



DATE: March 19, 2019
SUBJECT: Letter of Clarification
RE: Parking Operations and Management Services RFP
TO: All Prospective Proposers

Houston First Corporation (“HFC”) issues this Letter of Clarification regarding the referenced Parking Operations and Management Services RFP to answer questions timely received in the manner set forth below:

I. Pricing/Financial

Question 1: Can we make recommendations for other, additional positions not on the Pricing Form that would be beneficial to the operation of the system?

Answer: Yes. Proposers are strongly encouraged to include any additional or alternative positions or otherwise make recommendations to increase revenue and improve operations as part of their proposal.

Question 2: In the Labor Charges-Hourly Positions, is the number your requesting in the “Base Pay” an annual amount for all the positions in that category (i.e. Hourly rate X number of hours per year X number of positions) or another number?

Answer: Section 5 of the Pricing Form calls for hourly fees per individual, not annual amounts or otherwise multiplied.

Question 3: In the Pricing Form, should we propose the staffing schedule as it is now or after the automated equipment is installed?

Answer: Proposers may note anticipated staffing adjustments as part of the alternatives under Section 3 of the Pricing Form.

Question 4: Will HFC provide the AR system for use by the contractor? If so, what is the name of the system? Can the contractor provide its’ own AR system?

Answer: HFC uses the Paris system under a license with Integrapark. An alternative AR system selected by the contractor is not desired.

Question 5: Are the credit card merchant ID’s HFC’s?

Answer: Yes.

Question 6: Please confirm how many monthly contract parkers are billed monthly in all the garages (Theater District and GRB) and Lots.

Answer: Approximately 3,000 in the Theater District and 1,800 in the Avenida District.

Question 7: Can the insurance of the operator apply a deductible per incident?

Answer: The Proposer selected is responsible for deductibles.

Question 8: Is HFC responsible for claims associated with water leakage within the garages that damage vehicles?

Answer: Liability under the scenario presented would depend on the cause.

Question 9: Is HFC open to the operator purchasing equipment on their behalf and amortizing the amount over the life of the contract or 5 years?

Answer: HFC will consider proposed amortization, though please note that equipment requirements under the Scope of Services are minimal. Enhancements could also be proposed as alternatives under Section 3 of the Pricing Form.

Question 10: Can you share the previous 5 years financials of the facilities?

Answer: Such a dataset is not available.

Question 11: What should the fringe benefits number include?

Answer: Fringe benefits should include the employer's share of FICA; Medicare; premiums for health insurance, life insurance, short-and/or long-term disability insurance, and workers' compensation insurance; and other employee-related fixed charges to the extent they can be independently verified

Question 12: Do we need to provide fringe benefit information and costs for salaried positions?

Answer: No.

Question 13: Will labor be counted towards the 20% goal for minority contribution.

Answer: Yes.

Question 14: Does the present operator meet the 20% minority contribution goal?

Answer: The goal under the expiring contract is 32%.

II. Operational/Technical

Question 15: What is the brand of the intercom system at the garages?

Answer: Stentofon (TKIS-2).

Question 16: Will the Theater District have cameras in the lanes?

Answer: Yes.

Question 17: Will the Theater District Garage intercoms be answered by the command center at Avenida Central Garage?

Answer: Yes, although a Proposer could recommend that the entire Command Center be operated remotely.

Question 18: What type of cameras feed to the command center?

Answer: Digital cameras with ONSSI software.

Question 19: Will HFC provide for the network connections?

Answer: Internal network connections are provided by HFC.

Question 20: Is the parking equipment under a service contract?

Answer: Parking equipment in the Avenida District, Tundra Garage and (upon completion) the Theater District Parking Garage is under a parts-and-service warranty. Only cleaning and basic servicing is to be performed by the Proposer; technical repairs are to be made by a qualified, HFC-approved contractor, to be managed by the Proposer, and will be a reimbursable expense.

Question 21: Please explain the interface between the Toyota Center Ticket System and the Toyota Tundra Garage parking system.

