



The City of **WORCESTER**

Administration & Finance – Purchasing Division
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August 28, 2024

To All Proposers:

Subject: **RFP #: CR-8229-W5, Parking Management Services (Citations, Permits, Mobile App) / DTM**

ADDENDUM NO. 5

To Whom It May Concern:

With reference to our proposal request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM CITY**

Question 50

The City's pricing sheet does not specify merchant processing and gateway costs for online citation payments and digital permit sales. Does The City want vendors to propose merchant processing and gateway rates for these transactions?

No, online payment fees are absorbed by the customer. The City does not pay these costs.

Question 51

If so, it will be difficult to project the estimated annual total cost to the City to match the other line items, as the cost is due to many factors that are difficult to predict (cost of payments, number of transactions, etc.).

See Question 50 response.

Question 52

Is the City open to adding a line item for typical merchant processing rates expressed as a percentage + \$X per transaction like a typical model? Or is it requesting a bundled fee per ticket paid/per permit purchased model that includes all fees and is normally passed to the parker? Any additional clarity on how the City intends to handle payment processing for online transactions (MPP, tickets paid, permits purchased) is appreciated.

See Question 50 response.



Question 53

The City is looking to procure 22 handheld/prINTER kits for parking enforcement, but there is no line item in the pricing sheet for this hardware. Can the City add a line item for this hardware and accompanying ticket stock for 100,000 yearly tickets?

Please incorporate this price into item 1

Question 54

The City wants lockbox pricing based on 40K annually but according to 2023 data (70K tickets, 81% collection rate, 7% mail in) that number is much lower. Can the City provide annual lockbox payments processed for the last 3 years so vendors can price accordingly?

No, we are unable to provide any further detail than the \$ 40K estimate at this time.

Question 17 UPDATE

Are there any other permit types besides Resident, Visitor, Professional Services, and Owner permits (and confirm these are all annual)? If so, can the City detail the type, cost, and permit cycle?

1. Permits are annual from July 1st to June 30th
2. Cost:

Resident Permit	\$10
Visitor Permit	\$5
Owner Permit	\$5
Professional Service	\$25

There are Temporary Permits (At the Parking Director's discretion) when a resident's vehicle is being serviced (due to an accident, etc.) and a rental car is being used. It is renewed on a weekly basis or the time limit of the rental car- These type of permits are very few and seldom, most residents use their guest pass during this period of time- There is no charge for these passes.

Proposers are requested to acknowledge and/or include this addendum with submission.
All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director