

Department of Procurement Services

October 1, 2003

Addendum Number 1

To

REQUEST FOR PROPOSALS (“RFP”)

For

**MANAGEMENT OF PUBLIC PARKING FACILITIES AT O’HARE
INTERNATIONAL AIRPORT**

Specification No. **10323**

For which Proposals are scheduled to be received no later than 4:00 p.m., Chicago time on, Wednesday, October 15, 2003, in the Department of Procurement Services, Bid and Bond Room (Room 301 of City Hall). The information contained in this Addendum Number 1 is incorporated by reference into the original Request For Proposals (RFP) issued on September 17, 2003.

This document contains:

- I. Clarifications**
- II. Revisions to Exhibit 1 and Exhibit 2**
- III. Answers To 77 Questions Submitted Prior To And During The Pre Proposal Conference**

Respondent must acknowledge receipt of this Addendum in the attached Acknowledgment in their Proposals.

I. CLARIFICATION

The Pre-Proposal Conference is Wednesday, September 25, 2003, at **10:00 a.m.**

The time and date of the Pre-Proposal Conference was confirmed to all Respondents identified on the Specification Take-Out List.

II. REVISIONS TO EXHIBIT 1 AND EXHIBIT 2

1. Exhibit I, Section I - Scope of Services, Paragraph 3 is deleted and replaced with the following:

“The Contractor must comply with all applicable statutes, laws, ordinances, rules, regulations, required licenses and permits to operate the Parking Facilities and Ground Transportation Facilities on a 24-hour, 7 days a week, 365 days per year (full time) basis with sufficient key personnel and resources to assure an effective, efficient, courteous, secure, cost effective and convenient operation. Management and front line staffing levels described in this scope of services reflect current service levels acceptable to parking customers and the Department of Aviation. The services include Parking Management and supporting operations, Valet, Customer Service, Security, Custodial Service, Facility Maintenance and Revenue Control Maintenance and Report Generation.”

2. Exhibit I, Section III – Revenue Collection, Paragraph 1 is deleted and is replaced, with two paragraphs as follows:

“Revenue collection is the responsibility of the parking contractor with one (1) person per shift twenty-four (24) hours, seven (7) days a week, 365 days per year. This function is responsible for counting and distributing the daily bank provided to the individual cashiers. There is a separate agreement with the Department of Aviation to collect all parking revenues three (3) times a day by an armored car carrier and forwarded to the Cities’ bank/counting provider.

The on-site parking contractor will be responsible for providing cashiers twenty-four (24) hours seven (7) days a week with three (3) shifts totaling 3,200 hours to collect all parking fees and charges. Required services include the following: maintaining bookkeeping and accounting records (including daily activity reports) in accordance with generally accepted accounting principles and practices as directed by the Department. Revenue Collection staff consists of the following titles and approximate hours a week by shift:”

3. Exhibit 1, Section VI., Snow Removal is revised with the addition of the following paragraphs:

“Contractor will maintain and fill 11 salt/urea storage boxes as follows: One storage box at each bus shelter in parking lots E, F and G, Economy Lot R currently using one shelter only, one storage box located near the ATS Terminal in E Lot, one storage box located near the cashier exit booth in parking lot D, and one storage box located near elevator center 7 in parking Lot C. These salt storage boxes will be used by Contractor’s snow removal subcontractors when spreading salt (and urea) in pedestrian areas and walkways.

Contractor will ensure that an adequate supply of urea is stored on level six in the elevator centers of the EPS. This urea will be used by Contractor's subcontractors who are responsible for snow and ice removal around the Level 6 elevator centers and crosswalks.

At a minimum Contractor will maintain the following snow removal equipment and supplies, as directed by the Department:

- 70 Snow shovels**
- 10 Salt and urea spreaders**
- 10 Snow blowers**
- 3 Gravely machines equipped with plow blades and brushes**
- 33 Ice scrapers to chip ice from vehicles**
- Adequate supply of salt and urea"**
-

4. Exhibit I, Section XII. Revenue Control Response Staffing: The first sentence of the first paragraph, has been deleted and replaced as follows

"On Duty hours 6:00 a.m./1:00 a.m., seven (7) days a week."

5. Exhibit 2, Cost Proposal Format – The current Cost Proposal Format chart in the RFP is deleted and is replaced with the attached **"Revised Cost Proposal Format"**.

III. Responses To 78 Questions Submitted Prior To And During The Pre-Proposal Conference:

1. Exhibit 1, Section XIII. Ground Transportation. This section requires that Contractor maintain commercial ground access to terminal core and areas surrounding the airport proper to the core and economy parking through the ATS. Please clarify the exact area included and the type and level of maintenance desired.

