



October 13, 2025

Addendum #2 to RFP 4008 Downtown On- and Off-Street Parking Enforcement & Permit Management

The City of Springfield is hereby amending the above-mentioned RFP. The original document can be found on the City's website at www.springfield-or.gov (select CITY > Finance > Purchasing and Contracts then RFP# will be linked to the RFP/ITB page).

Question: In your "Service Objectives" it indicates that you want to "Increase turnover in time-limited and permitted parking zone". Regarding the permitted parking zones, are there time limits? If so, what are they?

Answer: Zone A has a 2-hour limit; Zone B has a 3-hour limit. Two parking lots have free 3-hour parking. On the map included in the RFP titled "Permit Parking Areas" City Lot 6 and the southernmost half of City Lot 3 are free 3-hour.

Question: Does the contracting firm need to be directly responsible for the personnel management of your enforcement officers? Or are you open to a sensor-based technology enforcement officers to only visit and ticket non-compliant cars.

Answer: Yes, the contracting firm needs to be directly responsible for personnel management of enforcement officers. The City is open to new technologies for this service. The City does not have a License Plate Recognition policy.

Question: Can you further describe the types of individuals who need permits? Are these residents, employees, students, etc? And where specifically are these lots located?

Answer: Typical permit holders are employees and residents. These lots are located on the map included in the RFP entitled "Permit Parking Areas".

Additionally, since the parking enforcement area is adjacent to a residential neighborhood, some residents whose properties fall within the enforcement area purchase a Residential parking pass (\$20/year).

Question: Can you confirm whether the city currently charges for parking? Regardless, can you provide the following information?

- Total paid parking revenue in 2024
- Total paid parking transactions in 2024
- Total citations written in 2024
- Total citation revenue written in 2024
- Total citation revenue collected in 2024
- All figures above for the period from 1/1/25-8/31/25

Answer: The City charges for parking passes. The City does not charge for on-street parking. The City does issue citations.

2024

- Total paid parking revenue in 2024- \$25,224.25
- Total paid parking transactions in 2024- Permits (1,029) and Citations (1,515)= 2,544
- Total citations written in 2024- 1,515
- Total citation revenue written in 2024- \$40,195
- Total citation revenue collected in 2024- \$13,123

2025 January-August

- Total paid parking revenue- \$16,125.15
- Total paid parking transactions- Permits (895) and Citations (390)= 1,285
- Total citations written- 390
- Total citation revenue written- data not available
- Total citation revenue collected- \$4,297.50

Question: What are the current Parking Violation Fines for the various code violations or where can this information be found?

Answer: Parking fines start at \$16.00. Fines/fees can be found in the City's annually approved [Master Fees & Charges Schedule linked here](#). Rates can be found on page 8 and 9.

Question: What is the current Parking Permit Prices for the different permitted parking areas or where can this information be found?

Answer: Permit rates can be found in the City's annually approved [Master Fees & Charges Schedule linked here](#). Rates can be found on page 8 and 9.

Question: What was the Parking revenue for 2024 broken out by Paid Permit Parking Revenue and Parking Violation revenue?

Answer:

Paid permit parking revenue collected 2024- \$12,101.25

Violation revenue collected in 2024- \$13,123.00

Total parking revenue 2024- \$25,244.25

Question: What is the management fee structure and pricing for the current Parking Enforcement and Permit Management Contractor?

Answer: The current parking contract operates on a flat fee payment to the contractor monthly. All revenue, fees, and fines are returned to the City.

Question: What staffing level does the City desire? Number of FTE's? Does the City require a FT Manager/Supervisor?

Answer: The City is looking to parking contractors' expertise to dictate what is appropriate for management and enforcement of the downtown parking area defined.

Question: Is the contractor required to maintain an office in Downtown Springfield? If so, what office hours are required and does the City have space available to offer the contractor for such office and at what cost?

Answer: There is no requirement to maintain an office downtown. There is a requirement to provide customer service in a timely, efficient manner. That could be handled through email, website, phone.

Question: What is the current process for adjudication of parking violations and are parking violations that are not paid eventually sent to a collection company for further collection efforts?

Answer: Individuals who do not pay can be sent to collections. The municipal code section 6.0606 permits immobilization and impound as solutions for nonpayment.

Question: In addition to the current parking violation fees for the various code violations, what is the time frames for late payments and fee escalation? What is the time frame to send to collections, if applicable?

Answer: Our current program implements the following- parking fees double to \$32 after 30 days unpaid. Fees double again to \$64 after another 30 days unpaid. While the citation cost of \$16 is set by City Council and reviewed annually. The City is open to different approaches and management of fine collection; new fees will need to be approved by City Council.

