

Request for Proposal  
For a Parking Access Control System  
For the City of Cleveland  
Division of Parking Facilities



**CITY OF CLEVELAND**  
Mayor Frank G. Jackson

Issued by the Department of Public Works

Schedule of Critical Dates:

1. Proposal is due at Public Works: 3:00 PM EST May 15, 2015
2. Pre-Proposal Proposer Conference: 3:00 PM EST April 27, 2015
3. Last Day to Submit Provider Questions: 3:00 PM EST May 1, 2015

**LATE PROPOSALS WILL NOT BE ACCEPTED**

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## OVERVIEW

The City of Cleveland, Department of Public Works, Division of Parking Facilities recognizes the importance of quality parking services for City of Cleveland residents, tourist and business community. Through this Request for Proposal, the City seeks proposals from qualified Proposers to provide a Parking Management System to support the parking operations of Willard and Gateway East Garages. The goal of the parking management system is to provide a seamless, efficient, customer-friendly, cost-effective parking operation for the City and have the capability to expand and integrate the latest technology which would include smart parking/navigational capability.

The evaluation and ranking of proposals will consist of two phases. For the first phase, a review committee will rank and score the proposals based upon the evaluation criteria. The City will short list a number of Proposers to proceed to the second phase which requires an oral presentation of the Proposers' qualifications, proposed services and capabilities.

This RFP does not obligate the City to complete the selection and contract award process. The City reserves the right to accept or reject any and all proposals; request additional information from any or all proposers to assist the City in its evaluation process; amend or withdraw this RFP prior to the announcement of the selected firm and award the proposed services in whole or in part, to one or more firms. In case of an amendment to the RFP, all Proposers will be provided with a copy of any such amendment(s) and be afforded the opportunity to revise their Proposals in response to the RFP amendment.

Proposals will be accepted up until 3:00 PM EST, May 15, 2015 in the Department of Public Works 500 Lakeside Avenue 3<sup>rd</sup> Floor Cleveland, OH 44114. Proposals must be mailed to the attention of Arcola A. Whatley, Project Manager.

## SCOPE OF SERVICES

### 1.1 General Requirements

- 1.1.1 Proposer shall provide all equipment and services related to the design, installation, setup, testing, and maintenance of an access control and revenue control system for the Division of Parking Facilities.
- 1.1.2 Proposer shall provide all necessary civil, electrical, mechanical, and administrative services as well as equipment and other hardware necessary to deliver a fully functioning system. This includes, but is not limited to, loops, electrical and communication wiring both in the facility and to the parking office, servers, computers, equipment movement and installation, conduit, concrete work, wire terminations, training, testing, programming, set-up services, and support service.
- 1.1.3 No part of the currently installed system shall be reused in the implementation of the proposed system. This includes, gates, loops, ticket dispensing devices, ticket and card readers, computers, software, communication wiring, control wiring, etc. The system shall be a complete new turnkey solution. Proposer shall remove and dispose of old equipment.
- 1.1.4 All parking control system equipment components shall be linked to the parking office located in the Willard Parking Garage. The Willard Parking office will be the focal point for day-to-day monitoring, operational management and maintenance. All components of the system shall communicate in real time to a Facility Management Computer located in the control center. An administrator at the control center must have complete control of the system.

1.1.5 List of Abbreviations:

APS	Automatic Pay Station
ACS	Access Control System
FMS	Facility Management System
PCS	Parking Control System
RCS	Revenue Control System
CR	Card Reader
TD	Ticket Dispenser

**1.2 Submittals**

1.2.1 Proposer will submit all Required Parking Equipment specifications related to their proposal, including but not limited to: product specifications, installation, and maintenance instructions for each proposed solution. Detailed information about the software and associated hardware to include:

- a. Configuration diagram.
- b. Hardware specification.
- c. Firmware specification.
- d. Communication protocol between devices.
- e. Fault tolerance.
- f. Communication error identification and recovery.
- g. Software platforms and programming language.
- h. Data storage and retrieval.

1.2.2 Submit five (5) complete and legible as-built field wiring diagrams and straight line diagrams (in AutoCAD 2013 or compatible software) showing the electrical connections, functions and sequence of operations of all apparatus, together with oil lubrication charts, photographs or cuts of repair parts with part numbers listed. Wiring diagrams shall properly identify each device by name, letter or standard symbol identical with markings.

1.2.3 Provide templates for anchor bolt, conduit stub-up and other items encased in concrete or below finished surface in sufficient time so as not to delay work.

1.2.4 Samples: Submit samples of paint finish, tickets, standard reports, and other elements to be selected by Owner within thirty (30) days after approval of the contract. Approval/selections will be returned to the Proposer within thirty (30) days of submittal.

1.2.5 Operating manuals: Prior to the initiation of final testing and training, the Proposer shall deliver the following operation and maintenance manuals:

- a. Supervisor Manual ó This manual is designed for the Supervisor or authorized individual for day-to-day operation of specified software package(s). It shall explain all the features and functions (e.g., log-on/off, detailed instructions on how to access reports, monitors prepare and print standard and ad hoc reports) required for day-to-day management. The manual shall also have a section for problems and/or exception conditions so the Supervisor can resolve common operating

problems. The manual shall also contain instructions on how to perform normal maintenance (e.g., changing paper for the printer). Two (2) copies of this manual shall be provided for each workstation plus one (1) reproducible original.

- b. Maintenance Manual ó This manual shall contain detailed instructions on how to perform regular and preventive maintenance on all components of the parking control system and communications network that can be performed by City's staff. Two (2) copies of this manual shall be provided. The manual shall include: Description of unit and component parts, including complete terminology and commercial number of all replaceable parts.
  - c. Operating procedures: Include start-up; break-in; routine and normal operating instruction; regulation, control, stopping, shutdown and emergency instructions; and special operating instructions as applicable.
  - d. Maintenance procedures: Include routine operations; guide to trouble shooting; servicing and lubrication schedule; list of lubricants required; description of sequence of operation; as-installed control diagrams; as-installed color coded piping and wiring diagrams; and a list of spare parts and recommended quantities to be maintained in storage on-site.
  - e. Include trouble-shooting guide for repairs that can be performed by the City's staff. Include manufacturer's product data with each sheet annotated to clearly identify the data applicable to the installation and delete references to inapplicable information. Supplement product data with drawings as necessary to clearly illustrate relations of component parts of equipment and systems. Include copy of each manufacturer's warranty and give information sheet for proper procedures in the event of failure and instances that may affect the validity of warranties.
  - f. System Administration Manual ó This manual shall contain all procedures necessary for the proper monitoring and administration of the parking control system as might be required by the City. At a minimum, the manual shall contain separate sections that cover the following topics: day-to-day operations, modification of field programmable settings, back-up and recovery, audit and control procedures, report production (with detailed instructions on report access), contingency plans, configuration control, and system diagnostics. A separate, removable section of the System Administration manual shall contain information on the proper administration and control of the security features built into the system. Some of the information to be contained in this section includes: maintenance of user identifiers, password control, and security policy review.
- 1.2.6 The Proposer shall also deliver to the City original copies of all licenses, registrations, documentation, disks and other media as may have been included with those commercially available software packages provided with the system. In addition, the Proposer shall ensure that all licenses, registrations and warranties have been transferred to the City prior to final software turnover.
- 1.2.7 Testing Plan and Documentation: Provide a test plan for review and approval by the City and Operator thirty (30) days prior to start of first test. The plan shall include demonstrations of compliance with specifications, contractual compliance, definitions of all test objectives, participant responsibilities, documentation for tests, and procedures for dealing with failures during test. Provide five (5) copies of checklists which detail tests for every functional requirement of each entrance and exit lane, specified supplies/spare parts, training, operating and maintenance manuals and provide space for sign-offs by Proposer and City's Representative.

### **1.3 Qualifications**

- 1.3.1 Proposer shall have at least five (5) years' experience in the parking control field and maintain an adequate supply of replacement parts for the equipment specified. Proposer shall have current version of each

primary component currently operating successfully in three or more parking facilities of similar size and activity.

- 1.3.2 In the event the parking control system manufacturer is not the Proposer, then the system equipment manufacturer shall have worked successfully on other projects for a minimum of three (3) years and also approve the Proposer in writing. The said manufacturer shall submit names, locations, contacts and telephone numbers for the five (5) most recently completed projects of similar scope projects. This process is the responsibility of the Proposer and shall be submitted for approval during review.
- 1.3.3 Proposer shall have approved equipment service center in sufficient proximity to respond to on-site service calls within a four (4) hour period.
- 1.3.4 Proposer shall utilize only certified technicians for installation of fiber optic cable installations.

#### **1.4 Payment Card Security**

- 1.4.1 To ensure the security of credit card data, the entire system, including equipment and software, shall comply with all PA-DSS, FACTA regulations and credit card PCI rules and practices including (Visa/Mastercard's CISP program, Discover's DISC program) PA-DSS ver. 2.0. The system must be ÷CHIP and PIN÷ compatible for easy conversion to the impending changes to the credit cards.
- 1.4.2 In addition to adhering to the PCI DSS compliance, validation is required for all service providers and shall be as follows:

PCI DSS Compliance certificate or letter and Report of Compliance provided by a Qualified Security Assessor and must be subject to an annual assessment in order to remain PCI DSS compliant.

The City of Cleveland utilizes Evalon Merchant Services for credit card processing.

#### **1.5 Quality Assurance**

- 1.5.1 To ensure reliability, serviceability and quality the parking equipment provided under this specification, it is recommended that the major equipment components shall be the standard product of one manufacturer. Any communication equipment components required of this system shall be provided by the same manufacturer who provides the parking equipment. This shall ensure that service and support of the equipment shall be carried out in a timely manner and will guarantee that one party shall be responsible for that service and support. If the Proposer elects to integrate components from different manufacturers, the Proposer shall be responsible for ensuring that all specified features are provided and fully operating when system is turned over to the City for testing and acceptance.
- 1.5.2 Any system or system component proposed as an equal to that herein specified shall be proven to be such by Proposer. Proposer shall (no later than ten business days prior to bid date) submit the manufacturer's name and model numbers of such substitute equipment and material together with three (3) copies of equipment component specifications and assembly shop drawings. Proposer shall obtain the City's approval in writing, prior to bidding equipment and/or materials as an equal to that specified. Each major component shall bear manufacturer's name and catalogue number. A list of five (5) installations of similar scope that have been in operation for a minimum of two (2) years complete with contact name and phone number must be submitted to Architect/City for any substitution to be considered.
- 1.5.3 City and/or its representative(s) shall be allowed free access to facility(s) at any time to observe the installation process.

