The following is additional information regarding Request for Proposal #TRN - 3782, titled “Mobile Parking Payment Service” released on 7/25/17. The due date and time for responses is 9/07/17 @4:00PM (Pacific). This addendum includes both questions from prospective proposers and the City’s answers, and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting a proposal.

| Item # | Date Received | Date Answered | Vendor’s Question | City’s Answer | RFP Revisions |
| --- | --- | --- | --- | --- | --- |
| 1 | 8/4/17 | 08/22/17 | Does the City have any off-street gated / garage spaces that they intend the successful proponent to collect payment for? Are there any plans to add such facilities to the City’s parking estate? | Not at this time. The City does not own any public parking facilities, except for parking associated with city facilities, parks, community centers and libraries. Majority of these operate as free parking. If other city departments are interested in adding payment, SDOT can facilitate a discussion about mobile parking payment as appropriate.   |  |
| 2 | 8/4/17 | 08/22/17 | How many multi-space and single space meters does the City have? | SDOT has approximately 12,000 paid spaces with an entirely multi-space meter system, with approximately 1,750 pay stations. We do not have any single space meters.  |  |
| 3 | 8/4/17 | 08/22/17 | What is the make and model of your current parking meters? | We are currently transitioning from Parkeon multi-space (Stelio and Strada) to IPS MS1 and Revolution retrofit pay stations. The transition should be complete by the end of 2017.  |  |
| 4 | 8/4/17 | 08/22/17 | How many of your meters/spaces accept credit cards? | All of them.  |  |
| 5 | 8/4/17 | 08/22/17 | Of the total annual parking compliance transactions last year, how many were cash transactions and what was their total revenue amount? | 2016 COIN: Revenue: $1,969,345 Transactions: 1,353,242 |  |
| 6 | 8/4/17 | 08/22/17 | Of the total annual parking compliance transactions last year, how many were credit card transactions and what was their total revenue amount? | 2016 CARD Revenues: $31,089,793 Count: 8,231,659These are transactions at pay stations (debit, credit) and do not include mobile payment  |  |
| 7 | 8/4/17 | 08/22/17 | For your meter/pay-station credit card transactions, does the City pay the credit card processing fees? | Yes.  |  |
| 8 | 8/4/17 | 08/22/17 | What was the total number of annual parking violation/citation transactions last year and how much revenue was collected from those transactions? | Parking enforcement is handled by the Seattle Police Department (SPD), separate from the Seattle Department of Transportation. In 2016, SPD issued 498,700 citations for total revenue collected of $28,625,000.  |  |
| 9 | 8/4/17 | 08/22/17 | In the RFP, the City stated that it will act as the Merchant of Record. For the sake of clarity, does this mean that the City will pay all merchant processing / credit card fees? | Yes. The City will pay all merchant processing fees.  |  |
| 10 | 8/4/17 | 08/22/17 | Do you offer residential, visitor, disability, EV, or corporate permits in your city? Any other types? Of the types you offer, what monthly or annual volumes do you sell? | SDOT issues several permits or allows their use in public right of way:

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| --- | --- |
| **Permit type** | **Volume**  |
| Restricted Parking Zone  | 32 zones, ~ 30,000 issued annually www.seattle.gov/transportation/parking/parkingrpz.htm$65 for a two-year permit  |
| Electric Vehicle  | New Electric Vehicle Charging in the Public Right of Way Pilot Program (EVCROW) [sdotblog.seattle.gov/2017/07/21/](http://sdotblog.seattle.gov/2017/07/21/seattle-gives-power-to-the-people-in-the-right-of-way/) [seattle-gives-power-to-the-people-in-the-right-of-way/](http://sdotblog.seattle.gov/2017/07/21/seattle-gives-power-to-the-people-in-the-right-of-way/)  |
| Commercial Vehicle Load Zone  | ~ 4,700 annual permits issued $195 / annual permit For commercial or permitted vehicles to use commercial vehicle load zones – designated spaces that allow for goods and services delivery in areas with paid parking [www.seattle.gov/transportation/parking/ parkingload.htm#CommercialVehicleLoadZones](http://www.seattle.gov/transportation/parking/%20parkingload.htm#CommercialVehicleLoadZones) |
| Service Zone Vehicle  | ~ 300 permits issued annually$1,700 / annual permit Service Zone permits for vehicles associated with building services (electrical, elevator, etc) [www.seattle.gov/transportation/](http://www.seattle.gov/transportation/ServiceZonePermits.htm) [ServiceZonePermits.htm](http://www.seattle.gov/transportation/ServiceZonePermits.htm) |
| Carpool and Vanpool Parking  | ~100 permits issued Rates vary between $100 and $600 /annual permit Quarterly permit allows carpools and vanpools to park on street in **designated areas.** [www.seattle.gov/transportation/parking/carpool.htm](http://www.seattle.gov/transportation/parking/carpool.htm)  |
