

Attach To Contract Document
New York City Department of Transportation
Executive Office

REQUEST FOR PROPOSALS

FOR

PARKING PAY BY PHONE PILOT
P.I.N. 84110MBTR518
E-PIN: 84110P0012

Addendum No. 1
September 6, 2011

This Addendum Is Hereby Made Part of the Contract Documents

Proposal Due Date has been extended from 9/14/11 to [9/21/11](#)
(See attached Revised Section IR1 of the RFP)

Attached please find:

- 1. Addendum No. 1 – Notice to Proposers**
- 2. Revised Section IR1 of the RFP (Page 1R1)**
- 3. Revised Section IIIR1 of the RFP (Pages 3R1 through 6R1)**
- 4. Response to Vendor Questions from Pre-Proposal Conference**
- 5. Attendance Sheet from Pre-Proposal Conference**
- 6. Acknowledgement Receipt**

REQUEST FOR PROPOSALS FOR
PARKING PAY BY PHONE PILOT

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ADDENDUM No. 1
September 6, 2011

NOTICE TO PROPOSERS

REFER TO: REQUEST FOR PROPOSALS, SECTION I – TIMETABLE (Page 1)

DELETE the SECTION I – TIMETABLE in its ENTIRETY And

REPLACE: With the Revised SECTION IR1 – TIMETABLE, (Page 1R1), Attached

REFER TO: REQUEST FOR PROPOSALS, SECTION III – SCOPE OF SERVICES
(Pages 3 through 6)

DELETE the SECTION III – SCOPE OF SERVICES in its ENTIRETY And

REPLACE: With the Revised SECTION IIIR1 – SCOPE OF SERVICES,
(Pages 3R1 through 6R1), Attached

SECTION I - TIMETABLE

A. Release Date of Request for Proposals: **August 15, 2011**

All questions and requests for additional information concerning this RFP should be directed to Junaid Syed, P.E., the Authorized Agency Contact Person, at:

Telephone #: 212-839-9297
Fax #: 212-839-4241
E-Mail Address: parkingpaybyphone@dot.nyc.gov

Proposers should submit questions by close of business day on August 31, 2011. DOT will not respond to questions received after that date.

B. Site Visit and/or Inspection of Materials:

Site visits are not necessary; however, additional material is available for your review upon request. Appointments for site visits and to review the materials must be made to the Authorized Agency Contact Person.

C. Pre-Proposal Conference:

Date: August 30, 2011
Time: 10:30 AM
Location: 55 Water Street, Ground Floor Bid Room, New York, NY 10041

Attendance by proposers is optional but recommended by DOT. All questions and requests for additional information concerning the pre-proposal conference should be directed to the Authorized Agency Contact Person.

D. Proposal Due Date and Time and Location:

Date: September 21, 2011
Time: 2:00 PM
Location: Proposals shall be submitted to NYCDOT ACCO Contract Management Unit located at: 55 Water Street, Ground Floor, New York, NY 10041, between the hours of 9am-2pm only (Entrance from south side at Vietnam Veterans Plaza)

E-mailed or faxed proposals will not be accepted by DOT.

Proposals received at this Location after the Proposal Due Date and Time are late and shall not be accepted by DOT, except as provided under New York City's Procurement Policy Board Rules. DOT will consider requests made to the Authorized Agency Contact Person to extend the Proposal Due Date and Time prescribed above. However, unless DOT issues a written addendum to this RFP which extends the Proposal Due Date and Time for all proposers, the Proposal Due Date and Time prescribed above shall remain in effect.

SECTION III - SCOPE OF SERVICES

A. Agency Goals and Objectives

DOT's goal is to collect the maximum number of parking payments in a cashless environment. The objective of the pilot program is to ascertain whether the pay by phone option provides a significant customer service benefit to the City and our customers. If the pilot program is deemed successful, DOT would then consider offering additional parking locations via a new solicitation.

