

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
DPR - Parking Enterprise System
DNCR - RFP 2022-065

ADDENDUM # 2 TO RFP INVITATION # 2022-065

RFP PROPOSALS DUE: **March 21, 2022**

TIME PROPOSALS DUE: **2:00 pm. EST**

FOR: DPR - Parking Enterprise System

SECTION	QUESTION	ANSWER
1	Please provide details on the agency's current permit system: a) Current system used to manage b) Annual amount of permits issued c) Breakdown of permit types/costs d) Annual revenue generated from permit sales	a) The State does not currently issue permits; however we do issue parking leases to area lodging establishments. We would use the permit software for this purpose. b) We issue 19 leases utilizing 115 parking spots each season. c) Lease rates are determined by using a three-year average of parking revenue in the lot the leased space is in. d) 2021: \$124,611
2	What enforcement management system is currently being used?	Pay stations are through Cale (Flowbird) contract Enforcement is through Cardinal Tracking
3	Please provide specifics on the handheld/printers that the vendor should provide?	We prefer an all-in-one unit including the printer. We currently use Two Technologies N5 system.
4	What collection agency is currently being used?	Allen Daniel Associates, Inc.
5	Does the agency currently issue registration holds and releases through the NH DMV?	No but we are currently researching this possibility.
6	Attachment 1 is a locked document that will not allow us to type in the Delivery Method and Comments field properly. It will not wrap the text.	A revised document with text wrap ability has been posted.
7	On page 6 of the RFP, you list the payments for 2019, 2020 and 2021, assuming you have a pay by cell provider currently, can you provide a breakdown of how many payments were made using the pay by cell option for each year?	We do not currently offer the pay-by-cell option but will be implementing with the new contract.

SECTION	QUESTION	ANSWER
8	Can we do a separate bid for just Handhelds and Meters?	The bid proposal must encompass all requirements in the RFP.
9	Can we just get DMV information on unpaid citations/handhelds and meters?	We are looking for vehicle owner information that is requested from the DMV's. We do not currently tie anything back to DMV using the parking meters or handhelds. We do keep track of scofflaws.
10	Does this bid call for processing of citations? If not, who is doing it now?	The Division currently processes all payments, and outstanding balance notices as well as sending to collections.
11	Are you interest in LPR?	We are interested in handheld LPR but are open to suggestions.
12	Is the parking all on-street and off-street lots?	Yes, parking is both. See attached PDF files showing the metered lots.
13	Can you detail any integrations with state systems that will need to be done?	Contractor must be able to use DNCR accounting codes and properly account for and track all income to be uploaded to the State's financial system.
14	What is the preferred mode of enforcement? Pay and Display, Pay by Plate, or Pay by Space?	The Division would like to utilize a pay and display option in coordination with pay-by-phone that would require license plate information in both scenarios. Customers will either purchase parking time at a pay station and display receipt with plate number on their dash; or pay for parking or renew parking time via their phones using the pay-by-phone option. Again, license plate information would be required in both scenarios and citation officers would use the license plate numbers and receipts for enforcement.
15	For the Pay Station payments, is EMV a requirement?	Yes, EMV will be required.
16	Can a vendor submit multiple subcontractor proposals as well as submitting one "Prime" proposal?	The State will require one proposal that incorporates the subcontractor information. Refer to Section 6 of the RFP.
17	Can a vendor submit a response for a certain subset of the RFP? For example, Pay stations only or enforcement only?	Refer to question 8.

SECTION	QUESTION	ANSWER
18	You currently use pay and display. Is the intent to continue to have your customers display a receipt on their dash, or will you now use pay-by-plate? Please explain what you intend to do going forward.	Refer to question 14.
19	Is it the desire of the agency to award to one vendor or multiple vendors	It is the desire of the State to issue one contract to one vendor. The vendor is responsible for subcontractors, and as such would act as the sole point of contact. Refer to Section 6 of the RFP.
20	Can you provide the location of current meters	We have pay stations in Hampton (32), North Hampton (4) and Rye – Jenness Beach (2), Rye Harbor State Park (2). See attached PDF's for specific locations.
21	You state you want 40 physical meters? Are there 40 now or adding new?	Currently we have 40 pay stations. We are requesting a minimum of 40 pay stations with the potential for expansion.
22	Would the Agency consider an extension of the proposal submission deadline for Vendors to submit the most comprehensive response possible?	Due to a tight deadline, the State will not be able to extend the submission deadline.
23	Is it possible to respond as a mobile payment provider only?	Refer to questions 8 and 17
24	If a vendor cannot currently provide all reporting including meters transactions and payments in a single back-end but would be willing to work with the meter company to make this possible, would this suffice?	Yes, as the contractor will be responsible for all subcontractors.
25	If the vendor does not have an account-based system but does have the ability to query by other items like a license plate, name, transaction number, etc would that suffice?	Yes, this is sufficient.
26	If the vendor does not have an integration with the NH State DMV, but does have the ability to do 50 State Look Ups and will work towards a DMV integration, would that suffice? And if so, does the agency have an ORI number if can provide to do so?	The State is willing to work with the Vendor regarding DMV. During contract negotiations, the State will provide ORI number.
27	Can a vendor respond if we don't allow citation payments at a pay station, but do have a mobile-friendly payment site?	Yes. This is an option that the state would explore if available but this is not a requirement.

