August 4, 2016

CLARIFICATION NO. 1
FOR

REQUEST FOR PROPOSAL ("RFP") FOR PAYMENT AND RECEIPT OF
RESIDENTIAL DAILY PARKING PERMIT VIA ELECTRONIC MEANS
SPECIFICATION NO. OCC2016.1

For which bids are scheduled to open in the Office of the City Clerk, City Hall, 121 N. LaSalle Street Room 107 Chicago, Illinois 60602, at 4:00 p.m., on August 15, 2016

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS CLARIFICATION

<table>
<tr><td colspan="2" align="center">CLARIFICATION TO QUESTONS</td></tr>
<tr><td>Question 1</td><td>Does the Vendor need to submit Exhibit 5 Attachment B given that there is no MBE/DBE goal assigned to this project?</td></tr>
<tr><td><i>Response</i></td><td><i>Yes. Please see Addendum No. 2, issued August 3, 2016 regarding MBE/WBE and the residential daily parking permit via electronic means RFP.</i></td></tr>
<tr><td>Question 2</td><td>As the solution proposed is electronic, requiring no physical sheet provisioning, may the vendor charge the City for the permits as opposed to the end-user, thereby allowing for higher prices for lower quantities of permits and bulk pricing for 15 permits?</td></tr>
<tr><td><i>Response</i></td><td><i>Variable pricing based on purchase volume is not part of the permit by electronic means project scope at this time. The rules regarding prices that the awarded vendor may charge, and to whom, are strictly outlined in the Municipal Code , further reiterated/referenced in Exhibit 1,Price of the RFP; and City of Chicago Code 9-68-021. Changes to these rules will only occur pursuant to a change in the City of Chicago Municipal Code.</i></td></tr>
<tr><td>Question 3</td><td>Does OCC currently have a function to upload and verify supporting documentation for residency online or electronically?</td></tr>
<tr><td><i>Response</i></td><td><i>Yes. OCC has a function in place to upload and verify supporting documentation for residency via email, however this process is not automated and requires dedicated OCC staff oversight. OCC does not archive supporting documentation for retrieval in its sales application.</i></td></tr>
<tr><td>Question 4</td><td>Is the SAS system queries in real time when returning positive/negative responses?</td></tr>
<tr><td><i>Response</i></td><td><i>Yes.</i></td></tr>
<tr><td>Question 5</td><td>Is there any period of time that a guest may park in a residential zone without a permit?</td></tr>
<tr><td><i>Response</i></td><td><i>Per City of Chicago Municipal Code 9-64-090(d), motorists may park in residential zones for up to 15 minutes with their hazard lights on without a permit within a 24 hour period. Additionally, the applicable hours for a given street segment within a zone can vary: some segments are 24/7 (e.g., "anytime") whereas others are only certain hours / certain days (e.g., "6pm – 6am, M-F"), and some have multiple time slots per week (e.g., "6pm – 6am M-F and 12pm-5pm Sat – Sun").</i></td></tr>
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	This data is not maintained in an accessible manner presently, and there are not present plans to enable Awarded Vendor to access this data as part of the Digital Daily Permit Program. Zone data can be accessed from data.cityofchicago.org.
Question 6	Does the OCC want the system to be able to verify residency through DMV lookups?
Response	*No. Please see Section 1(a)(i)(1-3) et. seq. of the RFP, which outlines how digital daily permits can be sold.* *To reiterate, resident records (and the eligibility/ineligibility of a record to be used for the purchase of daily permits) shall be maintained by Office of the City Clerk/Sales Application Suite (and related automated processes). Therefore, the vendor need not perform any further validation activity above/beyond what OCC provides.*
Question 7	Is the vendor required to email the passes to a user or can there be a mobile application or web-based portal that stores all permits?
Response	*Enabling users to print-out physical copies of the digital daily permit for purposes of enabling the customer to display such shall be strictly prohibited.* *The option to receive an email notification to confirm purchase is a requirement of the solution, please see Section 1(a)(ii)(5(c)/ page 23. To clarify, the issuance/usage of a digital daily permit is a substitute for the usage/physical display of the traditional physical permits (which are manufactured by OCC systems using specialized print stock).* *The City of Chicago (including OCC and all enforcement agents) will not recognize (and therefore will not accept as bona fide compliance with parking regulations) any daily permit other than the traditional physical daily permit (which is not germane to this digital daily permit program) or the digital daily permit (which is part and parcel of this daily permit program). Among the project goals are a mobile application and a web-based portal that provides information on permits issued.*
Question 8	Does the vendor need to generate a customer code when issuing permits or will the OCC system generate customer codes?
Response	*No. Customer code is an attribute of the resident data entity and is wholly maintained by the OCC Sales Application Suite.*
Question 9	How much information will we have access to from the OCC back office?
Response	*The vendor shall have the ability to search for resident records via Driver's License and last name, or customer code and last name, as initiated by customers using the awarded vendor's web/phone app. Vendor shall also have the ability to search for permits by individual permit number as well as customer code, as an inherent aspect of API functionality.* *Vendor shall be prohibited from random searches/data mining activities outside of these boundaries.*
Question 10	What is the preferred timeline to launch this product, and is the City envisioning a phased approach or full scale rollout?
Response	*OCC working timeline sets a pilot program public start date goal of November 1, 2016 with a phased rollout schedule and full deployment to be determined at a later date.*
Question 11	Does the OCC want the vendor to tie into its own payment processing or should the

	vendor propose a solution which handles merchant processing and payment processing?
Response	***Please see Addendum One, Revision 2, of the RFP. Vendor is responsible for maintaining payment processing in accordance with all PCI / federal monetary regulations, and then relaying payment for the permits ($8.00 per sheet sold) to the City, as outlined in Addendum One, Revision 2. The City's existing payment processing centers that are used for web applications (for example, eCheckOut and EZ>BUY) shall not be available for the vendor to use for payment processing.***
Question 12	Does the OCC have a weighting system for scoring the evaluation criteria? If so, can the OCC provide a scoring weight (if applicable) as it relates to the evaluation criteria?
Response	***Such criteria will not be made available to any vendor.***
Question 13	As this solution is servicing residential permit zones, do any of these zones mirror or overlap with any existing ParkChicago metered zones?
Response	***There is minimal overlap between residential zones and metered zones, but the hours assigned to each respective zone type are mutually exclusive.***
Question 14	Can we assume that City of Chicago Security requirements referenced in section 1(b)(ii) of Exhibit 1 are no more stringent than PCI information security standards. If not, what are the differences?
Response	***Please see Addendum No.1, Revision No. 2, issued July 29, 2016***
Question 15	As there are several local MBE/WBE firms that provide similar services to those in the RFP, why is there no MBE/WBE participation goals for this opportunity?
Response	***Please see Addendum No. 2 issued August 3, 2016.***

END OF CLARIFICATION NO. 1

CITY OF CHICAGO   **SUSANA A. MENDOZA**
OFFICE OF THE CITY CLERK   **CITY CLERK**