

Date: August 27, 2021

To: Prospective Proposers

From: City of Cleveland, Department of Port Control

Subject: Addendum No. 1 to Request for Proposal – CLE & BKL Parking Operations and Management Services

Please be advised that the City of Cleveland, through its Director of the Department of Port Control (“Department”), hereby publishes Addendum No. 1 to the Request for Proposal – CLE & BKL Parking Operations and Management Services, dated August 2, 2021.

This addendum serves as the response to all inquiries received prior to the question deadline date of August 23, 2021.

PROPOSAL SUBMITTAL DEADLINE: Friday, September 10, 2021 4 p.m.

INQUIRIES

1.	Question	What is capacity of vehicles to be utilized for shuttle service?
	Answer	28 passengers
2.	Question	Do vehicles require DOT compliance?
	Answer	Yes
3.	Question	Who will be responsible for cost decals, signage and other outside bus lettering as required in RFP?
	Answer	Cost associated, for decaling etc., will be considered a pass through.
4.	Question	LED signage costs will be proposer’s responsibility.
	Answer	Maintenance and upkeep, of the all systems ,will be the responsibility, of the proposer.
5.	Question	Do have current operating schedules i.e. headways, peak and off-peak shuttle requirements (if applicable)?
	Answer	Peak and off-peak are subject to change. Currently, proposer needs to provide 80 in-service hours per day. Proposer will provide an hourly rate.
6.	Question	Can you provide/advise the routes shuttle buses will be covering?
	Answer	The Riveredge Employee shuttle route travels from the Riveredge Lot, to the GT Center, at the Airport
7.	Question	Will supplementary transportation services be needed for special airport tours, VIPs, airline passengers, emergency landing, etc?
	Answer	YES
8.	Question	Will onsite location be provided for buses to stage or be parked?
	Answer	NO
9.	Question	How many service vehicles are being used in this operation?

	Answer	There are 4 service vehicles, and two golf carts, for the parking operation.
10.	Question	What types of maintenance and repairs are done in this operation?
	Answer	The Proposers performs all vehicle maintenance. Proposer is subject to preforming all types of maintenance relating to the operation of a parking garage, surface lots, mowing grass, snow plowing etc.
11.	Question	Please provide current staffing schedule for each job classification.
	Answer	See Attachment
12.	Question	Please provide employee wage rooster, including management.
	Answer	See Attachment
13.	Question	Is there a union? If so, please provide the Collective Bargaining Agreement.
	Answer	Union bargaining agreement for shuttle drivers.
14.	Question	Please provide a copy of the current actual and budget reports.
	Answer	Information can be found in the response to question 26.
15.	Question	In the event that state minimum wage or a living wage should change during the contract, how would the CLE compensate for such change?
	Answer	The Proposer is considered an independent operator regarding wages. However, increase in wages, during the term of the contract, will be requested, by the proposer, and authorized by the Airport.
16.	Question	Please provide a list of technologies and revenue control system that are currently used on the parking operations.
	Answer	See Attachment
17.	Question	Please provide the current monthly billing.
	Answer	The parking operation and shuttle operation have no billing.
18.	Question	Please confirm the manufacturer of the new PARCS and what version of software being installed.
	Answer	HUB is the provider, ZEIG is the manufacture.
19.	Question	Will CLE provide any operational vehicles or are all vehicles the responsibility of the contractor?
	Answer	Vehicles will be purchased with revenue generated, by the parking operation, and titled in the name of the successful proposer. Current vehicles will be transferred to the new proposer.
20.	Question	Are there any specific requirements for any operational vehicles provided by the contractor?
	Answer	SUVs
21.	Question	Is the contractor responsible for parking fees for its employees?
	Answer	YES
22.	Question	Please confirm what utilities (telephone and internet access) will be provided by the Airport.
	Answer	These items are a pass through expense.
23.	Question	Please confirm what employees are expected to be badged by the Airport and if the contractor will be responsible for the costs. If there are costs, to the contractor, please provide those costs by badge.
	Answer	Managers and shuttle bus drivers will be required to be badged. The