All references to maintenance of the areas surrounding and including the terminal core, Terminal 5, CVHA staging area, dispatch office, restaurant and restroom facilities, are not subject to cleaning/maintenance by the contractor.

2. Exhibit 1, Section XIII. Ground Transportation. B 5. Cleaning of ground transportation facilities. What does this include? Does it include the offices in the lower level pedestrian tunnel and the office and public restrooms in the CVHA?

See response to question #1 above.

3. Exhibit 1, Section III. Revenue Collection. This section mentions the cash services department, but no personnel hours are associated with this department. Will the parking contractor be responsible for this function?

Refer to Section II., 4., of the Addendum.

4. Exhibit 1, Section XII. Revenue Control Response Staffing. Current operations require on duty hours from 6 a. m. to 1 a. m., seven days a week. Does the City wish to change these to on-call hours?

Refer to Section II., 4., of the Addendum.

5. Exhibit 1, Section VI. Snow Removal. This section does not mention any snow removal responsibility for Level 6 of the EPS. Will the parking contractor be responsible for this?

Refer to Section II., 3., of the Addendum.

6. Exhibit 2, Cost Proposal. This page format does not include ground transportation. Does the City want a proposed budget for ground transportation?

Refer to Section II., 5., of the Addendum.

7. Exhibit 3, Insurance Requirements. First line of exhibit, insurance is said to be at Contractor's own expense. Will this cost be reimbursable?

Reimbursement costs for any insurance related items may be negotiated in the contract phase.

8. There's a conflict in the RFP document regarding the pre-proposal time. The cover states the conference is at 10AM CST. The RFP, page 1, states that the conference is at 11AM Chicago time. Please clarify as to what time the meeting is.

Refer to Section I., of the Addendum.

9. Exhibit 1. "Revenue Collection" indicates that this is the responsibility of an independent contractor through a separate agreement. Is this agreement for actual cash collection of for the people (cashiers, etc.) who collects money at the tollbooths? Please clarify. Can we also review a copy of the revenue control agreement from the Department of Aviation?

Refer to Section II., 2., of the Addendum.

10. Exhibit 1, Section XIII. Ground Transportation. B 8. Will the City salt and plow the road from CVHA to the core?

The City will salt and plow Commercial Road and all other terminal roadways.

11. We respectfully request an extension of this proposal due date from October 15, 2003 to October 23, 2003 which will give respondents 4 weeks to prepare a proposal. O'Hare is the busiest airport in the country with 25,848 parking spaces generating \$100,000,000 in annual revenues. Preparation of ...

No submittal date extension will be considered at this time.

12. Will a weight scale apply to the various evaluation criteria and if so, what is the scale of importance?

The evaluation criteria is identified in Section IV of this RFP.

13. Will the parking operator be consulted during the selection of a new revenue control system?

Yes

14. Is the parking operator responsible for revenue collection? This section seems to indicate revenue collection is done by another company.

Refer to Section II., 2., of the Addendum.

15. Please explain the role of the parking operator in the snow removal process. Does the parking operator oversee a contractor separately hired by the City? On page 4 – VIII it appears the operator is responsible for snow removal.

Refer to Section II., 3., of the Addendum.

16. Please explain maintenance to electrical systems: maintenance of concrete roadway, flooring, curbing, and related asphalt. How often is striping of spaces required?

Maintenance as described in the RFP, Exhibit 1-4, Section VII states the contractor will provide "routine" maintenance and repair of the physical plant in all areas. The frequency should be provided in the proposal.

17. Is all the furniture and computers provided by the City? Possible to provide list of existing assets?

A list of existing assets will not be provided. The current operator does not own anything and all equipment currently used to run the operation would remain including furniture and computers.

18. Is the operator to provide security as described in this paragraph and in Attachment 2, or is there some flexibility?

Exhibit 1-5 of the RFP, Section X. Security, third sentence states "Respondent to state the type of security..." The security service hours and type of patrol is currently in place. The same level of security must be maintained, however, the Respondent may be creative as to the type of or fashion of security included in all shifts and areas.

19. What is the job of the Revenue Control Response Staff?

Job responsibilities are stated in Attachment No. 3 of the RFP, Maintenance, pages 3-6 through 3-7.

20. Are all Ground Transportation staff employees of the parking operator?

Ground Transportation employees stated in the RFP are the employees of the parking operator with the exception of the Operations Managers and Shift Supervisor positions which are retained by Department of Aviation. However, these individuals will not have hands on supervision of the contractor.

21. Who is the manufacturer of the revenue control system and who is the present service company? Does the City own all of the components?

ZEAG is the manufacturer of the Revenue Control System and the service company is sub-contracted with them. The City owns all system components.

22. Are employees represented by a union and if so, what union, and may we receive a copy of the collective bargaining agreement in place?