Answer: No interface with Flashseats is available. Handhelds are used currently.

Question 22: Does the existing Avenida District and future Theater District system have the ability to accept pre-paid passes?

Answer: Currently, pre-paid passes requires use of handhelds. As the parking system at the major parking facilities has such capability; however, all options are being considered.

Question 23: One of the non-reimbursable amounts listed is "Rent". Will contractor be required to pay rent for space used at the locations?

Answer: No, the Proposer selected is not responsible for paying rent to use the Premises.

Question 24: Can you provide a network layout? What kind of circuit?

Answer: Detailed information on the network will be provided to the Proposer selected.

Question 25: What are the maintenance duties of the operator in each of the garages and surface lots?

Answer: Please refer to the Scope of Services and answers provided in this Letter of Clarification. Cleaning and basic servicing is to be performed by the Proposer; technical repairs are to be made by a qualified, HFC-approved contractor, to be managed by the Proposer, and will be a reimbursable expense.

Question 26: Do the Hilton and Marriott pay for valet spaces in the Avenida Garages?

Answer: No.

Question 27: Does the Avenida Central garage allow pre-payment for large events in the GRB?

Answer: Pre-payment is not used currently at Avenida Central garage, though the system has such capability.

Question 28: Is there a list of current equipment at each location?

Answer: Equipment in inventory includes various computers, printers, scanners, radios, phones, furniture, barricades, cones, etc. More specific information will be provided to the Proposer selected.

Question 29: Do you have a historical on the number of hours worked by hourly personnel so we have some baseline to project what the estimated payroll would be for supervisor and attendants for events?

Answer: Such a dataset is not available at this time, and staffing requirements fluctuate with events.

Question 30: Will maintenance duties change once repairs are made due to the damage of Harvey?

Answer: The Proposer selected will be required to perform basic maintenance and arrange for qualified technical repairs for new equipment being installed in the Theater District to the extent not covered by warranty.

Question 31: Is there a map of the tunnels that are the operator's responsibility to clean?

Answer: A map or additional information on the tunnels may be provided on the HFC Doing Business website.

Question 32: Is there a list of the duties that are the operator's responsibilities in the garage tunnels?

Answer: Please refer to Section 4.16 of the Scope of Services.

Question 33: Is power washing handled internally?

Answer: Power washing services are required and are usually, but not always, performed in conjunction with use of the power scrubber. Please refer to Section 5.5 of the Scope of Services, which will be revised to mention power washing specifically.

Question 34: Can you describe the mobile electronic message boards and is a truck used to move these signs?

Answer: Electronic message boards are placed near parking facility entrances during major events by the parking operator using a truck owned by HFC.

Question 35: What equipment will be purchased for the garages? Is there a time line when the equipment will be installed?

Answer: Please refer to Section 4 of the Scope of Services for the basic equipment requirements and please note that not all are reimbursable. There is no installation schedule.

Question 36: What is the command center current location coverage for both locations?

Answer: As of the issue date of the RFP, Command Center coverage is limited to the Avenida District.

Question 37: What is the present operating schedule for the command center?

Answer: The Command Center operates 24/7.

Question 38: What is the staffing level at the command center during the day?

Answer: One person staffs the Command Center. During events, clients interact with Customer Services Ambassadors.

Question 39: In the future will the command center / call center cover every location 24/7?

Answer: The Command Center is expected to be connected to the Theater District in 2019. Connection to all surface lots is not anticipated.

Question 40: Average call volume for existing locations covered by the Call Center? (normal and peak volume)

Answer: Typically, fewer than 20 calls per day are received at the Command Center.

Question 41: Are the transit centers only a person and vehicles traffic control operations or dose the transit employees also help with other items?

Answer: The Transit Centers are activated periodically for the purpose of ingress and egress of commercial vehicles during major conventions and events. They are not staffed continuously or used for administration, dispatch or other general purposes.

Question 42: Are there any current enforcement programs for the surface lots and within the garages?

