

Questions Received by Deadline:

1. RFP does not define who will be responsible for enforcement vehicles. Please identify if parking operator will be responsible for vehicles and if vehicles will be a reimbursable expense or if City is providing vehicles please provide how many, make/mode, etc.

Answer: The Isle of Palms Police Department has two (2) 2022 Polaris in good condition that may be used by the contractor for parking management. Maintenance will be the responsibility of the parking vendor.

2. RFP indicates operator will be responsible citation management platform. Please provide what platform is in current use and will the city require a transfer of previous ticket history into new citation platform and if so, how many years of data would you prefer be transferred?

Answer: The Police Department uses T2 Systems for parking management and enforcement. If a new platform is used by the successful bidder, at least 3 years of ticket history should be transferred.

3. Does the city currently attempt to collect unpaid citations through any means of collection services or debt offset?

Answer: The City's Municipal Clerk of Court sends out notices of outstanding citations after 30-, 60- and 90-day mark. Citations double after 30 days. The City does not hire collection services to collect unpaid citations or use the State's debt offset program. The City has no objection to the parking management vendor pursuing collection services for unpaid citations.

4. RFP indicates drug testing as a requirement, please provide level of drug testing that will be required.

Answer: The City requires 10 Panel Drug Screening non-DOT for Beach Services Officers, who currently enforce parking regulations.

5. Please confirm if the city currently passes on any convenience fee charges for parking on to customers?

Answer:

- Kiosk transactions – there is no additional fee passed on to the customer.
- Text 2 Park transactions – For credit card transactions, the customer is charged \$.35 per transaction. Flowbird keeps \$.25 and the City gets \$.10.
- Truist bank charges between 4%-7% credit card processing fee which is paid by the City. The cost for parking credit card processing in FY22 was \$61,276.

6. Please provide how many residential decals are issued annually.

Answer: In 2022, the Police Department issued 4,368 resident parking decals. The average is 4,000 per year.

The Police Department also issues the following special permits:

Visitor Parking Permit – 470 booklets issued in 2022.

Each Isle of Palms residence, within a Residential Parking District, may apply to the Police Department for two (2) free booklets of thirty (30) visitor parking permits per calendar year. The cost of each additional booklet is \$15.00. These permits can only be used when additional parking is required for guests at the resident's home within the Resident Parking District from 9:00 a.m. - 6:00 p.m. Each visitor parking permit must identify the property address for which it was issued.

Short-Term Rental Parking Permit – 10 hangtags in 2022.

Owners of short-term rentals may apply to the Police Department for the purchase of up to 4 portable parking permits per calendar year. The cost of each portable parking permit is \$15.00 to be used by short-term tenants to park in the public rights-of-way within the Resident Parking District from 9:00 a.m. - 6:00 p.m. when no adequate off-street parking is available on the property.

Seasonal Parking Permits for the Municipal Parking Lots - 447 in 2022.

7. RFP indicates Letter from Surety Company indicating bonding capacity is required. Is there a predetermined bond amount required?

Answer: No, there has not a bond amount determined at this point.

8. Is there residential enforcement in the off season, i.e. outside the paid parking months of April - October?

Answer: Yes, the City enforces parking regulations island-wide 12 months of the year. Paid parking in the on-street parking spaces on Ocean Boulevard between 10th and 14th Avenue and in the Municipal Parking Lots on Pavilion Drive is enforced from 8:00 a.m. to 8:00 p.m. from March 1 through October 31.

9. Will this be an annual year-round operation or only for the April to October paid parking months?

Answer: The City enforces parking regulations island-wide 12 months of the year. Paid parking in the on-street parking spaces on Ocean Boulevard between 10th and 14th Avenue and in the Municipal Parking Lots on Pavilion Drive is enforced from 8:00 a.m. to 8:00 p.m. from March 1 through October 31.

If only for the paid parking months will the City allow for key staff such as the manager to be retained for the off-season?