Question: What is the current collection rate on the parking tickets?

Answer: \$16; if unpaid for 30 days it increases to \$32; if unpaid for another 30 days it increases to \$64.

Question: What is the total outstanding receivable from parking ticket debt?

Answer: Since June of 2015 the total outstanding receivable from parking ticket debt is \$187,760.

Question: How many parking permits did the City issue during each of the past 3 years?

Answer:

2022-	1,576
2023-	1,444
2024-	1,029

Question: How much revenue was collected from parking tickets (including fines and penalties) during each of the past three years?

Answer:

2022-	\$13,139.58
2023-	\$21,084.36
2024-	\$\$13,123.00

Question: How many parking tickets did the City issue during each of the past three years?

Answer:

2022-	1,442
2023-	2,483

2024- 1,515

Question: The RFP mentions working with the Springfield Police Department to handle citations, but there is also mention of the vendor being expected to manage and enforce downtown parking. Does the City plan to continue to utilize the police department for enforcement or would the vendor be required to hire, train, and manage parking enforcement officers?

Answer: This solicitation is to hire a vendor to manage the Downtown Parking Area, as defined in the maps provided in the RFP. The vendor is required to determine how to deliver parking enforcement in downtown Springfield. SPD does not currently enforce parking downtown.

Currently, Springfield Police Department (SPD) writes parking citations outside of the downtown parking area, as needed. SPD is interested in having the downtown parking management contractor process and manage their citations to potentially streamline process.

Question: What vendor does the City currently use for citation processing? Would the proposer be expected to take over citation processing or does the City intend to keep their current vendor?

Answer: The City is seeking a parking contractor that can manage citation processing.

Question: Does the current provider charge a convenience fee for online payments?

Answer: Yes.

Question: Approximately how many citations are issued annually?

Answer:

Data from the last three operating years is below. This is an average of 1,813 per year.

2022- 1,442

2023- 2,483

2024- 1,515

Question: What is the current collection rate on citations?

Answer: \$16; if unpaid for 30 days it increases to \$32; if unpaid for another 30 days it increases to \$64.

Question: How many notices/letters does the City intend to send for delinquent payments?

Answer: The City is looking to the parking contractor to define a process of notification for delinquent payment.

Question: What is the average base fine per citation, and what are the penalty amounts at each escalation?

Answer: \$16; if unpaid for 30 days it increases to \$32; if unpaid for another 30 days it increases to \$64.

Question: Which enforcement metrics/KPIs are currently tracked in the platform?

Answer:

Data reported to the City includes the following-

- Revenue- from permit, citations, and payroll deductions
- Revenue not collected from issued citations
- Expenses- the current contract amount
- Number of citations delivered total, by parking lot
- Number of permits issued total, by parking lot
- Occupancy by parking lot

Question: Will a court integration be required? If so, could you briefly describe the integration (data fields, directionality, frequency, etc.)?

Answer: The City does not currently have this service.

Question: How many permits are issued annually?

Answer:

2022- 1,576
 2023- 1,444
 2024- 1,029
 Annual average- 1,350

Question: What is the renewal cadence (e.g., rolling, monthly, annual)?

Answer: The renewal cadence for parking permits can be monthly, quarterly, or annually depending on the permit acquired. The City is interested in any ability to simplify the permit program.

Question: Could the City provide a breakdown of all permit types with associated costs and durations (e.g., monthly, annual, special categories)?

Answer: Yes, permit rates are below.

Only one permit offers annual payment- the residential permit for Zone A & B.

All other permits can be acquired on a monthly basis or a quarterly basis for City employees that are on the payroll deduction program.

The City provides annual parking permits to City Council members (7) to accommodate their need to do business at City Hall.

Downtown Parking Program:			
City Hall North Premium Permit Parking Lot	\$	30.00	Monthly per Unit rate/fee
City Hall South Premium Permit Parking Lot	\$	30.00	Monthly per Unit rate/fee
Main Street Premium Permit Parking Lot	\$	30.00	Monthly per Unit rate/fee
7th Street pocket Non-Premium Permit Parking Lot	\$	15.00	Monthly per Unit rate/fee
Justice Non-Premium Permit Parking Lot	\$	15.00	Monthly per Unit rate/fee
Zone B On-Street Permit Zone	\$	10.00	Monthly per Unit rate/fee
Residential Permit - Zone A & B	\$	20.00	Annually per Unit rate/fee

Question: Some blocks have posted time-limit signs while others do not. Is the entire enforcement area (Zones A & B) time-limited, or only the blocks where signs are present?

