

1. What is the term of the contract? **TBA**
  
2. When does the Convention Center intend on launching the system? **As soon as possible after award.**
  
3. What is the space count of each of the three facilities included in this bid?  
**North Garage-1626 South Garage-456 Clifford(Innovation District Garage) ST-1284=3366 total spots**
  
4. What are the current rates in each of the parking facilities included in this bid? Are there both hourly and daily rates offered?  
**North & South Garages cost \$20 a day. Clifford St (Innovation Way Garage) has an event rate of \$20 and hourly rates daily 0-1hrs-\$5 1-2 hrs-\$7 2-4 hrs-\$9 4-8 hrs-\$12 8-12 hrs-\$15 12-24 hrs-\$20**
  
5. What is the average parking transaction dollar amount? **\$20**
  
6. Who is the Convention Center's merchant services/credit card processing provider?  
**ORBIS**
  
7. Does the Convention Center act as the Merchant of Record with its payment provider **YES** or is this being handled through its vendors?
  
8. How many citations are currently being issued in these facilities on an annual basis? What is the cost of a parking citation? Is the Convention Center doing any booting or towing? Also, can citations be appealed and what does that process look like? **N/A**
  
9. What types of handhelds are the enforcement officers using? **N/A**
  
10. Does the Convention Center intend on absorbing the convenience fee of the mobile application or will it be passing the cost on to the parkers?  
**Passing on to parkers**
  
11. How many days of the week is paid parking enforced?  
**7 days a week**
  
12. Is the Convention Center open to offering multiple vendors for the Mobile Parking Payment system? **One Vendor**
  
13. Are there any permits or other types of parkers permitted in the garages (i.e., employees)?  
Outside of hourly/daily paid transient parking

Yes, employees and monthly parkers for local businesses and residents.

14. Do any of the garages have gates? If so, who provides the gates?

Yes, Wescor Designa PARCS System.

15. What does the payment user experience currently look like for each type of parker (permitted employee, transient, etc) in one of the three facilities and how is each type of parker enforced?

A customer enters the garage and once at the gate, push the button for a ticket. The ticket is inserted into the gate upon exit, and payment is made at that time.

16. If gated, has the Convention Center discussed removing the gates/would they be open to exploring other options? N/A

17. Can you elaborate what is expected specific to the 24/7 bi-lingual support?

The capability to answer questions 24/7 in the case that a Spanish speaking person needs assistance with getting answers to any questions regarding locating one of the garages, parking in the 3 garages, or any information on rates and instruction.

18. Can you clarify the requirement of accepting payments via QR Code? Are you looking to have QR Codes on Parking signage to assist end-users with downloading the app?

Yes. QR codes on signage which once scanned, bring them directly to the payment page

19. Who is your ALPR provider? Not using it currently.

## Rhode Island Convention Center

### Questions from FlashParking, Inc.

1. Can you confirm that this RFP refers only to off-street parking facilities and that there are no on-street zones? That is correct.
2. Do you require an integration with the current Parking Access and Revenue Control System? If so, could you provide manufacturer details? Integration with Designa/Wescor
3. In order to calculate the requested lump sum pricing, please provide the term of the contract. TBA
4. Could you provide attachment F - Business License Form? All garages are licensed via the City of Providence, RI.