- 1.5.4 City shall be provided seven (7) days notice to review the completed installation prior to acceptance testing.
- 1.5.5 Parking control system incorporating features which minimize maintenance shall be provided and meet the following requirements:
- a. Provide for ease of performance verification and failure detection while minimizing effort required for adjustment.
  - b. Provide unobstructed access to equipment components.
  - c. Minimize requirements for special tools and test equipment.
  - d. Provide for easy removal and replacement of components.
  - e. Provide a system and components that have a service life of seven years (minimum) and specify periodic maintenance requirements in the maintenance manual to meet that life expectancy.

## 1.6 Project Site Conditions

- 1.6.1 Environmental Conditions: PCS components shall operate dependably within environmental conditions indigenous to the city and state in which the PCS is installed. Components located in a 24-hour climate controlled office shall be capable of normal performance in a business environment. Outdoor equipment shall be capable of operating in the temperature extremes (-25°F to 120°F) of the geographic area stated.
- 1.6.2 Electrical power and grounding ó Furnish and install on-line, regulating computer grade uninterruptible power supply (UPS) for:
- a. Servers and task computers (system controllers) with 30 minutes of back-up battery power.
  - b. Work stations, fee computers, entrance machines, APS, and local controllers (both revenue and access) (with 30 minutes of back-up battery power).
- 1.6.3 One UPS shall protect no more than two lanes or two workstations or servers.
- 1.6.4 The UPS status is to be monitored through the FMS computer.
- 1.6.5 The City shall provide power that for the purposes of this Project shall be defined as 115 VAC +/- 10% and 60 Hz from circuits dedicated to the PCS. Manufacturer/Installer shall provide any additional power conditioning required for the operation of the system as described herein.
- 1.6.6 Provide lightning protection devices at both ends of all communication wiring longer than 25 feet.
- 1.6.7 Equipment layout shall be in strict accordance with manufacturer's recommendations to allow proper movement of air through and around equipment.
- 1.6.8 Provide data line grade, all silicon surge protection that will limit maximum volcarde to 200 volts (or less as required by equipment to be protected). Minimum peak power dissipation shall be 15,000 watts. Response time shall be less than 5 nanoseconds. The suppressor shall provide non-interrupting protection with instant automatic reset. The suppressor shall be U.L. listed and meet ANSI CG62.41-1991 Standards.

## 1.7 Facility Description

- 1.7.1 The City of Cleveland operates two Parking Garages.

The main facility, Willard Garage is located at 601 Lakeside behind City Hall. This garage has 4 subterranean levels (1,375 spaces) and one above grade surface lot (225 spaces). The garage hours are Monday to Friday from 5:00am to 11:00pm. The Willard Garage has a rate structure and operates primarily for transient and monthly customers. Weekdays, the garage provides the parking to city employees and other government employees working in City Hall and the surrounding government buildings. City employees pay a reduced monthly rate that is deducted directly from their payroll (the system would need to provide programming for monthly payroll deductions). Automatic billing for additional government employees and departments would be required. Validations and discounted parking are highly used features in this garage. Willard Garage is also used primarily on weekends for special events held within the service area.

The Gateway East Garage located at 650 Huron has five (5) above ground and one subterranean level (2,137 spaces). Gateway East Garage hours are 5:00am to 11:00pm. The Gateway East Garage operates primarily to provide parking for sporting events and other entertainment held at the arena and ball field. The daily operation services monthly customers and has a rate structure for transient customers. Selective monthly customers have 24 hours access to the garage.

The Gateway East Garage is owned by the City of Cleveland, Division of Parking and is operated by a Management Company. The FMS of the Gateway Garage will be independently operated but must provide admission to City of Cleveland Parking designee(s) to retrieve, report, audit and compare data without having access to make any changes (read only) to the input. A secure wireless link/connection to provide real time access to the Gateway system to view and provide reports from the FMS and RCS.

1.7.2 The location and quantity of entry and exit control are described as follows:

Location	No. of Entry Lanes	No. of Exit Lanes	No. of Reversible Lanes	No of Nested Lanes	No. of Access Controlled Doors	Parking Group
Willard Garage 601 Lakeside Ave	5	5	2	0	1	Early Bird, Monthly Employee, Monthly Govt, Department Validations, Transient, Event, Valet, Discounted Parking
Gateway East 640 Huron Rd	7	8	2	0	3	Events, Early Bird, Monthly, Contract w/Teams (24hr access), Validations, Transient

1.7.3 The Department of Finance, Information Technology & Services shall house any server(s) and related components in a physical and/or virtual environment. The Parking Management Office shall be networked, such that all functions of the PCS can be performed from any individual workstation. The Parking Management Office will also house a master intercom station capable of speech communications with all equipment components.

**1.8 Specification for Daily Parker Entrance/Exit Process**

1.8.1 During hours of operation, daily patrons will be permitted entrance to the parking facilities via the use of a barcode or mag stripe technology. Entrance Station equipped with a push-button activated ticket dispenser that will be installed in the transient entrance lanes in the parking facility. Once a vehicle pulls into the daily entrance lane, the Entrance Station will perform the following checks as a part of the entrance process:

- a. Vehicle must be present on the arming loops.
- b. The push-button (or insertion must be depressed while the vehicle is still on arming loop) if ticket is desired.
- c. Gate lockout circuit must have enabled the Entrance Station.
- d. A card has not been read by the card access reader.

If all of the above conditions are met, the Entrance Station shall permit entrance to the parking facility in the following method:

Issuance of a time and date encoded ticket to the transient patron. The time and date, along with a device number, shall be encoded on the ticket in both the manual and machine-readable formats. Once the patron pulls the ticket from the dispenser, the barrier gate shall rise. As the vehicle pulls forward through the lane, the barrier gate arm shall lower.

- 1.8.2 In the event that one or more of the aforementioned conditions are not met, the Entrance Station shall not issue a ticket.
- 1.8.3 In the event that the parker pushes the ticket issue button, but then backs out of the lane without pulling the ticket, the count and monitoring system shall report a back-out with a ticket in throat alarm message on the central system. Tickets accessed in this scenario must be retracted by the system (ticket gobbler system).
- 1.8.4 In the event that a parker backs out of the lane before pressing a button for a ticket, this event shall be recorded as a back-out without ticket on the central count and monitoring system.
- 1.8.5 In the event that a parker holds down the push-button while pulling a ticket from the dispenser, a second ticket shall not be issued.
- 1.8.6 When a daily parker wishes to exit the parking facility, the parker pays for the parking fee in the following method:

The parker approaches the APS on foot and inserts the barcode or mag stripe ticket into the slot containing the ticket encoder/reader. The APS shall automatically calculate and display the required fee. The APS shall read and encode the inserted ticket with payment information when appropriate amount of coins, bank notes or credit/debit cards are inserted into the device to System Acceptance Test payment due. The APS shall return the properly encoded ticket to the parker who must use the prepaid ticket to exit. A parker receipt shall be issued automatically or upon demand. APS microprocessor records transaction for future record and retrieval on hard drive.

- 1.8.7 Upon completion of payment at the APS, the parker now has a pre-programmed amount of time (øgrace periodö) to present the pre-paid ticket at the Exit Station located at the daily exit lanes. If the parker does not present the ticket to the Exit Station within the allotted grace time, the ticket will not be accepted by the Exit Station and the parker will need to pay the additional fees at the exit pay station.
- 1.8.8 The fee computer microprocessor shall have the capability of processing and reporting separately numerous transactions including, but not limited to, the following:
  - a. Normal transaction
  - b. Lost ticket transaction
  - c. Insufficient funds transaction
  - d. Mutilated or unreadable ticket transaction
  - e. Non-revenue (no charge) transaction

- f. Blank or used ticket transaction
  - g. Validation transaction
- 1.8.9 As the vehicle approaches the exit lane and stops at the Exit Station, the arming loop is covered allowing the Exit Station to be activated and accept tickets and bank credit cards. The parker inserts the pre-paid ticket or bank credit cards into the Exit Station, which reads the information encoded and determines whether the parker has overstayed the grace time allowed for exiting. If the above conditions have been met, the Exit Station encodes the ticket as valid and retains the ticket; in the case of bankcards, they are returned to the parker. The Exit Station then signals the gate arm to rise. If the aforementioned conditions have not been met, the Exit Station will return the ticket or card to the parker, exit will be denied and the parker will need to make additional payment.
- 1.8.10 Fee computer microprocessor shall be capable of maintaining a minimum of 100 (separate) validation account numbers while identifying active/inactive status. The account identification and amount of validation shall be programmable by an authorized user of the system only. These validations could each be programmed by time or a fixed dollar and cents value. Initiation of validation application shall be accomplished by the merchant validation being applied to the parking ticket via an encoder.
- 1.8.11 All transaction data from fee computer microprocessor terminals shall be transmitted by direct cable to an on-line revenue data collection system located in the control center. All information recorded locally at the fee computer and parking ticket shall be included in the transmitted transaction stream.
- This information shall include but not limited to at a minimum:
- a. Device Number
  - b. Fee computer I.D. number
  - c. Transaction number
  - d. Date and time of entrance ticket issue
  - e. Date and time of exit
  - f. Rate structure applied to ticket
  - g. Fee amount
  - h. Exception transaction identification
  - i. Validation account identification
- 1.8.12 The intent of collecting the transaction data on-line will be to perform individual and consolidated statistical analysis, exception transaction analysis and auditing, provide convenient back-up data to validation account billing and as a check and balance against actual revenue reporting. Raw transaction data should not be used as the only source for revenue reporting since the possibility of data transmission errors.
- 1.8.13 Primary auditing report numbers shall be captured from the internal tally or journal printer in the fee computer and automatic pay stations themselves. These transaction accumulators shall be non-resettable totalizes for dollars and tickets collected. The (non-resettable) counters shall continue to increment totals for the life of the system, such that a gross weekly revenue total for both transactions and cash for a single fee computer or automatic pay station could be determined by subtracting the beginning number from the ending number for that week, as one example. Additional totalizes will report totals for rate structure

categories and exception transactions. Auditing number should also provide a total vehicle count without having to manually subtract the start and finish number.

