

ATTACHMENT 1

QUESTIONS AND RESPONSES

#	Question	Response
1	<p>In Section 2.4 ADMINISTRATION B, the requirement states: The PRS shall include flexible self-service website content management features, capable of accommodating different products and branding, including, but not limited to:</p> <ol style="list-style-type: none"> 1. Landing Page 2. Content Areas 3. Product Descriptions 4. Logos 5. Images 6. Maps 7. Confirmation Receipts <p>Could you please confirm whether this refers specifically to the ecommerce interface for parking products – i.e., the webpages used by your customers to view, select, and book parking?</p>	<p>Yes, this refers to the website where only Airport administrators can manage content described in items 1-7 that the SMF customers will see when on the reservation website.</p>
2	<p>Could you please confirm whether proposers are required to be fully registered as a business in the State of California at the time of submitting a response to the Parking Reservation System Services RFP?</p>	<p>The Department expects all proposers to hold a California business license or be in the process of obtaining one as of the date of proposal submittal (i.e., an application is pending with the California Secretary of State). The successful proposer must hold a valid California business license at the time of contract execution.</p>
3	<p>Section IX. Minimum Qualifications, subsection A. states "The Contractor must be registered with the California Secretary of State and permitted to conduct business in the State of California." Please confirm if the contractor needs to be registered at time of proposal submission or if upon contract award is acceptable.</p>	<p>The Department expects all proposers to hold a California business license or be in the process of obtaining one as of the date of proposal submittal (i.e., an application is pending with the California Secretary of State). The successful proposer must hold a valid California business license at the time of contract execution.</p>

4	<p>Section II. Purpose and Objectives, subsection A.1.b. states "The system must support multiple payment methods including credit cards, Apple Pay, Google Pay, and airport-issued coupons or vouchers." Please provide information on the source of the coupons/vouchers and the system integration requirement for this functionality?</p>	<p>Coupons or Vouchers will be generated by using the reservations system platform typically as an alphanumeric code or QR-code. When reserving parking online, passengers enter the coupon/voucher code at checkout in a promo code field.</p>
5	<p>Section III. Anticipated Scope of Services, Part 2 PRS Requirements subsection 2.1, F.5 states "PRS Data Transmittal Frequency: 5. Data to BI Tools (LAZ BI and ROADS BI): Daily." Please provide additional information on the data level of detail to be shared for these integrations?</p>	<p>This will be defined and finalized during the Design Phase. Basic reservation data required to be transmitted includes, without limitation, reservation start and end date / time, voucher code data, parking product selected, final duration time of stay, customer ID, etc.</p>
6	<p>Section III. Anticipated Scope of Services, Part 2 PRS Requirements subsection 2.5, D.14 states "Selectable car park, group of car parks, or category." Please provide explanation of "selectable car park, group of car parks, or category?"</p>	<p>The requirement is for the user to be able to select the following:</p> <ol style="list-style-type: none"> 1. Selectable car park = e.g., Level 5 of Garage A 2. Group of car parks = e.g., all levels of Garage A 3. Category = e.g., all Economy car park (East Economy, West Economy, South Economy)
7	<p>Section 2.7 – System Security Requirements, Item G, which states that "The Contractor shall provide SOC II or a similar report."</p> <p>Would the City consider the following alternative as meeting this requirement:</p> <ul style="list-style-type: none"> o A current SOC 1 Type 2 report, and o A confirmation of engagement letter from our independent auditor verifying that a SOC 2 audit is actively in progress. 	<p>Yes.</p>
8	<p>Payment Methods & Coupon Handling:</p> <ul style="list-style-type: none"> o Who issues these coupons or vouchers (is there a specific system or supplier in place)? o How are they validated at the point of payment? o Does your current payment gateway provider (TNS/Grant Street) support redemption of these? 	<p>The Airport will generate digital promo codes within the reservation platform, then distribute those codes through targeted marketing channels. The customer inputs the promo code into the reservation application when making the reservation and the reservation application applies the discount/rate change to the reservation before payment is made.</p> <p>There is no special redemption because the promo code value is already programmed into the reservation application by the airport administrator.</p>

