays? Events? Others?**

Answer: We don't request security services for any purposes beyond those specified in the scope of work.

- 5. What type of motorized vehicle is available to security personnel? Is it gas or electric? Are there any related costs for these vehicles that are not reimbursable? Gas/Petrol?**

Answer: The security vehicle is a golf cart called EZ-Go, and it runs on gas. Costs associated with running and maintaining County-purchased and required vehicles are reimbursable expenses.

- 6. Ride Sweeper – Are there any related costs for these vehicles that are not reimbursable? Gas/Petrol?**

Answer: The rider sweeper is Alto, from American Lincoln, and it runs on gas. Costs associated with running and maintaining County-purchased and required vehicles are reimbursable expenses.

7. How often is contracted Refuse Removal services utilized each week? How many trash pickups are scheduled per week or month?

Answer: Garage Maintenance Levels and Duties expected under the contract are described in Attachment C.

8. What are the historical costs of Pest Management?

Answer: The County does not have this information from the current contractor.

9. What are historical costs of accident claims in the garage? Both vehicle damages and 'trip & fall' cases?

Answer: This information is not available.

10. Security System: Do we need to factor in any repairs or maintenance costs for the Security System or are all costs related to it 'reimbursable'?

Answer: These costs are reimbursable.

11. In the staffing section for the Arlington Mill Community Center garage, it notes Sundays it is open from 1:00 pm to 9:00 pm, but the staffing hours are listed as 8:00 am to noon. Is there a reason why it would be staffed five (5) hours before being opened? Does the staffing hours need to be revised to reflect a presence when the garage is open to the public?

Answer: At this location, the contractor will also manage the 16 visitor spaces owned by Arlington Mill Residences which may be used during the morning hours on Sunday. See Section IV.D for the hours of operation and staffing requirements at this facility.

12. What types of intercom systems are in use at the two Community Center garages?

Answer: Lubber Run uses an intercom that rings to the Ballston Garage office phone. AMCC uses the same intercom system as Ballston garage, a COMMEND system from Whitaker with handhelds.

13. For the AMCC garage, it notes parking staff may be required to staff the garage if the parking equipment is inoperable. How is this extra staffing costs recovered by the Operator? Is there a billback program available or does this have to be included in the Operator's overall cost proposal?

Answer: The RFP section IV. D for AMCC includes reference to this scenario as it is expected to be included in the overall cost proposal.

14. Will Office Space be provided and equipment for office use?

Answer: See response to question #12.

15. Are you looking to upgrade the parks systems currently in place or open to changing?

Answer: Per the solicitation, the County seeks a parking operator that is ready to help the County modernize operations as needed to better serve customers and the taxpayer. Section IV.A. makes reference to the need for accommodating electric vehicle charging while Section IV.B. makes reference to the potential for full automation at Ballston Garage. The County is open to proposals that offer ideas to improve systems in place today. With assessment of operational issues and needs, the County can review and consider budgeting for capital asset improvements such as system replacements, upgrades, or reconfigurations, however, each decision would be made in an annual operating and capital budgeting context.

- 17. Question: Would the County provide a list of the job positions fulfilled by the parking contractor today? Please also provide the total quantity of staff members allocated to each job position.**

Answer: The solicitation describes required positions and otherwise leaves the staffing approach up to the offeror based on the required hours of operation for each facility. The County does not manage specific staffing solutions for any garage.

- 18. Question: Please confirm that all expenses listed in section F Operations and Management costs are to be priced as a fixed monthly fee, and are not reimbursable based off of monthly actuals?**

Answer: Per RFP Section V.7.F on page 24, the cost proposal explicitly should not include reimbursables.

- 19. Question: Does the county anticipate any changes to staffing due to slow vehicle traffic recovery from COVID?**

Answer: The County does not manage staffing. There are no anticipated changes to hours of operations of the garages due to COVID.

- 20. Question: Since there was no scheduled pre-bid meeting, will the county be providing a list of potential bidders?**

Answer: The County does not have a list of potential bidders.

The balance of the solicitation remains unchanged.

Arlington County, Virginia

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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

OFFEROR ACKNOWLEDGES RECEIPT OF REVISED ADDENDUM NUMBER 1.

FIRM NAME: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____