- 1.8.14 Stratified rate structure reports (or duration of stay reports) for each fee computer, automatic pay station, and the parking facility as a whole shall also be available to the parking operator for analysis and audit control. This tool will be used to analyze the effectiveness of rate structures implemented.
- 1.8.15 Revenue control system central computer and operating software shall enable the control center staff to have the ability to control the operation of the lane equipment components, e.g., open/close gates, close lanes, etc. All control functions are executed by the staff through the central computer via the keyboard.
- 1.8.16 It is anticipated that in the event that any system component, including the central computer fails, that neither the transparent operation of the facilities nor the integrity of the revenue control system shall be compromised. In the event that a single lane device fails, that lane could conceivably be closed without harming the overall operation significantly. In the event that the central computer failed, the revenue totals would continue to be maintained by the independent fee computer microprocessor terminals, which would update the system once it was brought back on-line. Fee computer microprocessor and terminals to provide 14 day memory for data and time clock retention is desirable.

## 1.9 Specification for Contract Entrance/Exit Process

- 1.9.1 The contract access system will allow card holders to be permitted access to and from the parking facility, and also designated areas within the parking facility, via the use of a unique, permanent access card. To use the system, cardholders will present (in close proximity) the access card to the reader device to be installed in the parking structure entrance and exit lanes. Once the card is initiated to the reader, the access system will perform the following checks as a part of the card ingress/egress transaction:
  - a. Vehicle must be present on arming loop.
  - b. Card I.D. must be recognized as valid I.D.
  - c. Anti-Passback status of card must be correct for reader used (ref: Section 3.4.3)
  - d. Gate lockout must have enabled reader.
  - e. Time zone of card access must be valid.
  - f. Lockout the adjacent Entrance Station prevents issuance of ticket.

If all of the above conditions are met, the reader will accept the card and activate the vehicle access granted/denied indicator to display access granted audio alarm and also issue a gate raise signal. The card system will permanently record the transaction, along with the reader location and the date and time of the transaction, in the host FMS database for future retrieval and reporting. As the vehicle proceeds forward through the lane, the gate arm will lower.

- 1.9.2 In the event that one or more of the above conditions are not met, the card reader shall deny the transaction and activate the vehicle access granted/denied indicator to display access denied by visual (LED) and audible message. The denied transaction and unsuccessful attempt to use the card shall be recorded on FMS system. Additionally, an alarm message shall be displayed on the FMS system and alert the control center staff that an illegal use of a card access was attempted. The alarm message shall include the Port Number, Reader Number, Date and Time, Card I.D., and nature of illegal attempt.
- 1.9.3 Card access system to utilize anti-passback feature to prevent fraudulent use of card by not allowing free entrance/exit to other vehicles from a single access card. This prevention is achieved by the entrance reader encoding the pass card for valid acceptance at the exit reader machine only once the vehicle has entered the facility, and vice-versa. In the event that the patron backs out of the lane to illegally recycle the anti-

passback, the system shall, at a minimum, detect the illegal movement of the vehicle and report the activity as a card back-out alarm message shall be displayed on the FMS system.

- 1.9.4 The card system anti-passback feature to incorporate the capability to re-deal, i.e., reset in proper order, the entrance/exit status of each card holder in the event the access card get out of phase through attempted misuse or system failure. The re-sync capability shall be performed in the following two versions:
  - a. Re-deal a specific card in the system to allow the card holder a one-time access at an entrance or exit card reader.
  - b. Automatic re-deal which shall allow the system to be programmed to automatically re-sync all cards in the system at a predetermined time e.g., 4:00 a.m. (user defined)
- 1.9.5 The re-deal feature shall be initiated by a command at the facility control center computer and downloaded to the card readers.
- 1.9.6 A report of the active cardholder database, detailing the card I.D. number, parker description, card I.D. group, and issue status will be available from the FMS system upon demand. This report should be issued to the Manager along with the accounts receivable aging report on at least a monthly basis. The garage manager should also have the capability of pulling the active card listing from their terminal upon demand. At the close of each month, the active card file will be archived on the FMS system and tape drive backup for the entire life of the system.
- 1.9.7 A report of all card transactions for a particular day shall also be available to the Manager. A current accounts receivable report, to be maintained by the Manager, will show all cards used that day as being up to date, and paid in full. Historical data for activity on days prior to the current month should also be available (stored on drive backup to be compliant with PCI DSS standards) for the entire life of the system.
- 1.9.8 A report of all exception events, including after-hours activity, should also be available from the FMS system (upon demand) by the Manager for any day during the current month.
- 1.9.9 Card access system central computer and operating software to have capability to allow tracking of count totals as differential counters or as an accumulation of counts within control. This feature to allow manager to track real-time monthly occupancy or access duration of each card holder or specific group of card holders in this system to produce accurate monthly records and applicable monthly parking fee charge.
- 1.9.10 Card access system central computer and operating software to have capability to allow tracing of a group with occupancy limits. Once the group occupancy limit is met, the system will bill the tenant for all vehicles that exceed the limit. The system must have ability to keep accurate count of all vehicles in the group to ensure occupancy limits are met. Exiting vehicles within the group should be deducted for a true count.

Card access system central computer and operating software shall enable the control center staff to have the ability to control the operation of the lane equipment components, e.g., open/close gates, close lanes, etc. All control functions are executed by the staff through the central computer via the keyboard.

## **1.10 Specification for Facility Count & Monitoring System Process**

- 1.10.1 The operator shall be provided with a facility count and monitoring system that is completely independent from the revenue transaction system and shall be displayed and monitored at the parking facility central computer (FMS system). This system shall record the following information:

- a. The total number of vehicles crossing the gate reset loop in each controlled entrance and exit lane (count to be obtained regardless of status of equipment components e.g., gate arm raised).
  - b. The total numbers of legal card access vehicles for each controlled entrance and exit lane.
  - c. The total numbers of legal daily vehicles for each controlled entrance and exit lane.
  - d. The number of forward illegal and reverse illegal vehicles for each controlled access lane. An illegal vehicle is defined as a directional movement through a lane for which no gate vend signal was detected.
- 1.10.2 This count and monitoring system shall provide a real time count of vacancies/occupancies of the parking facility for both transient and contract patrons by adding/subtracting numbers for vehicle entrance and exit. These count totals to be obtained regardless of the status of the peripheral equipment components (e.g., gate arm raised). Count totals will be used by the parking operator to reconcile paid exit transactions to count totals and most importantly, to control occupancy of the parking facility for daily and contract parkers.

## **System Components**

### **1.11 Component Performance Specification**

- 1.11.1 It is the intent of this specification to obtain proposals from the PCS Contractor to provide complete hardware, sub-systems and software systems in accordance with all sections of this specification. This specification requires that a complete turnkey solution be implemented for this project. All major component(s) to be provided as a part of the proposal must be considered by the manufacturer to be standard products as opposed to a prototype product developed exclusively for this project. The proposer will be required to demonstrate any individual component in order to authenticate its acceptability. Minor modifications will be accepted; however such modifications shall be noted in the proposal. The proposer will be required to document through the use of flow charts, sample control system reports, and operational narratives of how the proposal meets the specification. These submittals are to be provided along with the proposal. Each station and control box exposed to the weather conditions must have heater units installed with on/off and auto functions.

#### **1.11.2 Barrier Gates**

The automatic barrier gates shall meet or exceed the following specifications:

- 1.11.2.1 Barrier gates shall be installed and shall provide an effective barrier to vehicles in entrance and exit lanes. Barrier arm shall retract quickly in a vertical plane on command signal from Entrance Station, fee computer, and card access reader and return to lower position upon signal from inductive loop beyond gate location.
- a. The cabinet housing shall be constructed of galvanized heavy gauge steel, aluminum or equivalent. The unit shall be designed for all weather use. Exterior of cabinet will be primed and painted with powder coat paint in color chosen by the City.
  - b. The height of the gate arm shall be 34ö from the floor level when in down position. The unit shall operate on 115vac power supply. The gate housing shall contain enough room to locate detectors and other electrical components.
  - c. Each gate shall be equipped with a folding or straight (breakaway) gate arm constructed of wood or aluminum and finished in diagonal strips of black and white, yellow or orange.
  - d. Each gate shall support gate arm of up to 12 feet.

- e. Direct drive
- f. Low voltage operation
- g. Minimum of three vend inputs (transient, contract, and miscellaneous)
- h. Ability have three loop configuration (if applicable)
- i. Ability to support a straight or folding arm
- j. Ability to operate as a free gate from main control center
- k. Ability to support multiple devices in one lane example; ( card reader and ticket dispenser, and exit terminal)
- l. In lanes where two devices reside, the device not processing the transaction must be disabled immediately so that the system cannot be manipulated. This must take place within 0.05 sec
- m. Each gate shall have a sensory unit that will insure that the gate arm will automatically reverse its direction should an object be struck by the gate arm during its descent. The arm will remain in the open position until automatically reset by a variable with a time range of 2 to 60 seconds.
- n. The gate motor shall be equipped with a thermal overload circuit breaker. In addition, all motor relays and solenoid power shall be provided with a circuit breaker.
- o. Logic control and monitoring functions for barrier gate operations shall utilize microprocessor-based technology and have data communication capability with central computer while maintaining off-line transaction recording. The gate shall provide separate monetary contact closures for the count control, monitoring and software systems. Gate shall be equipped with non-resettable counter to record count for each gate operation. Counter to be located inside gate housing.
- p. Gate shall be equipped with an Auto-Manual-Up switch to test motor and to raise gates manually. Battery backup shall be provided for barrier to be raised in the event of facility power failure.

