



C o u n t y o f S a n L u i s O b i s p o

GENERAL SERVICES AGENCY

Janette D. Pell, Director

Helen McCann, Department Administrator

Questions for Clarification RFP PS-1129 Airport Parking Kiosks

- Reference Requirements Matrix Item 2.00:

Question: Please clarify who Provider FIS is?

Answer: Fidelity Information Services, as stated in the RFP on page 4 under section 1.1, item E.

Question: Is FIS associated with Link2gov?

Answer: Link2Gov was purchased by Metavante, who the County believes to be a fully owned subsidiary of FIS.

- Reference Requirements Matrix Item 2.22:

Question: As the credit card transactions are done in real time when online. Is this requirement for offline batching?

Answer: No, this requirement is to verify that manual batching at the end of each day is not required to be performed by Airport staff.

- Reference Requirements Matrix Item 3.31:

Question: Please clarify what PII Customer data is?

Answer: Personally Identifiable Information (PII), which is for example a name and address associated with a credit card or driver's license number. We do not want to be able to view any PII. This is simply a requirement whereby the County would like to see statistics of parking in order to view parking volume by week or month.

One goal of the County would be to ask the customer for information when they pay for parking that is not protected (eg, PII), yet identifies them for parking statistic purposes. This might help the County establish metrics for how frequently a person parks. One idea is to ask for the license plate number or a login name to be used each time the customer pays, and then the County can view reports which include this data.

Question: Who does the enforcement for the City?

Answer: The County Airport staff handles parking payment processing and issues tickets.

Question: What kind of enforcement handhelds is the city utilizing? -Brand? -Back end application and software?

Answer: This is strictly a manual process at this time.

- Reference Requirements Matrix Item 5.20:

Question: Please clarify if additional performance is required.

Answer: Under Requirements Description delete the line “(Creed to add)” and insert “An overall description of the performance related to the capabilities of the units” as a must have item.

- Reference Requirements Matrix Items 45 and 46, Requirements #2.32 and #2.33:

Question: Can you please clarify what Fees for Parking means? Are you referring to the fees for the monthly back-office services provided to the County by the Vendor? Any clarification will be helpful.

Answer: The fees referred to in requirements 2.32 and 2.33 are those the County must pay to the vendor or their third party provider for credit/debit card processing services, or any other services the vendor charges on a regular basis. The goal is monthly billing, with a desire for electronic billing if possible.

- Reference RFP page 31, Sample Contract – EXHIBIT A – GENERAL CONDITIONS, 7. Subcontractors.

Clarification: Please place any information related to subcontractors in your proposal under Section 4B – Company Experience, under item 1. See the RFP, page 21, Section 5.6.2, which describes what is expected in the proposal section 4B, item 1.

- Reference RFP page 24, 5.10 Section 8 – Cost Proposal.

Question: Can you provide the Pricing proposal in Microsoft word format?

Answer: No, attached for your use is a Microsoft Excel version of the pricing proposal.

- Reference RFP page 15, item: 3.1 Tentative Schedule of Events, Table 1.

Vendor interviews (finalist only) date of “Week of August 8, 2011” shall be changed to “the two week period between July 25 and August 5, 2011”.

- Reference RFP. Pages 4 Section 1.1 and 5 Section 1.3

Question: Based on the language in the RFP we are assuming they County will provide basic “first level” repair and maintenance service (i.e.: such as clear paper jam) and utilize the phone support service, and the Vendor will provide “second level” maintenance services, for issues more complex. Is this correct?

Answer: Yes, the County will do what it can to provide first level service to restore a kiosk to working order with the help by telephone of the vendor's support team. The vendor must clearly state any assumptions for repair or maintenance work to be performed by the County.

- Please note the modified Requirements Matrix, to be provided with this addendum:

At the top of the Requirements Matrix the following has been added:

“Please see the instructions for completing this table in the Instructions Tab.”