Answer: The City enforces parking regulations island-wide 12 months of the year. Paid parking in the on-street parking spaces on Ocean Boulevard between 10th and 14th Avenue and in the Municipal Parking Lots on Pavilion Drive is enforced from 8:00 a.m. to 8:00 p.m. from March 1 through October 31. The City expects the parking management services to be operational year-round.

10. How is paid parking currently enforced, LPR? Manually/electronic chalk?

Answer: Beach Services Officers enforce paid parking manually with the use of handheld tablets. The Isle of Palms Police Department does not use LPRs for parking enforcement.

11. Who is the current enforcement solution provider (handhelds and back-office).

Answer: Beach Services Officers hired by the Isle of Palms Police Department use handheld tablets powered by Verizon and T2 systems software for enforcement.

12. How is residential parking enforced, LPR?

Answer: Residents need to apply for resident parking decals annually. The resident parking decals are currently issued by the Isle of Palms Police Department. The resident parking decals policy is available here: [Beach Parking & Resident Parking Decals | City of Isle of Palms, SC \(iop.net\)](#). Residents can renew their parking decals online or in person at the Police Department. Parking decals are either mailed or available for pick up in the Public Safety Building. The City expects the parking management vendor to manage and issue the resident parking decals. The Isle of Palms Police Department does not use LPRs for parking enforcement.

13. Will the City be purchasing six new Pay Stations and has the model been determined? If so can you kindly provide that information.

Answer: The City currently has a total of 18 kiosks in the paid parking areas: Ocean Boulevard between 10th and 14th Avenue and the Municipal Parking Lots on Pavilion Drive. Three (3) Flowbird Strada BNA Evo 2 kiosks were purchased in 2022, and two (2) are scheduled to be replaced in FY24. The remaining kiosks are Parkeon Pay stations and will be removed from service when they are no longer in working order. The City's goal is to keep 6 kiosks and transition most transactions to mobile transactions using Text to Park.

14. What forms of payment do the current pay station take (coin / bills / credit card)? Will the new six be configured with the same payment options.

Answer: Existing kiosks accept coin, bills and credit cards.

15. If coins are accepted does the City have counting equipment? If so will that be made available for counting coins under this contract if applicable?

Answer: The City does not own counting equipment. The cash from the kiosks is collected by the Isle of Palms Police Department. The City contracts with an armored vehicle courier to transport the cash to a counting location specified by the City's bank (Truist).

16. Can you please clarify: The contractor must secure their own electronic payment/merchant card vendor that is compatible with the City's parking machines. Transaction fees for parking should ideally be 3% or less, but not exceed 5%. Is this in regards to Credit Card Fees only? Can you kindly confirm that Consumer fees for app usage by example are not included in the limit for the transaction amount.

Answer: Credit card processing fees should not exceed 3-5%. Convenience fees charged directly to customers are not included. However, convenience fees charged to customers should be reasonable and the amount of these fees will be considered by the City in the selection process.

17. Can you provide the current "2022" weekly office staffing hours and the fluctuation by month. Does the City desire to expand those hours as part of the contract or should this be used for staffing projections?

Answer: The Isle of Palms Police Department strives to hire 10 Beach Services Officers to work 30-40 hours per week during the peak season (March through September), including every weekend. Beach Services Officers perform other duties in addition to parking management. During the off season, the Isle of Palms Police Department keeps one (1) or two (2) part time Beach Services Officers for parking enforcement.

18. The RFP states the office that will be provided offers 'no storage'. Where are the current pay station parts and collection parts stored? Will that space be available or should an alternate maintenance space be budgeted?

Answer: The Isle of Palms Police Department keeps spare parts on a shelf in the Public Safety Building. One shelving unit can accommodate the spare parts and equipment in house. Many of the pay station parts are covered under extended warranty and require a one for one trade for replacements.

19. In regards to the office space to be provided as noted in the RFP; what utilities are provided by the City? Is phone and internet included and available in that space?