### 1.11.3 Entrance Station

The Entrance Station shall meet or exceed the following specifications:

1.11.3.1 LCD or LED display

1.11.3.2 Minimum capacity of 5,000 tickets

1.11.3.3 Flash memory

1.11.3.4 Ability to be programmed remotely

1.11.3.5 With the use of a key switch mounted on the side of the device, the ticket dispenser shall have a Normal Mode or an Event Mode which will allow the attendant to toggle between the two modes depending on the operation

1.11.3.6 Alert parking office in the event of malfunction or low tickets.

1.11.3.7 Ability to report a back out or illegal tickets or lane travel alarm to the facility management PC

1.11.3.8 Ability to retract a back out ticket

- 1.11.3.9 Each machine must contain a Commend IP intercom to communicate to the parking office during business hours
- 1.11.4 Capability to communicate with facility management computer
- 1.11.5 Entrance Station shall issue a ticket within 1.5 seconds after activation by depression of designated button.
- 1.11.6 Dispense a barcode or mag stripe ticket
  - 1.11.6.1 The dispenser must have the capability to dispense tickets by push button
  - 1.11.7 Ability to buffer transaction in the event of a communication failure. Minimum of 2,000 transactions
    - 1.11.7.1 Ability to arm before a transaction can begin in the lane, as well as the ability to be disabled/locked out if another device is utilizing the same lane.
    - 1.11.7.2 A dispensed ticket must have the following information visible and encoded in the barcode or mag stripe:
      - a. System Ticket Number
      - b. Rate Code
      - c. Device Number
      - d. Time
      - e. Date
      - f. Facility
      - g. Facility code
  - 1.11.8 The following types of conditions and transactions shall be recorded and reported to central computer:
    - a. A current ticket was issued.
    - b. A ticket jam occurred in the ticket transport mechanism.
    - c. A ticket was retracted
    - d. Barrier gate not operational
    - e. The Entrance Station is not in operation.
    - f. Low ticket supply.
  - 1.11.8.1 The Entrance Station shall have two separate access doors to permit ticket loading from one side and electronic/programming on the other, then each door shall be separately key-coded. All units shall be keyed alike.

- 1.11.8.2 On the face plate of the Entrance Station a "Please Push Button for Ticket" sign shall be provided and an access card identifier.
- 1.11.8.3 All necessary electronic communication devices, firmware, and electrical connection components that are necessary for this device to function within the overall system shall be provided.
- 1.11.8.4 Ability to read a 3<sup>rd</sup> party barcode or mag stripe or smart phone applications (capable)
- 1.11.8.5 Signage to display "Garage Full".

#### 1.11.9 **Exit Station**

The Exit Station shall meet or exceed the following specifications:

- 1.11.9.1 LCD or LED display
- 1.11.9.2 Minimum capacity of 5,000 receipt /tickets
- 1.11.9.3 Alert parking office in the event of malfunction or low receipts/tickets
- 1.11.9.4 Ability to accept credit cards and process in less than 10 seconds
- 1.11.9.5 Meet "Chip and Pin" compliancy
- 1.11.9.6 Meet PA-DSS, FACTA and PCI compliance standards and practices
- 1.11.9.7 Ability to report a back out alarm to the facility management PC
- 1.11.9.8 Each machine must contain a Commend IP intercom to communicate to the parking office during business hours
- 1.11.9.9 Capability to communicate with facility management computer
- 1.11.10 Ability to read a barcode or mag stripe ticket and calculate fee
- 1.11.11 Ability to buffer transaction in the event of a communication failure. Minimum of 2,000 transactions
- 1.11.12 Ability to accept voucher/validation/discounts
- 1.11.13 Ability to accept a grace/lag period ticket which was pre-paid at a pay station
- 1.11.14 Ability to read a 3<sup>rd</sup> party barcode or mag stripe or smart phone applications (capable)
- 1.11.15 Ability to be armed before a transaction can begins in the lane, as well as the ability to be disabled/locked out if another device is utilizing the same lane.
- 1.11.16 The receipt when dispensed must have the following information visible :
  - a. Transaction Number
  - b. Rate Code
  - c. Device Number

- d. Time
- e. Date
- f. Facility Name
- g. PA-DSS, FACTA and PCI compliance standards and practices PA-DSS ver2.0

**1.11.17 Event**

- 1.11.18 Ability to accept Sporting Venue, TicketMaster or Equivalent Barcode
- 1.11.19 Ability to track prepaid Sporting Venue, TicketMaster or equivalent barcode tickets unused, used & illegal
- 1.11.20 Ability to have anti passback for duplicate tickets
- 1.11.21 Ability to read barcode tickets at the revenue or hand held devices
- 1.11.22 Ability to support hand held device
- 1.11.23 Wireless communication for hand held devices
- 1.11.24 Ability to be monitored/managed from a remote location

**1.11.25 Fee Computer**

- 1.11.26 Support a fee display and validator/ticket reader
- 1.11.27 Central credit card processing capability with ability to complete a transaction under 10 seconds
- 1.11.28 Meet PA-DSS Certification compliance standards and practices
- 1.11.29 Log out/Log in for cashiers w/revenue totals calculated (employee breaks)Display parking fee to customer
- 1.11.30 Accept validations/discounts
- 1.11.31 Local reporting and central reporting capability
  - i. Daily lane report
  - ii. Rate report
  - iii. Time card report
  - iv. Credit card report by type
  - v. Validation
  - vi. Non resettable totals
    - a) Cash
    - b) Transaction
    - c) Validation
- 1.11.32 Ability to communicate Facility Management Computer in Parking Office
- 1.11.33 Ability to buffer transaction in the event of a communication failure. Minimum of 2,000 transactions
- 1.11.34 Ability to accept a grace/lag period ticket which was pre-paid at a pay station
- 1.11.35 A processed ticket shall have the following information printed on it
  - i. Entry and exit time
  - ii. Entry and exit date
  - iii. Transaction Number
  - iv. Cost of Parking
  - v. Device Number
  - vi. Payment Type
  - vii. Cashier ID
- 1.11.36 Ability to read the information on the magnetic stripe or barcode ticket and calculate the fee based on the rate, time, date, etc.
- 1.11.37 Ability to print a patron receipt on demand or automatically with the following information in compliance with PA-DSS Certification standards and practices
  - i. Entry and Exit Time

- ii. Entry and Exit Date
- iii. Facility Name
- iv. Transaction Number
- v. Parking fee
- vi. Device Number

1.11.38 Intercom to communicate to parking office or remote/mobile alert.

1.11.39 Fee computer should be mobile with ability to be connected into any exit lane.

#### 1.11.40 **Automated Pay Station**

The Automated Pay Station shall meet or exceed the following specifications:

General: APS shall be an unmanned central cashiering station that calculates the required parking fee to be paid upon insertion of a ticket into the receptacle. The APS shall then read and encode the inserted ticket with payment or prepayment information for decrement cards when appropriate amount of coins, bank notes or credit/debit cards are inserted into the devices to System Acceptance Test the payment due. The APS shall then return the properly encoded ticket for exit to the patron.

1.11.41 The APS shall include slot reader(s)/encoder(s) for performing all of the following functions:

- a. Reading and re-encoding entrance ticket for exit
- b. Issuing a receipt (upon request)
- c. Reading bank credit and debt cards
- d. Reading 3<sup>rd</sup> party barcode or mag stripes and smart phone applications,

1.11.42 APS shall allow for coin acceptance of up to six (6) denominations, with recycling of four (4) denominations. Up to four (4) supplementary change hoppers per machine may be offered as optional extras. The coin box is lockable and removable. It cannot be re-inserted unless reprimed with a key. An attendant must be logged in before any vaults or hoppers can be removed, otherwise an alarm shall be generated audibly and via data communications.

1.11.43 Pay-on-foot station (located in City Hall) shall accommodate bank notes in up to four (4) denominations with recycling of three (3) denominations and have a lockable and removable note box. An attendant must be logged in before any vaults or hoppers can be removed, otherwise an alarm shall be generated audibly and via data communications.

1.11.44 Pay on foot stations located in east and west shelters shall accommodate credit card and debit cards only.

1.11.45 APS to generate a variety of reportable data, including but not limited to cash balance audits, statistical reports, total amount reports, cash content reports, shift reports, and non-resettable totals. Data shall be transmitted to central computer. Internal tally or journal printer (off-line) shall be provided for transaction logging and local audit reporting of all activities.

1.11.46 Logic control and monitoring function electronics for APS operations shall utilize microprocessor based technology and have data communication capability with central computer while maintaining off-line transaction recording. Local programming shall be allowed. All memory contained in the control electronics shall be maintained for a period of time in the event of power failure. The real time clock of the system shall also be maintained to provide immediate operation of the system when the power is restored.

1.11.47 Each pay-on-foot unit shall be equipped with a real time clock implemented as a portion of the microprocessor. The clock shall be used to track and record current time on exit transactions and should be displayed in military time. Updates should be supplied from the central computer only.

1.11.48 APS to provide a visual display to prompt the customer through the transaction and to advise of the parking fee. The visual display shall also serve as a diagnostic aid for the service engineer and a control panel for the operator. A touch-pen shall allow the engineer/operator to select functions from the menu on the display.

1.11.49 The cabinet housing shall be constructed of heavy gauge galvanized steel or aluminum. Unit shall be designed for all weather use. Unit will be primed and painted with polyurethane vinyl texture enamel, in color chosen by owner. Provide separate doors with high security locks for engineer access to the computer section, for supervisor access to the coin and note box section, and for operator access to the ticket encoder module.

1.11.50 The pay-on-foot unit shall validate the tickets as well as produce receipts. The receipt printer shall be easily accessible and shall require no special tools for servicing.

1.11.51 The APS shall include a coin/bank note acceptor capable of allowing a patron to terminate their transaction at any time prior to completion by depressing the cancellation button and retrieving the coins/bank notes. In this situation, the ticket shall be returned to the patron unaltered.

1.11.52 Intercom speaker with ðPress for Helpö button.

1.11.53 The system shall require 120 vac (factory set).

1.11.54 Bank credit/debit card transactions at the APS shall be accommodated for in the following manner:

- a. The customer inserts his/her parking ticket into the single slot encoder/reader. When the fee is shown on the visual display, the customer then inserts their credit/debit card into the same slot. If valid, the credit/debit card is returned and removed by the patron, followed by the properly encoded ticket for exit.
- b. All credit/debit card transactions shall be logged by the internal tally printer and down loaded in real time to the central computer. The central computer produces a report of all credit/debit card transactions (in chronological order); including the credit/debit card account numbers as per PCI DSS standards.
- c. A receipt is to be produced on push button request at the end of the credit/debit card transaction. The receipt shall detail the fee, time spent in the parking facility, and the card account numbers per PCI DSS standards.
- d. The credit/debit card transaction handling system shall be based on the Heartland, Evalon, First Data, Nationwide Payment, system or other of equal functioning capability. The Manufacturer/Installer shall at the Tender stage define requirements for communication circuits to be provided for the purpose of handling credit card transactions.
- e. The ability to retrieve credit/debit transactions and download a ðblack listö of card numbers to the fee computer must be accommodated for. This task must be accomplished in accordance with PCI DSS standards.

