RFP 22-01 Proposer Questions and Responses

RFP Section	RFP Page	Question	Response
3.12	Appendix A	Integration with Electric Vehicle Charging Provider (currently ChargePoint) – please describe desired level of integration.	A desired feature is to provide real time data on vehicles plugged into an EV charging station for enforcement purposes (e.g., facilitating the policy that vehicles not actively charging in EV spaces are subject to citation).
3.13	Appendix A	Which SSO systems are currently being used at the University and two Stanford hospitals?	Refer to section 3.13.2
3.2	12/13	There are use-cases that still require a physical permit. How many physical permits are issued each year?	The University issues around 2,000 physical permits that are good for 3 years and 20 physical permits good for 1 year. Also, about 15 departments receive templated identifiers for their visitors to display on their vehicles and park in special area stalls. There are approximately 75 stalls across different areas of the University.
3.12.1	22	Are citations issued with T2/Nupark enforcement apps or are those devices provided by Turbo Data and Data Ticket?	Currently, citations issued in Santa Clara County are written in NuPark and electronically transferred to Data Ticket. Citations issued in San Mateo County are written directly in Turbo Data handheld devices.
3.12.1	22	Describe how citations are currently transferred to Data Ticket and Turbo Data if they are issued using T2/Nupark enforcement apps.	Currently, citations issued in Santa Clara County are written in NuPark and electronically transferred to Data Ticket via sftp file transfer on an hourly basis.

			Citations issued in San Mateo County are written directly in the Turbo Data system via Turbo Data handheld devices and thus do not require transferring.
3.12.1	22	Describe how ticket processing updates from Turbo Data & Data Ticket (payments, adjustments, appeals, etc.) are sent to T2/Nupark?	Citation information is not currently sent from Data Ticket or Turbo Data to the NuPark system. Citation adjudication/ticket processing is conducted in the Data Ticket and Turbo Data systems.
3.12.1	22	If citations are issued by Turbo Data/Data Ticket enforcement apps, what information is sent to T2/Nupark for enforcement with Genetec LPR? Are any citations stored in T2/Nupark or is Turbo & Data Ticket simply sending over boot/tow lists?	Permit data from NuPark is sent to Genetec LPR. Currently, citations written in NuPark are marked as 'Transferred' and the amounts are set to $0 after they have been transferred to Data Ticket. The University does not currently maintain boot/tow lists but has interest to do so in the future.
3.12.1	22	If citations can be issued using the selected vendor's enforcement apps, how many will be needed for both campuses?	Current devices in use: 13 vehicle-mounted tablets, Seven 7" handheld devices and two specialized Samsung phones. This does not include the future planned addition of at least one more LPR-equipped vehicle.
3.12.1.4.	22	University is asking for an integration with Mobile Payment providers like Parkmobile. Can you please describe the use case for this functionality?	The University has visitor spaces that are currently managed by ParkMobile. Proposers can either propose a solution that includes a mobile-friendly way for end customers to purchase visitor parking for the University to consider or integrate with Mobile Payment providers.
3.12.1.5.	22	The University is asking for an integration with EV Charging providers like Chargepoint. Can you please describe the use case for this functionality?	A desired feature is to provide real time data on vehicles plugged into an EV charging station for enforcement purposes (e.g., facilitating the policy that vehicles not actively charging in EV spaces are subject to citation).

3.14.2.	24	Can you provide more detail regarding PTA? What is it? How is it used as a payment method?	Refer to section 3.14.2 and https://fingate.stanford.edu/account-structure/request-new-account-pta
3.14.2.	24	Can you provide more detail regarding Cost Center expenditures and how they are used as a payment method?	Cost centers are department codes the Stanford Health Care and Lucile Packard Children's Hospital use as an alternative payment method between internal Stanford departments. Cost Centers are alphanumeric, are of varying length, and a department can have multiple active Cost Center codes at any one time. Processing the transfer of funds between departments from a transaction paid using a Cost Center code is handled by Stanford finance teams via an internal system.
3.3.10.2	13	How many vehicles are allowed on a carpool permit?	Currently, there is no limit of vehicles that can be linked to a carpool permit. Two or more vehicles attempting to use one permit at the same time are subject to citation.
3.3.10.5	13	How are you registering your current bike locker and bike cage permits? What is the credentialing mechanism on the bike?	Refer to the added 'Appendix H - Current Bike Locker Rental Process'
3.5.3	15	Can you define Stanford Brand Guidelines for Branding and provide resource. For example, are Fonts required?	Refer to https://identity.stanford.edu/
3.7.1.2	18	What are all the university holiday dates?	Refer to https://cardinalatwork.stanford.edu/benefits-rewards/time-away/university-holiday-schedule
3.7.2.1	18	Historically, what has been the typical volume of email received daily?	Stanford Transportation receives just over 1,000 emails per month.
Appendix A	3.7 line 144	What is meant by Payments and future deductions for	Section 3.7.2.5 item ix should state 'How to view