Answer: The City plans to provide office accommodations to the parking management vendor. The chosen company will be expected to provide their own phone and internet.

20. Can you please provide a list of any assets that are currently in use or available that the Contractor under this contract would be provided. Example; spare parts pay stations - collections equipment for pay stations?

Answer: See answer #1, #13, #18.

21. Can you confirm that in the approved annual budget all operating expenses are reimbursed by the City. If additional budgetary items are requested by the City those too would be reimbursed.

Answer: All operating expenses for parking management should be covered by the Contractor from the parking revenues collected by the Contractor. The monthly payment to the City will be the net revenue over expense for the previous month.

22. If the Contractor is the merchant of record, will the City represent that the kiosks will be PCI compliant on the day we commence operations? Same question in regards to the 6 new pay stations.

Answer: At this time, the City has not been able to verify that the kiosks are PCI compliant. We are working to determine this now.

23. The obligation to indemnify is broad as the Contractor is obligated to indemnify for all claims "arising out of" the operations. Would the City be amenable to the request that the Contractor's indemnity obligation be limited to claims caused by the negligent acts or omissions or willful misconduct of vendor.

Answer: At this time, the City has not been advised on whether legal counsel would agree to this modification, so vendors should assume the language as posted in the RFP will apply.

24. Question on indemnity: Typically indemnities state that the indemnifying party must defend, indemnify and hold harmless. In this case, the language in the RFP only states that the indemnity must indemnify and hold harmless. Would the City allow for the inclusion of the word "defend". Otherwise, it is possible that the paragraph could be interpreted to allow the City to defend itself and simply bill the Contractor for the resulting legal fees and damages. If that were to occur, it is possible that the Contractor's insurance carrier would not pay such costs, effectively voiding their insurance coverage.

Answer: At this time, the City has not been advised on whether legal counsel would agree to this modification, so vendors should assume the language as posted in the RFP will apply.

25. Employee Records (Page 3). Contractor is required to conduct criminal background checks and drug tests, and then must submit such results to the City. Would the City be open to language that City's access excludes sensitive personal information and the records of any background check or drug testing other than the pass/fail result?

Answer: Yes.

26. Damages. Consequential, punitive or indirect damages are not excluded from the Contractor's liability. Would the City consider excluding these from the Contractor from the indemnity language?

Answer: At this time, the City has not been advised on whether legal counsel would agree to this modification, so vendors should assume the language as posted in the RFP will apply.

27. Will you provide the revenue for on and off-street locations for the past 3-5 years?

Answer:

Parking Lots Revenue:

FY20 - \$428,729

FY21 - \$542,155

FY22 - \$681,600

Parking Meters:

FY20 - \$543,184

FY21 - \$729,179

FY22 - \$731,345

28. Will you provide violation revenue for the past 3-5 years?

Answer:

FY21 \$365,861

FY22 \$254,393

FY23 thru May \$122,390

29. Will you provide the historical citation collection rate percentage, paid vs. unpaid?

Answer- this information is not readily available, but we believe that we collect roughly 85% of all citation fees.

30. What is the citation fine amount for overtime and expired meters or mobile payments?

Answer: Parking meter violations are \$50. All other parking related violations are \$100. Unpaid citations double after 30 days.

31. Do citation fine rates escalate after a certain timeframe and what is the fee?

Answer: Unpaid citations double after 30 days.

32. What collections agency are you using to collect on unpaid citations?

Answer: The City does not hire collection services to collect unpaid citations. The City is not opposed to the parking management vendor doing so.

33. Can the city perform DMV address lookups to mail citation balances to violators homes for payment?

Answer: No. T2 uses ROVER for citations that have not been paid within 30 days, we have asked the PD in the past to run tags if the handwriting wasn't clear on the ticket when they use the handwritten tickets.