1.11.54.1 Each APS to have capacity to be preprogrammed with up to seven (7) different rate structures. Each rate could be different in time increments, on different hours of the day and different days of the week. Fees may be both variable and fixed within one structure. There shall be separate tax computation and automatic grace period time allowance feature. The fee structure shall be initially set up

by Manufacturer/Installer to the City's requirements. Subsequent changes to the fee structure and/or allocated grace time shall be locally programmable at the central computer (password protected) and downloaded to the selected pay-on-foot unit.

#### 1.11.55 **Vehicle Detector Loops (Arming and Closing)**

General: Loop detectors shall be installed and shall provide for detection of vehicle presence essential to equipment component operation and facility entrance/exit count totals. Loop detector shall be a solid state electronic device with fully self-tuning and self-scanning features provided.

1.11.55.1 Vehicle detector loops (arming and closing) installed at all entrance/exit equipment lanes shall provide complete facility entrance/exit count totals, regardless of the status of the equipment component (e.g., gate arm raised).

1.11.55.2 A minimum of two (2) switch selectable operating frequencies are required.

1.11.55.3 An internal sensitivity switch shall be provided.

1.11.55.4 The loop detector shall be integrated into the overall vehicle count control system. The detector shall be of sufficient speed and reliability to permit accurate operation of the system.

#### 1.11.56 **Intercoms**

An IP-based Command Intercom System is used to communicate to the parking office during business hours with the ability to forward to a wireless mobile unit (in the event no one is in office) and remote management site during off hours. Intercoms shall meet or exceed the following specifications:

1.11.56.1 Master Station - an intercom master station shall be installed in the central control center. The intercom master stations shall have the following features:

- a. Desk top use
- b. Selective call up to twenty-five (25) stations simultaneously
  - i. Gateway up to 25
  - ii. Willard up to 20
- c. Talk handset
- d. Minimum forty (40) station capacity
- e. Monitor any substation
- f. Temporary privacy that will allow master to temporarily disconnect any or all stations for private conversation
- g. Call enunciator lights to station selection, indicates which station has called.

1.11.56.2 Substations - Intercom substations shall be installed in Entrance Stations and Exit Stations. The intercom substations shall have the following features:

- a. Weather-resistant substations located in Entrance Stations.
- b. Weather-resistant substations located in Exit Stations.

Substation intercoms Entrance Station and Exit Station shall have (push-to-talk) communication.

- c. Powered Over Ethernet (PoE) cable by a PoE network switch (Cisco SF-30x Series)
- d. Commend GE 300 Intercom Server
- e. Commend Intercom Subscriber Units (either IP or Digital or Analog converted to IP)
- f. IP cards and necessary license upgrades for connectivity to Remote Management
- g. Commend G-TEL Server card

### **1.11.56.3 Intercom Server Requirements**

- a. Commend GE-300
- b. G3-GED subscriber card
- c. G3-TEL
- d. L3-LAN
- e. L3-IP-8B
- f. Cisco Sf-30x PoE Switch

### **1.11.56.4 Digital Intercom Station Requirements**

- a. ES-831A
- b. One 2-gang box per ES-831A
- c. ET-901-IP
- d. Cat 5 cable

### **1.11.57 Central Computer (FMS System)**

- 1.11.57.1 The Facility Management System (FMS) shall be a software package operating on a network of computers and/or servers that provide on-line monitoring and control of all PCS equipment for the parking facility such that the facility can operate independently, but have complete network communication for both operation and data communication between facilities. Proposer shall completely describe technology for inter-communication during proposal process. FMS system shall include individual and multiple software packages capable of running concurrently with other active programs under control of operating system that is multi-user and multi-tasking. System to have ability to retrieve data without changing read only data. The system shall support concurrent users on the system
- 1.11.57.2 The FMS shall be configured with one (1) subsystem. Each subsystem shall be password protected to restrict access to individual functions of each subsystem to authorized users. The subsystems are but are not limited to:
  - a. Revenue Reporting
  - b. Access Control System Reporting

- c. Occupancy Monitoring
  - d. Equipment Functions
  - e. Revenue Budget Projections
- 1.11.57.3 The Revenue Reporting/Control Subsystem shall accomplish the following tasks from any workstation in the FMS, with appropriate password:
- a. Remote programming of payment stations and fee computers
  - b. Test fee structure against existing facility usage statistics.
  - c. Uploading and consolidating reports from fee computers and payment stations.
  - d. Retrieval and review of individual transactions. Retrieval shall be based upon user defined parameters. Reports shall be displayed on a monitor, printed on a printer, and/or converted to an ASCII file.
  - e. Consolidating and retaining data that allow for report generation. The following are the minimum required reports. The reports shall be either viewed on a work station monitor or printed.
    - i. Daily Event Log - A listing of changes to the system and users who made the changes. It shall include print communication messages, facility lane equipment alarms, remote gate opening, and system log on/off.
    - ii. Daily, Event, and Monthly Reports - A summary report of daily, event, valet or monthly activity. The report shall provide but is not limited to:
      - 1. A revenue total.
      - 2. A summary of non-revenue by transaction type.
      - 3. A summary of revenue by transaction type and rate.
      - 4. A summary of the number of transaction by type.
      - 5. The exit lane count totals (equipment "vend" for exit machine, ACS access, gate, activation loop, and closing loop counts)
      - 6. A summary of validations by days, dollars, groups
    - iii. Monthly Lane Volume Report - Shall provide entrance and exit counts by date and time. This report is used for management planning and statistical information.
    - iv. Monthly Duration Report - Shall provide duration of stay (variable by owner) based on patrons' elapsed parking time and the patron time of entrance. This report is utilized in rate structure and facility usage analysis, management planning, statistical information, rate analysis, and revenue analysis.
- 1.11.57.4 Ticket Tracking: The FMS shall provide the following reports and information:

- a. Ticket Sequence Report ó Provide a complete sequence of transactions related to individual tickets (i.e., information about how and when the ticket was issued shall be tied to how and when it was processed at exit).
  - b. Monthly Ticket Value Report - Provide a ticket stratification based upon the value of all transactions processed. Breakdowns shall be provided for each rate structure. This report is used for revenue analysis, rate analysis, management planning, and statistical information.
  - c. Outstanding Ticket Report ó Provide a listing of tickets that have been issued but are not yet processed at an exit.
- 1.11.57.5 The FMS shall be capable of projecting revenue represented by tickets outstanding at any one time.
- 1.11.57.6 The FMS shall be capable of identifying if a series of tickets issued from one dispenser is outstanding and are all processed as exception transactions or are all processed by one individual.
- a. The system shall not require manual entrance of the serial number of every ticket at exit to perform ticket-tracking functions specified herein.
  - b. The system shall be capable of voiding outstanding tickets from the FMS but shall thereafter generate an alarm when a voided ticket is presented at an exit. Voided tickets shall be reported to the daily exception transaction log.
- 1.11.57.7 Access Control Software: The ACS shall be an on-line, computer-based access control system for those authorized by the City to have access to the parking facility without being processed through the ticket/fee computer system. Distributive, networked or centralized processing may be employed, so long as required multi-lane control features such as anti-passback, occupancy and activity tracking are maintained. Optional: The system shall employ AVI read as specified herein for access. The system shall control access for the following distinct user groups:
- a. City vehicles requiring free and fast ingress and egress to parking facilities.
  - b. Monthly parkers who will prepay for parking on a monthly basis and have unrestricted in and out privileges during certain hours of operation.
- 1.11.57.8 The FMS shall receive data on each ACS transaction from the ACS controller, adding it to the transaction log and consolidating it into the daily activity reports. It shall also be capable of retrieving from the transaction data base information for ad hoc reports on ACS activity.
- 1.11.57.9 The system shall:
- a. Provide Active Card User Report - Provide a chronological listing of all cards that have accessibility into or out of the facility. This report can be generated on demand. This report is used to compare revenue generated to card users.
  - b. Individually recognize and process at least 2,500 ACS users at 36 reader locations.
  - c. Have at least 16 preprogrammed access levels. Access level of tags shall be capable of being changed without reprogramming of ACS. User capacity shall not be lost due to changes to ACS programming and access levels.

- d. Provide anti-passback control. With this feature, users must enter and exit in proper sequence (i.e., entrance, exit, entrance, exit, etc.). System must be selectable to allow either "hard" (out of sequence user is rejected and an alarm is generated at the ACS controller and FMS) or "soft" mode (out-of-sequence user is allowed access.) Access must be programmable as soft or hard per user. In both hard and soft modes, each out-of-sequence event is reported as an exception transaction in the daily ACS access log. Timed anti-passback (in which tag cannot be used out-of-sequence until programmable time period has elapsed from last ACS use) is not acceptable. A password-protected "resynchronization" of all users to one access before return to anti-passback control shall be provided.
- e. Link users to each other to allow one entity to be identified with and/or pay for a group of users. Up to 100 such ACS groups shall be provided.

1.11.57.10 The central ACS controller, independently or in concert with the FMS, shall:

- a. Issue and reprogram ID devices.
- b. Allow the authorized supervisor to create, store, send and receive user programming from the ACS readers. Access to programming shall be password protected, with multiple levels of access. The system shall have password-protected access to any and all information regarding specific blocks and/or suites of cards.
- c. Provide a data base for ACS management, at least 20 record fields on each monthly parker, frequent parker and commercial vehicle tag holder. Record fields may include, but not be limited to:
  - i. ID Number
  - ii. User Name
  - iii. Employer/Department (coded numbers may be used)
  - iv. Billing Address
  - v. Home, Mobile, and Work Phone
  - vi. Primary vehicle license plate number
  - vii. Access level (coded numbers may be used)
  - viii. Date first issued
  - ix. Expiration date
  - x. Last access point (with date, time and location)
  - xi. Current ATS status
  - xii. Date record last changed
  - xiii. Last changed by (coded numbers may be used)
  - xiv. Current account payment status (declining balance, month to date billing or credit card charges outstanding.)

