

**Downtown Parking Pay Stations**  
**Job # 18 23 PW**  
**Questions and Answers**

**QUESTIONS RELATED TO INTEGRATION WITH OUR CURRENT SYSTEMS:**

- 1. Is the city looking for alternative/to replace current enforcement solution from the successful bidder through this RFP??**

This RFP only includes the replacement of six pay stations with the option of extending the contract to purchase more pay stations if Kirkland chooses to expand its pay for parking program. We may be interested in what type of technology a pay station solution may offer for future integration with enforcement equipment/ solutions, but the evaluation process must only consider the requirements and evaluation criteria in the RFP.

- 2. Does the city plan to continue operating in pay and display or is it your intention to move to pay by plate so that they can employ Genetec to assist with enforcement?**

The city plans to continue its current enforcement practice and is open to new ideas on the topic.

- 3. Is Schweer willing to facilitate an integration between your selected pay station vendor and their enforcement solution?**

Yes, Schweers is aware of this RFP and is committed and able to integrate their system with the selected vendor.

- 4. Section "Existing Downtown Parking Technologies" – is there an expectation that these seemingly disconnected or older technologies be replaced or updated as part of the new parking pay station system?**

All proposals will be evaluated by the criteria noted in the RFP, including the functional criteria which include integration with our current systems. The city reserves the right to update our current technologies, but that is not part of the scope for this RFP.

- 5. Is the city expecting that all offered solutions are within the framework of existing technologies deployed by the city? For example, the RFP mentions the credit card payment processing system used by the city and the parking management system currently being used.**

All proposals will be evaluated by the criteria noted in the RFP, including the functional criteria which include integration with our current systems. Vendors must have the ability to interface with the current payment card processor. The parking management system is a technology that has not yet been procured but as we procure the pay stations, we're interested in how data can be shared with a potential parking management platform/ system.

## QUESTIONS ABOUT PAYMENT OPTIONS FOR CASH/ CARD READERS:

6. Does a physical credit card reader and on site payment acceptance mechanism need to be installed at site?

Yes, a physical on site payment mechanism is required to be part of the pay stations. This is not an RFP for a new mobile or mobile only system.

7. Is it mandatory to be able to accept physical cash, that is, coins and currency notes at the pay stations? What pay station configuration would the city prefer for cash payments? Coin and Bill or just coins?

It is not mandatory for the pay stations to accept physical cash, but this option will be valued in the assessment of responses. The city is interested in keeping a cash payment option for equity purposes, for those people who may not have a smart phone or credit/ debit cards.

Preference would be both bill and coin payments, but the review of the cash payment option will be assessed by weighing the pros and cons of each vendor's options and the ability to demonstrate minimal maintenance required for this function.

8. For the purposes of quoting, what forms of payment would they like to accept? Bills, coins and credit cards? Does the city want bank note acceptors included in the pricing? Does the City want a coin box option included in the pricing?

Please include in the quote any electronic, coin and/or bill payment options that are offered as part of the proposal.

9. Is it acceptable for the city for all transactions to be electronic only, via credit card/ debit card or other electronic payment forms?

It is not mandatory for the pay stations to accept physical cash. Therefore, only credit card/ debit card or other electronic payment forms are acceptable as long as they are available at a physical station.

10. What credit card configuration would the city prefer? Tap/contactless or just standard chip/magstripe.

11. For the credit cards, would you like transactions to be EMV (reading the chip on the card) as opposed to mag stripe?

At this point, the city is agnostic to the credit card configuration. It is encouraged for the proposal to state the preferred payment configuration and why that is beneficial as long as it accepts credit card/ debit card payments.

12. Does the city want credit cards transactions to be available in contactless and to accept Google Pay and Apple Pay?

If people can make credit card payments at the pay stations, options for additional payment options at the stations are welcome.

#### QUESTIONS ABOUT MOBILE PAYMENT OPTIONS:

13. Is it possible to offer a system that accepts payments via online transactions only via QR Code or other means and no physical card swipes or touch mechanism on site?
14. Can all transactions by customers be made using their cell phones using QR Codes or other means?
15. Is the city looking for alternative/to replace current mobile payment solution from the successful bidder through this RFP?

This RFP is to replace physical pay stations and is not related to mobile payment options. The city reserves the right to replace, enhance or add to our mobile payment options in the future but that is not part of this RFP process.

16. Does the City want an NFC payment option included in the pricing?

It will be up to the vendor to include additional technologies and pricing but that will not be considered in the evaluation process.

#### QUESTIONS ABOUT OTHER OPTIONS NOT NOTED IN THE RFP:

17. Does the city want to offer parkers the ability to extend parking transactions initiated at the pay station by credit card with their mobile phone?

This would be a 'nice to have' but the proposer should address how this would integrate with our current enforcement technologies outlined in the RFP.

