

## ADDENDUM 1

DATE: June 15, 2017  
PROJECT: Valet Parking Services  
RFP NO: 744-R1720  
OWNER: The University of Texas Health Science Center at Houston  
TO: Prospective Bidders

### **The following are University's responses to bidders' questions received by the Question Deadline on June 14, 2017, 11:00 AM CST.**

1. Can additional questions be submitted, time permitting, after the June 14, 2017 deadline?  
**Answer:** No.
2. Why are all the positions allocated at 50 weeks instead of 52 weeks?  
**Answer:** The schedule is based on 250 workdays per year to account for University holidays.
3. How many valet spaces are allocated for parking vehicles at each site?  
**Answer:** There are 89 regular spaces plus 25 oversize spaces.
4. What is the percentage of oversized vehicles parked off-site?  
**Answer:** About ten percent (10%) of the oversized vehicles are parked off-site.
5. What is the average length of stay?  
**Answer:** UTHealth maintains no hard data regarding the length of stay; however, the University's estimation is approximately 3-4 hours.
6. What is the annual financial claim history? If possible, can more than one (1) year of history be provided?  
**Answer:** UTHealth has no data related to claim history.
7. When was the current parking rate put into place?  
**Answer:** The current parking rate was established in November 2015.
8. Is there an area for valets to store personnel effects and/or uniforms...such as a locker room?  
**Answer:** Yes, there is a locker/break room onsite for valets to store such items.
9. Regarding Section 5.3.3, B of the RFP, how often is an alternate site used and for what length of time? Should transportation cost be accounted for in this RFP, or will this become a pass through expense based on need?

**Answer:** No alternate site has been used in the past. Should it be necessary during Contractor's term, additional costs, as agreed upon in writing between Contractor and University, will be pass-through expenses to the University.

10. Regarding Section 5.3.6 of the RFP (Valet Services Liability), is the \$500.00 per incident or per month?

**Answer:** The maximum reimbursement paid to Contractor is \$500.00 per month.

11. Can an electronic valet system, such as Flash Valet, be used, or must the Contractor use the existing system and tickets as outlined below? If an alternate system is used, such as Flash Valet, will the University purchase the proprietary tickets needed?

**Answer:** The University is open to operational changes proposed by the awarded Contractor. Changes that significantly increase expenses above the current method of operation will require justification from the Contractor as to how the increase will benefit the University. The University reserves the right to decline proposed changes to the current mode of operation.

12. What are the valet shifts including the weekend?

**Answer:** Weekend shifts are only for the Customer Service Attendant who works 8:00 AM to 8:00 PM, Saturday and Sunday, to answer intercom calls from parking equipment at locations throughout the University's campus.

14. How many employees work per shift? Please describe per each day.

**Answer:** See pricing schedule in Section 6.1 of the RFP.

15. How many valet hours are in total per week?

**Answer:** See pricing schedule in Section 6.1 of the RFP.

16. On average, how many cars are parked per day per shift?

**Answer:** Approximately 180 vehicles are parked per day per shift.

17. Is there internet access or Wi-Fi on the drive lane?

**Answer:** Yes, Wi-Fi access is available on the drive lane; however, its strength and reliability may not be suitable to be used for operational equipment.

18. Is there a set deductible for the reimbursable auto claims?

**Answer:** Yes. The maximum is \$500.00 per month.

19. Is the \$500 approved amount for claims approval by the Contractor for claims per incident or per month?

**Answer:** The maximum reimbursement is \$500.00 per month.

20. The settlement of claims within 15 days can be an issue as in many cases the customer has not provided estimates for 15-30 days. Is the expectation that the claims are settled within 15 days of the insurance company receiving the information from the claimant?

**Answer:** Yes, the expectation is that claims be settled within 15 days after all information is collected that is necessary to settle the claim.

21. Can you please clarify if tips are allowed to be accepted by the valet attendants?

**Answer:** Tips are permitted.

22. On page 15, **Section 5.3.6, B** (Valet Services Liability) of the RFP, It states, University will reimburse the Contractor for any property damage settlement up to a maximum of \$500 per month conditional upon the per-incident review and approval process as agreed upon by University and Contractor under this agreement and as described in paragraph 11, sections b and c immediately below. Should it read, University will reimburse the Contractor for any property damage settlement up to a maximum of \$500 per incident conditional upon the per-incident review....etc.?

**Answer:** The maximum reimbursement from University to Contractor for claims is \$500.00 per month.

**END OF ADDENDUM 1**