Parking employees are all members of Teamsters 727 and Ground Transportation employees are represented by Teamsters 726. Contact the Teamsters union for a copy of these agreements.

23. May we have a copy of the staffing schedule?

Staffing schedules should be based around hours specified in the RFP and modified to accommodate traffic volumes generated by airport activity.

24. May we have a copy of the actual expenses by line item for the past 3 years?

This is available as public information via the Freedom of Information Act. It is the Respondents responsibility to obtain the information from the Department of Procurement Services Public Information Officer.

25. It is not clear what expenses are reimbursable and what expenses must be absorbed by the operator in the management fee. Or is this a Concessions Fee Agreement?

This is a management contract for professional service as established in Exhibit 6 of the RFP, not a concessions fee agreement. Reimbursable expenses can be negotiated during the contractual agreement process.

26. Does the operator submit to the City an invoice for all expenses for each month, including the management fee, and receive payment within 60 days? Are any costs such as insurance to be provided at the operator's expense and be included in our management fee?

The operator submits to the Department a monthly invoice following the City of Chicago Finance Comptroller's schedule which typically falls within 60 days for payment. All costs associated with the operation, including but not limited to, insurance and management fees, are included in the operator's expense.

- 27 Please provide a schedule of hours worked by position as well as wages, salaries of each employee.

The total number of hour and shift description is provided in the RFP. Refer to Exhibit I of the RFP.

28. What is planned for improvement/replacement of revenue control equipment as noted in Exhibit 1?

The current revenue control equipment is reaching its seven year life expectancy and the Department's consultant has indicated that replacement or upgrade is warranted within the next five years.

29. Please provide a job description of each of the staff members noted in Exhibit 1, Section II, Section III, IV, V.

It is the responsibility of the Respondent to clarify job descriptions in accordance to the areas as described in the scope of services.

30. Please provide a job description of the most recent annual costs, etc of the facility maintenance items listed. Also, provide details of any anticipated/planned work projects in the upcoming 12-24 months.

Annual operational costs are public information and the Respondents responsibility for developing a budget and schedule for Maintenance.

31. Please provide contact details of the current custodial and trash removal contractors so contact can be made.

All subcontractors must be coordinated by the Respondent for provision of services under the agreement.

32. Is there sweeping/scrubbing equipment available to the contractor or is this the responsibility of the contractor to provide?

Yes.

33. Please provide contact details for the on-site security firm as well as the breakdown of the previous year's costs associated with this service.

All subcontractors must be coordinated by the Respondent for provision of services under the agreement.

34. Is there an existing service contract in place for the RCS? If so, please provide contact details of the service provider as well as a cost breakdown for the previous year.

Zeag has a service agreement with the current parking provider or the respondent may suggest another service company capable of servicing Zeag equipment.

35. What is meant by the "Parking Operations Complex" in Exhibit 2 (Cost Proposed Format)?

Refer to Section II., 5., of the Addendum.

36. Who pays for tickets, supplies and other items required to perform the duties and tasks outlined in the Scope of Responsibilities?

Please refer to the RFP, Exhibit I, Section II Parking Operations, #6 as well as Section XIII Ground Transportation, numbers 14 & 15.

37. Can we be provided with expense information from the last full year of operation?

See response to question #25 above.

38. How are unbudgeted expenses handled/approved?

If the reference is to catastrophic events or failures with a quick resolution required, the Department provides budgetary support through the Critical Infrastructure Capital program. If the reference is to normal maintenance items unforeseen within the regular budgeting process of approval, the contractor is responsible for the resolution within the previously approved Operations and Maintenance annual budget line items.

39. Why does the 3rd shift cashier staffing contain twice as many hours as the 1st or 2nd shift?

The 3rd shift has heavier traffic than the 1st or 2nd shift. The Department Ground Transportation staff and Parking Contractor staffing includes the following shifts:

1st shift - 11:00 PM to 7:00 AM

2nd shift - 7:00 AM to 3:00 PM

3rd shift - 3:00 PM to 11:00 PM

40. What is the total cost for required licenses and permits to operate the ground transportation facility?

Refer to the Article 6 of the Professional Services Agreement of the RFP.

41. Does the current RCS provide the required reporting as detailed in the RFP?

Yes. However, the current parking operator manages these reports as required by the Department.

42. The City of Chicago Risk Management Department maintains the right to change the required insurance coverage. If any change results in additional premium charges, is the contractor reimbursed for these costs?

See response to question #8 above.

43. What is the number of GT vehicles used in operation today?

Current operation uses four (4) vehicles and the contractor needs a minimum of two (2) vehicles.

44. Please provide Department requirements for uniforms.

Seasonal: pants, shirt and ties, winter coats, rain gear, windbreakers, snowsuits, caps, hats, safety vests.