SECTION	QUESTION	ANSWER
28	Can a vendor respond if they do not have the ability to offer in-field reporting to officers? But do have in-field notifications like identification of scofflaw violators?	Mobile reporting/printing capability is intended to be a shift summary that prints from the handheld unit. In-field notifications of scofflaws is a mandatory requirement. (NOTE: The deliverables table has been updated – Application Tab Item #A9.9.)
29	Can a vendor respond without a side-by-side testing environment if all configurations will be able to be tested by the Agency and the Vendor in the system before being put into production?	The State will require a test/development environment
30	What is the term of the contract?	Please refer to the RFP, Section 6.
31	Can the proposer provide an additional form for pricing to best break down costs in addition to the pricing forms included?	Use Table E-1.6 – Other Costs for additional pricing break down.
32	How many off-street spaces are there?	There is a total of 975 off-street spaces.
33	What is the average hourly rate for the Agency's off-street spaces?	Currently the parking rate is: 4/1 – 4/30: \$1/hour 5/1 – 9/30: \$2/hour 10/1 – 10/31: \$1/hour
34	How many on-street spaces are there?	There is a total of 771 on-street parking spots.
35	What is the average hourly rate for the Agency's on-street spaces?	Refer to question 33.
36	Are the off-street spaces in surface lots or garages?	All off-street spaces are in surface lots.
37	Who are the current meter providers?	Refer to question #2
38	If the Agency has multi-space meters or meters that accept credit card payments, who is paying the merchant processing fees: the Agency or the provider?	Currently, the Agency pays the processing fee.

SECTION	QUESTION	ANSWER
39	Who is the Agency's merchant services/credit card processing provider?	Bank of America and Chase
40	Does the Agency act as the Merchant of Record with its payment provider?	Currently, the Agency acts as the Merchant of Record however we are open to either concept.
41	Does the Agency currently have the ability to process credit card transactions in which the transaction happens digitally (card-not-present transactions)? If so, what is the Agency's current card-not-present payment processing rate?	When we receive a phone request to pay the citations, we log into the online system and indicate we are processing the payment as if we were them and read all certifications and disclosures prior to processing payment. The processing rate is a negotiated rate between the State's Administrative Services department and the credit card processing company.
42	Who is the current enforcement/citation, management provider?	Refer to question 2.
43	What types of handhelds are the enforcement officers using? Do they have consistent access to the internet?	Refer to question 3. The State would like to have handhelds that have constant internet access.
44	Does the Agency intend on absorbing the convenience fee of the mobile application to create more parity between meters and the mobile application or will the Agency be passing the cost on to the parkers?	The Agency will determine this after review of proposal.
45	Does the Agency want to offer a singular mobile payment application for parking for if a provider can offer additional resources like the ability to pay via Google could additional information be submitted?	It was our intent to offer a singular mobile payment application, however we are open to reviewing additional information if submitted.
46	Does the current provider charge a convenience fee for online payments?	No
47	Will the Agency accept pass-through fees to the violator, or does the Agency need to absorb all costs? If pass-through fees are an option, are there any compliance measures the Vendor must follow?	The Agency will determine this after review of proposal.
48	What percentage of citations go uncollected each year?	Our current outstanding citation rate is approximately 38%.

SECTION	QUESTION	ANSWER
49	What is the escalation schedule for citations?	Fees are assessed on any outstanding balance. They are based on the issue date or if appeals, from the judgement date. They are as follows: Late Fee 1: assessed on day 21 Late Fee 2: assessed on day 41 Late Fee 3: assessed on day 61 Account sent to collection (if we have owner information): day 81
50	How many letters/notices will the Agency want to send to collect delinquent payments? IE: One letter per escalation?	We will issue a total of 4 delinquent account letters. <ul style="list-style-type: none"> • One courtesy letter a minimum of 5 days after issue date or when we receive owner information. • After late fee 1 assessed (or 20 days since last notice) • After late fee 2 assessed (or 20 days since last notice) • Final notice after late fee 3 assessed (or 20 days since last notice)
51	What is the average fine for each citation and the penalty fine for each escalation period?	Most fines are \$25 with the exception of handicapped parking (\$250 by law), park in front of fire hydrant (\$50 by law), Restrictions in public use (per administrative rule (\$100)). All late fees are \$25 each.
52	What type of handheld units is the Agency currently using?	Refer to questions 3 and 43
53	Who is the agency's current collection provider?	Refer to question 4
54	Does the Agency have a preference for a single unit issuance device to smartphone and Bluetooth printer combination?	Refer to questions 3, 43, and 52
55	Who is the Agency's current permitting vendor?	Refer to question 1
56	Can the agency list out what types of permits are issued, cycle (ie: annual) the cost for each permit, and the number of each type of permit that is issued on average?	Refer to question 1