



## PROCUREMENT SERVICES

CITY OF SURREY, SURREY CITY HALL  
13450 – 104 Avenue, Surrey, B.C., V3T 1V8

Tel: 604-590-7274

E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

### ADDENDUM #1

---

REQUEST FOR PROPOSALS (RFP) No.:	1220-030-2023-049
TITLE:	MANAGEMENT OF CITY OFF-STREET PARKING LOTS
ADDENDUM ISSUE DATE:	NOVEMBER 14, 2023
CLOSING TIME:	ON OR BEFORE THE FOLLOWING DATE AND TIME (THE “CLOSING TIME”): TIME: 3:00 P.M. (LOCAL TIME) DATE: NOVEMBER 21, 2023

---

### INFORMATION FOR PROPONENTS

This Addendum is issued to provide additional information to the RFP for the above-named project, to the extent referenced and shall become a part thereof. No consideration will be allowed for extras due to the Contractor not being familiar with this Addendum.

#### QUESTIONS AND ANSWERS:

#### SCOPE OF SERVICES - Permit System Administration

a) Regarding points i, ii, iii, iv, v, vi, vii.

**Q.1:** Are the permit systems mentioned in these applications all parking permits? If they are not parking permits (tied to vehicles), what are the reasons for, or types of these permits?

**A.1:** **Yes. There are no physical parking permits such as decals or tags. The virtual permits can be associated with more than one vehicle, although only one permitted vehicle can be present on the lot at any time.**

**Q.2:** Can the City provide more information on how the City Hall permit system works? We are interested in how users register for permits, if changes can be made to existing permits, how long permits are active for, and the types of permits that can be applied for.

**A.2** **Permit applicants apply for a permit online. Separate permit categories exist for external users and internal (staff), with distinctions to the latter for on-site (City Hall) staff and off-site (satellite operating centres). An LPR camera system monitors entry/exit to City Hall and integrates with a contractor's enforcement system.**

**Q.3.** Can the City describe the type of permit information needed in our application, and the reasons for these permits being integrated with our system? As an example, if the City has and utilizes a permit management system currently, what would be the reason for an additional permit system?

**A.3** **Integration is required for enforcement purposes.**

**Q.4** Regarding point iv.: *"Administration of waitlists in connection with i. -iii. above"* Does the City require our permit application to manage the waitlists of the current permit system used by City Hall? If so, how are users put onto a waitlist, and what is the process of management of these waitlists?

**A.4** **No, City Hall waitlists are managed by a contractor within a separate service agreement.**

**Q.5** Regarding point vi.: *"Provide and support online electronic self-serve validation program for short-term users at City Centre Library, with potential for expansion to additional locations. The self-serve validation will be accompanied by an online reporting application, allowing access to current and historical validation records."* Are these free or paid validations, and what will users be validated for at the City Centre Library? (ie parking, day access, etc)

**A.5** **Free and time-based.**

**Q.6** Regarding point viii.: *"Provide an online account portal allowing "self-serve" management of individual permit holder accounts, including the ability to add/change/delete associated vehicles and payment information. The online account portal will allow "City employee-only access" to employee permits for specific locations."* Does the city envision an SSO (Single Sign On) integration with the City's email service for employee verification?

**A.6** **Yes.**

**Q.7** According to the Request for Proposal (RFP) for City Off-Street Parking Management, the RFP consists of two components: one for staffing enforcement and the other for parking technology. Could you please confirm if a proponent is eligible to submit a bid for only one component, the technology provision specifically.

**A.7** **No, the two are to be integrated and provided together.**

**- END OF ADDENDUM -**

---

---

**All Addenda will become part of the RFP Documents.**

---

---