

REQUEST FOR PROPOSALS "RFP" PS20160599

PROVISION OF MOBILE PARKING PAYMENT SYSTEM:
MOBILE APPLICATION AND INTERACTIVE VOICE RESPONSE

QUESTIONS AND ANSWERS NO.3

ISSUED ON JUNE 30, 2016

Q1	<p>Annex 1, page 40, Section 5.5.2 - <i>Cost of Parking Meter and Pay Station Decals and Other Materials</i> states:</p> <p>"The successful Proponent will be responsible for all costs, both material and labour, to install and maintain all decals or other materials on City parking meters and pay stations. It is the City's sole discretion to determine if the physical installation and maintenance of parking meter decals and/or other material is performed by City staff or by others."</p> <p>a. Is the Proponent expected to assume charges for City Staff time?</p> <p>b. What is meant by 'Other Materials'?</p>
A1	<p>a. Yes, if the City chooses to use City staff to install and maintain decals related to the Solution, the successful Proponent will assume these charges.</p> <p>b. 'Other Materials' refers to any other type of physical material the Solution requires on street to function (e.g. NFC chips, beacons, signs)</p>
Q2	<p>Appendix A - <i>Parking Regulations and Rates</i>, states:</p> <p>"After a parking session is started for a particular license plate at a particular metered parking space/zone, the maximum stay at that location is calculated based on the initial start time of the session until a set period of unpaid time elapses (currently 30 mins)"</p> <p>Does the City mean that a user can stay the maximum, plus 30 minutes? How does it impact the mobile App?</p>
A2	<p>No: the 30 minutes of unpaid time is not added to the maximum stay. Rather, it is the amount of unpaid time that must elapse before the maximum stay "timer" is reset. The purpose of this rule/logic is to prevent re-metering. It is expected that the Mobile App is able to apply this rule/logic.</p> <p>Please see below for a few examples that illustrate this rule/logic:</p> <p>Example 1:</p> <p>At a metered space where the maximum stay is 2 hours, a Customer uses the app to purchase 2 hours of paid time at 1:00 PM. At 3:10 PM, the Customer attempts to purchase another 15 minutes of time; however, the system does not allow him/her to</p>

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	<p>do so, because 30 minutes of unpaid time has not elapsed, and the maximum stay is calculated from 1:00 PM.</p> <p>Example 2:</p> <p>At a metered space where the maximum stay is 2 hours, a Customer uses the app to purchase 1 hour of time at 1:00 PM. At 2:20 PM, the Customer attempts to purchase another hour of paid time; however, the system only allows him/her to purchase up to 40 minutes of time. The 30 minutes of unpaid time has not elapsed, and the maximum stay is calculated from 1:00 PM.</p> <p>Example 3:</p> <p>At a metered space where the maximum stay is 2 hours, a Customer uses the app to purchase 15 minutes of time at 1:00 PM. At 1:10 PM, the Customer leaves the space but returns back to the exact same space at 2:00 PM. At that time the Customer successfully purchases another 2 hours of time. The Customer is able to do this, because more than 30 minutes of unpaid time has elapsed, and the maximum stay is calculated from 2:00 PM.</p>
Q3	Can the City explain Annex 3, requirement 1.9 - Loose Coupling?
A3	The City is expecting a system that is designed with some flexibility to allow for components to be patched and updated without significant re-work or a full re-install. For example, on the use of DNS: rather than putting a specific IP for a server into a system that the client portion would try to communicate with, use the server name.