



City of Richmond

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File: N/A

Finance and Corporate Services Department

Finance Division

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Attention: To All Proponents

Re: Request for Proposal – 4688P - Parking Meter Replacement Program - Addendum 1

This Addendum includes items of clarification; forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your proposals.

Questions and Answers

Question #1

RFP references in Section 6 “turn-key” solution including “removal and disposition of current Units”. Appendix 400, System Quotation does not specifically mention or include for this element of the project. Where would you like us to include pricing for removal and disposition costs of existing Units?

Answer #1

The cost for old meter disposition should be referenced separate from the *Appendix 400* reporting requirements. Proponents should provide an addendum sheet qualifying the per meter cost for removing old units, based on approximately 45 units in total. Proponents may also quote on “buy-back” of the old units.

Question #2

Please advise if the City expects training to provide Level 1 maintenance such as changing receipt rolls, clearing coin or paper jams, replacing card readers, printer components, etc. Also that the successful vendor will provide Level 2 support-either remotely by telephone or on-site-as may be required to address more complex issues.

Answer #2

Training:

Yes, it is expected that training cover all meter activities as referenced “*changing receipt rolls, clearing coin or paper jams, replacing card readers, printer components*”.

Note:

This answer that it covers only those items clearly identified (“etc” would have to be qualified by proponent).

Support - coverage as prescribed in Appendix 300:

Minimum on-site service response time of 4 hours , Monday through Friday, between 8:00 am and 4:00 pm, toll free support number monitored 24/7, including statutory holidays, with a maximum call-back time of 2 hours, email support during regular operating hours. All forms of remote

support (i.e. phone, email, internet) are expected to cover those issues encompassed during training, as well as “more complex issues”. For example – a new City employee calls the support line and requests direction on how to remove a printer.

Note 1: above training does not preclude vendor from providing *field* support for the same issues, if related to defect (RE: “warranty” & extended “maintenance agreement”, stipulated in appendix 300);

One year warranty covering all costs related to transport, incidentals, parts and labour for the purpose of repairing &/or replacing components or whole units, which are deemed defective in material &/or workmanship (i.e. first year of coverage)

Option to extend hardware and software warranty through the purchase of a five (5) year “Maintenance Agreement”, providing an equivalent level of coverage, which would take effect upon expiry of the initial one (1) year warranty

Note 2: Training/Support Levels?

The terms “level 1” & “level 2” are proponent titles/classifications and as such are not recognized by the City. The key is that the proponent meet all training and service coverage prescribed by the City, regardless of how it is internally structured by the proponent (i.e. levels, tiers, categories, etc.)

Question #3

The RFP is written around a multi space type meter. Would the city consider proposals for single space meters for on-street spaces?

Answer #3

No, as our existing systems and infrastructure are setup for multi-space.

End of Questions and Answers

Yours truly,



Julia Turick
Buyer II, City of Richmond

JT:jt

cc: Curt Toews, Supervisor Parking & Animal Control