B. Agency Assumptions Regarding Contractor Approach

DOT's assumptions regarding which approach will best achieve the goals and objectives set out above are:

1. The contractor should have a minimum of at least five years (5) experience in the operations and maintenance of parking pay by phone service;
2. The contractor shall be solely responsible to provide a quality marketing plan; including effective strategies and advertising materials, implementation; including but not limited to signs, local support, audit protocols, enforcement technology, community outreach and support necessary to implement the pilot project within 30 days of the Notice to Proceed letter;
3. The Contractor shall be responsible for all costs associated with the operation of this service (i.e., customer fees, credit card processing fees, etc.), so that the user of this payment method is responsible only for the parking fee. The Contractor shall establish a unique merchant ID for this project so that only those transactions/payments generated from this pilot would be processed through this merchant ID.”
4. The contract shall establish unique merchant IDs for each location implemented.
5. The contractor shall authorize transactions in a “real time” fashion and be deposited to the City’s bank account established for this pilot program, any parking revenue paid by the customer within 24 hours of that transaction;
6. The contractor shall provide toll free live customer service telephone support and web-based support from 6 am to 10 pm, Monday through Saturday. Customer support during all other hours may be automated;
7. The contractor shall also provide an easy to use/navigate customer account management website where a customer can track usage, time, date, account information and provide reports;
8. The contractor shall provide secure administrative password access to contractor’s backoffice system to authorized City’s personnel for financial accountability, revenue reconciliation and summons adjudication personnel that does not include customer’s personal payment information (i.e. credit card information).
9. The contractor shall provide onsite or web-based training and manuals for the authorized City personnel to navigate and utilize the Contractor’s backoffice system who will manage the Pay by Phone operation.
10. The contractor shall supply custom reports of parking revenue generated by time of day, day of week, number of new customers daily and any additional reports necessary to properly evaluate the progress of the pilot program;
11. The contractor shall provide transaction data information to the City’s current parking meter vendor (Parkeon) for integration in the vendor’s back office data reporting system (myParkfolio). Data format could be a text delimited or API style file, but final export style will be provided to the awarded vendor.”
12. The contractor shall provide all informational material including signs for outdoor placement. DOT shall make final approval of all advertising materials. DOT shall approve and inspect the size and placement of signs in the designated locations;

13. If required by the City, the contractor shall provide means of identifying vehicle participation in the program (i.e., sticker, label, plaque, other).”
14. The contractor shall provide four (4) new enforcement handhelds, Motorola model MC 9500 with Verizon private network communications running Windows Mobile 6.x (latest version) and warranty support for the pilot contract duration and these handhelds will become property of the NYPD and the end of the pilot contract. The contractor shall provide training and manuals for Traffic Enforcement personnel who patrol the selected pilot locations for the purpose of enforcing posted regulations. NYPD enforcement hand held software is a proprietary product provide by Integrated Parking Solutions.”
15. The contractor shall provide a close-out protocol for the “end of pilot” period. This protocol shall include a minimum of the removal of all items described in items 2 and 12 above, as well as effort to notify customers of the end of the pilot period.”
16. Describe how the service will offer existing and potential users the ability to pay for their on and off street parking charges upon arrival at the two pilot locations selected without the need for cash and without using the meter. At a minimum, please describe the following:
 - o Payment process for the customer
 - o Transaction and payment process for DOT
 - o Secure billing
 - o All fees
 - o Accuracy in charging parking rates
 - o Software requirements for DOT and customer
 - o Support for current and potential problems.
17. Provide samples of proposed program items that may include, but are not limited to, photos, drawings, schematics, models, etc.
18. Provide a schedule for the proposer’s operational plans for implementation, outreach, ongoing monitoring, customer service and reporting
19. Provide the growth figures (registered customers and number of payments) for the relative references listed in Section IV.A.2.b.2 and Section IV.A.2.b.3 of this document.
20. Describe how the service will provide an auditable record of the time and amount of payment for the parking customer. At a minimum, please describe the following:
 - o Reporting process for the customer
 - o Reporting mechanism to DOT
 - o Customer service operations (including hours of operation of call center
 - o Report number of transactions conducted without the use of wireless device (via helpdesk)
 - o Report of top three customer requests on a monthly basis
 - o Report of transactions processed beyond 24 hour cycle
 - o Support for current and potential future problems.
21. Describe how the service will make payment status visible to enforcement personnel through the provided enforcement solution. At a minimum, please describe the following:
 - o Reporting process for the enforcement agent
 - o Adjudications information for violation disputes
 - o Software requirements
 - o Implementation and training for NYPD and/or DOT employees
 - o Support for current and potential system integration problems.
22. Provide security plan and/or policy for the contractor’s website and system. For updated, required DOT policies, please access the link below:
http://www.nyc.gov/html/doitt/html/business/business_it_security.shtml
23. The Contractor shall provide lists of computer operating systems and web browser software that is compatible with contractor website public interface.
24. Describe the equipment required to operate the program.

