



City of Tacoma

Questions and Answers

TACOMA DOME PARKING FACILITIES OPERATION SERVICES RFP Specification No. PF24-0089F

All interested parties had the opportunity to submit questions in writing by email to Sara Bird, Senior Buyer by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. Navigate to [Current Contracting Opportunities / Services Solicitations](#), and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

- 1. Question: Regarding buy outs, where the parking is pre purchased directly from the Tacoma Dome. Are these Buy Outs included in Net Revenue figure displayed for this RFP?**

Answer: No. Buy outs are not included in the net revenue figure displayed in the RFP.

- 2. Question: After the parking transformation of moving fences, what are the anticipated numbers of stalls on pavement that will exist?**

Answer: Anticipated net loss of parking due to fence installation is 0 stalls. Anticipated number remains the same as displayed in the RFP.

- 3. Question: Please provide a current list of employees and titles along with current pay rates and seniority.**

Answer: All employees involved in parking operations work directly for the current parking management contractor. City does not have access to this information.

- 4. Question: Please define if your intention is for Parking team to also provide security services or to notify security services when needed.**

Answer: Security services are currently provided through Allied Event Services and parking team notifies security services when needed. City is open to reviewing proposals to adjust this model at bidder's discretion.

- 5. Question: Will parking operators contract with Tow operator of our choosing for vehicle removals?**

Answer: Yes. Parking operator may contract directly with tow operator. TVE would anticipate consideration for any potential revenue generation from tow operations.

- 6. Question: Under services to be provided, what is the parking operators role in Emergencies? Are procedures established by the venue?**

Answer: Parking operator's role is primarily observe and report. Procedures are established by venue for larger scale crisis scenarios. Operator's input is always welcome to such procedures.



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- 7. Question: Are equipment such as uniforms, lights, flashlights, handheld radios purchased by operators, then rebilled on monthly statements?**

Answer: In the current model, all equipment, including uniforms, flashlights, radios, etc. is purchased by operators and reimbursed on monthly statements. TVE is open to reviewing all types of financial models, including flat management fee, reimbursable expenses, operator commission, or TVE commission.

- 8. Question: Are there any cash counting or vault management items that would stay at the location upon operational change?**

Answer: Yes. Cash counting and vault management equipment are property of the Tacoma Dome and would remain onsite.

- 9. Question: Page 43, #6, Typical duties RE: Unauthorized Access – indicates we are responsible for detaining persons attempting to gain unauthorized access to property. Can you clarify further whether/how our staff will be expected to try and physically detain people, or is this more of a verbally deter, report to security and follow if security not immediately present?**

Answer: Expectation is verbal deterrent and observe/report to security.

- 10. Question: Page 44, #11 Proposer Costs - bullet #2 indicates proposer must provide handheld radios. On the site walk, it was noted that the Tacoma Dome provided the handheld radios. Is there any lease/rental cost to the Operator for these specific radios?**

Answer: TVE will provide a limited number of radios (less than 10) for Operator's personnel. Radios will be equipped with TVE's radio frequencies.

- 11. Question: Can you confirm the Tacoma Dome staff is primarily responsible for any lot paving and restriping, routine power sweeping, and routine lot cleaning after events or should the Operator include any of those items in our budgets?**

Answer: TVE is open to considering all types of proposals associated with repairs and maintenance of the parking lots, including responsibility remaining with Dome staff and responsibility included with the Operator.

- 12. Question: Is the Tacoma Dome open to the parking lot going cashless, or is accepting cash strongly preferred or required?**

Answer: TVE is open to considering cashless operations, but would want to ensure no negative impact to guest experience and the ability to maintain equitable services across all of TVE's potential guests, including those unable to secure credit/debit payment options.



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13. Question: Are credit card fees and B&O taxes considered to be a deduction from revenue similar to sales tax, or are credit card fees and B&O tax be included in the Operator's expenses?

Answer: Under the current model, Credit Card Fees and B&O taxes are a deduction from the revenue. TVE is open to considering all types of proposals, including fees/taxes remaining a deduction and fees/taxes as an operator's expense.

14. Question: Can you confirm how much the 2023 gross parking revenues were, and what percentage of those revenues was paid by credit card?

Answer: 2023 Gross parking revenue is stated in the RFP exhibits. Percentage paid by credit card averaged to 70%

15. Question: Does the revenue for parking buyouts get collected by the Parking Operator?

Answer: No. Revenue for parking buyouts is collected by Tacoma Dome. TVE is open to considering all types of proposals about who ultimately retains the revenue.

16. Question: Are there currently any capital projects planned for the parking lots other than the fencing project?

Answer: TVE is hoping to undertake a repair/reseal/repaint project for the parking lots. Pending potential funding, including any commitments from the successful bidder, this may be a staged project or all at once.

17. Question: Can you confirm the current parking employees do not receive prevailing wages?

Answer: Current parking employees are direct employees of the current parking management contractor. As such, TVE does not have access to their individual payroll data. Prevailing wage is not required for these positions.