

1. According to page 35, under "Current Garage Configuration" the RFP indicates the current rates as follows. "Hourly Rates: \$0.50 for first 15 minutes, \$0.75 per each additional 15 minutes". We would like to clarify whether coin acceptance is a requirement of this RFP. Many cities are moving away from coin acceptance due to the availability of coin and to reduce maintenance costs.
A: Coin acceptance is not a requirement of this RFP. The City currently has equipment that accepts coins however, we are open to a solution that would eliminate the need to accept cash.
2. Are you able to provide historical numbers on transaction volumes by length of stay?
A: We do not have those numbers readily available as they are currently kept on hand written documents.
3. According to page 70, under "2.3 Questions and Addenda," the RFP indicates that questions will be answered 3 days (72 hours) prior to the opening date / submission deadline. Based on the time required to thoroughly review responses from the City and to adjust our proposal accordingly prior to shipment, we request that the submission deadline be extended to 1 or 2 weeks after the final addenda is released.
A: An extension was granted until 07/30/21.
4. Is it the city's intent to purchase a new enforcement management system for both on-street parking and for the garages?
A: We would like a system that will manage payments for monthly and daily parkers in the decks and also handle electronic payments for use of meters.
5. What enforcement management system does the city currently use?
A: We do not have one. Enforcement officers hand write parking citations. Monthly parkers are billed if not paid on time.
6. How many citations does the city issue annually? Please provide 3 years of historical data if possible.
A: 2019- 9,592 tickets were issued. 2020 5,564 tickets were issued at parking meters
7. Does the city have any legacy data that they wish to migrate to the new enforcement management system?
A: We may want to transfer out monthly parkers into the new system.
8. How many handheld enforcement devices will the city need?
A: 2 devices
9. Is the vendor responsible for providing the devices?
A: Yes
10. Is the city intending to purchase a new permit management system as part of the RFP?
A: Yes
11. Please specify if the city is looking for both fixed and mobile LPR or just fixed LPR in the garages?
A: Fixed in the garages, possibly LPR on vehicle, depends on the proposal.
12. If the city is looking for mobile LPR, how many systems will the city be using?
A: Not looking for mobile LPR necessarily, if used it would be 1 vehicle

13. What make/model vehicle will the system be mounted to?
A: N/A
14. Does the RFP include on-street or single space meters?
A: The City does not want pricing on meters. We hope to reduce or eliminate meters because of the cost and maintenance. We hope your solution can provide us with a way to eliminate the meters by using a mobile app for payment and an LPR for enforcement.
15. If so, how many spaces?
A: NA
16. What are the on-street rates? Do you plan to change these?
A: Range from .25 cents and hour to \$1.00 and hour. Depends on location. Unknown if there is a plan to change them.
17. Are the proposals to be submitted via email or do you want hard copies mailed to you?
A: Hard copy. Three (3) copies please.
18. We briefly talked about parking meters in the city, approximately 700, and the opportunity to upgrade for the benefit of residents and visitors, and also for the benefit of the city in monitoring and revenue generation. Before the pandemic, we were on track to pilot a kiosk meter to demonstrate the benefits for patrons and to the city. Certainly, we would like to have this opportunity. Andy, there have been significant advances in the area of metered parking solutions, that would allow integration with existing systems, backoffice reporting on dashboard and handheld devices, as well as mobile applications for patrons. As mentioned, if you would like, I can arrange a meeting to provide additional information on metered solutions. Please let me know if you would like to schedule.
A: Meetings will not be scheduled with the Mayor's office until the RFP is complete.
19. For the City of Canton's RFP for City Parking Systems Automation, we are enquiring whether the City would accept a gateless solution.
A: Possibly, depends on the system as a whole.
20. The Scope and Classifications asks for pricing for on-street meters. Does the City have the requirements and quantities that you want for the on-street meters?
A: The City does not want pricing on meters. We hope to reduce or eliminate meters because of the cost and maintenance. We hope your solution can provide us with a way to eliminate the meters by using a mobile app for payment and an LPR for enforcement.
21. Please clarify if you want a 12-month warranty, as the RFP also asks for two-year parts and labor coverage.
A: 12 month, I will issue an addendum to address this formally.
22. Please clarify your on-site service requirements. (Service hours and days, response times)
A: Do you need more than the information below? Maintenance and Warranty: All parts and labor to be covered for the two years beginning on the day of accepted completion. If any part needs to be replaced within the first two years, no re-manufactured parts will be accepted. If there are any software or hardware issues a

technician will be onsite within 24 hours to fix the system to the satisfaction of the City of Canton representative. The proposer shall provide a maintenance schedule for the first two years within their documents at the completion of the installation. City personal and or garage operator may help try to resolve any PARCS issue by phone with a proposer's technician however if unable to resolve within an hour then a technician must be onsite within 24 hours.