25. Acknowledge the ability to, with a single call, elect to pay for a specific period of time, **without**, the need to call back and “stop the clock”. There is no specific requirement to allow the customer to request a refund for the time unused.”
26. Acknowledge the ability to purchase additional blocks of time (in addition to the initial purchase).
27. Acknowledge the ability to block the purchase of additional blocks of time (additional to the initial purchase).
28. Acknowledge the ability to offer customers the option to be informed at a predetermined time period of the expiration of their pre-paid parking session.
29. There is no requirement to provide the option to pay for parking by SMS message, however if this service is available it should be acknowledged.
30. Acknowledge the ability for customers to purchase electronic permits and ability to enforce same.

C. Minimum Qualifications

The vendor’s Pay by Phone payment service system shall be PCI DSS (“Payment Card Industry Data Security Standard”). Proposers shall submit a PCI DSS and PCI-PA DSS Level 1 compliant certificates with their proposal documents. Failure to do so will result in a Proposal being found non-responsive.

D. Additional Information

1. This pilot program is not intended to be used as an online reservation system or prepayment option. It is to be used strictly for making payments at available (unoccupied) parking spaces within one of the designated pilot locations following all the posted regulations of the location(s).
2. The Contractor cannot change, raise, lower or modify the posted parking rates in effect in the pilot locations. All parking rates shall remain as current for the pilot program unless modified by DOT. The Contractor shall be notified in writing of any possible rate changes within thirty (30) calendar days of the effective date of the rate change.
3. Summons writing (Enforcement) ***in the pilot program location(s)*** shall be performed by NYPD using the new enforcement handhelds and continue as currently in place but for the following procedure:
 - Vendor shall provide handhelds and their software (or app) to lookup status of parked vehicles;
 - Vehicles not having valid muni-meter receipt will have status checked by either scanning registration barcode or license plate input;
 - The handheld must perform a check of the mobile phone parking database and display the status of the vehicle in the database (Paid or Unpaid and expiration time);
 - If unpaid, the handheld shall request acknowledgement (press a button for yes or no) from the Traffic Agent;
 - If unpaid, the handheld shall request acknowledgement (press a button for yes or no) from the Traffic Agent;

Upon acknowledgement from the Traffic Agent, the handheld must automatically toggle to the summons writing software and allow for the continuation of the normal summons writing process.”

4. The handheld device as described in Section III, Para. B, Item 14, shall be considered “add-on” and part of the cost proposal. The proposer shall include the costs of the required four (4) units within the total cost per transactions (Attachment D, Price Proposal) and a separate price per handheld should additional units be required and will be determined during contract negotiation.”
5. DOT considers all data resulting from pay by phone service proprietary and requires the awarded vendor to surrender such data (customers, transactions, payment, etc.) at the end of the pilot. All data cannot be used, sourced or solicited by/from the awarded vendor for any purpose during or post pilot for any reason except with authorization by DOT.

6. Handicapped vehicles that display valid NYC issued handicapped placard are exempt from payment at meters on street and off street. There are no handicapped designated spaces on-street. In the offstreet location there are handicapped spaces and vehicles displaying New York State issued hangtags may park in designated handicapped spaces and are required to pay for parking and therefore may opt to use the pay by phone payment.”

E. Compliance with Local Law 34 of 2007

Pursuant to Local Law 34 of 2007, amending the City’s Campaign Finance Law, the City is required to establish a computerized database containing the names of any “person” that has “business dealings with the city” as such terms are defined in the Local Law. In order for the City to obtain necessary information to establish the required database, vendors responding to this solicitation are required to complete the attached Doing Business Data Form and return it with this proposal and should do so in a separate envelope. (If the responding vendor is a proposed joint venture, the entities that comprise the proposed joint venture must each complete a Data Form.) If the City determines that a vendor has failed to submit a Data Form or has submitted a Data Form that is not complete, the vendor will be notified by DOT and will be given four (4) calendar days from receipt of notification to cure the specified deficiencies and return a complete Data Form to DOT. Failure to do so will result in a determination that the proposal is non-responsive. Receipt of notification is defined as the day notice is e-mailed or faxed (if the vendor has provided an e-mail address or fax number), or no later than five (5) days from the date of mailing or upon delivery, if delivered.

