



THE CITADEL

Solicitation Number	RFP 25010-JM
Addendum #	1
Date Issued	2/28/2025
Procurement Officer	Jeff Molloy
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SOLICITATION TITLE: RFP 25010-JM – Parking Management Software

TYPE OF ADDENDUM:

- Change or clarification to the Solicitation's specifications, requirements, or scope of work.
- Questions posed regarding the Solicitation and their respective answers by The Citadel.

Questions:

1. What vendor are you currently using for permit management? How many permits did you issue in 2024? 2023? What is the average cost of a permit?

- A. We are currently utilizing **Aims** as our vendor for permit management. This system allows us to efficiently track and manage the issuance of various permits.

In terms of permit issuance, we have approximately **2000 active permits per year**. However, it is important to note that not all of these permits are sold on an annual basis. For instance, our payroll decals, which are a specific type of permit, currently have an expiration date set for **2028**, with most of them having been issued in **2021**.

The purchasing options for those who are not payroll deducted vary among users; some individuals opt to buy them on a monthly basis, while others may choose a semester-long option or an annual subscription. The pricing structure for the annual permits ranges from **\$151 to \$650**, depending on the type and duration of the permit selected.

2. Who would the Citadel like to be Merchant of Record?

- A. **Transact** is our current Merchant of Record.

3. Per the solicitation, "The Procurement Office receives mail from the on-campus US Postal Service location two (2) times per week (excluding weekends and holidays)". What days during the week are the mail picked up?

- A. The Citadel recommends shipping to the 3 Lee Ave. RM 244 Charleston, SC 29409 address. Then your package will go directly to procurement. If using FedEx, UPS, etc. If you use US Postal Service the package will be delivered to the post office. Generally, mail is picked up daily.

4. Is the preproposal conference mandatory?

- A. No

5. Does the Citadel require DMV integration?

- A. No, but may be requested later.

6. On the RFP cover page, it is noted that the Citadel requires 4 paper copies. Can you please specify how many copies are needed for the Technical proposal, Business proposal and Pricing proposal?

- A. 4 copies of each are required. Price sheet must be in a sealed separate envelope from the technical and business proposal.

7. Page 40 of RFP: The Citadel makes reference to a "Software Table". Can you please clarify, or provide said table as one does not appear to be included in the RFP?
 - A. A software table was not included.
8. Would the Citadel consider accepting emailed submissions?
 - A. No
9. Is gate integration required?
 - A. No, there are no gates restricting access to parking.
10. Clarification is needed regarding Section VIII, Page 42/43 - It is stated that the Business Proposal is to be submitted separately, and the Price Proposal also has to be submitted separately. Can you please confirm if these are to be submitted as one (1) document, or as two (2) separate documents?
 - A. 2 separate documents, price proposal must be a separate sealed document.
11. How many concurrent users utilize your current parking management software at a time?
 - A. **User Capacity:** The software currently supports a maximum of 3 active users at any given time.
Session Timeout: Each user session is designed to automatically log out after 20 minutes of inactivity.
12. How many Galaxy Tab 8.0" do you currently have?
 - A. **Total Devices:** We have a total of 3 Galaxy Tab 8.0" devices.
Usage Context: Out of these, one device is designated as a spare. This means that while we have three physical tablets, only two are actively utilized for operational purposes.
13. How many Zebra Printers do you currently have?
 - A. We currently have a total of **3 Zebra Printers** in our inventory. However, it is important to note that one of these printers serves as a spare unit.
14. Can you please provide the model numbers of your existing Zebra Printers?
 - A. Zebra ZQ510
15. How many enforcement officers currently issue citations at any given time during enforcement hours?
 - A. The typical number of enforcement officers issuing citations at any given time during enforcement hours is normally one but occasionally two.
16. Can you please provide model numbers and age of your current Genetec Fixed LPR Cameras?
 - A. Currently unknown.
17. Is your existing Genetec system – on a local server or Cloud?
 - A. Cloud
18. Do employees have the option to have permit costs payroll deducted?

