

Parking Meter RFP Proposals – Step 1 Analysis

	POM	MacKay	Duncan	IPS
A1. General Technical Specifications	<ul style="list-style-type: none"> • Have not been in use for 12 months • Backlit screen and LED enforcement lights extra • 15-minute free button is extra • Does not fit in our existing housings 	<ul style="list-style-type: none"> • No references documenting use for 12 months • Picture shows a different housing that is not compatible with ours 	<ul style="list-style-type: none"> • Have not been in use for 12 months (6 months in Anchorage) • RFP had key mistakes – showed not compliant with 15 min free and repeatedly referred to City of Spokane • Tested in harsh weather conditions (Alaska) • Meets all other qualifications 	<ul style="list-style-type: none"> • Have been in use by many agencies for over 12 months (over 100,000 credit card meters in use) • The only proposal to meet all required specifications in the RFP
A2. Credit Card	<ul style="list-style-type: none"> • Credit card module is a separate unit, increasing meter height by 4” and requiring existing poles be shortened • Card reader is not integrated into the internal meter mechanism • Can’t cancel a transaction once card is inserted • Pay by phone and sensor technology not available 	<ul style="list-style-type: none"> • Compliance stated with very little detail given • Pay by phone technology available but not demonstrated in current use anywhere 	<ul style="list-style-type: none"> • Meets all qualifications with supporting information to back up their claims • Pay by phone and sensor technology available 	<ul style="list-style-type: none"> • Meets all qualifications with supporting information to back up their claims • Pay by phone and sensor technology available
A3. Coin Acceptance	<ul style="list-style-type: none"> • Does not notify staff via email or text if coin jam 	<ul style="list-style-type: none"> • Compliance stated with very little detail given 	<ul style="list-style-type: none"> • Meets all qualifications with supporting information to back up their claims 	<ul style="list-style-type: none"> • Meets all qualifications with supporting information to back up their claims
B. Communication and Programming Specifications	<ul style="list-style-type: none"> • Does not notify staff via email or text to maintenance issues 	<ul style="list-style-type: none"> • Claimed to comply though only one bullet point was given to this very important item 	<ul style="list-style-type: none"> • Meets all qualifications with supporting information to back up their claims 	<ul style="list-style-type: none"> • Meets all qualifications with supporting information to back up their claims
C. Training and Support	<ul style="list-style-type: none"> • Offers 1-2 days of training • Support hours 10am – 6pm 	<ul style="list-style-type: none"> • Training plan is adequate • Support hours 5am – 1:30pm (not acceptable) • We have 3 years’ firsthand experience with their customer support which is inadequate and not responsive 	<ul style="list-style-type: none"> • Very detailed and complete training plan • Support hours 8am – 6pm 	<ul style="list-style-type: none"> • Detailed training plan • Support hours 8am – 5pm • Has a 24/7/365 emergency support number
D. Qualifications	<ul style="list-style-type: none"> • 8 week lead time on equipment; no further details • Does not demonstrate similar projects (credit card meters) • References: Two negative references 	<ul style="list-style-type: none"> • No timeline provided • Experience performing similar projects not demonstrated • References: none given 	<ul style="list-style-type: none"> • Very detailed and complete implementation plan and timeline • References: Very positive references 	<ul style="list-style-type: none"> • Impressive list of references and similar projects in major cities all over the US • References: Very positive references. Only concern was cost of hosting/transactions
E. Cost Proposal	<ul style="list-style-type: none"> • Highest cost proposal • Will not take the pay stations 	<ul style="list-style-type: none"> • Lowest cost proposal • Will take the pay stations 	<ul style="list-style-type: none"> • Second lowest cost proposal • Will not take the pay stations 	<ul style="list-style-type: none"> • Second highest cost proposal • Will take the pay stations • Offers a lease/purchase option