| Free-floating car share vehicles  | ~ 1,300 permits issued annually $1,730 / annual permit Currently for Car2Go and ReachNow<http://www.seattle.gov/transportation/carshare.htm> Allows permitted vehicles to park at any legal paid parking space in Seattle without direct payment and other parking privileges  |

SDOT issues other vehicle parking or loading permits – see <http://www.seattle.gov/transportation/parking/parkingload.htm> The City does not issue disabled parking permits – see here: <http://www.dol.wa.gov/vehicleregistration/parkingget.html>  |  |
| 11 | 8/4/17 | 08/22/17 | The pricing spreadsheet says: "The desired schedule is to start mobile parking payment services on July 10, 2017". Since it is now early August 2017, would you please amend the start date? | This was in error. SDOT expects the new service to be operational by the end of 2017. |  |
| 12 | 8/4/17 | 08/22/17 | The Management Response document question says: "Does the company have any user group support organizations?" Please clarify. What sort of user group support organizations is the City looking for? | This refers to any parking management related trade associations that you or your company may be members of that you want to list.  |  |
| 13 | 8/4/17 | 08/22/17 | General Requirements item 1.a.vii reads "Integrate with other mobile payment platforms or a mobility as a service experience." Please clarify what is a “mobility as a service experience”? Please provide details. How does the city intend the successful vendor to integrate with other mobile payment platforms? | Mobility as a Service, or MAAS, is a concept that emerged in Scandinavia as a mobility model based on commodifying trips and seamlessly facilitating the sale and purchase of trips (from both public and private companies) through a common user interface that integrates all modes available. This concept was popularized by the MaaS Alliance, http://maas-alliance.eu/ SDOT is working on a MAAS project. More info on Seattle’s current approach is here: <http://www.seattle.gov/transportation/newMobility.htm> SDOT may be interested in pursuing partnerships where parking payment by mobile device is integrated into a MAAS project.  |  |
| 14 | 8/4/17 | 08/22/17 | How will the City measure success of the mobile parking payment program? Will the City use such metrics as revenue, adoption, integration, or convenience? Which of these is most important to the City? | Currently, SDOT tracks the count of transactions and amount of revenue ($$) by phone, card, and coin on a routine basis, amongst other data. We import transaction and revenue data such that we can document transactions and revenue by payment means by blockface (along with other geographic and time factors), with data from 2012 to current. We are also interested in the amount of unique and new users to the mobile parking payment system on a monthly basis. If the vendor has other measures they find helpful, they can make suggestions.  |  |
| 15 | 8/7/17 | 08/22/17 | Who are the current meter providers? | See response to question #3 |  |
| 16 | 8/7/17 | 08/22/17 | Will the City accept PCI-DSS certification in lieu of PA-DSS? | If the application is a component of a fully-compliant PCI infrastructure and was evaluated within the scope of the PCI-DSS assessment, it is compliant and satisfies this qualification. |  |
| 17 | 8/7/17 | 08/22/17 | We have set up a contract with preferred vendors for signage that have given us discount prices on printing signs. Will the Vendor be allowed to use their own vendors to print signs? | No. SDOT has our own sign shop that must be used for this contract.  |  |
| 18 | 8/7/17 | 08/22/17 | As the Vendor is required to pay the City for the signs, will the City require an upfront payment or will it net the cost out of fees paid to the Vendor over time? | No. The Vendor will be invoiced as signs are manufactured and installed. |  |
| 19 | 8/7/17 | 08/22/17 | If the goal is to increase adoption, will the City consider revisiting the rules on signage (i.e., no decals on meters)? | While it is unlikely that we will add stickers to the pay stations, we are interested in hearing ideas that vendors have for increasing adoption.  |  |
| 20 | 8/7/17 | 08/22/17 | What percentage of parking revenue is currently paid in coins? | For 2016, coin represented 5% of total transactions (count) and 12% of total paid parking revenue.  |  |
| 21 | 8/10/17 | 08/22/17 | Quick question about the Management Response document: Seattle want to see three references from previous clients for all key staff members. Will your evaluation team expect to see this info included on the resumes, in the Management Response document, or in both places? | We would like to see the references listed once in the Management section. They do not need to be listed again in for each key staff person individually.  |  |
| 22 | 8/14/17 | 08/22/17 | Can the City clarify OWASP requirements/documentation needs? | 1. The City is looking for a third-party scan of the software to show it is not vulnerable to the OWASP Mobile Top Ten. The list can be found at: <https://www.owasp.org/index.php/Mobile_Top_10_2016-Top_10>. A report from an independent third-party assessor satisfies the documentation required.