Answer: City of Houston personnel conduct checks periodically for unpaid parking tickets or unauthorized disabled parking.

Question 43: How many golf carts are required to be purchased by contractor in the service of the operation?

Answer: Please refer to Section 4.3 of the Scope of Services.

Question 44: Will there be a need for a maintenance vehicle to service the project and reimbursed by HFC?

Answer: A maintenance vehicle is not required under the terms of the contract.

Question 45: Who is responsible for storm doors being secured during weather events?

Answer: Severe weather preparation and remediation is a shared responsibility. Please see Section 2.12 of the Scope of Services.

Question 46: Is there an oil and water separator in the garages or will the vendor be responsible for collection of water?

Answer: All major parking facilities feature an oil and water separator.

III. Shuttle Busses

Question 47: What are the miles and engine hours (where applicable) on each vehicle?

Answer: Mileage range between 16,000 to 93,000. More detailed data will be provided to the Proposer selected. (Please note that shuttle bus maintenance is a reimbursable expense.)

Question 48: Are maintenance records for commercial vehicles available?

Answer: The Proposer selected will receive copies of any maintenance records held by HFC.

Question 49: Where are the busses currently being maintained?

Answer: HFC does not have a required vendor for maintenance, though prior-approval is required before incurring repair expenses.

Question 50: Will the Shuttle vehicles will be insured by operator?

Answer: Yes.

Question 51: Please explain section 6.6, Shuttle Rates. Will contractor charge individual riders a rate or just groups?

Answer: Daily riders are not charged currently, but must present their City of Houston employee ID. HFC reserves the right to impose ridership fees (group or individual) for other routes and specific excursions under Section 6.6 of the Scope of Services.

Question 52: Is there an existing automated passenger count system on the busses?

Answer: Yes, on six of the shuttles.

Question 53: Do the busses have pre/post-check automated systems?

Answer: No.

Question 54: Where are the busses stored?

Answer: Most shuttle busses are stored at Lot H.

Question 55: Is there a separate driver check-in and break location?

Answer: Employees check-in at a central location; most vehicles are parked at Lot H.

Question 56: Does HFC provide the bus licenses?

Answer: HFC provides exempt license plates for the shuttles. The Proposer selected is responsible for operator licenses.

Question 57: Is the bus communication system currently on the bus or is this part of the new radios to be purchased by the new contractor?

Answer: Radios are provided by HFC. Please refer to Sections 4.4 and 4.77 of the Scope of Services.

Question 58: Are there any arrangements by Houston First for back up busses, or is this the contractor's responsibility?

Answer: As not all shuttle busses are operated daily, other vehicles in the existing fleet are used as back-up. In the unlikely event that a rental shuttle bus is needed, then the cost would be paid by HFC either directly or as a reimbursable expense.

Question 59: Will the current shuttle bus system remain in place?

Answer: While no material changes are planned at this time, HFC is open to suggestions for improvement.

Question 60: Is there a Shuttle Program at the Convention Center and Lot locations?

Answer: There is no fixed-schedule shuttle program in the Avenida District. Special event usage averages once per month.

Question 61: Is there a map of the shuttle route and the round-trip miles?

Answer: Please visit <http://www.coemployeebus.com/default.aspx>. Routes are estimated to average 3.3 miles/16 minutes.

Question 62: What are the hours of operation of the shuttle service?

Answer: Shuttles are operated in three shifts from 5:30 a.m. to 6:45 p.m.

Question 63: What is the number of vehicles presently in service throughout the day?

Answer: Two to three.

Question 64: What is the passenger count of people to be shuttled?

Answer: Approximately 30,000 rides per month are provided currently.

Question 65: What type of fuel are presently powering the shuttles?

Answer: Some are diesel, others are gasoline fueled.

Letters of Clarification become a part of the RFP automatically upon issuance and supersede any previous specifications and/or provisions in conflict therewith. By submitting their Proposal, Proposers are deemed to have received all Letters of Clarification and to have incorporated them into their Proposal.