		cost of badging is \$65.00.
24.	Question	Please provide a description of any office and storage space being provided the contractor. Please include floor plan and location.
	Answer	There is a 2,400 sq. ft. office, 4 cubicles, 2 offices, 2 restrooms, 1 lunchroom, 1 reception area and an operations office. One storage room provided for ticket storage.
25.	Question	Please provide the current ACDBE contribution.
	Answer	17.53% after operating expenses.
26.	Question	Please provide a copy of the most recent monthly reporting package provided to the Airport by the contractor.
	Answer	See Attachment
27.	Question	Will storage space, for parking receipts and reports, be provided onsite, by the Airport?
	Answer	Yes, there is a climate controlled storage room in the basement of the garage.
28.	Question	Please provide current annual and past two years management fees for this contract.
	Answer	See Attachment
29.	Question	Please provide current annual and past two years incentive fees awarded for this contract, if any.
	Answer	See Attachment
30.	Question	Please provide 2019 and 2020 year-end revenue and expense financial statement and 2021 YTD for revenue and expenses for all services in this bid, broken out by line item by line item.
	Answer	See Attachment
31.	Question	What is the current vehicle inventory system and method?
	Answer	Sprocket hand held units.
32.	Question	Please provide specifications for the current or required shuttle bus fleet, including type of shuttle, size, fuel type, seat count, etc.
	Answer	See Attachment
33.	Question	What is the current method for shuttle bus tracking?
	Answer	ZONAR
34.	Question	Please provide all pre-covid and post covid parking and shuttle personnel schedules for all services covered under this solicitation for hourly and non-hourly positions.
	Answer	See Attachment
35.	Question	Please provide a list of all ACDBE companies working on the current operating contract.
	Answer	Post Covid – currently there are no ACDBE companies working on the operating contract. The list below is Pre-Covid MGL Insignia graphics Cameo Royce Security
36.	Question	How many employees of the parking and shuttle operation currently receive health insurance?
	Answer	All employees, of the parking and shuttle operations, are offered health insurance.
37.	Question	Please provide a list of employees by seniority with their position title and pay

		rate so we ensure we budget correctly for employees' wages.
	Answer	See Attachment
38.	Question	Are we to budget for snow removal services in our budget submittal? If so, please provide additional guidance on what is required of the operator related to snow removal, as well as the total spend for snow removal service in 2019, 2020 and 2021 YTD. Also, what is the name of the company currently providing this service for the operation?
	Answer	Snow removal services are considered a pass through. The current companies providing snow removal services are: Cameo Fabrizzi Industrial snow plowing
39.	Question	Would the Airport please provide a log of liquidated damages assessed to the current operator during the term of the current contract?
	Answer	There are no liquidated damages to report.
40.	Question	What is the percentage of credit cards versus cash collected?
	Answer	93% credit card
41.	Question	Are current employees covered by a collective bargaining agreement? If so, please provide a copy of that agreement.
	Answer	See Attachment
42.	Question	Is the Airport willing to negotiate contractual language that will provide an opportunity for the hourly bill rate for shuttles to be adjusted if there is a minimum or living wage increase during the contract term or if fuel prices increase beyond an agreed upon amount?
	Answer	The proposer is required to present a yearly rate schedule, for shuttle services, for the (5) five years, of the original contract, along with the (5) year option term.
43.	Question	Is the Airport willing to negotiate language that would reimburse the operator for unamortized shuttle costs if the contract is cancelled early at no fault to operator?
	Answer	Unamortized shuttle cost will be transferred to the operator taking over the responsibilities, of shuttle services, as long as the shuttles are in proper running condition and are found to have no defects.
44.	Question	Who will be responsible for the credit card MIDs? If it is the operator, is this cost to be included in our not to exceed budget number for the bid?
	Answer	This cost is considered to be a pass through expense.
45.	Question	Please provide a copy of the current agreement for services being bid and any addenda.
	Answer	See Attachment
46.	Question	Would the Airport please consider extending the proposal due date by a minimum of 3 weeks after the release of the addendum issued by the Airport responding to these questions?
	Answer	No extension of the due date will be offered.
47.	Question	Please provide the last authority approved budget for these services.
	Answer	See Attachment
48.	Question	Will contractor be required to re-badge, drug test and background check existing staff if they are retained?
	Answer	No, a record of badged employee will be required to insure no employee is delinquent on badging.
49.	Question	Do employees pay for parking? If so, what is the charge for employee parking?