Answer: The entire enforcement area is time limited and is signed accordingly. Zone A is 2-hour parking; Zone B is 3-hour parking. There are blocks of the downtown enforcement area that only have half of the block in the enforcement area- those blocks are also signed accordingly.

Question: The former bank parcel bounded by South A St, Main St, South 4th St, and South 5th St appears to operate as free surface parking. Are there plans to convert this lot to a time limit, City-enforced facility?

Answer: This parking lot is owned by the Springfield Economic Development Agency (SEDA). To enforce as a managed parking area this would need to receive SEDA Board approval.

Question: What type of citation issuance device are currently being utilized?

Answer: Printed tickets.

Question: How many vehicles are currently being utilized for this program?

Answer: Patrol occurs on foot.

Question: What type of Fee Model Proposal is the City requesting?

Answer: The City is open to a fee model proposal that responds to the outcomes defined in the RFP. This solicitation was intentionally un-prescriptive to allow parking experts to propose a fee model that "creates a positive downtown experience for all visitors and businesses by providing responsive, efficient, and fair parking solutions and increases turnover in time-limited and permitted parking zones. The program exists to support visitor vehicles, visitor spending, and business support."

The City seeks to align contractor performance with desired outcomes. Respondents should propose an incentive structure that:

- Motivates proactive enforcement and compliance.
- Encourages accurate and timely revenue collection.
- Includes shared risk/reward mechanisms (e.g., a base fee plus performance bonus).
- May include revenue sharing tied to citation resolution rates, permit revenue growth, or achievement of specific operational benchmarks.

Question: Are the permits physical (decal, hangtags) or license plate-based?

Answer: The permits are physical. The City is open to other mechanisms.

Question: Is a wet signature of the authorized signers required on the Cover Letter?

Answer: A wet signature is not necessary. A digital signature is sufficient. The submission does need to be signed.

Question: Is overnight parking available at the six lots?

Answer: Lots are not managed past 5pm. Vehicles park overnight.

Question: For the permitted lots, is public parking available outside posted hours?

Answer: Yes, management of the lots occur between 8am and 5pm. Public use of the lots during unmanaged time is permitted.

Question: Is there a desire to add EV parking at designated lots?

Answer: No.

Question: Can the City provide a detailed breakdown of all parking facilities, lots, and spaces that fall within the scope of this RFP including addresses, space counts, and current operating hours?

Answer: Enforcement occurs Monday through Saturday, from 8am-5pm.

Facilities include-

- On street parking throughout Zone A and Zone B (please see map included in RFP)- approximately 702 spaces.

Off Street facilities (please see map included in RFP)-

- City Hall North- 25 spaces
- City Hall South- 47 spaces
- Main Street Lot 3- 58 spaces (half permit parking, half free 3-hour)
- 7th Street Pocket Lot- 16 spaces
- Justice Center Lot- 43 spaces
- Library Parking Lot- 45 spaces (free 3-hour)

Question: Are there any special event requirements or seasonal parking demands that the operator will be expected to manage?

Answer: Parking Contractor will be expected to provide communications to permit holders during parking lot reservations or road closures for permitted events.

Question: What is the expected revenue collection and remittance process? Will the contractor collect revenues?

Answer: The contractor will collect revenues. Remittance will depend on the type of fee structure proposed by the contractor. Currently, the City pays a flat rate for management services, and all revenue is returned to the City. The City is open to a different type of fee proposal.

Question: Will credit card processing fees, bank fees, and merchant account charges be the responsibility of the contractor or reimbursable by the City?

Answer: It will be dependent on how the respondents would like to structure the contract for service and payment structure.

Question: Does the City have minimum staffing levels or job classifications that must be maintained? Are current staff employed by the City or another contractor who may need to be considered for transition to the contractor? Are there any local labor agreements or prevailing wage requirements that apply to this contract?

Answer: This service has been fully contracted out. The only element of the parking program currently in house is management of this contract and processing of the payroll deduction paperwork for employees buying passes.

Question: Will the contractor be responsible for repair and replacement of existing equipment or will the City cover capital improvements? What is the anticipated contract start date and transition period? Will the City require the contractor to provide customer service through a call center, mobile app, or on-site staff?

Answer: Existing infrastructure for this parking program consists of signage, parking lots, curb stops, bollards/protective equipment, and paint. This infrastructure will remain in the responsibility of the City.

The anticipated contract start date is January 1, 2026. The City expects some degree of transition to allow for new processes and procedures; the City estimates a 2-3 month transition period and would rely on the recommendation and experience of the incoming contractor to inform that estimation.

Question: Are all services provided in the RFP currently being performed?