9	<p>Can IP Parking support grace periods for:</p> <ul style="list-style-type: none"> ○ Entry before the reservation start time? ○ Exiting after the reservation end time? ○ A cumulative total grace period? <p>Please confirm that overstays will be calculated and processed through the PARCS.</p>	Yes, confirmed. Overstays will be processed through the PARCS.
10	<p>Does IP Parking currently support real-time data sharing for:</p> <ul style="list-style-type: none"> ○ Entries and exits? <p>Overstay status and amounts?</p>	IP Parking supports real-time data integrations.
11	<p>The Indect Guidance System is mentioned. Does it currently support:</p> <ul style="list-style-type: none"> ○ Real-time location tracking of parked vehicles? <p>An API that can be queried by the PRS to associate a reservation with a license plate and vehicle location?</p>	Yes.
12	<p>Section 2.2 "PRS Contractor Responsibilities" outlines features such as:</p> <ul style="list-style-type: none"> ○ Overstay management ○ Timed nesting ○ Reservation recognition at the gate <p>• Can you confirm that these functions are the responsibility of IP Parking (PARCS), rather than the PRS?</p>	It is the responsibility of the PRS Contractor to successfully integrate with the PARCS to allow these features to be enabled.
13	<p>Section 2.9 outlines a 2-year warranty and a 2-year post-warranty support period (with a 1-year optional extension).</p> <ul style="list-style-type: none"> ○ Given that this is a SaaS solution, could you please clarify what additional support is expected during the post-warranty period that would differ from a standard SaaS service agreement? 	<p>Post-warranty support shall include:</p> <ul style="list-style-type: none"> a. Ongoing reservation system application monitoring to ensure that the website is accessible to the Owner and customers, is accepting reservations, and is processing payments b. Helpdesk services c. Software patches and updates d. Performance optimization as needed
14	<p>The RFP states that vendors must be registered with the California Secretary of State to be eligible:</p> <ul style="list-style-type: none"> ○ If a company is not currently registered, will its proposal be disqualified? ○ If so, are there existing local vendors or primes that could act as the contracting entity? 	The Department expects all proposers to hold a California business license or be in the process of obtaining one as of the date of proposal submittal (i.e., an application is pending with the California Secretary of State). The successful proposer must hold a valid California business license at the time of contract execution.

15	Please can you provide specifications for the SAT testing?	<p>The specifics for the SAT over and above the requirements outlined in the RFP will be reviewed during the Design Phase of the project.</p> <p>Please refer to the section in the RFP for the key SAT requirements.</p>
16	The west coast support requested during the pre-proposal conference call, does that refer to the support hours you need to cover or a physical presence in the Pacific time zone?	This relates to the ability to support coverage rather than an actual physical presence on the west coast.
17	Can you provide integration documentation for ROADS?	This will be provided to the selected proposer during the Design Phase.
18	Do you have specific e-commerce tools in mind?	<p>Per the RFP, the e-commerce platform will allow customers to purchase and manage non-parking products such as airport lounge passes, airline tickets, hotel reservations, and rental cars.</p> <p>Please propose your e-commerce solution and relevant features in your response.</p>
19	Do you currently have integration with any loyalty programs? If so, please could you provide further details?	No, none at the moment.
20	Since the loyalty program connectivity is marked as future scalability, please can you confirm if this is part of the evaluation?	Yes, this will be part of the evaluation.
21	Is the pricing for parking managed by the airport authority's management or the county?	The County.
22	Are you interested to get parking on the airport app or a separate designated parking app designed by the supplier of reservation management? Is this part of the evaluation?	The Airport currently does not have its own mobile app. However, yes, the mobile application solution will be included in the evaluation process.
23	Who is the hardware gate provider?	IP Parking (www.ipparking.com)
24	Do you require a mobile app?	This is an optional feature for the Airport. The ability to offer a mobile application shall be considered during the evaluation process.