34. How does the current citation appeals/adjudication process work and are there any costs associated?

Answer: Citizens who receive a parking violation may request a ticket parking review or request a court date through the Municipal Court at no cost within 30 days of the date of issue

35. How old are the parking kiosks and what is considered the end of their useful life?

Answer: Three (3) kiosks were replaced in 2022, and two (2) are planned to be replaced in 2023. The rest of the kiosks are between five (5) and (7) years old.

36. Which vendors does the City currently use for kiosks, mobile app, violation management?

Answer: The City uses Parkeon Inc. for kiosks, Flowbird/T2 for Text 2 Park and T2 for citation management.

37. Does the City currently ever boot or tow. If not, are these activities allowed in the City?

Answer: The City's Police Department may boot vehicles that have outstanding parking tickets exceeding \$50 or have been determined to be a nuisance as defined in the City Code. The City is not opposed to the parking management vendor utilizing boots or barnacles to address egregious parking violations. The boot fee is \$100.00

38. The RFP mentioned text to pay, is there interest in a QR scan-to-pay?

Answer: The City is not opposed to a QR scan to pay option.

39. Is there supposed to be an “Offeror Representation (form in bid packet) signed by a principal of the firm, or an officer authorized to bind the corporation”?

Answer: Yes.

40. Would it be possible to get trailing Profit & Loss statements for the parking operation as proposed in the RFP for the last 3 years?

Answer: See answers 27 & 28 above

41. With regards to the parking kiosks referenced in Section A.3.(a.):

- a. Do all of the kiosks have the same manufacturer, make, and model number?
See answer to question #13.
- b. Where are the kiosks located? **On Ocean Boulevard between 10th and 14th Avenue and in the Municipal Parking Lots on Pavilion Drive.**
- c. Which kiosks does the City wish to keep and where are they located? **The City wants to keep at least three kiosks on Ocean Boulevard between 10th and 14th Ocean and one (1) in each parking lot on Pavilion Drive.**
- d. For what reason does the City wish to keep those 6 kiosks? **The City wants to maintain kiosks to accommodate users who do not own smartphones.**
- e. Do the 6 kiosks the City wishes to keep accept cash? Do any of the other 12 kiosks accept cash? **All kiosks accept cash, coins and credit cards.**
- f. Are any of the kiosks under any sort of warranty or extended warranty? If so, can the information be provided to us? **Kiosks are covered by warranty.**

42. What are the current rules in place for using residential parking decals?

Answer: Resident Parking Decal policy available here: [Beach Parking & Resident Parking Decals | City of Isle of Palms, SC \(iop.net\)](#)

43. Are residential decals granted complimentary parking at locations other than the Residential Parking District?

Answer: Residents with properly credentialed vehicles can park in the Municipal Lots on Pavilion Drive anytime free of charge. A properly credentialed vehicle is one that has a City issued Resident Parking Permit or a Wild Dunes Resident decal.

44. What is the current rate being charged for seasonal parking passes?

Answer: Seasonal parking passes for the municipal parking lots are \$60. The City issued 420 seasonal parking passes in 2022.

45. How many residential parking decals are allowed per household?

Answer: Resident owners (owners of residential units located within the City that are assessed for property tax purposes at the 4% rate) and resident renters (tenants or residents of a residential unit located within the City, other than the owner, who occupy the residential unit for more than 3 months) within a Resident Parking District may register their vehicles/golf carts with the Police Department by presenting the vehicle registration and proof of residency. Each registered vehicle will receive a resident parking permit to be renewed annually. Isle of Palms resident owners and resident renters may register any car registered to the residence.

46. How many residential parking decals were issued in 2022?

Answer: 4,368

47. How many residential parking decals have been issued so far in 2023?

Answer: 3,763

48. Are there designated golf cart parking spaces in any locations involved with this RFP?

Answer: Designated Golf Cart parking is available on 9th Ocean Boulevard, 28th and 31st Avenues on Palm Boulevard.