Answer: Yes. The RFP indicates "Potential Areas of Additional Service" which are currently not being performed or are performed by Springfield Police Department.

Question: Could you please provide the current annual operating budget?

Answer: The 2024 operating budget was

Expense- \$129,771.93

The only programmatic expense the City incurs is a flat rate, monthly payment to the parking contractor.

Revenue- \$35,221.75

Revenue includes parking permits, violations, and late fees.

Question: Will there be any office space provided to the contractor?

Answer: No. A physical location is not a requirement of this RFP, so office space will not be provided.

Question: What type of vehicles are currently being utilized for enforcement?

Answer: None. Enforcement occurs on foot currently.

Question: Could you please provide insurance requirements?

Answer: Insurance requirements included in City of Springfield contracts are below. Please note that automobile liability insurance is only applicable if the automobile is essential to delivering the service. Please note that the Additional Coverages are only selected as applicable.

12. Insurance.

12.1. Required Coverages. Contractor must obtain at Contractor's expense, and require its first tier contractors and subcontractors, if any, to obtain the insurance specified in this section 12 prior to performing under this Contract, and must maintain it in full force and at its own expense throughout the duration of this Contract, as required by any extended reporting period or tail coverage requirements, and all warranty periods that apply. Contractor must obtain and require its first-tier contractors and subcontractors, if any, to obtain the following insurance from insurance companies or entities acceptable to City and authorized to transact the business of insurance and issue coverage in Oregon. Contractor acknowledges that insurance specified in this section does not limit indemnification responsibilities specified in section 11 Indemnification.

12.1.1. General Insurance. Commercial general liability insurance covering bodily injury and property damage in a form and with coverage that are satisfactory to City. This insurance must include personal and advertising injury liability, products and completed operations, contractual liability coverage for the indemnity provided under this Grant, and have no limitation of coverage to designated premises, project or operation. Coverage must

be written on an occurrence basis in an amount of not less than \$2,000,000 per occurrence. Annual aggregate limit may not be less than \$3,000,000.

12.1.2. Automobile Liability Insurance. *Automobile liability insurance covering Contractor's business use including coverage for all owned, non-owned, or hired vehicles with a combined single limit of not less than \$2,000,000 for bodily injury and property damage. This coverage may be written in combination with the commercial general liability insurance (with separate limits for commercial general liability and automobile liability). Use of personal automobile liability insurance coverage may be acceptable if Contractor provides evidence that the policy includes a business use endorsement.*

12.1.3. Workers' Compensation. *Contractor must provide and maintain workers' compensation coverage with limits not less than \$500,000 for its employees, officers, agents, or partners, as required by applicable workers' compensation laws as defined in ORS 656.027 and ORS 701.035(5). If Contractor is exempt from coverage, a written statement signed by Contractor so stating the reason for exemption must be provided to the City.*

12.2. Additional Coverages. *[City staff check as applicable to scope of services]*

12.2.1. Professional Liability. *Contractor shall maintain a professional liability insurance policy reflecting limits of not less than \$2,000,000 for claims for professional acts, errors or omissions arising from the Work. The policy may be written on a "claims made" form. Contractor shall maintain the professional liability insurance coverage for at least one year after the completion of the work. The policy shall contain an endorsement entitling the City not less than 60 days prior written notice of cancellation of such policy*

12.2.2. Cybersecurity. *Contractor shall maintain in force during the duration of this agreement a cybersecurity policy with limits not less than \$2,000,000.*

Question: Does the City have preferred technology for LPR and Citation Processing?

Answer: The City does not have a preferred technology. The City does not have an LPR policy for parking management.

Question: Could you please share the current technology utilized for the operation?

Answer: Operations are currently conducted on foot, visually. The City is open to other technologies and does not have an LPR policy for parking management.

Question: Could you please provide the current number of employees for this contract?

Answer: The current contractor determines the number of employees needed to fulfill the scope of work.

Question: Could you please provide the current positions assigned for this contract?

Answer: Positions are determined and hired by the current contractor.

Question: Is there a specific budget template for this project?

Answer: This RFP response does not require a specific budget template.

In the event that it is necessary to further amend, revise or supplement any part this RFP, additional addenda will be posted on the City's website at <http://www.springfield-or.gov> (select CITY > Finance > Purchasing and Contracts then RFP#XXX and name of project). As stated in the original solicitation, City will make a reasonable effort to provide the addenda to all Proposers who asked to be on the Interested Parties List. This addendum shall be considered part of the specification of the RFP. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.

ALL BIDDERS MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING AND DATING THIS DOCUMENT AND INCLUDING IT AS PART OF THEIR SUBMITTAL PACKAGE.

Signature

Date