F. Electronic Funds Transfer

In accordance with Section 6-107.1 of the New York City Administrative Code, the selected Contractor agrees to transfer collected parking revenue under the Agreement from the City by electronic funds transfer. An electronic funds transfer is any transfer of funds, other than a transaction originated by check, draft or similar paper instrument, which is initiated through an electronic terminal, telephonic instrument or computer or magnetic tape so as to order, instruct or authorize a financial institution to debit or credit an account. Prior to the first payment made under the Agreement, the selected Contractor shall be provided financial institution information. The account information provided to the selected Contractor to facilitate electronic funds transfer shall remain confidential to the fullest extent provided by law. Any and all parking revenue collected shall be deposited to the established account daily and no later than 24 hours of receipt of parking revenue in accordance with Comptroller’s Directive #11.

NO FURTHER TEXT ON THIS PAGE

Questions & Answers
Addendum #1 (September 6, 2011)

Section II - Summary of the request for proposals

A. Purpose of the RFP

The New York City Department of Transportation (DOT), Bureau of Parking Operations is seeking proposals from appropriately qualified vendors to provide complete parking payment by phone option, for a pilot period of one (1) year, in the locations selected for this pilot (as listed below) in New York City. DOT anticipates that it will award one contract as a result of this RFP

Q1: Does the "one contract" referred above to a pilot contract, or one permanent contract after the pilot phase, which will be signed with the vendor that wins the right to carry out the pilot?

A1. The Contract that will be awarded through this RFP is a one year Pilot Contract.

Q2: Related to the above question, does the wording "After reviewing the results from this pilot, DOT may decide to offer a new solicitation including additional locations." refer to a separate RFP after the pilot project for selecting the permanent vendor?

A2. Yes, any new solicitation will be a new procurement.

DOT has identified various on and off-street parking lot locations outside of Manhattan Central Business District for this pilot program. Their characteristics are as follows: On-street: Approx. 264 Spaces (currently single space meters, but may be converted to muni-meters during the course of this pilot

Q3: It's unclear from the document whether only one or more than one company will be selected for the pilot. One seems to be the primary goal, but another paragraph in the document (C. Basis for Contract Award: A contract will be awarded to a responsive and responsible proposer(s) whose proposal(s) is/are determined to be the most advantageous to the City) lets assume that more than one is also possible. Please confirm, which assumption is correct.

A3: One contract will be awarded through this RFP

Q4: If more than one, will they both/all cover an area of roughly 264 on-street spaces and 57 off-street spaces, or would that designated area be divided between more than one vendor?

A4: One contract will be awarded through this RFP

Section III - Scope of Services

B. Agency Assumptions

- 1. The contractor should have a minimum of at least five years (5) experience in the operations and maintenance of parking pay by phone service;*

Q5: It is likely that a number of companies will participate in the bid with the following situation: A US company that will answer this RFP has less than 5 years of history but it represents (through licensing or some other arrangement) a foreign cell phone parking software with more than 5 years of experience, though not in the US. The US company may or may not have an ownership connection with the supplier of the software.

A5: Interpretation of the RFP requirements and representation is the responsibility of the proposer.

Q6: Please clarify whether in such a case the US company is qualified to bid, and what kind of contractual and/or ownership arrangement is required with the foreign company providing the software for being able to qualify.

A6: This is an open competitive solicitation and Interpretation of the RFP requirements and representation is the responsibility of the proposer.

Q7: Are joint proposals by two or more companies allowed and on which conditions?

A7: Joint ventures are acceptable and the company must meet the minimum requirements.

- 2. The contractor shall be solely responsible to provide a quality marketing plan; including effective strategies and advertising materials, implementation; including but not limited to signs, local support, audit protocols, enforcement technology, community outreach and support necessary to implement the pilot project within 30 days of the Notice to Proceed letter;*

Q8: Please specify what is meant by audit protocols in this context.

A8: As specified in the scope of this RFP.

- 4. The contract shall establish unique merchant IDs for each location implemented.*

Q9: What is understood by merchant ID in this context? Separate bank account per location? Something else?