	Answer	Yes, \$90.00 per month.
50.	Question	In the RFP under Detailed Scope, the Airport has requested we outline Security procedures. Are we to provide security personal? If so, please provide specifications and a schedule for this.
	Answer	Security procedure and scheduling are to be provided, as part of this RFP, by the proposer.
51.	Question	Please provide specifications on what the operator's responsibility is for cleaning and maintenance of the parking properties.
	Answer	All maintenance specifications are to be provided, by the proposer, in the operating manual.
52.	Question	Pre-covid, at peak, how many shuttles were in use for the two routes in this RFP?
	Answer	There are 80 in-service hours for Riveredge and 40 in-service hours for the Brown lot. Hours are subject to change.
53.	Question	Will the Airport please provide a format in excel for the operating budget to be submitted in this proposal?
	Answer	The proposer will provide its own format. Format should be in a word document.
54.	Question	Please confirm that if we submit proposals electronically, we do not need to submit any hard copies of our proposal to the Airport.
	Answer	Confirmed. If you submit your proposal electronically, hard copies are not required.
55.	Question	If we submit our proposal electronically using the e-mail address provided, what is the maximum file size that could be emailed to that address.
	Answer	25MB
56.	Question	Page 9, of the RFP, indicates that the Airport will provide the successful proposal with motor vehicles for the operation. Please identify what motor vehicles will be provided, including make, model, year and mileage.
	Answer	The Airport will expect the winning proposer to take position by way of title transfer of vehicles currently in use. 2019 Ford Escape – 27,764 2019 Ford Escape – 19,249 2014 Chevrolet Equinox – 54,411 2012 Chevrolet Sweeper Truck – 14,135 2018 Ford Escape - 45,530 2 golf carts
57.	Question	Page 10, of the RFP, indicates the vehicles are to be replaced every 5 years or 300,000 miles. Is this requirement also for any other motor vehicles that are used in the operation and will the successful proposal be required to replace those vehicles, or will the Airport replace them at the appropriate time?
	Answer	All vehicles will be replaced, by the proposer, using revenue generated, by the parking operation.
58.	Question	Please confirm that the hourly rate, in Exhibit E, for the Riveredge and Brown lot shuttle, must include 1. ALL operating expenses (i.e. wages, insurance, fuel, maintenance, etc.) and 2. Cost of actually procuring the shuttles.
	Answer	All cost, associated with the operation of a shuttle service, should be in the hourly rate.
59.	Question	The Brown Lot is currently closed. When does the Airport anticipate opening that lot back up and establishing the shuttle service again?
	Answer	This will depend on business levels related to the parking operation.
60.	Question	Please provide pre-covid passenger counts for the Brown and Riveredge lots by

		month for 2019, 2020 and YTD 2021.
	Answer	See Attachment
61.	Question	Prior to the pandemic, how many shuttles were required for the Brown Lot?
	Answer	Two (2)
62.	Question	Prior to the pandemic, how many shuttles were required for the Riveredge lot?
	Answer	Six (6)
63.	Question	Please provide contact information for the PARC's service provider and a copy of the maintenance contract.
	Answer	HUB
64.	Question	How many billable hours are budgeted for each shuttle route?
	Answer	80 hour Riveredge and 40 for Brown Lot – per day
65.	Question	What headway does the Airport require for each shuttle route?
	Answer	This is information the proposer needs to recommend to the Airport.
66.	Question	Do you want a forward facing app for riders to view shuttles in real time?
	Answer	Not necessary
67.	Question	Do you have a dedicated shuttle manager or is it managed by the parking team?
	Answer	A dedicated shuttle manager is required / 24 hours per day.
68.	Question	Do you require luggage racks for the employee shuttles?
	Answer	NO
69.	Question	Is shuttle service required at Burke Lakefront Airport?
	Answer	NO
70.	Question	How does the current shuttle operation compare to pre-Covid?
	Answer	Pre-Covid 91.25 in-service hours – Post Covid 80 in-service hours
71.	Question	What level of exterior branding do you require for each shuttle outside the electronic sign in the front?
	Answer	Branding needs to be similar to current shuttle branding.
72.	Question	Is the Airport willing to provide the vendor any protection against equipment and shuttle amortization if the contract is canceled or reduced without cause?
	Answer	The next proposer will be subject to taking title of the vehicles in question.
73.	Question	What is the estimated date of transition (to ensure sufficient time to acquire new shuttles)?
	Answer	Recommendation regarding transition time will be negotiated between the winning proposer and the Airport.
74.	Question	During our visit to the garage, we noticed that construction was being done and areas were closed off and additional supports/braces were installed in some areas of the garage (level 3). Can the Airport please provide any information on what these repairs are and when they will be completed?
	Answer	Any structural issues are the responsibility of the Airport. Completion of the project will be sometime in 2022.
75.	Question	The Burke Lakefront paving and walkways have significant wear and damage. Will the Airport be providing any maintenance to these areas?
	Answer	CLE has a residual deal with the airlines. All repairs are subject to airline approval. The Airport intends on requesting repairs to Burke however, the final will be up to them.
76.	Question	Does the current parking guidance system collect the license plate for the vehicle that is parking in the garage?
	Answer	No, the Airport will require a LPI inventory system be put in place.
77.	Question	Will the parking guidance be expanded to the Red and the Blue lots in the future?

