Q & A – 2/9/17

1) Can you provide a bit more information regarding San Rafael's merchant validation program? Is this a program already in place? If so please provide an overview of its requirements. If not, we look forward to presenting our solution.

The City of San Rafael's merchant validation program is already in place. A description of the program is as follows: Merchants purchase the "1 hr. free" validations from Parking Services at a discounted rate of $.10 per validation (blocks of 500 - $50). The merchants in turn distribute the validations to their customers. The validations are pre-printed with a bar code and are pre-numbered. Currently, the program only extends to the city garages. We're looking for pay stations to have the capability to accept current and future denominations of validations at our other parking facilities if we so choose. We are open to other options which allow for validation at the pay station.

2) On page 26 you state, "Vendor shall be able to assume complete responsibility for the wireless based management system no later than thirty-days (30) after the effective date of the agreement."
Am I correct that you are referring to some sort of local wi-fi network? Is it acceptable if the machines communicate directly with the management system via cellular service?

Yes, that is correct and communication through a cellular service is acceptable.

3) Your system security and back up provision states, "vendor shall maintain parking citation management system database and physical system security in such a way as to provide complete confidentiality and protection from unwanted access."
Is this a requirement of the pay stations, or is that just a requirement of the system in conjunction with your enforcement component?

The provision is a requirement of the system in conjunction with the enforcement component.