A9: See Revised Section IIIR1 B3. (Page 3R1), attached.

Questions & Answers

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5. *The contractor shall authorize transactions in a "real time" fashion and be deposited to the City's bank account established for this pilot program, any parking revenue paid by the customer within 24 hours of that transaction;*

Q10: Does the money need to be on the City's bank account within 24 hours, or is it enough if it gets transferred to the City's bank account within that time?

A10. This is clearly defined in Section III B. 5. The money need to be deposited to the City's bank account established for this pilot program, any parking revenue paid by the customer within 24 hours of that transaction

12. *The contractor shall provide all informational material including signs for outdoor placement. DOT shall make final approval of all advertising materials. DOT shall approve and inspect the size and placement of signs in the designated locations;*

Q11: Does DOT have a specific amount and size of signs in mind?

A11. Interpretation of the RFP requirements and representation is the responsibility of the proposer.

13. *The contractor shall be able to provide means of identifying vehicle participation in program if required by the City (i.e., sticker, label, plaque, other);*

Q12: How likely is it that this will be required?

A12: See Revised Section IIIR1 D4. (Page 5R1), attached.

15. *The contractor would provide a closeout protocol for the "end of pilot" period. This protocol should include at a minimum the removal of all items described in items 2 and 11 above, as well as an outreach effort to notify customers of the end of the pilot period.*

Q13: Item 2 probably refers to removing signage. What does item 11 refer to?

A13: See Revised Section IIIR1 B15. (Page 4R1), attached.

D. Additional Information

3. *Vehicles not displaying a valid muni-meter receipt will have their registration ticker barcode scanned.*

Q14: In case of single-space parking, typically based on space or meter number instead of the car ID, what benefit would this bring? Or does the car ID need to be included in the customer command chain in all parking situations, including single-space parking?

A14: See Revised Section IIIR1 D3. (Page 5R1), attached.

Questions & Answers
Addendum #1 (September 6, 2011)

Q15: How should non-NY cars without the barcoded tax decal be treated in this context?

A15: See Revised Section IIIR1 D4. (Page 5R1), attached.

4. Any device or method offered to be used for communications purpose shall be considered add-on" and part of the cost proposal. The number of devices or method shall be determined during contract negotiation. Add-ons shall be a part of the price proposal.

Q16: Communication between whom is meant here? Does this still refer to the enforcement handhelds?

A16: See Revised Section IIIR1 D4. (Page 5R1), attached.

Section IV: Format & Content of Proposal

2. Technical Proposal

b. Experience

Describe the successful relevant experience of the proposer, each proposed subcontractor, and the proposed key staff in providing the program described in Section IV – Scope of Services of the RFP specifically pay by phone experience.

Q17: What is understood as subcontractor? A company from whom the software is licensed? A company that produces signs? A PR company?

A17. A sub-contractor is any firm on the proposing team other than the Prime Company.

b. 1: A minimum of at least five years (5) experience in the operations and maintenance of parking pay by phone service, providing relevant contact(s), contract(s) start and end dates, references or any other verifiable information as part of and in addition to the requirements of the Proposal Format and Content Section herein.

Q18: Do contracts where the same software is in operation count, even if they are not contracts by the company who is actually bidding, but by the company from whom the same software is licensed?

A18: Interpretation of the RFP requirements and representation is the responsibility of the proposer.

c. Organizational Capability

4. In addition, provide a statement certifying that the proposed key staff will be available for the duration of the project.

Q19: Who should issue the statement that a given key team member will be available.

A19: The Prime consultant will issue the availability of key staff for the duration of the project

3. PRICE PROPOSAL

The proposer shall submit a Price per transaction inclusive of all the services required in the RFP and specifically Section III- Scope of Services, and exclusive of the parking revenue regardless of the number of transactions processed by the selected vendor during the course of this pilot.

Q20: Do the prices proposed for the pilot have any binding reflection on the prices charged in an eventual post-pilot award?

A20: This question is not relevant to this procurement.

Q21: What is the manufacturer/model of the muni-meters, both pay and display and pay and retain?

- a. Are the "pay and retain" meters pay by space meters?
- b. How are muni-meters currently enforced (both types. i.e., do officers print a report from the pay and retain meters? Are they single space and therefore display time remaining?)
- c. If so, can the same method be utilized to enforce the pay by phone system, if the vendor can integrate the Pay by cell data with the current method of enforcement?
- d. If single space meters are beings used, or pay by space, can space numbers be used as means to check payment by pay by cell (instead of consumer registration barcode data)?