	Answer	We have no plans for a parking guidance expansion.
78.	Question	Please provide any claims and their associated costs over the past three years for both Hopkins and Burke Lakefront Airports.
	Answer	N/A There are no claims related to airport parking exposure.
79.	Question	Regarding page 26, item K (in the RFP) (iv) proof of a surety bond or an irrevocable letter of credit equal to one year's management fee. Could you please clarify what type of proof is required? For example, could this be a letter of intent verifying that the bond would be provided, or some other type of proof?
	Answer	A bid bond or Letter of Credit is acceptable.
80.	Question	Regarding page 15, item C (in the RFP) Professional Liability insurance, our liability deductible is \$500,000. Would this be acceptable in lieu of the \$50,000 deductible that is being requested?
	Answer	It remains at \$50,000.00.
81.	Question	Regarding page 15, item C (in the RFP) Professional Liability insurance, our professional policy does not cover "valuable papers". Could you please explain what exposure you are looking to cover on the valuable papers language? We would like to request that the City waive that requirement.
	Answer	The City will waive the valuable papers requirement.
82.	Question	Regarding page 15, item H (in the RFP) for insurance requirements: our insurance provider does not provide written notice by certified mail. Would it be acceptable if we commit to providing certified mail directly to the City instead?
	Answer	Yes, certified mail, by Firm, is acceptable.
83.	Question	Regarding page 11, 3.1 (a) (in the RFP): Operator is responsible for collection of revenue does not speak to gross or net revenues after tax. Since both airports are within the incorporated city limits, would revenues be submit to the 8% parking tax? Please clarify.
	Answer	8% parking tax on gross revenue \$
84.	Question	Regarding the requirement to submit an Operating Manual under Tab M., the description on page 8, of desired contents include: a. Overview, b. Collective Bargaining Agreement, Agreement (if applicable) for repair and maintenance of revenue equipment, d. Maintenance (i.e. facility) and Security, e. Winter Operations (i.e. snow removal), f. Performance Bond, and g. Insurance documents. Following that, there is a request to "Provide a comprehensive Service Program Manual" that includes customer service requirements. Our question goes to structure and what the Airport is requiring at this stage. For example: 1. We would not have a current performance bond and insurance documents or collective bargaining agreement to include in the Manual for proposal submission. 2. We would not usually include these in the Manual, but we would include the Customer Service Program within the Manual. Could the Airport please clarify what you are looking for under this requirement?
	Answer	The Airport realizes some proposers will not be able to show a collective bargaining agreement and will take the absence of any items not available into account. However, the operating manual should contain all items the proposer can supply. Also, keep in mind the operating manual is not part of the overall scoring matrix.
85.	Question	Please define what expenses are to go into the Fixed Management Fee and what are considered reimbursable expenses.
	Answer	Fixed management fee consists of the proposers charge to operate the facility. This is a management contract; therefore, all other costs are reimbursable.