- d. Record fields on Owner vehicles shall include:
    - i. ID Number
    - ii. Department (coded numbers may be used)
    - iii. Responsible Individual (supervisor in dept)
    - iv. Work Phone
    - v. Mobile Phone
    - vi. Home Phone
    - vii. Vehicle license plate number
    - viii. Access group (coded numbers may be used)
    - ix. Expiration date
    - x. Current ACS status
    - xi. Date record last changed
    - xii. Last changed by (coded numbers may be used)
  - e. Allow specific parker record files to be retrieved, displayed and/or printed based on selectable criteria, such as current ACS status, access group, access level, and/or ID numbers (except data that is password protected.)
  - f. The system shall have the ability to place notes in the client accounts for review by staff.
  - g. Allow sorting and printing of the database for routine and special forms such as invoices or mass-mailings.
  - h. Monitor and report counts of ACS holders present on hourly basis by group, lot and total occupancy. Track occupancy and report peak occupancy during each hour to FMS. Provide for reports to show daily and/or weekly peak occupancy by access level, group and lot.
- 1.11.57.11 The system shall be capable of the collection of fees from parkers on monthly prepayment, declining, decrementing, end of month billing, and/or credit card basis. If not otherwise generated by the FMS, the system shall monitor and report revenue associated with the ACS system to FMS. The system shall provide for positive posting of payments and automatic lockout of ACS users within programmable grace period after expiration of a prepaid account.
- a. The system shall issue billing invoices for monthly accounts.
  - b. The will allow for automatic pro-rations for new and existing accounts
  - c. The system shall send automated receipts to customer via email
  - d. The system shall track accounts receivables and provide an aged trial balance for all customer accounts
  - e. The system shall track and report bad checks

- f. The system shall be able to transfer cards from one customer account to another without re-entering the information
- g. The system shall provide billing for internal and external validations
- h. The system shall provide a credit card billing interface to allow automated credit card billing for those electing that payment option. The credit card number shall be "on file" rather than swiped for each transaction.
- i. The system shall have the ability to email and/or print customer invoices and/or permits
- j. The system shall provide automatic on-line real-time monitoring of ACS usage with tape drive storage of transaction data for audit and analytic purposes.
- k. The system shall allow the supervisor user with appropriate password to change rate structures and selectively activate additional (transient) rate charges; separate rate structures anti-pass back violations.
- l. The system shall have the capability of monitoring and reporting of alarm conditions to the FMS.
- m. The system shall have the ability to detect and read foreign cards that are not part of the Division of Parking system with the ability to report the alarm to the FMS.
- n. All credit card features shall meet all current PCI and PA-DSS credit card requirements
- o. All administrative actions shall be password protected and report to the FMS in the daily log.

1.11.57.12 Vehicle Counting System shall provide the following counting functions:

- a. Every vehicular entrance or exit lane shall serve as a counting location. Each counting location shall be equipped with two vehicle detection loops to provide directional logic at each location and shall transmit counting pulses to the FMS. Each entering vehicle shall subtract a count of one from the number of available spaces. Each exiting vehicle shall add a count of one to the number of available spaces. Directional logic shall be installed so that a vehicle entering an area through an entrance lane or through an exit lane shall be counted as an inbound vehicle. Vehicle exiting an area through an exit lane or through an entrance lane shall be counted as an outbound vehicle.
- b. The total number of parking spaces within the facility shall be field programmable. The number of available parking spaces within each area shall be tracked and displayed, upon demand, on the computer monitor(s). Anti-coincidence packages shall be provided which accurately monitors entering and exiting traffic that may occur simultaneously.
- c. A threshold shall be used to trigger "full status". When full status is reached the count system shall operate in one of two modes, selectable by the owner. Mode one signals an alarm and relies on human intervention to activate the appropriate dynamic signs and gate status changes. Mode two automatically activates the appropriate dynamic signs and gate status changes. The second threshold shall be used to trigger "open status". The two operating modes also apply to the open status threshold. The software shall allow for manual overriding of the "full status" of each area.
- d. The count subsystem shall maintain and display separate differential counters for the each with the following:

- xiii. Total vehicles present
  - xiv. Total transient patrons present
    - a. By event mode
    - b. By transient mode
  - xv. Total access patrons present
    - a. By tenant
    - b. By monthly parker
  - xvi. Total spaces available
  - xvii. Total ACS spaces reserve
  - xviii. Total RCS spaces available
  - c. The count subsystem shall activate any and all electronic signs, individually controlling lots, facilities or zones within the facility (ies). This includes full and space available signs, lane control lights, and exterior message lights, etc. provided by PCS Contractor as well as dynamic signage on roadways and ramps provided by others. Disable entrance machines at entrance lanes when facility is full. Full status shall be capable of being overridden from the FMS.
  - 1. The count system shall
    - i. The count subsystem shall maintain for each entrance and exit lane:
    - ii. Non-resettable counters tracking monthly, transient, event, and total parking patron usage.
    - iii. Counts of illegal entrance/exit for each lane.
    - iv. Vends, loops, and gate counts.
  - d. The system shall store lane, facility and zone counts at hourly intervals in daily files. This data will be available for specialized reports to analyze lot utilization and activity levels.
  - e. Transaction Counts: The count system shall provide and compare three separate counts related to each transaction. At entrance lanes the entrance machine count must be compared against the directional loop counter and the gate counter. The gate counter records the number of gate operations. Similar counts are also necessary to track the activity first at the central payment area and then through an exit lane. The fee computers and pay stations vend count records the number of transactions processed. At the exits, the verifiers and AVI readers also vend counts. The loop counter records the number of vehicles passing through the lane. The gate counter records the number of gate operations.
- 1.11.57.13 Equipment Monitoring: Subsystem shall have the following characteristics:
- a. Monitor the operational status of all entrance and exit lanes with equipment supplied by this contract.
  - b. Allow remote rising of any barrier gate.
  - c. Allow remote activating power to any entrance or exit lane.

- 1.11.57.14 For each entrance lane indicate and display:
- a. Lane status; open or closed.
  - b. Gate failure.
  - c. Gate up.
  - d. Low ticket supply.
  - e. Ticket in throat.
  - f. Illegal exit ó reverse direction through lane.
  - g. Back-out.
- 1.11.57.15 For each exit lane indicate and display:
- a. Lane status; open or closed.
  - b. Gate failure.
  - c. Gate up.
  - d. Illegal entrance - reverse direction through lane.
  - e. Back-out.
- 1.11.57.16 Abnormal status conditions shall be flashed on the monitor(s) and accompanied with a visual and an audible alarm. The display shall continue to flash until the abnormal condition is corrected. The audible alarm shall continue until it is turned off by a command issued through the monitoring computer(s). Acknowledgement and turning off of any alarm condition shall be able to be performed at any of the workstation connected to the FMS. It shall not be necessary to acknowledge the alarm condition at every workstation. The system shall record the abnormal status condition and the acknowledgement of the alarm condition by time, workstation and operator.
- 1.11.57.17 Monitor electrical circuits and frequency of operational error in PCS components to identify maintenance actions that would prevent later failure of a component.
- 1.11.57.18 Computer System for FMS:
- Network server(s) as required with all connectivity. The computers, with the following specifications, are to be from a commercial hardware Proposer and are to be located in the Parking Office.
- 1.11.57.19 Subsystem Controllers and Local Controllers (LC) may be provided as necessary for the performance and operational specifications herein. Distributive, networked or centralized processing may be employed in any subsystem or the system as a whole, so long as required multi-lane control features such as ticket tracking and anti-pass back can be maintained. Subsystem controllers may include but are not limited to: ATS, and Count and Occupancy Monitoring. Subsystem Controllers shall have, at a minimum, monitor and keyboard and shall be in the parking office.
- 1.11.57.20 The printers:

- a. 100base T Jet Direct network connectivity
  - b. Letter and legal size paper trays
  - c. 24MB memory, as a minimum.
  - d. 16 PPM speed, as a minimum.
- 1.11.57.21 Security: The FMS and all subsystem controllers shall have security protocols, password protection and reports to the exception transaction log that prevent unauthorized access to and manipulation of data and reports, including individual transactions. The security measures must comply with PCI DSS standards. All databases of transactions, ACS users, reports, etc shall be secured from unauthorized entrance and tampering from either within or outside the FMS.
- 1.11.57.22 The PCS Contractor shall furnish and install all computer hardware devices needed for the PCS. The computer hardware configuration shall be of sufficient size and capacity to meet or exceed the functional and performance requirements as well as accommodate growth and expansion as set forth elsewhere herein. The server platform shall be a network operating system that is multi-user and multi-tasking (e.g., Novell NetWare, UNIX or Microsoft NT). Ethernet technology shall be employed for interconnection of computers in parking facility. Subsystem controllers shall be capable of processing all required functions as specified for each task in a timely manner. Performance of any specified function shall not be slowed or delayed by performance of any other function. In particular any of the workstations may be used to generate any and all reports without disruption to, or being slowed by count/occupancy monitoring or any other functions.
- 1.11.57.23 Data Storage:
- a. All equipment provided shall be capable of dependably processing this volume of traffic.
  - b. Data storage capabilities shall be based upon the traffic levels delineated above with the following data requirements for each parking transaction:
    - v. Ticket Number (or ACS ID number)
    - vi. Entrance Lane
    - vii. Entrance Date / Day of Week / Time
    - viii. Exit Lane
    - ix. Exit Date / Day of Week / Time
    - x. Pay Station Number
    - xi. Parking Rate
    - xii. Parking Cost
    - xiii. Length of Stay
    - xiv. Transaction Type (normal, specific exception, ACS)

- c. Provide on-line storage solution with software and sufficient capacity to automatically back-up data at the end of each day and to store all data for the current calendar year so that it is accessible from the server without manual loading of disks, tapes, etc. Provide additional storage solution, including all required hardware, to store all data from the prior calendar year so that it can be efficiently loaded into the system from a single disk, tape, etc.
- d. FMS shall periodically or on demand provide revenue reports to the City's financial department.
- e. All software shall have Graphical User Interface (e.g. Microsoft Windows).
- f. All printers shall be Hewlett Packard Laser Jet 5000 series, equal, or better.

