



ADDENDUM NO. 2

to the

Request for Proposals for Operation of Parking Facilities

Responses to Proposers' Questions

The following clarifications, additions, changes, and/or deletions, by this Addendum shall be incorporated into the Proposal Documents as though fully set forth therein.

David R. DeLeon
Administrative Manager, Asset Management
John Wayne Airport
October 27, 2009

**Addendum No. 2 to RFP for Operation of Parking Facilities
Pre- Proposal Meeting on October 21, 2009
Responses to Questions**

**John Wayne Airport
Orange County**

RECEIPT CONFIRMATION

Proposers must complete this RECEIPT CONFIRMATION and attach it to its Proposal(s) under Tab 1.

A COPY OF ADDENDUM NO. 2 (_6_ Pages) FOR A PARKING FACILITIES OPERATION OPPORTUNITY HAS BEEN RECEIVED BY:

Company: _____

Name: _____

Signature: _____

Date: _____

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1. **Question:** Regarding check acceptance, can the Operator require a photo ID or some level of ID, or otherwise refuse the check?

Response: Yes, the Airport will work with the successful proposer after the contract is awarded to develop a check acceptance policy. Note: The RFP does not require firms to propose a check acceptance policy.

The current parking facilities operator has the following check acceptance policy: (1) Only travelers checks and personal checks are accepted; (2) No company/ business checks are accepted; (3) No out of state or third party checks are accepted; (4) Drivers licenses or Government picture IDs with P.O. boxes or out of state addresses are not accepted; (5) Name / Address on both Gov. ID and check must match; (6) An expired ID is not accepted; (7) The check amount both numerical and written must match and be only for the parking fee [maximum]; (8) Combination of cash and check is accepted.

2. **Question:** Would the Airport implement a TeleCheck system?

Response: No.

3. **Question:** Are we to include the Parking Facilities Manager position in the hourly rate ?

Response: Yes, it must be incorporated into the Position Hour Rate.

4. **Question:** Will the Airport allow breaks to be included in the Position Hour Rate?

Response: Yes Proposers shall include the costs of providing employee breaks in the Position Hour Rate proposed, i.e., breaks are not directly compensable through an established position; however, the operator is paid indirectly through the hourly rate established.

Section 4.01, subsection A of the Parking Facilities Operating Agreement shall be amended to also include the following restriction in addition to the terms already stated: "Personnel fulfilling compensable positions shall not provide breaks or relief (non-compensable task) for any other compensable (position) personnel."

5. **Question:** Request clarification on the reduction in the number of lanes within the next three years.

Response: The number of exit lanes will be reduced from 17 to an estimated 10 lanes during peak periods under the replacement PARCS.

6. **Question:** Will all lanes have the ability to be automated?

Response: Yes, it is anticipated the replacement PARCS will have a patron interface at all lanes, including those with the cashier booth, that will allow a customer to exit without interacting with a cashier.

7. **Question:** Will the Airport allow an adjustment for additional hours or a different rate to compensate for a new operator's transition costs?

Response: No, however, additional hours will be provided for training on the replacement PARCS.

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Section 4.01, subsection A of the Parking Facilities Operating Agreement will be amended to also include the following items in addition to those already stipulated in the items to be covered by the rate: transition planning and execution, any and all furniture and fixtures, any additional Office Personnel required to fulfill the obligations of this agreement due to the operator's failure to properly propose an adequate Office Personnel schedule.

8. **Question:** Will the Airport allow firms to propose a different hourly rate based on when the new structure opens?

Response: No.

9. **Question:** Is there an anticipated time frame for implementing the PARC system?

Response: It is anticipated that the replacement PARCS will be deployed in phases (i.e., one parking facility at a time), starting first in Parking Structure C when it opens in the Fall of 2011. *For the purpose of developing a proforma only, all proposers should use November 1, 2011 as the commencement date of Parking Structure C management. The last day the operator will staff and manage temporary Lot C will be October 31, 2011.*

10. **Question:** Will the Airport provide a target date of the new structure opening?

Response: November 1, 2011 is to be used for proforma purposes. Adjustments to the Authorized Staffing Schedule will be as follows:

- 1) Overnight staffing will remain the same, five exit lanes from midnight to 6AM.
- 2) Day shift staffing will change as follows:
 - a. Eight exit lanes will increase to nine lanes (MON to SAT, 6AM to 7AM).
 - b. Ten exit lanes on Sunday (6AM to 7AM) will decrease to nine.
 - c. Fifteen exit lanes will decrease to ten (MON to FRI, 7AM to 3PM).
 - d. Twelve exit lanes on SAT (7AM to 3PM) will decrease to ten.
 - e. Seventeen exit lanes on SUN (7AM to 3PM) will decrease to ten.