A21: See Revised Section IIR1 D3. (Page 5R1), attached.

Q22: Regarding the following pasted section, is the requirement for a stop and start (call back to stop the clock) function, or for a system that does NOT require a call back to stop the clock? There seems to be a missing word somewhere in the sentence – or an added word. The meaning isn't clear.

A22: See Revised Section IIR1 B25. (Page 5R1), attached.

Questions & Answers

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Q23: What is the data on the "registration" sticker? Is it license plate # or VIN or some other identifier? Do all drivers have such a sticker? For example, do out of state visitors have the same sticker (i.e., We have not seen such stickers in other parts of the country – but his may be a nomenclature issue. Is the "registration sticker" the VIN tag?)

A23: See Revised Section IIIR1 D3. (Page 6R1), attached.

Q24: Regarding the enforcement device. Is a scan of license tag acceptable as a means of identification, rather than registration scan?

A24: See Revised Section IIIR1 D3. (Page 6R1), attached.

Q25: Is SAS 70 a requirement? If the bidding company is a fully owned subsidiary of a non-US company, and SAS70 standards are not in use outside of the US, can audited financials suffice for this requirement?

A25: Please see Section IV. A.2.c.1. of the RFP.

Q26: Is the "five years (5) experience in the operations and maintenance of parking pay by phone service" specified in your RFP a hard and fast requirement? If it is do you know of any interested companies that may be looking for partners?

A26: Refer to Section IV. A.2.b. of the RFP.

Q27: With respect to the payment processing, is the DOT willing to act as merchant of record with the payment card processor so that funds can be settled to DOT accounts daily? The alternative is that the pay by cell provider act as merchant of record and ACH funds to the DOT several times a week to comply with RFP guidelines.

A27: See Revised Section IIIR1 B3. (Page 3R1), attached.

Q28: With respect to the PCI certifications, . PCI-PA DSS Certificate is required by the RFP. However, this is a certification for payment processors. This would not apply typically to a pay by phone provider as the credit card processing is not performed by us, but by the payment card processor. Are you requiring us to include the specific processor as a sub-contractor within the RFP? Otherwise, the certification is not available for organizations that do not actually process credit cards. In other words, this certification, PCI-PA does not apply to software except for payment card processing, and that software is not provided by a pay by cell service but by a merchant service that processes credit cards. Please clarify.

A28: Interpretation of the RFP requirements and representation is the responsibility of the proposer.

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Q29: What types of handheld devices are currently being used by the NYPD?

A29: See Revised Section III R1 B14. (Page 4R1), attached.

Q30: Are there any limitations on the types of enforcement handheld devices that might be offered to the NYPD for the purpose of this pilot program (e.g., size, weight, connectivity type, the presence of a camera, etc.)?

A30: See Revised Section III R1 B14. (Page 4R1), attached.

Q31: Section III, B, 4 requires that the contractor establish unique merchant IDs for each location implemented. Does that requirement mean that the contractor must establish a unique merchant ID for the City of New York, or that the contractor must establish a unique merchant ID for each area of parking spaces chosen for the pilot program?

A31: See Revised Section III R1 B3. (Page 3R1), attached.

Q32: In Section III, B, 11, the contractor is required to provide transaction date information to the City's current parking meter vendor for integration into the vendor's back-office reporting system. In light of this requirement, please provide the APIs of Parkeon's myParkfolio system for the purpose of the integration, or alternatively provide specifications for the data and format that would be required for the integration.

A32: This information will be provided to the awarded vendor.

Q33: In Section III, C, the vendor must submit PCI DSS and PCI-PA DSS Level 1 compliance certificates. Please explain why PCI DSS Level 1 compliance is necessary and to that aspect of the pilot program PCI DSS Level 1 compliance applies?

A33: This is clearly defined in the RFP. Interpretation of the RFP requirements and representation is the responsibility of the proposer.

Q34: Also in reference to the requirement in Section III, C, please explain the reason for requiring a PCI-PA DSS compliance certificate in addition to the PCI DSS compliance certification? According to our understanding of the scope of the pilot program, there will be no sale of equipment from the contractor to the City. Thus, there appears to be no need for the PA process.