## **Implementation**

Upon selection, Proposer shall provide an installation schedule based on the priority of the parking needs and operation. The schedule must include the time for the complete project including but not limited to; start date, site construction, electrical, training, testing, etc. The successful Proposer shall meet with the City of Cleveland Parking operator(s) to determine the parking needs during installation.

### **1.12 Installation**

- 1.12.1 The Parking Proposer and/or all sub-contractors are required to obtain all required permits
- 1.12.2 Proposals shall provide a detailed description of the installation process including the services that will be preformed as part of the installation. The Proposer shall install the parking and revenue control equipment as follows:
  - 1.12.2.1 New communication and control wiring pulls to each device.
  - 1.12.2.2 New communication wire pulls to parking office.
  - 1.12.2.3 Mount in place all equipment.
  - 1.12.2.4 Install all new vehicle detector loops.
  - 1.12.2.5 Inspect the parking and revenue control system.
  - 1.12.2.6 Provide a complete operating system.
  - 1.12.2.7 Any power required and intercoms to make the system functional.
- 1.12.3 Electrical components shall meet all local and national electrical codes. It is the Proposer's responsibility to verify that there is sufficient power to deliver a fully functional system. Electrical requirements shall include:
  - 1.12.3.1 Provide and pull all low-voltage control wire and cable.
  - 1.12.3.2 Hook-up all low-voltage control wire and cable.

- 1.12.4 Proposer shall be responsible for providing the necessary work to ensure a fully functional system is delivered. All area of pavement, earth, and curbs disrupted during the project must be returned to an acceptable condition that is approved by a City Representative.
- 1.12.5 General - All equipment and accessories are to be installed in accordance with manufacturer's recommendations and final shop drawings, and as specified herein.
- 1.12.6 Anchor bolts: Furnish anchor bolts and other connectors required for securing equipment into place of operation. Furnish templates and other devices as necessary for presetting bolts and other anchors to accurate locations.
- 1.12.7 Detector Loops: Cut 1/4 inch x 1 inch deep slots in concrete to the configuration shown on shop drawings. Install loops in accordance with manufacturer's instructions. After testing loop wires, slots shall be sealed with sealant.
- 1.12.8 Protection: Provide final protection necessary to ensure that the equipment will be without damage or deterioration at the time of acceptance.
- 1.12.9 The Electrical Contractor will include in his work the conduits as required by the parking Proposer to provide a fully functional system. The successful proposer for parking equipment will be required to size conduits, include any additional conduits that may be required, and to furnish and install all wiring required to make the system complete and operational. The PCS Contractor is required to inspect all conduits prior to concrete pours to ensure placement is compatible with their system.
- 1.12.10 Proposals shall provide a detailed description of the process involving removal of existing equipment and any components associated therein.
- 1.12.11 **Remote Management**
- 1.12.12 Cisco PoE switches shall be installed in a secured environment and contained within a rack.
- 1.12.13 An enclosed and locked rack cabinet must be used if located in an open office environment.
- 1.12.14 Servers, router, firewall, and switches shall have adequate power to handle all devices.
- 1.12.15 An Uninterruptible Power Supply capable of handling power requirements for all servers, router, firewall, and switches is required to provide a 30 minute window of battery operated power in the event of a power failure to the site.
- 1.12.16 Cat 5 cabling to all devices is to be labeled at the time of installation and properly identify each of the devices at the PoE switch.
- 1.12.17 All ethernet cables that are home run to the equipment rack shall be terminated on a 19" patch panel. The labeling preference is a table of patch panel port numbers with their associated device descriptions. See example below:
- 1 - T1 extension
  - 2 - Entrance Lane 1 Ticket Dispenser
  - 3 - Entrance Lane 1 Intercom
  - 4 - Entrance Lane Camera
  - 5 - Level P2 POF Intercom
  - 6 - Level P2 POF Camera
  - etc.
- 1.12.18 Each network segment that connects to a port on the firewall shall either be a single dedicated device or must have its own dedicated ethernet switch(s).

1.12.19 Ethernet switches shall NOT be shared between network segments.

### **1.13 Training**

- 1.13.1 Proposer shall provide thirty hours (30) minimum of training time during a one-month period, followed by another fifteen hours (15) of refresher training to be scheduled within 30 days of acceptance. Per day pricing for additional training shall also be included.
- 1.13.2 Proposer shall maintain records of the training periods given. Any part of the initial period of 45 hours training not utilized prior to the end of system commissioning shall be available for future training of the City's representatives during the first twelve months of operation.
- 1.13.3 Proposer shall offer the option of additional periods of training, each period being of a maximum of 20 hours, at any time during the first five (5) year period of equipment maintenance.

### **1.14 Testing and Acceptance**

- 1.14.1 The System Acceptance Test shall be conducted by the Proposer as a demonstration to the City that the installed equipment complies with these Specifications.
- 1.14.2 After completion of the IPR process and approval of the Installation Plan, the equipment, software, and subsystems may be installed. When system installation has been completed, the Proposer shall conduct its internal testing of the installed equipment. Internal testing shall follow the System Acceptance Test procedures. Upon successful completion of the Proposer's test, the Proposer and the City shall perform the System Acceptance Test to verify performance. The System Acceptance Test shall only be performed by the City after a fully completed and signed test script verifying successful completion of the Proposer's internal testing is submitted. Signed internal test scripts shall be submitted at least one calendar day prior to the scheduled test with the City.
- 1.14.3 If an option is implemented, an additional System Acceptance Test shall be required. System Acceptance Test shall be conducted on each phase of the project. One System Acceptance Test shall take place after the base System installation and System Acceptance Test shall take place for any subsequent phases that the City elects to implement.
- 1.14.4 The Proposer shall not activate the GTM System until the System Acceptance Test has been successfully completed and the City has notified the Proposer to implement the GTM System.
- 1.14.5 The Proposer shall provide the City test procedure documents for the System Acceptance Test in accordance with the submittal guidelines, including:
  - i. narrative describing the general procedures to be followed;
  - ii. definition of all minor and major deviation types;
  - iii. checklist of all items necessary to conduct the test (e.g. transponders, equipment keys, etc.);
  - iv. checklist for the components of each reader/antenna or device;

- v. signature page for all System Acceptance Test participants' signatures;
- vi. step by step instructions for testing each functionality;
- vii. tests for verifying the reporting requirements;
- viii. area within each test section to denote 'pass' or 'fail'; and
- ix. Section for listing and describing test deviations.

## **1.15 Delivery, Storage and Handling**

- 1.15.1 The equipment shall be delivered to the site packaged to prevent damage and marked for easy identification of each component when ready to install.
- 1.15.2 The equipment shall be stored in a clean, dry location. Damaged equipment shall be replaced at no cost to the Owner.
- 1.15.3 Proposer shall include all pricing for freight charges to deliver the new system to site.
- 1.15.4 Software Upgrades - Upgrades necessary to correct problems or deficiencies must be provided at no charge for a period of five (5) years. Upgrades to the software that provide new capabilities and compliance must be provided to the owner/operator for five (5) years, including but not limited to PCI, FACTA, PA-DSS compliance.
- 1.15.5 Spare Parts - Each equipment system will be unique in design and therefore each will have different internal components. Proposer shall provide itemized pricing for spare parts. Proposer shall determine the type and quantity of spare parts that are essential for maintaining the system.
- 1.15.6 Base Section Notes - All items shall be priced per unit, and Proposer shall commit to the unit prices for a period of (2) two years.

## **1.16 Warranty**

- 1.16.1 All equipment shall be covered by a manufacturer's warranty via the Proposer, covering all parts and labor for a two-year period, excluding misuse or vandalism.
- 1.16.2 The warranty period will start once the equipment is installed, operational, and is approved in writing by The City
- 1.16.3 Proposer shall provide extended parts and labor warranty for years three, four, five, and six.
- 1.16.4 Local service shall be provided to maintain all equipment and systems during the warranty period with two (2) regularly scheduled preventative maintenance calls included during each year covered by the warranty.
- 1.16.5 In addition to scheduled maintenance, in the case of any malfunction, the response time for repair shall be limited to eight (8) hours, four (4) when a service is requested during normal business hours. No equipment, system, or component shall be left non-operable after a 24-hour period following notification by the City. Saturdays, Sundays and holidays shall be included in the expected repair warranty coverage.
- 1.16.6 During the warranty period, software modifications (upgrades) that improve the functionality of the system shall be provided to the owner at no additional cost.
- 1.16.7 All warranties are to be delivered to the City prior to commencement of the warranty period.

## **1.17 Service**

- 1.17.1 Proposer shall define normal business hours, days, as well as holiday schedule. Proposer shall also provide the published hourly service rate for normal business hours, holidays, weekends etc.

**1.18 Maintenance**

Proposer shall provide the cost details for providing System Warranty and Support Services. This includes all equipment, hardware, software and services. Proposer shall describe manufacturer and installer warranties that are provided as part of your proposal. Any required maintenance of the system during the warranty period shall be detailed. Maintenance responsibilities and services with related costs should also be detailed.

- 1.18.1 Preventative maintenance to be carried out on a cyclic basis, with appropriate equipment functions being checked monthly or more frequently if necessary. Documentation shall be made available for customer inspection on site.
- 1.18.2 Fault repair on call out, subject to 2 hour response time and 4 hour repair time for faults reported during normal contract hours. For calls outside contract hours, maximum response and repair times would be 3 and 6 hours respectively, unless extended by the client.
- 1.18.3 Contract hours normally 7:30 AM to 6:00 PM Monday-Friday. Additional call out on demand for other periods at predetermined hourly rates.
- 1.18.4 Non-performance rebates for failure to respond and/or repair within the stated times. For each excess hour or part thereof, a financial credit to the client equivalent to 50% of the hourly rate for call out during non-contract hours, or 0.05% of the annual contract value, whichever is higher.
- 1.18.5 Software update and error correction shall be provided as part of the service support function, so that the system is not outmoded or disadvantaged in terms of reliability, spares availability, and repair diagnosis.
- 1.18.6 Equipment or parts to be excluded from the maintenance contract are to be defined, together with estimates of operational life and replacement costs.
- 1.18.7 A monthly analysis of faults and repair statistics will be required.
- 1.18.8 The contract will be awarded on an annual basis. The option of extending the initial contract for a further four (4) years will be considered. Contract shall contain clause for thirty (30) day cancellation without cause to be exercised at City's option.
- 1.18.9 The Proposer should identify the staff commitment for the maintenance operation, in particular defining proposals for accommodation and storage facilities on site.
- 1.18.10 The option of first line maintenance, e.g. to respond to a ticket or coin jam, will be evaluated. The Proposer should propose a combination of fault type and training level appropriate for this category of response by parking facility staff that may be assumed to have no previous experience of the Proposer's equipment.