18. Can we include our own card processing and transaction management as well as parking management platform as part of the solution if city has full access to all the details it needs including analytics?

Card processing and transaction management fit into the parameters of the scope of this RFP and should be addressed according to the functional criteria. It will be up to the vendor to include additional technology solutions but this cannot be considered as part of the evaluation as we must stick to the evaluation criteria noted in the RFP.

19. Can we propose a system that ensures that the specifics in this section are addressed and a more comprehensive end to end solution is implemented?

Yes, as long as the proposed solution addresses our current needs and technologies. It will be up to the vendor to include additional technology solutions but this cannot be considered as part of the evaluation as we must stick to the evaluation criteria noted in the RFP.

## QUESTIONS ABOUT THE PARKING MANAGEMENT SYSTEM/ PLATFORM:

20. Do you have any documentation or requirements for the new online Parking Management platform? Is this a proprietary platform or by a vendor? If by vendor, can the city please share the vendor name and software version.
21. The city mentions their "new online parking API and management system. Can you provide more information on this? What vendor is this with?
22. The city refers to a new online parking API and Management platform. Could you please provide information on this platform and what information it will want to gather?

The City is currently in the process of acquiring a state of the art online parking API and management platform. The decision/ process is still ongoing and has not been completed at this juncture. As we procure the pay stations, we're interested in how data can be securely shared with a potential online parking management platform and other integration options.

## OTHER MISCELLANEOUS QUESTIONS:

23. As part of the evaluation process can we request a meeting with the city to present our solution?

No. As part of the evaluation process, the city will assess each proposal according to the evaluation criteria in the RFP. Highest scoring proposals may have their teams contacted for an interview.

24. Is the City interested in an option to retrofit the existing meters housings with new hardware?

This is an option for our current vendor to retrofit the existing pay stations with new hardware/software. However, this option will not receive a competitive advantage and proposals will be evaluated equally based on the evaluation criteria, including the functional criteria. This option is not available for other vendors due to the proprietary nature of the existing pay stations' housing.

25. "Map of all available meters for a lot – as a display screen option or on cabinet". Can the City please describe this requirement further and provide a use case for the maps?

Currently, when a pay station is having an issue and not accepting payments, people have to search a lot for another pay station. One of our lots is large and pointing people to the location of another pay station is beneficial to the end user. This is not required. Please note the key functional criteria is labeled R (for required), N (for 'nice to have') and E (for 'explore').

26. Describe conference, community forums, knowledge base, etc. if applicable? Can the City please elaborate more what they are looking for?

This gets to the qualification/ experience of key staff and successful deployment experience with similar projects. If the vendor has contributed to conferences or knowledge base forums, it demonstrates this experience. Note that this is not a requirement.

**27. Does the city prefer the pay stations to be solar powered or AC?**

Both options are acceptable. The proposal should address options and requirements for power supply and if solar, describe battery capabilities and replacement requirements.

**28. Does the city want multilingual software so that their patrons may read communications in alternate languages?**

Options for multilingual software is included in the functional criteria as not being required but it could benefit a proposal.

**29. Do you prefer your pay stations to communicate by Modem or by Ethernet?**

No preference.

**30. Does the city want to be able to offer coupons for discounted or free parking that can be used at the pay station?**

Options for parking credit is included as a functional criteria and elaboration on how to make this is welcome.

**31. Does the city prefer training to be done in person or remotely?**

Training can be virtual but some physical training may be needed in person, depending on the technology.

**REFERENCE TO PARKING SENSORS:**

32. Can the City describe the situation and use case for which you would like to see the parking sensor program operate and function?
33. In Chapter II #15 the city refers to sensor technology, but I don't see any other reference to sensors in the RFP. Could you please expand on this requirement?
34. Chapter 2: Required Proposal Response form, #15 says "Include Installation details for proposed parking sensors including placement preferences": What is the relevance of this, and can we propose a system that makes use of the proposed sensors deployment as part of our offering?

Please disregard any reference to parking sensors. This RFP document utilized a previous RFP for parking sensors as a template and some language was not converted. Specifically:

- Please disregard Chapter II – Pay Stations #15.

- Form 7 – all reference to “sensors” should have been replaced with “pay stations”
- Form 9 – reference to “sensor” should have been replaced with “pay stations”
- Attachment A – two references to sensors will be replaced with “pay stations” in the final agreement.

Apologies for any confusion.

**QUESTIONS RELATED TO INSTALLATION/ LOCATIONS:**

**35. For installation can we assume the foundations will already be in place or will a concrete pour be required? Please advise on any other installation requirements that will need to be factored in.**

The meters are located on concrete sidewalks or pads.

**36. Will you require removal and disposal of existing pay stations?**

Yes.

**37. Are the locations of the new pay stations the same as the current?**

Yes, since these will be replaced, the locations of the pay stations will be the same as the current locations.