		long term?	scheduled payments and future payroll deductions for long-term permits'
Appendix A	3.7 lines 146-149	What is meant by process permits for the listed departments?	The selected Contractor should develop instructional documentation for: ● department administrators on how to purchase and assign permits for department guests ● University contractors on how to purchase and assign permits to shared company vehicles or individual contractor vehicles ● Event guests on how to purchase a permit for an event ● Visitors on how to purchase visitor parking
Appendix A, section 3.3		Does the University currently use virtual "punch card" functionality as described in the matrix today? If so, how does the university keep track of the number of "punches?"	No, the University does not currently use a "punch card" functionality.
Appendix A, section 3.3		Does the University currently use the carpool and vanpool functionality as described in the matrix today?	No, the University does not currently use the carpool and vanpool functionality as described in the matrix.
Appendix A, section 3.3		How are bike locker and bike cage permits handled by the University today?	Refer to the added 'Appendix H - Current Bike Locker Rental Process'
Appendix B		The University has a line item for Per Monthly Software License and there is a quantity of 100. Can you please provide more information about that quantity? What is that quantity based on?	This should be set to '1', not '100'. Please see and use the revised 'Appendix B' item.
Appendix B		Regarding integrations with Data Ticket & Turbo Data, are these automated batch file exchanges or real	Currently, citations issued in Santa Clara County are written in NuPark and electronically transferred to

		time?	Data Ticket via sftp file transfer hourly. Citations issued in San Mateo County are written directly in the Turbo Data system via a Turbo Data handheld device and thus do not require transferring.
Appendix C		No mention is made regarding POS devices to record cash or process credit cards for event parking. Is this desired? If yes, how many P2PE credit card devices will be needed?	The University is not interested in POS devices for cash or credit card transactions and plans to keep event parking transactions virtual at this time.
General		What is the average cost of a permit?	Refer to https://transportation.stanford.edu/permit-prices
General		How many parking office staff will need access to the backend office software at the same time?	Anywhere between 10-15 University staff may use the back office platform at any given time.
General		Do you allow students to charge permits to their student account?	No, University students cannot charge permits to their student account.
General		Whether companies from Outside USA can apply for this? (like,from India or Canada)	Refer to the Pre-Qualification Requirements
General		Whether we need to come over there for meetings?	Refer to the RFP requirements for Support and Training (Section 3.7 and 3.9).
General		Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Refer to the RFP requirements for Support and Training (Section 3.7 and 3.9).
General		Can we submit the proposals via email?	Refer to RFP Considerations > Response Instructions (Section 6)
General		Event Parking – Is the event parking related to the RFP strictly for special events or does the RFP want athletic events included as well?	Event parking functionality is focused on events where parking is managed by Stanford Transportation, which can include some athletic events if occurring during regular parking enforcement hours. Parking for all

			other events is managed by the Stanford athletic department and is not included in the RFP scope at this time.
General		What is the typical call volume? Nights, weekends, and weekdays	Stanford Transportation receives about 1,500 calls per month, Monday - Friday, from 7:30 am - 4:00 pm. Our office is closed outside of these hours.
General		What is the typical "average handle time" for the phone calls?	Stanford Transportation customer calls typically last about 6 - 7 minutes per call.
General		How many voicemails are received daily?	Stanford Transportation does not currently utilize a voicemail system for end customers - currently the system allows the customer to leave their phone number and when the next Customer Service Rep is available, the system automatically calls the customer.
General		Are we required to have dedicated staff for Stanford only and does the university allow home based agents?	Dedicated staff is not required per section 3.7. There is no requirement preventing contractor-provided customer support staff from working from home.
General		How many people are currently working the support lines at Stanford and are we to acquire any of them?	The University has roughly 8 in-house customer support staff and they will remain with the University. Refer to 3.7.2 for more details regarding Contractor-provided customer support staff.
General		Are there any TF ID #'s that we must incorporate or will our customer service line # suffice?	No University telephone numbers need to be routed/incorporated by Contractor.
General		What months have the highest call volume? ex. Registration months, commencement, yearly events, etc.	Highest call volumes typically occur in January, May, June, July, August, September, and December.
General		What were the biggest challenges with the previous operator's call center?	Please refer to the specifications listed in Section 3.7 Customer Support

General		How many staff members previously worked on the phone lines?	The University has roughly 8 in-house customer support staff and they will remain with the University. Refer to 3.7.2 for more details regarding Contractor-provided customer support staff.
General		How many escalations were received monthly and what were the main drivers to those escalations?	The selected Contractor will be allowed to further analyze historical data that isn't already available in the RFP
General		Would Stanford be open to using bidder's Enforcement Software Solution?	Yes, if Contractor provides an enforcement solution, please include the details and pricing as an add-on.
General		In order to understand the estimated activity, could you please provide a rough breakdown of the number of hourly, daily, long-term and event parking request/transactions which occur during some time period, eg. Days or months.	The University may have up to 10,000 - 15,000 permit transactions in a given month.
General		Will there be an opportunity of proposers to submit follow up questions?	There are no additional opportunities to submit questions at this time.