A. Yes, employees classified as Full-Time Employees (FTE) have the permit costs deducted from their payroll. However, adjuncts and temporary hires are not eligible for this payroll deduction option; they must pay for their permits upfront. The cost of the decals is determined based on the employee's income level, and their classification is established according to their salary, Tier 1 to Tier 6. This classification system is essential as it helps in determining the appropriate fee that should be charged to each employee for their parking permits.

19. Do student permits & citation fees get transferred to their student account?

A. Yes, student permits and citation fees are indeed transferred to the students' accounts. When cadets utilize the online system, the only available payment option is to have these fees billed directly to their student accounts. This process is mandated by the classification of the cadet, which dictates that all associated fees must be handled in this manner. In our office, we ensure that all fees incurred by students are systematically billed to their accounts for streamlined management and payment processing. Also when the fees are billed to the student account, it allows the finance team to divide the fees collected and place them in operations, long term repairs and parking deck fund by their established percentages.

20. How many concurrent user licenses are needed for back office users? This would include parking office personnel (excluding enforcement officers), supervisory roles and/or those seeking reporting capabilities.

A. **Current License Availability:** As per the existing setup, there are currently 3 concurrent user licenses available. This means that at any given time, up to 3 users can access the system simultaneously.

Administrator Role: Presently, there is one designated administrator who actively uses the system. This individual is responsible for managing the overall operations within the system and is likely to require continuous access.

Usage by Dispatch: The dispatch team utilizes the system primarily for lookup purposes rather than processing transactions or items.

21. How many enforcement devices are needed?

A. There are currently 2 active printers and tablets in use.

22. What are the goals with the current fixed LPR cameras mentioned? How are they to be utilized? Data information only or for enforcement or both?

A Purpose of Fixed LPR Cameras

The primary goals of the current fixed License Plate Recognition (LPR) cameras are to enhance campus security, improve parking management, and facilitate enforcement of parking regulations. These cameras are strategically placed to monitor vehicle movement on and off campus, ensuring that all vehicles are accounted for and that parking rules are adhered to.

Tracking Movement

One of the key functionalities of these LPR cameras is to track the movement of vehicles entering and exiting the campus. This capability allows for real-time monitoring, which can be crucial in identifying unauthorized vehicles or potential security threats.

Enforcement of Parking Regulations

In addition to tracking vehicle movements, the LPR cameras serve a critical role in enforcing parking regulations. They generate a "hit list" of vehicles that have been on campus for more than an hour without an active parking permit. This feature is essential for identifying repeat violators who do not possess valid decals or permits. The data collected can be used to issue citations or fines to those who fail to comply with parking policies.

Billing for Parking Violations

Another significant aspect of utilizing LPR camera data is the ability to bill individuals who do not purchase

decals but continue to use campus parking facilities. By identifying these vehicles through their license plates, the institution can implement a billing system that charges users based on their usage without proper authorization.

Data Collection vs. Enforcement

The utilization of fixed LPR cameras encompasses both data collection and enforcement functions. While they gather valuable information about vehicle presence and duration on campus, this data directly supports enforcement actions against non-compliant vehicles. Therefore, the dual purpose enhances overall efficiency in managing campus resources while ensuring adherence to established regulations.

23. Would The Citadel be willing to accept a 3 year contract with 2, 1 year extensions for a total of 5 years?

A. Unfortunately, South Carolina state does not permit this arrangement.

24. Is The Citadel open to other permitting options such as hourly/daily parking credentials for students and staff? If so, please describe.

A. Yes, The Citadel is currently offering a daily permitting option that caters to the needs of students and staff. Specifically, we offer a daily parking pass that can be purchased online and we have a QR code that also takes parkers to the link to buy a daily pass on line. This system allows users to activate their license plate for parking on campus, providing a convenient solution for those who may not require long-term parking.

Other Change: Describe

IMPORTANT NOTICE:

X Contractor is required to acknowledge receipt of this Addendum by signing below and returning a copy with its Offer.

Except as provided herein, all terms and conditions of the Solicitation referenced above remain unchanged and in full force and effect.

SIGNATURE OF PERSON AUTHORIZED TO EXECUTE ON BEHALF OF OFFEROR

Signature: _____

Printed Name & Title: _____

Company Name: _____

Date: _____