25	When completing our response, for the avoidance of doubt. Within the 'Statement of Qualifications' response section, 'Company Qualifications' Part 1. Do we only need to respond to Section 1.2 in III? Within the 'Minimum Qualifications' response section 'B'. Do we need to respond to all of the requirements listed from 1.1 to 3.5 in section III? Please could you confirm which sections/requirements need to be directly addressed and responded to within the tender.	Please respond to all requirements in these sections.
26	Are you asking to integrate with Grand Street to manage payment processing? Would we hold the relationship with Grand Street?	For payments, the customer shall be directed to the PRS payment gateway's website to input bankcard information. The PRS gateway shall send the request to the processor ("clearinghouse"), which is currently Grant Street. The processor shall provide authorization for all bankcard purchase transactions. The airport shall maintain the relationship with Grant Street.
27	Do you accept a payment provider that is already integrated with system?	Yes, this is acceptable. However, the Department strongly prefers that Grant Street be utilized as the payment processor.
28	Are there any indications for requirements that are a must have for the airport vs. nice to have's?	The RFP outlines components which are required and those that are optional.
29	Customer Segmentation Tools. Can you please clarify this requirement on segmenting the customer? Will this be based on each booking individually or based on the customer profile and what products are made visible to them? Is the purpose to use for providing upgrades or display of products for future bookings? (RFP Reference II. B. 2.)	The intent of customer segmentation is to analyze the different Airport customer user groups (e.g., business, leisure) based on shared characteristics. This data will impact developing products and marketing strategies.

30	Time Nesting - Can you please clarify this requirement? (RFP Reference Part 2 2.2 H.)	<p>Some of the PRS spaces are in a gated nest. The Timed Nesting feature is a software feature provided by the PARCS provider and utilizes the booking information received from the PRS software along with PARCS-configured nested entry and exit timers to allow/deny access into the main entry lanes and nested entry lanes.</p> <p>The Timed Nesting feature provide by the PARCS provider records the time a customer enters the main garage entry lane, the reserved nested entry lane, exits the reserved nested exit lane, and exits the main garage exit lane. The reservation access identifier must be presented at each entry and exit.</p> <p>Additional fees may be due at the main exit lanes based on the nested entry and exit time rules. The time rules, additional fees and payments are provided by the PARCS.</p>
31	Can we have clarification on the submission process?	All proposals must be submitted electronically through the Opengov.com platform. Please refer to page 34, section VI, of the RFP.
32	Is it possible to share Indect's integration API/documentation?	This will be shared with the successful proposer during the Design Phase. In the interim, please see attached cut sheet.
33	Will section divider pages be excluded from the page limit count?	Yes.
34	Does the airport have a chosen or preferred Payment Gateway that will be used with the reservation system?	<p>No, please propose your selected payment gateway provider.</p> <p>The Department currently does use TNS/Advam for the PARCS and Windcave for e-commerce payments.</p>
35	According to the RFP on page 34, under the section "Deadline and Proposal Submission," all submittals must include one (1) digital PDF copy of the proposal and one (1) digital copy compatible with Microsoft Word. Can you provide the required documentation (Attachments 3-6) in Word format, or is it acceptable for us to create the forms in Word ourselves?	Attachments 3 through 6 may be submitted in their original format and do not require conversion to Word format.
36	Will SMF provide the full IP Parking ParkBase API documentation (including Exhibit G) to all proposers prior to contract award, or only to the selected vendor?	This will be shared with the successful proposer during the Design Phase.