45. The 1st shift hours are as great as the 2nd shift. Is the current contractor filling the hours now as required by the RFP?

1st shift 11 pm-7 am; 2nd shift 7 am-3 pm; 3rd shift 3 pm-11 pm. The total number is stated and dependent upon weather delays or other factors.

46. Who handles abandoned vehicles?

**Ground Transportation: Streets & Sanitation/CPD
Parking: Private Contractor/CPD**

47. What is the number of telephone lines that we must pay for?

The number of lines should be equal to your personnel on site and computer/cashiering processing. Ground Transportation needs phones for dispatch office, short trip booth and other information lines for computers. The exact number of telephone lines will be finalized during contract negotiations.

48. How many customer service vehicles are used today?

Three.

49. How many security vehicles are used today?

Two.

50. Does the plumbing system include Lift Stations?

Yes.

51. Is there an annual requirement for painting and striping?

Please refer to Exhibit 1-4, Section VII of the RFP. The frequency should be proposed in the proposal.

52. What is the number of LPI handheld computers used today?

Ten

53. If the Respondent is a newly formed entity, will the audited financial statements of its parent satisfy Respondent's statement delivery requirement?

Respondent's submittal to financial requirements will be evaluated based upon the RFP evaluation criteria.

54. Regarding the inventory of equipment and vehicles that Respondent is responsible for, does the current operator own any equipment?

A list of existing assets will not be provided. The current operator does not own anything and all equipment currently used to run the operation would remain including furniture and computers.

55. Are site visits with the contractors and subcontractors permitted?

No.

56. Will the Teamster contract be available for review?

See response to question #23 above.

57. Is contractor responsible for parking violation enforcement?

No.

58. What happens when the lots fill up?

DOA will provide overflow areas when the parking lots are filled.

59. What is the total life span of the control equipment and of the current control equipment, what is the remaining life span?

See response to question #29 above.

60. Who is responsible for maintaining the retention areas?

Department of Aviation.

61. Who is responsible for the sprinkler system?

Contractor & Department of Aviation.

62. What about security requirements during orange level? Are we not going to have any additional requirements with which to comply?

Refer to Section 6.10 in the Professional Service Agreement in the RFP.

63. Does the Hilton Hotel have parking spaces in the deck?

No

64. Does the valet parking service ever fill up?

Yes, when core parking lots A, B & C fill up and close.

65. Will there be horse patrols? If so, who is responsible for horse patrol and when is horse patrol likely to occur?

The security horse patrol service hours and type of patrol is currently in place. The same level of security must be maintained, however, the respondent may be creative as to the type of or fashion of security included in all shifts and areas.

66. How many starter lanes/cab staging lanes are there?

The CVHA Lot has a total of 7 lanes (3 livery, 3 City cabs, 1 at access point) and each Terminal has 1 booth, with the exception of Terminal 3 has 2 booths.

67. Is there a wash back facility?

No

68. Is the shuttle bus part of the RFP?

No

69. What are the FAA regulations that we must comply with?

All FAA Regulations related to Airport Operations, including height restrictions and night work with cranes (usually not related to parking and ground transportation).

70. What are all of the administrative functions involved in Parking?

Administrative functions involved in parking should be specified by the respondent in accordance with the Scope of Services in the RFP.

71. Does contractor have the responsibility for placement and removal of “boots”?

Yes

72. Is there a separate contract for booting?

Yes, there is currently a separate contract for booting with the Chicago Department of Revenue.

73. What happens when the International parking lot fills up?

The Parking Contractor is responsible for moving vehicles to the Economy Lots or Core Parking.

74. Where is the armor car pick-up?

At each cashier plaza, valet area and the parking office.

75. Is contractor responsible for MPEA stamp violation mitigation?

No. DOA supervisors are solely responsible for enforcement.

76. Is the City considering the possibility of extending the proposal due date?

See response to question #12 above.

77. Is the current agreement structured as the version referred to in the RFP?

Yes

Department of Procurement Services

October 1, 2003

Addendum Number 1

To

REQUEST FOR PROPOSALS (“RFP”)

For

**MANAGEMENT OF PUBLIC PARKING FACILITIES AT O’HARE INTERNATIONAL
AIRPORT**

Specification No. **10323**

This document contains:

- 1. Clarifications**
- 2. Revisions to the Scope**
- 3. Answers To 77 Questions Submitted Prior To And During The Pre Proposal Conference**

ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum Number 1 to the RFP named above, and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

Signature of Authorized Individual

Title

Name of Authorized Individual (type or print)

Company Name

Business Telephone Number

Respondent must acknowledge receipt of this Addendum in the attached Acknowledgment in their Proposals.