49. If there are designated golf cart parking spaces, what locations have them, and how many golf cart spaces are in that parking location?

Answer: Designated Golf Cart parking is available on 9th Ocean Boulevard, 28th and 31st Avenues on Palm Boulevard.

50. What hours is the parking office currently being staffed?

Answer: The Public Safety Building is staffed 24/7. City Hall where the Municipal Court is located, is staffed Monday through Friday from 8:00 a.m. – 5:00 p.m.

51. Where is the current operator storing supplies for the City's parking operation?

Answer: See answer to question #18.

52. Regarding potential closure of parking spaces as noted in Section A.16:

- a. What dates did the City elect to temporarily close parking spaces in 2022?

Answer: The large Municipal Parking lot was closed one Saturday in November 2022 for the Lowvello bike ride event. No parking fees are collected in Front Beach between March 1 and October 31st. See event schedule below.

- b. How many spaces were temporarily closed by the City in 2022? **The large Municipal Parking lot was closed one Saturday in November 2022 for the Lowvello bike ride event. No parking fees are collected in Front Beach between March 1 and October 31st. See event schedule below.**

- c. What was the reason for the temporary closure of any parking spaces in 2022? **Answer: The large Municipal Parking lot was closed one Saturday in November 2022 for the Lowvello bike ride event. No parking fees are collected in Front Beach between March 1 and October 31st. See event schedule below.**

- d. Have any parking spaces been temporarily closed in 2023? **Answer: The City temporarily closed the large Municipal Parking Lot one weekday in May 2023 for public safety reasons to control crowds ahead of an alleged unpermitted event to take place on the beach. The parking lot was opened the same day gradually as the threat subsided. See event schedule below.**

- e. What was the reason for the temporary closure of any parking spaces in 2023? **The City temporarily closed the large Municipal Parking Lot one day in May 2023 for public safety reasons to control crowds ahead of an alleged unpermitted event to take place on the beach. The parking lot was opened the same day gradually as the threat subsided. See event schedule below.**

- f. Does the City anticipate any closures that would be necessary within the duration of the parking management contract? **See event schedule below.**

53. Is the current operator of the City's parking operation in good standing to bid for this RFP?

Answer: Parking management and enforcement has been handled by the Isle of Palms Police Department.

54. Section B.5 states that state and local licenses for the operation of the City's parking management program will not be borne by the City. Do you have an estimate of what those costs would be?

Answer: Business license fees are based on Gross Receipts for the prior calendar year.

55. Are there any capital expenditures the City plans to implement or would like to implement that would potentially impact the scope of the parking management contract?

Answer: Not at this time.

City Events

Beach Run – July 29, 2023

Road Closure: Ocean Boulevard from 10th Avenue – JC Long Boulevard: 6:00am – 10:30am

Parking: Big Municipal Lot, Recreation Department gave parking passes to all registered runners until 10:30am.

Ghostly Tide Tales: October 20, 2023 6pm – 7pm

Road Closure: None

Parking: Big Municipal lot

Beach Access: Pavilion Drive & Sea Cabins

Holiday Street Festival – December 2, 2023 2pm -7pm

Road Closure: Ocean Blvd from Pavilion Drive – 10th Avenue 6am – 9pm

Small Municipal Lot Closed for amusements & rides

Parking: Big Municipal Lot & Ocean Boulevard from 14th Avenue – Pavilion Drive

Front Beach Fest: 1st Saturday in March 12pm – 4pm

Road Closure: Ocean Boulevard from Pavilion Drive – 10th Avenue 6am – 6pm

Parking: Big & Small Municipal Lot & Ocean Boulevard from 14th Avenue – Pavilion Drive

Sand Sculpting Competition – end of May or June depending on tide

Road Closure: None

Parking: participants must follow parking rules, Staff and volunteers will be issued parking passes for Municipal Lot (typically get with PD)

Beach Access Used: Public Restroom Beach Access