2. The City expects the Vendor to maintain defense in depth. Measures such as web application firewall, security information and event management, or outside third-party monitoring could all be used to demonstrate compliance with this requirement.
3. The City expects the Vendor to use endpoint protection within its own environment, and the application cannot prevent the normal operation of endpoint protection on the client device.
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| 23 | 8/14/17 | 08/22/17 | Does the Anti Malware have to reside in the App or at the server level? | The City expects the anti-malware to be at the server level. If an application has embedded anti-malware, it could be beneficial, but it is not required nor will it be considered to fulfill the requirement by itself. |  |
| 24 | 8/14/17 | 08/22/17 | Are there incentive/coupon programs the City already uses through the current mobile payment solution? | No. SDOT does not currently use any incentive/coupon programs through our current system. We would be interested in hearing ideas the vendor may have for incentive/coupon programs.  |  |
| 25 | 8/14/17 | 08/22/17 | Will the vendor be required to answer all support calls for Enforcement and Mobile payments from consumers/parkers? | The Vendor should be willing to work with the City to establish protocols for responding to and redirecting as needed customer calls for parking enforcement and general Seattle parking questions, in addition to answering and addressing questions about the mobile parking application. |  |
| 26 | 8/14/17 | 08/22/17 | Is the City currently building its own “Real-Time Parking API”? | Yes. We already push out a paid parking transaction API along with an inventory of paid parking spaces. Currently the frequency is nightly, but we are interested in the next few years in moving to real time. More info is here: <http://www.seattle.gov/transportation/parking/appinfo.htm>  |  |
| 27 | 8/14/17 | 08/22/17 | What other mobile payment platforms or mobility services does the City use that would need to be integrated? | As described in question 13, the City is also starting a project for Mobility As A Service. In addition, the City maintains a Find It Fix It app. More info is <https://www.seattle.gov/customer-service-bureau/find-it-fix-it-mobile-app> and http://www.seattle.gov/transportation/parking/appinfo.htm.  |  |
| 28 | 8/14/17 | 08/22/17 | Would they need to be integrated before implementation or over time? | The MAAS project is still being scoped and in an early pilot stage. There may be opportunities for the selected vendor to participate in a MAAS project.  |  |
| 29 | 8/17/17 | 08/22/17 | We would like to know if the City of Seattle would like to use its own payment processor provider (would you like to use your current clearing house?) or if you want the vendor to offer this service? I will really appreciate if you can respond this question if not, don’t worry, I can understand it. | Yes. We will be using our own payment processer. The City is currently the merchant of record for phone transactions, as well as card transactions at pay stations.  |  |
| 30 | 8/16/17 | 8/22/17 | Would the City of Seattle except 3,000,000 in cyber insurance and Would this language suffice for the Business Auto Insurance Section:If the above box for Business Automobile Liability of this Insurance Requirements and Transmittal Form is not checked, Vendor is prohibited from the use of any owned, non-owned, leased or hired vehicles for this Contract and Vendor agrees to not use vehicles to complete any Work under the Contract. | The City of Seattle, Risk Management, has determined that the insurance requirements stand as initially posted with no changes. |  |