

**Town of Los Gatos**  
**Request For Proposals – Mobile Parking Payment System Application**  
**Questions and Answers**  
Updated January 30, 2023

Questions should be submitted to Jim Renelle by email at [jrenelle@losgatosca.gov](mailto:jrenelle@losgatosca.gov) no later January 26, 2023. Responses to questions will be posted on this site.

**1) If a vendor meets all other requirements, would the town consider a submission with 10 comparable active public agency contracts within the United States of America and Canada?**

Having existing contracts within the State of California is highly desirable as our patrons are more likely to be familiar with the brand and thus more likely to adopt it. Preference will be given to vendors who meet the required specifications.

**2) For the 880 off-street spaces, what will the Town's hourly rate/s be?**

The rate will likely be between \$2.00 - \$2.50 per hour sold in half hour increments. The rate has not been finalized by the Town Council yet. We more than likely will still retain a free period of 1 to 3 hours before we start charging. This will be a Pay to Stay program. The Town has not charged for parking in the past. This is a new program

**3) Are the off-street spaces in surface lots or garages?  
Is there a gate system? If yes, which gate system are you using?**

All parking facilities are lots except for one 310 space 2-story garage. None of the facilities are gated. Permits are virtual by license plate. None of the facilities use a gated system.

**4) Does the Town plan to implement any paid on-street spaces?  
If yes, how many?**

We currently do not have plans in the works to charge for on-street parking, but depending on how the off-street program goes, the Town may consider charging for on-street parking too. If we did charge for on-street parking, we would charge for all 500+ spaces

**5) Who is the Town's merchant services/credit card processing provider?**

The Town does not have a credit card processing provider that would be used for this program. The proposing vendor should be providing one.

**6) Does the Town act as the Merchant of Record with its payment provider?**

The Merchant of Record could be an item for negotiation.

**7) Is the Town open to vendors quoting Payment Processing services to supplement our application?**

The Town would prefer the vendor include a processing quote in their proposal.

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**8) Does the Town intend on absorbing the convenience fee of the mobile application or will it be passing the cost on to the parkers?**

At this time, the Town plans on passing the convenience fee on to the parker.

**9) Who is the current enforcement/citation management provider?**

The current provider for both permits and citations is Turbo Data Systems.

**10) How many days a week is parking enforced?**

Parking is enforced 6 days per week (Monday-Saturday excluding holidays)

**11) What types of handhelds are the enforcement officers using?**

The Town is using a cellphone style handheld that is provided by Turbo Data Systems.

**12) Who is the Town's LPR provider?**

The Town's LPR provider is Tannery Creek.

**13) What is the term of the contract?**

The length of the term of the contract is negotiable.

**14) When does the city intend on launching the system?**

The Town plans to launch the Mobile App in 2<sup>nd</sup> quarter 2023.

**15) Business License: Is the business license required at the time of bid or can we obtain it before contracting?**

The business license can be obtained at time of contracting. It is not required as part of the bid proposal submission.

**16) What kind of integration is the city looking to have with Tannery Creek Systems?**

The vendor's product will need to provide Tannery Creek with license plate information, time(s) the vehicle has permission to park, and location. This will need to be done in real-time upon completion of the payment transaction.