- 3) Swing shift staffing will change as follows:

- a. Seventeen lanes will decrease to ten lanes (SUN to FRI, 3PM to 11AM).
- b. Twelve lanes on SAT (3PM to 11AM) will decrease to ten lanes.
- c. Twelve lanes will decrease to ten lanes (SUN to FRI, 11PM to midnight).
- d. Nine lanes on SAT (11PM to midnight) will increase to ten lanes.

- 4) The assumptions provided to proposers for preparation of their proformas in this and other addenda are strictly for the purpose of pro-forma preparation. *The airport makes no guarantee the stated events will occur on the dates identified or in the sequence stated in the assumptions.*

11. **Question:** In order to level the playing field, are all firms required to provide new uniforms?

Response: No, however the RFP requires that uniforms be proposed by all proposers. In addition, the operating agreement provides, under OPERATIONAL REQUIREMENTS, "OPERATOR shall require all of OPERATOR's employees working in view of the public to wear clean and neat uniforms of a design approved by Airport Director."

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12. **Question:** Is the Operator responsible for steam cleaning and sweeping the car rental area?
Response: No.
13. **Question:** Is steam cleaning and sweeping to be included in the monthly maintenance rate?
Response: Yes.
14. **Question:** Regarding Schedule D of the Authorized Staffing Schedule in the RFP, please clarify whether office personnel are listed under billable or non-billable hours.
Response: These are billable hours. Please note the following staffing model for Office Personnel:
- a) Hours for Office Personnel will be paid for at the Position Hour Rate in accordance with the authorized staffing schedule approved by the airport.
 - b) Proposers must propose a sustainable schedule for Office Personnel to perform all back office activities and the Operator is required to provide any and all staffing necessary to support the requirements of the operating agreement. The airport will not approve additions to the authorized schedule for the operator's failure to properly propose an adequate Office Personnel schedule. Any additional staffing required by the Operator beyond the authorized schedule shall be provided at operator's sole expense.
15. **Question:** Regarding Schedule D, does the Operator absorb the cost of a person who works in the office and also acts in the capacity of a break person?
Response: Yes, assuming the employee working in the office is serving in a non-compensable capacity. If it is proposed otherwise, the County would not authorize this position on the schedule, i.e., proposers may not propose an office assistant on the authorized schedule provide breaks to cashiers (or any other position on the authorized schedule). See addendum to section 4.01 above.
16. **Question:** Would the County consider amending the missing ticket policy in the operating agreement? In general, this policy is not written from a standpoint of zero tolerance, and is not in keeping with industry standards.
Response: No.
17. **Question:** Where can we dispose of dry sweeping debris?
Response: The Operator may dispose dry sweeping debris in a disposal container which is located just south of Terminal B. The County pays for the container and is currently contracting with Rainbow Disposal Service.
18. **Question:** Based on the requirements of the South Coast Air Quality Management District (SCAQMD), the Operator may be required to provide an alternative-fueled sweeper. Since the Airport is currently experiencing problems with its alternative-fueled sweeper, in that the sweeper does not lift properly, will the County clarify whether the Operator will be required to provide an alternative-fueled sweeper at the commencement of operations?
Response: The operator may select its own power sweeper. It is the operator's responsibility to ensure the sweeper complies with any applicable SCAQMD rule(s).
19. **Question:** Can the Operator subcontract the sweeping?
Response: Yes.

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20. **Question:** Can the County provide a list of assets that will remain with the operation?
Response: Essentially any assets on-site at the inception of the agreement, including, but not limited to, the parking management office, parking booths, and revenue control system.
21. **Question:** Does the County have a preferred method for sweeping?
Response: It is the proposer's responsibility to ensure that the method proposed is sufficient for this operation.
22. **Question:** Does the Operator provide restroom paper products?
Response: Yes. Please refer to Section 5.04 A. d) of the operating agreement. This applies to an employee restroom in the B2 structure, Level 1 and the public restroom in the Main Street Lot.
23. **Question:** Are parking permits paid monthly?
Response: Yes.
24. **Question:** What area is covered by the SCAQMD?
Response: This area includes portions of Los Angeles, Riverside and San Bernardino counties and all of Orange County. Refer to their website at <http://www.aqmd.gov/>.
25. **Question:** Could we have the billing hours for the past 12 months?
Response: The requested billing hours are summarized below. Please be aware that the billing model has changed for the new contract.
- | | |
|---------------------------------|------------|
| PCI Billing Hours 10/08 – 09/09 | |
| Cashiers | 123,696.00 |
| Plaza Supervisors | 35,587.50 |
| Shift Supervisors | 9,624.00 |
| Auditors | 4,075.75 |