37	Are there any licensing fees or restrictions imposed by IP Parking for third-party PRS vendors to access the ParkBase API?	Typically, yes. So, any and all associated additional fees need to be documented in the price proposal form.
38	How do you currently price parking? Is it a flat rate per day or hour, or do you use length of stay and entry date pricing (giving the ability to reduce cost per day for longer stays and charge more for shorter stays, as well as charge more for peak entry times / periods). From website seems flat rate, but RFP indicates more sophistication is desired.	Please refer to the Airport's parking rates online for current parking rates. The Department is interested in a solution that allows an online parking rate to be applied based on the parking product created.
39	Do you currently have any integration of middleware tooling in the airport you would like us to use?	At this time, there is currently no need for an integration outside of those outlined in the RFP.
40	Would you be open to changing payment gateway from TNS to something else (e.g. Adyen) or is this contract fixed	The PARCS payment gateway will stay with TNS / Advam for the duration of the PARCS contract.
41	Do you have a current customer database that would need migrating into the new tool?	No.
42	Are you open to or desiring to signing separate contracts for the services vs technology licenses?	Pricing should be provided separately to clearly indicate prices for services and prices for technology licenses. The desire is for one contract with the selected proposer but the Airport is open to alternative contracting structures.
43	In Sec. 2.2 "PRS CONTRACTOR RESPONSIBILITIES," specifically B. "Access Identifier Support - Support both QR-code scanning and license-plate recognition in all SMF entry and exit lanes" will the future PRS interact with the QR/LPR hardware through a middleware or system-specific endpoint? If so, which?	The proposer will propose how best to integrate with the PARCS hardware to allow a PRS generated QR code or the customer's license plate number entered during the reservation process will allow access into the parking facility.
44	In Sec. 2.2 "PRS CONTRACTOR RESPONSIBILITIES," specifically Sec. E. "Overstay Management - Automatically calculate and collect any overstay fees at exit." Is this an existing functionality for customers that "Overstay" (e.g. pre-paying at a pay-station and leaving 2 hours later)?	No.
45	Having a mobile application is stated as a requirement in Sec. II.A.1.a, but then also as a future possibility in Sec. III.1.2.I.2. <ul style="list-style-type: none"> Should we include scope for a customer-facing mobile app (either PWA or native)? Should we consider scope for an SMF Admin-facing app.? Both? 	Proposers are to determine the scope of their proposals based on the requirements and future possibilities outlined in the solicitation. The County does not prescribe whether to include a customer-facing mobile application (PWA or native), an SMF Admin-facing app, or both.
46	What system is currently being leveraged for email marketing.	The Airport currently does not have an email marketing system.

47	Future state does the intended marketing platform need to integrate with any 3rd party systems, if so, please state.	This will be determined during the Design Phase.
48	What will be the main sources of data for the marketing platform (future state).	Unknown at this time.
49	Is there a source of truth for preferences / consent as of today, if so, please state.	No, the Department does not have these preferences in place.
50	Does SMF leverage a tool as of today to manage its Loyalty program, if so, please state.	The Airport currently does not support a loyalty program.
51	Besides PRS website and mobile app, how many other websites or mobile apps need email / sms / mobile app campaigns.	Unknown at this time.
52	What are the main sources of data for a customer / contact, transactions, frequent flier, business traveler, families.	Currently, the main source of data for parking transactions is through the PARCS. The PRS will allow the Department to collect customer data.
53	Does SMF leverage a data lake, if so, please state.	Yes, the data lake leveraged is ROADS as described in the RFP.
54	What reporting tool does SMF leverage for Analytics, as of today.	The ROADS and LAZ BI solutions referenced in the RFP.
55	Please confirm whether the County expects proposers to provide final, itemized integration costs in the proposal, or if detailed integration pricing can be determined after award once the PRS contractor has access to the County's API environments, documentation, and specific integration requirements for IP Parking ParkBase, BI tools, payment systems, and other integrations.	It is required that proposers complete the Price Proposal Form section related to APIs. This will be used in the evaluation.
56	Please clarify whether PRS implementation is expected to be deployed across the entire SMF parking ecosystem (all existing facilities and products) at project launch, or if initial deployment will be limited to newly designated reservation-only garages/lots, with later phases expanding to the full system.	As discussed in the RFP, there will be an initial rollout of the PRS at either Lot 51 or the existing Garage. Based on the results of the initial rollout, further parking lots or levels of the existing Garage may be added to the PRS.
57	Is there an established budget range for this procurement, and if so, will the County be publishing it to allow proposers to tailor their solutions accordingly?	Any budget considerations are for proposers to determine in developing their proposals, as the County will not be publishing an established budget range for this procurement.

