

## **Solicitation Questions & Answers for New Jersey VAHCS Valet Parking**

1. **Question:** Will the VA provide the operator with storage areas for operating supplies (Uniforms, Traffic cones, Go-Jacks, etc.)? If so, provide the size detail and location.

**Answer:** No

2. **Question:** Would the VA provide this shed with electric power for lighting, radios, computer, A/C, etc.? If not see question #1.

**Answer:** No. The VA will not provide a storage area.

3. **Question:** Could the operator provide a shed/office for the onsite manager office and storage? This will be located on a pre-approved area.

**Answer:** No

4. **Question:** If a shed is not provided or allowed, is the workspace were the site manager can use? Can you provide details on this?

**Answer:** The VA will not provide a storage area.

5. **Question:** In order to ensure that the VA is able to compare apples to apples and to ensure that the current operator doesn't have an unfair advantage, could you provide the detail quantity of staff, position and hours that the VA would want for this part of the operations?

**Answer:** The operating hours are from 7:00AM to 5:00PM. The VA does not maintain a listing of the specific number of staff on a daily basis provided by the present service provider.

6. **Question:** What is the policy when the valet parking is full?

**Answer:** The valet attendant is directed to inform drivers that they can either wait for an opening, or find an alternative space.

7. **Question:** How often does it fill per day? Please provide detail.

**Answer:** At least twice per day

8. **Question:** Is the valet required to stack park the vehicles or park them in the drive aisles?

**Answer:** Valet employees park cars in the drive isles to accommodate overflow.

9. **Question:** If we are required to stack park in the aisles approximately how many cars in each aisles and how many aisles.

**Answer:** There are 3 isles which can accommodate a total of approximately 70 vehicles depending upon size in all 3 isles combined. There are 3 travel aisles, connecting one to the other, whereas in the center aisle, there are 5 incoming "staging" lanes that the cars pull into to receive their valet ticket and leave the vehicles so the valet can then park the car in one of the 3 aisles. These 5 lanes are designated by painted stripes on the ground and are numbered.

10. Question: What is the last 12 months contractual price?

Answer: The final option period of the current contract is for a value of \$412,008.48

11. Question: What is the last 5 years, or years the current operator has been in place, contractual price?

Answer: The total contract value for the current contract which includes a base period of 12 months and four (4) additional 12 month option periods is for the amount of \$1,962,689.31

12. Question: What is the last 1-month's contractual price?

Answer: The cost for the final month of performance of the present contract is in the amount of \$34,334.04

13. Question: Are the valet parking spaces numbered?

Answer: Yes

14. Question: What is the daily average of after-hours keys for each valet area that are provided to the hospital?

Answer: Approximately 20 to 30 keys.

15. Question: Can you provide the past results of the 10-minute performance requirement for the last 12 months from the current operator?

Answer: The current service provider has consistently complied with the 10 minute requirement identified in the SOW associated with this RFQ.

16. Question: How many complaints have been filed against the current operator over the last 12 months?

Answer: None

17. Question: What are the current problems and issues with the valet parking?

Answer: 1) Traffic congestion in the mornings when the valet becomes full and the patrons are queued in the roadway waiting to be parked by valet. 2) Maintaining a valet person in the roadway to direct traffic flow (contract). 3) Traffic often backs up in the morning when valet employees do not clear the ques quickly enough.

18. Question: The valet hours are posted in the RFP as 6:30 am to 5:30pm. What time do we stop taking vehicles to be valet?

Answer: The solicitation has been amended to correct the posted hours and revise to read 07:00AM to 5:00PM. The Government requires the service provider to stop at 5:00 PM.

19. Question: The RFP states that we are to ask for a Patient ID's. What is the average number of first time patients each month?

**Answer:** We do not have that information available.

20. Question: The RFP states that we are to provide a report on first-time patient valeted vehicles. Can you provide a sample of the report and the past 6 months of these reports?

**Answer:** We do not have a sample.

21. Question: Why is the contract out to bid? Contract period expiring.

**Answer:** The current contract is due to expire and the government has a continuing requirement. Current contract expires 9/30/2015.

22. Question: How many signs for the valet parking are currently in place? Does the VA feel this is an adequate number or would they like more and where? Are the signs the property of the VA or the current operator?