A34: This is clearly defined in the RFP. Interpretation of the RFP requirements and representation is the responsibility of the proposer.

Questions & Answers

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Q35: In light of the requirements in Section III, D, 3, what is the summons writing software that is being used today? Additionally, please provide the APIs of this software to allow for the transmission and coordination of the information as required.

A35: See Revised Section IIIR1 D3. (Page 5R1), attached.

Q36: According to Section IV, 2. c, a SAS 70 Type II Report should be submitted. Please explain why an SAS 70 Type II Report is necessary for a pilot program of such a small scale?

A36: This is clearly defined in the RFP. Interpretation of the RFP requirements and representation is the responsibility of the proposer.

Q37: Section V, B lists "Quality of proposed approach" as an Evaluation Criterion. Please provide a more detailed explanation of this criterion.

A37: It is clearly defined in Section IIIR1 & Section IV of the RFP. Interpretation of the RFP requirements and representation is the responsibility of the proposer.

Q38: Since we are submitting the proposal in numerous envelopes, must the pages such as cover letter, Affirmation Form, etc also be submitted back to back format as well, or simply the Technical Proposal as well? And, all such other forms?

A38: Submit Technical Proposal in double sided format. Cover Letter, Affirmation Form all such other forms can be submitted in one sided format.

Q39: Is the pilot to use the City's or the vendor's merchant account?

Will merchant fees be paid by the City (similar to how fees are handled at the Multi-meters)?

Multiple merchant accounts are requested. Does this mean one for the off street lot and one for the on street meters?

A39: See Revised Section IIIR1 B3. (Page 3R1), attached.

Handhelds

Q40: Please indicate if bidder has to supply the handheld currently used by the DOT or if this is simply a handheld to validate pay by phone parking
If current handheld is to be supplied, please provide the company and device specs

A40: See Revised Section IIIR1 D3. (Page 5R1), attached.

Questions & Answers
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Q41: If the current handhelds are to be used, why are new ones needed. Can the pay by phone vendor just integrate with the existing devices?

Does the device have to write parking citations?

A41: See Revised Section IIIR1 B14 (Page 4R1), attached.

Q42: It appears the vehicle registration number/sticker is to be the main identifier of vehicles. Is the database where the license plate and VIN are associated with each other going to be accessible in real-time by the pay by phone vendor? License plates are much simpler and easier to enter for the person parking. Being able to associate the two pieces (plates and VIN) would make usability much better.

A42: See Revised Section IIIR1 D3. (Page 5R1), attached.

Q43: Has the current handheld provider agreed to allow integration with the selected pay by phone vendor? Have they indicated a cost for the integration and who is responsible for that payment?

A43: See Revised Section IIIR1 B14 (Page 4R1), attached.

Pricing

Q44: To confirm, any fees associated with their program will NOT be added on top of the parking fee. 100% of parking fees goes to the City. The vendor would then monthly invoice the City for # of transactions x price per transaction.

A44: Yes

Q45: There are often different ways pricing is rated for evaluations. If the lowest price is worth 10%, is the second lowest a proportional percent of the difference from the cheapest or does second get a set percentage (e.g. 8% regardless of how much more expensive it is)?

**A45: Price proposal will be evaluated for 10% points.
The lowest price proposal and any price proposal within (0 to 10%) of the lowest price proposal will be given highest score.**

Price proposals that are higher than (11 to 20%) of the lowest price proposal will be given 0.75 of the highest score.

Price proposals that are higher than (21 to 30%) of the lowest price proposal will be given 0.50 of the highest score. And so on.

Questions & Answers

Addendum #1 (September 6, 2011)

Q46: The Price Proposal Form asks to list a difference price for each additional handheld. Is there a cap on how many additional handhelds might be purchased?

A46: No

Timeline

Q47: Could you please provide a rough (does not need to be binding) timeline as to the selection process, contract process, etc.?

A47: DOT anticipates completing the consultant selection process by early November 2011 and Registration of this contract by early February 2012.

Signage / Decals

Q48: Vendors may provide design and signage but would DOT be responsible for the actual installation of the decals on meters and posted signage?