58	Please confirm that the County will provide and maintain all parking access hardware (IP Parking PARCS, LPR cameras, QR code readers, AVI tags, pay-on-foot stations, and PGS), and that the PRS contractor is only responsible for software, hosting, integrations, and any optional features proposed. If any hardware is expected from the contractor, please specify type and quantities so warranty coverage and costs can be included.	The PARCS and PGS equipment are being maintained under separate contracts with those providers. No hardware is anticipated for the PRS at this time.
59	Will SMF provide API documentation and/or sandbox access for ParkBase, BI tools, and payment systems prior to contract award so vendors can fully assess integration requirements?	<p>Access to a sandbox will be provided to the successful proposer during the Design phase.</p> <p>API document will be provided during the Design Phase.</p>
60	Please confirm whether the PRS contractor will be responsible for mapping all existing SMF parking facilities (including non-reservation areas) at project launch, or only those designated for reservation-only access. If all facilities are to be mapped, please provide an inventory of lots/garages with corresponding layouts or confirm that this data will be provided to the contractor.	The final decision on which parking facilities will be used for reservations will be discussed during the Design phase.
61	Should pricing for optional features be itemized separately from the base proposal, or can they be bundled within the overall proposal pricing?	Proposers are to determine whether to itemize pricing for optional features separately or bundle them within the overall proposal pricing, as the County does not mandate a specific pricing format for this procurement.

62	Are there specific data retention or destruction requirements beyond CCPA compliance that the PRS contractor must meet?	<p>For data destruction, the proposers must adhere to the following:</p> <ul style="list-style-type: none"> • PRS Contractors must follow NIST 800-88 or equivalent standards for data wiping. • Certification of Destruction <ul style="list-style-type: none"> ◦ When data is deleted at the end of the contract or retention period, the contractor must provide a certificate of data destruction to the Airport IT department. <p>For CCPA, SMF requires compliance with:</p> <ul style="list-style-type: none"> • California Public Records Act (CPRA) – data may be subject to disclosure requests unless exempt (e.g., personal information is protected). • Payment Card Industry (PCI-DSS) – for all credit card transactions, ensuring no sensitive authentication data (full card numbers, CVV) is stored post-authentication. • Local Government IT Security Standards – requires encryption at rest and in transit. See ISO 27001. <p>At contract termination, the PRS contractor must:</p> <ul style="list-style-type: none"> • Return all airport-owned data in a usable format (CSV, database extract, etc.). • Certify relevant deletion of all data from its systems and subcontractors. • Remove residual backups per approved destruction schedule.
63	Please clarify the anticipated timeline for integrating the new garage (~5,500 spaces) and any other SMForward phases that will require PRS expansion.	The new garage servicing Terminal B is currently anticipated to be ready for customers by the end of 2026.
64	Can initial training be conducted remotely if requested by SMF, or is onsite training mandatory?	Please refer to the Instruction and Training Requirements in the RFP for all requirements for onsite and remote training.
65	Will cost be evaluated solely on the proposed fee schedule totals, or will the County consider total cost of ownership (TCO) over the potential 5–10 year term	Both the proposed fee schedule and a TCO will be evaluated.
66	If a loyalty program is offered, will integration with third-party airline/hotel loyalty systems be expected, or only a standalone PRS-managed program?	Please refer to the loyalty program sub-section in the RFP for the expected requirements. The Department is open to proposers offering solutions or integrations beyond those outlined in the RFP.

67	Can the County provide an itemized list of all existing and planned SMF parking lots and structures, including the size (number of spaces) and number of lots/garages, to allow for accurate proposal scoping and pricing?	Please refer to Table 1 on page 12 of the RFP. Additionally, refer to slide 5 and 7 of the Pre-Proposal Conference PowerPoint.
68	Will the PRS be required to integrate with third-party marketing systems at go-live, or can this functionality be deferred to a future phase?	Integrating with third-party marketing systems at go-live is not scoped as a requirement in the RFP.
69	Can you define the "no latency issues" requirement in measurable terms (e.g., maximum allowable system response time)?	<p>System response time requirements should include:</p> <ol style="list-style-type: none"> 1. User Interface Response <ul style="list-style-type: none"> ○ Web portal / mobile app: <ul style="list-style-type: none"> ▪ ≤ 2 seconds for page load and navigation under normal conditions. ▪ ≤ 4 seconds under documented peak traffic (e.g., holiday surge). 2. Transaction Processing <ul style="list-style-type: none"> ○ Parking reservation creation, modification, or cancellation: ≤ 3 seconds to confirm transaction once payment is authorized. ○ Payment gateway response (excluding bank delays): ≤ 2 seconds. 3. API / Third-Party Integrations <ul style="list-style-type: none"> ○ Reservation lookups or validations via API: ≤ 2 seconds average response time, with 99.9% of requests ≤ 5 seconds. 4. System Availability <ul style="list-style-type: none"> ○ 99.9% uptime measured monthly, excluding scheduled maintenance.
70	For the PGS vehicle locator integration, is location tracking expected to be real-time, or can it be event-based (e.g., triggered by entry/exit scans only)?	Real-time.
71	For the loyalty program, should points be redeemable for non-parking services at launch, or exclusively for parking?	This will be determined during the Design Phase. The Department is open to redeeming points for parking and non-parking services.
72	Will the e-commerce platform need to integrate with existing airport vendor systems at go-live?	The timing of when to enable this optional feature will be discussed during the Design phase. The successful proposer should cater for the possibility of integrating for go-live should the Department decide to include this option.