**Answer:** There are at least 3 signs and they are the property of the operator.

23. Question: Is there a waiting area and or bench near the Valet staging area for the Veterans to sit? If so, please detail.

**Answer:** There are two park benches outside the waiting booth and there are 4 inside of an air conditioned glass enclosure which is also heated in the winter.

24. Question: Where does the current operator store the keys now?

**Answer:** Inside of a security booth at the Valet entrance.

25. Question: In the RFP, it states the employees must go through orientation. How long is the orientation? How will new employees after the contract has started be addressed i.e. do they have to go through the orientation prior to working?

**Answer:** Valet employees are given an initial orientation for two weeks then updated every 6 months thereafter. Training consists of 6 hours per day for the first two weeks as each employee is part time for a maximum of 6 hours. They stay with the manager for that time until management feels that they are competent enough to be on their own and approximately 1 to 2 hours every 6 months as a refresher.

26. Question: Can we schedule a walk-through (site visit)?

**Answer:** Yes. The site visit is scheduled for September 4<sup>th</sup> from 6:00AM to 2:30PM. When you arrive at the facility you will need to ask for Chief Bernais McNeil.

27. Question: Please confirm that the current pay rate for the attendants is and benefits pay rate.

**Answer:** We do not provide individual pay rate. The wage determination provides pay and benefits information.

28. **Question:** What is the name of the current operator? vendor

**Answer:** VETPRIDE SERVICES, INC.

29. **Question:** How long has the current operator been here?

**Answer:** 5 Years

30. **Question:** Is the valet lot dedicated only for valeted cars or is it shared? Where in the lot are we to park the Valeted vehicles?

**Answer:** The valet lot is dedicated to Valet parking only, with the exception of nine spaces reserved for handicap van access only vehicles for spinal cord services. The lot is located directly in front of the main building.

31. **Question:** If the valet lot is shared, whom is it shared with and how is it segregated?

**Answer:** See question 30.

32. **Question:** If the valet lot is segregated how is it segregated i.e. removable cones, cement barriers, etc and who is responsible for the items to segregate the lot?

**Answer:** The lot is segregated by large road barriers that are the property of the VA.

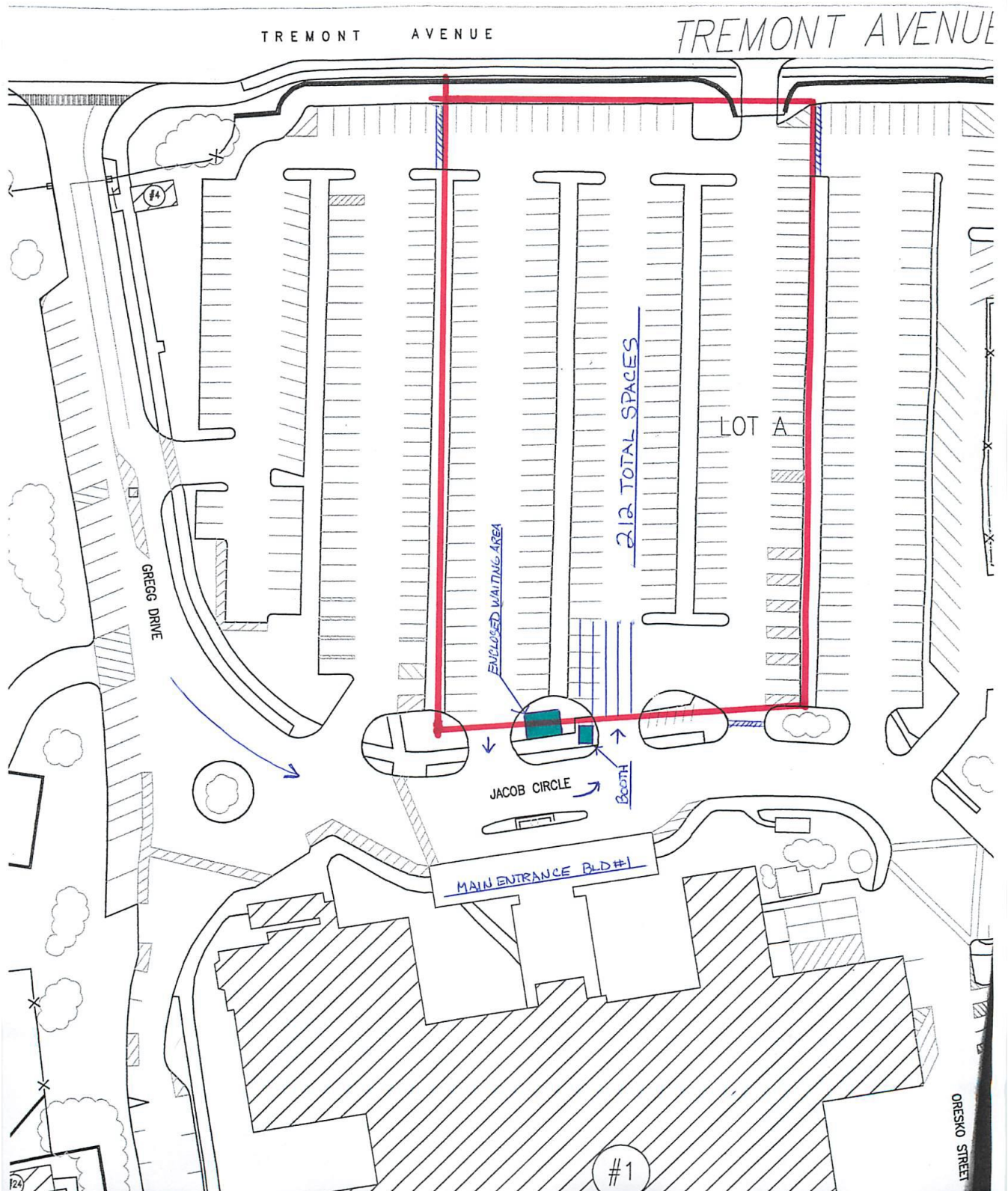
33. **Question:** From the current Valet Operator, what valet items will stay with the hospital i.e. booth, podium, key boxes, etc?