23. The RFP mentions AVI but does not list any quantities. Could you please provide this additional detail?

A: All entrances and exits to gates at decks. About 14

24. Please describe how the City wants the geo-fencing to function and where.

A: We will not need Geo fencing.

25. Please provide a contact at the City's parking data analytics system, Bosch.

A: None.

26. What are the City's expectations from the integration with the City's Police Dept System, Leonardo? Please provide contact information at Leonardo.

A: The City would like the LPR technology to read the license plates of all vehicles parked within our decks or parked at designated street spaces. It is not a requirement for the system proposed to integrate with the CPD system.

27. Please provide manufacturer, model, age and quantity of the gates the City wants to reuse.

A: The City wishes to keep all gates currently installed. We intend to use the gates in the future to occasionally close off the decks for various reasons. The gates are approximately three years old. Millennium Parking Deck has 5 gates, Cornerstone has 6 gates. The gates do not need to be part of your proposed solution but we do not wish to replace the current gates with new ones at this time.

28. Would the City consider extending the due date for the RFP responses?

A: The RFP was extended to 07/30/21.

29. How many vehicles does the City need fitted for a Mobile LPR system?

A: 1 maybe

30. Does the City utilize any other payment methods for parking around the City, such as: Pay-by-Phone applications, meters, pay stations, etc.?

A: We do not. We would like one system to handle all parking options.

31. How many concurrent users does the City need for the back-office PE solution?

A: 5-6

32. How many parking enforcement officers will be in the field issuing citations at one time?

A: 1

33. Does the City want a customer facing portal that allows your patrons to go online to pay for a citation?

A: yes

34. Does the City work with a preferred credit card processor today? If so, who is it?

A: Lexis nexis

35. Does the City need to integrate with any 3rd party ERP systems to share data with the PARCS and PE system?

A: The City currently uses New World / Tyler Technologies for its financial system (ERP). Our current PARCS system is standalone and does not integrate with the ERP. Although integration with the ERP is desirable, it is not a requirement of this RFP.

36. How many citations has the city issued in 2018, 2019, 2020 and YTD?

A: Please see provided spreadsheet.

37. What is the average dollar value of each citation? **Most parking citations are \$12.00 and go up to \$500 for handicap parking**

38. How much revenue has the City generated from parking citations over each of the last 3 years?

A: 2019 \$73,430.01 2020 \$43,450.38

39. Does the city utilize a collections agency today to collect on unpaid delinquent parking citations?

A: Parking ticket payment is handled by the clerk of courts. If they have 3 unpaid tickets they are issued a registration block.

40. Would the city be interested in the chosen vendor to supply this service with the desired PARCS, PE and LPR system?

A: We would like one vendor to supply everything but will consider all proposals submitted. The City reserves the right to determine what is in it's best interest when and if an award is made.

41. The system shall integrate through API with the City's current parking data analytics system, Easy Access Control through Bosch. Third party integration, what pieces do you want to be integrated?

A: The City wants the various pieces to work together. Our current system is named above. Your proposal may or may not include replacement of our current system but if it stays in place it needs to integrate through API with the new software or equipment proposed. On page 31 we state that we are looking for:

1.1.1 a Parking Access and Revenue Control System (PARCS) including hardware and software ("System") in order to fully automate two City of Canton owned garages (Millennium and CornerStone garages) and City parking meters;

1.1.2 a Parking Enforcement (PE) system able to issue and track parking and compliance tickets;

1.1.3 a license plate reader (LPR) system to work with the two components mentioned above

42. Does the city currently use online reservations system or mobile payment provider today?

A: Not for meters, decks can pay online with a credit card through our water department

43. Explain concept of "ticketless"

A: The City would like to avoid the use of tickets (and ticket dispenser machines) within the parking decks (the only place they are currently used within the City's parking operations). Therefore ticketless would be when a car enters a parking deck there would be no need to stop and receive a ticket before parking. The system would read the license plate as they entered the deck.

44. What are the city's expectations around events parking; online reservations vs pay in lane/pre-pay?

A: The City wants its visitors to have a pleasant parking experience and not to be frustrated by the process or disappointed by the parking experience not meeting their expectations.

45. What does the city need to integrate into the police department's system?

A: The City's current system does not integrate into the CPD's systems. It is stand alone.

46. What is the city's desired implementation timeline?

A: The City would like to implement as soon as possible however, we do not have a set deadline and will work reasonably with any selected company to ensure a quality end result (installation).

47. Will the City accept partial proposals? For example, our proposal to cover only PE (1.1.2) solution.

A: Yes, all proposals will be considered.