73	Regarding the three-phase rollout, is there a defined duration between phases, or will scheduling be dependent on acceptance testing outcomes?	The timeline for each phase will be determined by the testing of each prior phase.
74	For ongoing post-go-live support, will remote training be acceptable, or is in-person training required?	The training post-go-live will be determined based on the training required. The proposer should anticipate in person training post-go-live unless otherwise decided by the Department.
75	Can you confirm whether overstay and associated fees will be processed through the PARCS system at a pay-on-foot (POF) or in-lane device?	Overstay computation and payment occurs in the exit lane. POF stations should not process reservations. If a customer scans a reservation at a POF, the customer should receive a message to proceed to the exit lane. This message will be provided by IP Parking.
76	How much annual revenue do you project selling through the storefront/payments?	The exact number of reserved spaces that will be offered at SMF is unknown at this time. Therefore, annual revenue projections cannot be made.
77	How many annual orders/transactions do you project through the storefront?	The exact number of reserved spaces that will be offered at SMF is unknown at this time. Therefore, annual order/transaction projections cannot be made.
78	Does SMF have a current digital payments provider that they use?	Yes, Windcave for e-commerce payments.
79	For integrations with third-party marketing services, are there any specific marketing platforms or tools currently in use or planned that would need to integrate with the PRS?	There are no specific marketing platforms or tools currently in use, and none confirmed yet for the PRS.
80	How many non-unique profile records will you upload to the CRM from various sources	Unknown at this time.
81	How many triggered actions will be set up to trigger events (notifications, workflows, etc) based on data changes in the system?	Please include in your proposal your trigger event capabilities.
82	How many times a day do you anticipate querying the data?	This may vary depending on the activities of a specific day.
83	How many segments do you plan to create and actively use?	Given that this is the first time a PRS will be implemented at the Airport, the segments are still undefined at this time. This will be finalized during the Design phase with the successful proposer.
84	Regarding Private Cloud requirements is Sacramento Airport open to evaluating SaaS based products that are hosted in dedicated Public/Community Cloud Environments?	The desired option for the SaaS product is to be hosted on a Government Cloud such as AWS. Please clarify in your response whether your solution, if cloud hosted, is hosted on GovCloud or not. Additionally, it is required that the data centers and related support are located within the US.

85	How many contacts have opted in to receive marketing communications by SMF today?	Unknown at this time.
86	By channel how many email/SMS/Mobile app messages does SMF anticipate sending on an annual basis?	Unknown at this time.
87	How many users will need to have access to the various components of the system?	This may vary so will be defined during the Design phase.
88	Regarding a loyalty solution-is this specific to parking reservations or does the loyalty program need to include all airport products/services and concessions?	See response to #71.
89	What is the current CRM application that SMF uses?	Currently, no CRM is in place.
90	How many customer service agents manage the call center?	<p>The Department contracts a parking operator to manage the Airport parking operation and who will also be responsible for providing customer support for the PRS.</p> <p>The parking operator has a parking office that is staffed 24/7 to answer customer intercom calls in the lane or telephone calls made to the office. The staffing levels change based on entry and exit lane volumes with typically 2-4 parking office staff per shift.</p>
91	What was the name of the reporting system used currently for both revenue and airport control	ROADS – Repository of Airport Data System
92	Whats the size of the first 2 garages you suggested to start with? Number of spaces?	Please refer to slide 7 of the Pre-Proposal Conference PowerPoint.