**Answer:** Security booth at entrance to the valet lot and the customer glass enclosure.

34. **Question:** Is there any upcoming construction in any parking spaces? If so, please provide detail.

**Answer:** There is currently construction taking place on the west side of the main building which affects approximately 40 spaces. This project is expected to be completed sometime in 2017.

35. Question: Please provide a map of the valet staging area and the valet parking lot. Answer:



36. Question: How many lanes are in the valet staging area and how many vehicles can each lane hold?

**Answer:** There are 5 incoming lanes that can hold up to a dozen cars each.

37. Question: Is the valet staging area shared with any other users? If so, who and how many lanes are they allowed to use?

**Answer:** There is no sharing of these lanes.

38. Question: How far is the valet parking area from the patient's entrance?

**Answer:** The entrance is across the street about 50 feet from the valet booth.

39. Question: Is self-parking allowed in the main control lot?

**Answer:** There is no self-parking allowed in the valet lot with the exception of the spinal cord handicap spaces. There is self-parking allowed adjacent to the valet lot.

40. Question: Paragraph 2.2 of the RFQ mentions a booth, is the operator expected to provide a parking booth? Would a parking podium be suffice?

**Answer:** A security booth is provided by VA.

41. Question: If self-parking is allowed in the valet parking lot as well as self-retrieval, how could the operator be held responsible for the liability of the vehicles parked in this area?

**Answer:** Self-parking is not allowed in the valet area.

42. Question: How would the contractor be able to screen out the employees, volunteers, and vendors from using the valet parking services?

**Answer:** All employees are required to have an employee id visible.

43. Question: Is there a segregated section of the lot that is dedicated to valet parking?

**Answer:** Yes

44. Question: Can you provide the vehicle count history by month & day for the past 12 months?

**Answer:** We do not have that information available.

45. Question: Is the exit from the valet parking area onto Tremont Ave open during valet operating hours?

**Answer:** Yes

46. Question: Where is the main gate located?

**Answer:** Refer to question 35 and the map provided for identification of the location of the main gate

47. **Question:** How many employees of the current contractor will be subject to the non-displacement rules?

**Answer:** Employees of the current service provider do not have non-displacement protection.

48. **Question:** Does the medical center require patients to have their VA ID in order to receive care? If not, should valet turn away patients without the ID who are not first time patients?

**Answer:** NO, VA ID is not required to receive care and valet parking services.