A4+68: No

PCI

Q49: It is our understanding that PCI DSS applies to hardware and application services. PCI-PA DSS applies to package/shrink-wrapped application software – not hosted services. A PCI auditor (e.g. Coalfire) has confirmed this. Is PCI-PA DSS (not just PCI DSS) a requirement for this project if the vendor is not supplying packaged/shrink-wrapped software?

A49: Interpretation of the RFP requirements and representation is the responsibility of the proposer.



Department of Transportation

JANETTE SADIK-KHAN, Commissioner

ATTENDANCE SHEET

DATE: 08/30/11 TIME: 10:30 a.m. LOCATION: 55 Water Street, Bid Room
SUBJECT: Request for Proposals for Parking Pay by Phone Pilot
CONTRACT #: 84110MBTR518 REGISTRATION #:

E-PIN: 84110P0012
CONTRACT #:
NAME AFFILIATION PHONE FAX # E-MAIL

- 1. Kirsten Eiler DOF 212-669-4508 eilerk@finan.se.dps.gov
2. Dami Shavit PANGO 717-877-7675 dami.s@pango-shy.ny.com
2. Jaime Lefkowitz Accenture 917-374-8148 Jaime.Lefkowitz@accenture.com
3. Ryan Correy Parkomatic 353 87 2412333 RYAN.CORREY@PARKOMATIC.NET
4. Steven Seiberg GAA 917 439 3536 s.seiberg@SAKSBERG-GROUP.COM
5. Jordan Zetlin Strategic Comm (DPE) 212.799.8803 jordan@zetlin.com
6. Chris Amzeo NTP 646-610-7797 chris.amzeo@nytp.com
7. Stacy Johnson NYPS 718 361 7576 Stacy.Johnson@nytp.org
8. Kurren Keshigan NYVA/VSP 718.391.4683 Kkeshigan@vip.consistj
9. Desmud Felter NYSD 646-610-5965 Desmud.felter@ny.gov
10. Dennis Felter NYSD 646-610-5890 Dennis.Felter@ny.gov



Department of Transportation

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CONTRACT #	NAME	AFFILIATION	PHONE	FAX #	E-MAIL
1.	Max Marcus	Motricity	917 501 5366		max.marcus@motricity.com
2.	Buzz Hengst	Venus Pay by Phone	866-783-7787		hengst@venuspayphone.com
2.	ROBIN BEVAN	VERENITY	44 7769 93826		vbevan@verenity.com
3.	JARLEN CAPEN	MOTRICITY	+1-416-465-6556		jarlen.capen@motricity.com
4.	Peter Dwyer	IX TRANS	415-559-2150		Peter.Dwyer@ixt.com
5.	Chris Benson	IX	917-669-7040		KBENSON@TRANSARFX.COM
6.	Albert Bagard	Parkmobile	404 429 1798		ALBERT.BAGARD@parkmobile.com
7.	Brent Patton	Parkmobile	770-310-1392		brent.patton@parkmobile.com
8.	Robert Bartley	Mobilize Now	516-810-2035		Robert.Bartley@mobilizenow.com
9.	Robert Youakim	Passport Parking	704 280 2489		Robert.Youakim@passportparking.com
10.	WILL HUNTER	Collopa America	917 684-0018		will@collopaamerica.com



Department of Transportation

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CONTRACT #:
NAME AFFILIATION PHONE FAX # E-MAIL

- 1. Manoj Kumar BSA 616-855-2390 212-230-5461 Manoj@comcast.net
2. Arhol Antilla Mobile Now 917-744-2765 Arhol.Antilla@mobilenow.com
2. Valerie Miller RealNetworks 212-391-6668 Vmiller@real.com
3. Calvin Kim realNetworks 212-391-6668 Ckim@real.com

- 4.
5.
6.
7.
8.
9.
10.

**THE CITY OF NEW YORK
DEPARTMENT OF TRANSPORTATION
Executive Office**

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDUM #1

REQUEST FOR PROPOSAL

FOR

PARKING PAY BY PHONE PILOT

PIN: 84110MBTR518

E-PIN: 84110P0012

**Addendum No. 1
September 6, 2011**

**I, _____
NAME AND TITLE**

**_____
A duly authorized representative of
(NAME OF PROPOSER)**

**_____
Acknowledge receipt of Addendum No. 1 dated 9/6/11 for the Contract
P.I.N. No. 84110MBTR518 for which Proposals will be received
By 2:00 PM on September 21, 2011.**