86.	Question	Please confirm that the operation and maintenance of the new Ground Transportation Center (GTC) is included in the scope of services, and would therefore need to be addressed in the Operating Manual to be submitted as part of the Proposal.
	Answer	YES
87.	Question	Please confirm the minority participation goal of 7.34% is only for ACDBE certified vendors and not SBE vendors.
	Answer	Yes, it is for ACDBE vendors.
88.	Question	Do the ACDBE vendors need to be certified by the proposal due date or by the start of the contract?
	Answer	The ACDBE vendors must be certified before submitting proposal.
89.	Question	Do you want proposers to provide the forms A-1, A-2, A-3, A-4 (Affirmative Action Plan), and A-5 (along with their supporting documents) in Tab O. ACDBE Participation or as an exhibit after your required section?
	Answer	Please provide as an exhibit.
90.	Question	Please clarify if an ACDBE vendor is a supplier (not a subcontractor or a manufacturer) does 100% of the amount spent with the vendor count towards the participation goal?
	Answer	Only 60% of ACDBE participation is counted toward the goal.
91.	Question	Please clarify how the ACDBE participation rate is calculated. Is it the total amount spent with certified ACDBE firms divided into the operator's management fees plus shuttle fees plus reimbursable expenses or other?
	Answer	The simplified calculation of ACDBE participation equals average 3-years gross revenue receipts X ACDBE goal.
92.	Question	Would management fees paid to a certified ACDBE subcontractor (s) for performing services at CLE under this agreement be considered as a reimbursable expense?
	Answer	YES
93.	Question	Will the City reimburse the operator for the unamortized portion of the shuttle vehicles or purchase the shuttle vehicles for the depreciated value if the City exercises its right to discontinue the contract prior to the expiration date?
	Answer	Vehicles, and the unamortized portion, would be transferred, and titled, to the new operator.
94.	Question	Per the RFP, the City will have a right to extend the term for 5 years beyond the initial term of 5 years. If the Director should exercise the option to extend for 5 years, what should proposers assume about compensation in such option period? Would compensation be negotiated? The tables in Exhibit E do not anticipate the 5 year option period.
	Answer	The (5) year extension term should be part of the proposal being submitted.
95.	Question	Please confirm the operator will only be reimbursed for "in Service" hours for the Riveredge Employee and Brown Lot shuttle services and therefore all costs associated with driver breaks, lunches, fueling, maintenance and bus washing will not be considered as reimbursable hours.
	Answer	Only in-service hours will be reimbursed.
96.	Question	Please provide/define the peak and non-peak headways for the Riveredge Employee and Brown Lot shuttle services.
	Answer	Peak and non-peak hours are determined by airline schedules and are subject to change. However, the same 80 in-service hours will be required to operate the Riveredge shuttle service, and 40 in-service hours, for the Brown Lot.

97.	Question	Will the Department be providing an area on Airport property for bus washing or will bus washing be required to be performed off-site?
	Answer	Bus washing is forbidden to be performed on any property owned by the City of Cleveland. Winning proposer will be required to show proof of proper disposal, of the hazardous waste, generated by the 3 times per week the busses will need to be washed.
98.	Question	Is the operator responsible for the cost of providing Covid-19 related PPE supplies (masks and hand sanitizer) for shuttle customers along with frequent sanitization of the buses or will these costs be reimbursed by the Department?
	Answer	PPE, masks and sanitizer will be considered a pass through expense. Sanitization, of the buses, will be part of the hourly rate.
99.	Question	Will the Department be providing office space for the shuttle operations?
	Answer	No. The shuttle operation will need to be set up off-site.
100.	Question	Page 25, section G (of the RFP) states “the City shall pay an incentive fee in the amount of 0.35% of 1% percent of Gross Revenues”. Please verify the calculation for the incentive fee is $0.0035 \times \text{Gross Revenues}$.
	Answer	0.35% of 1% of gross revenue is the same as $0.000035 \times \text{gross revenue}$
101.	Question	ACDBE Attachment, form Enclosure B-3, requires proposer to list their “Total BASE bid/Proposal Amount”. Should this amount include the proposer’s Fixed management Fee, Shuttle Expense and reimbursable expenses for all five years of the initial term or other?
	Answer	Total gross receipts for concessions: (a) the gross receipts of car rental operations, (b) the dollar amount of a management contract or sub-contract with a non-ACDBE, (c) the gross receipts of business activities to which management contract or sub-contract with a non-ACDBE, and (d) any portion of a firm’s estimated gross receipts that will not be generated from a concession.
102.	Question	ACDBE Attachment, form Enclosure B-3, requires proposer to list their “Total DBE/ACDBE Dollars (%)”. Should the Dollars and % include all five years of the initial term or other?
	Answer	Total ACDBE dollars on B-3 Enclosures equals the 3-years average of gross receipts.
103.	Question	Will the operator be required to be the Merchant of Record for credit card processing? If so, will the operator be required to maintain PCI Compliance?
	Answer	The operator is the Merchant of Record and will be required to maintain PCI Compliance