**Extended Warranty and Preventative Maintenance**

Year	Cost
<b>Year 3</b>	
<b>Year 4</b>	

<b>Year 5</b>	
<b>Year 6</b>	

### 1.19 PRICING INFORMATION

#### PRICING

All hardware, software, licenses and related equipment shall be included an itemized price breakout. Equipment shall be sorted in accordance with the architecture plan. Equipment proposed to be installed at each physical location shall be clearly identified by part and/or model number, quantity and unit pricing. Non-site specific items such as software licenses, test/training equipment, spare parts, miscellaneous supplies and materials, etc. shall be itemized under the site öotherö.

Parking Management System (Access Control and Revenue Control System) pricing shall be detailed and itemized. All software applications and modules, configurations, firmware, standard options, special options, and accessories available from the manufacturer shall be included in a price list.

Proposers must include a listing of all services to be provided by the vendor and any services or materials that must be provided by the City.

### 1.20 PROPOSAL REQUIREMENTS

#### Submission of Proposal

Each Proposer shall submit its proposal(s) in the number, form, manner, and by the date and time and at the location required in the Sections below.

- i. Each Proposer shall provide all information requested in this RFP. The Proposer must organize its proposal package to address each of the elements in this RFP in the order listed in Section VIII Proposal Contents. The Proposer should carefully read all instructions and requirements and furnish all information requested. If a proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.
- ii. The City wishes to promote the greatest feasible use of recycled and environmentally sustainable products and to minimize waste in its operations. To that end, all proposals should comply with the following guidelines: Unless absolutely necessary, copies should minimize or eliminate use of non-recyclable or non-reusable materials. Materials should be in a format permitting easy removal and recycling of paper. A Proposer should, to the extent possible, use products consisting of or containing recycled content in its proposal including, but not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Do not submit any or a greater number of samples, attachments or documents not specifically requested.
- iii. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send a written request for clarification or interpretation to **Arcola A. Whatley, 500 Lakeside Avenue 3<sup>rd</sup> Floor Cleveland, OH 44114, no later than April 27, 2015 at 3:00 PM EST.** Requests for clarification or interpretation may be submitted via e-mail to [awhatley@city.cleveland.oh.us](mailto:awhatley@city.cleveland.oh.us) .

### 1.21 The City’s Rights and Requirements

- i. The Director, at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.
- ii. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

iii. **Proposal as a Public Record**

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the Proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as "proprietary" or "trade secret" will not protect an entire proposal and is not acceptable.

iv. **Term of Proposal's Effectiveness.**

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the "Proposal Expiration Date").

vi. **Execution of a Contract.**

The successful Proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. Attached hereto or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.

vii. **Short-listing**

The City reserves the right to select a limited number (a "short list") of Proposer's to make an oral presentation of their qualifications, proposed services, and capabilities.

viii. **Proposer's Familiarity with RFP; Responsibility for Proposal**

By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful Proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the City arising from or based upon

any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

#### **ix. Interpretation**

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum. The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.

#### **x. Confidentiality**

The Proposer cannot make use of any information obtained through this Agreement for any activity outside the scope of this project. Proposer will utilize its best efforts to protect all information gathered and records developed during the course of this Agreement from examination by unauthorized agencies or persons. Such records include all collected data, forms, provided/developed configuration and topology data, computer files, program listings, manuals, documentation, correspondence files, contract records, and reports. The Proposer shall retain all copies in a secure manner until the project is closed and all documents will be returned to the Department of Public Safety. No information, materials or any summary of these materials shall be released to any individual or organization (verbally or in writing) without prior written permission from the Director.

No work involving information furnished under this RFP will be subcontracted without the specific approval of the Director.

In performance of the Agreement, the Proposer agrees to comply with and assume responsibility for compliance by employees with the following requirements:

- All work will be performed under the supervision of the Proposer or the Proposer's responsible employees.
- Any information provided to the Proposer, in any format, will be used only for the purpose of carrying out the provisions of this contract. This information will be treated as confidential and will not be made known in any manner to any person except as may be necessary in the performance of the Agreement.
- All information provided to the Proposer shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output shall be given the same level of protection as required for the source material.

#### **xi. Rights in Data and Copyright**

Throughout the period of this Agreement, the Department of Public Safety reserves exclusive and unlimited rights to the information provided to the Proposer, except for the information the Public Safety makes available to the public. Public Safety also reserves exclusive rights to the results and findings produced by this project.

#### **xii. Cleveland Area Business Code**

Requirements During performance of this Agreement, Proposer shall comply with all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances of Cleveland, Ohio, 1976 (C.O.), and any *Regulations* promulgated under the *Code*, which *Code* and *Regulations* are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached. Specifically, compliance under any resulting agreement shall include, but not be limited to, the Proposer's:

- Compliance with its proposal representations regarding CSB, MBE, and/or FBE participation in performance of the Agreement;

- Compliance and cooperation with Project Monitors, whether from the Mayor's Office of Equal Opportunity (the "OEO") or the contracting department;
- Accurate, complete, and on-time submission of all reports, forms, and documents including, but not limited to, employment reports, certified payrolls, monitoring forms, and other information the Director of the OEO may require, whether in printed or electronic form, to ascertain and verify Proposer's compliance; and
- Attendance at and participation in all required project meetings, including OEO compliance meetings, and progress meetings called by the contracting department director(s) at key intervals during performance of the contract services.

Failure to Comply When determining the Proposer's future eligibility for a City contract, the City shall consider a Proposer's failure to comply with the representations of its proposal and the requirements under the *Code* as a failure to faithfully perform a contract.

Under the *Cleveland Area Business Code*, the City of Cleveland is firmly committed to assisting Minority Business Enterprises (MBEs), Female Business Enterprises (FBEs), and Cleveland- area small businesses (CSBs) by providing and enhancing economic opportunities to participate in City contracts. The successful Proposer for a contract will be a firm that shares that commitment. Accordingly, a Proposer is strongly encouraged to utilize the services of qualified MBE/FBE/CSB sub-consultants that are certified by the Mayor's Office of Equal Opportunity (the "OEO") in its proposal.

The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business ("CSB") subcontractor participation. Please review the attached Office of Equal Opportunity documents to ascertain the goal for the proposed contract. Proposers are required to make a good-faith effort to subcontract portions of the work to certified Minority Business Enterprise ("MBE"), Female Business Enterprise ("FBE"), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFP.

To document its good-faith effort to utilize certified MBE, FBE and CSB sub-consultants, each Proposer must complete Schedules 1 through 4 found in the *Cleveland Area Business Code - Notice to Bidders and Schedules*. These schedules identify the Proposer's proposed use of MBE, FBE and CSB sub-consultants on the project, which evidences the Proposer's good-faith effort to obtain the participation of certified sub-consultants. The Proposer shall submit the completed forms with its proposal and they will be forwarded to the City's Office of Equal Opportunity for evaluation. Failure to submit complete schedules may result in the rejection of a proposal

Proposers may obtain a listing of firms certified by the OEO as CSBs, MBEs and FBEs by checking the City's website at <http://www.city.cleveland.oh.us>. On the home page, select "Office of Equal Opportunity" from the drop-down menu of City departments. On the Office of Equal Opportunity page, you will find a selection in the left-hand column for "CSB/MBE/FBE Registry".

Proposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub-consultants. The City assumes no responsibility for matching prime consultants with qualified, certified MBE, FBE, and/or CSB sub-consultants.

The City Office of Equal Opportunity will monitor participation of MBE, FBE, and/or CSB sub-consultants throughout the duration of the engagement or project. The successful Proposer, as contractor, will be responsible for providing the OEO with all information necessary to facilitate this monitoring.

The *Cleveland Area Business Code*, any *Regulations* promulgated under the *Code*, and the OEO *Notice to Bidders & Schedules* are, by this reference, incorporated in and made part of this solicitation and any resulting contract as fully as if written in it or attached.

The successful Proposer, as contractor, will be required to comply with all terms, conditions, and requirements imposed on a "contractor" in the following *Equal Opportunity Clause*, Section 187.22(b) of the Cleveland Codified Ordinances, and shall make the Clause part of every subcontract or agreement

entered into for services or goods and binding on all persons and firms with which the Proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, "treated" means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.

**1.22 Anticipated Proposal Schedule**

Public Safety anticipates it will - but neither promises nor is it obligated to - process proposals received according to the following schedule:

Event	Dates/Deadlines
Issue Request For Proposals	April 13, 2015
Pre-Proposal Conference	April 27, 2015 at 3:00 PM EST
Deadline for Submitting Questions	May 1, 2015 at 3:00 PM EST
Deadline for Submitting Proposal	May 15, 2015 at 3:00 PM EST

**1.23 Proposal Qualifications**

This solicitation is limited to Proposer organizations who are established prime manufacturers of Parking Management Systems (Access Control and Revenue Control) and/or qualified contractors who have equivalent Parking Management System deployments (equivalent in terms of functionality, size, applications, modules and number of users) that are in current production use.

- Proposals will not be accepted from Proposer systems that do not meet the equivalency requirements and productive use requirements established in this section
- The proposed Parking Management System technology, including all proposed applications, modules, software, database servers, equipment and any special purpose hardware components must be non-developmental and in current operation use
- Proposer will be evaluated on their ability to provide at least three (3) references, and as many other references as are pertinent, up to a maximum of six (6) references, that demonstrate compliance with the requirements of this solicitation for successful delivery performance and the use of proven, non-developmental technology in equivalent Parking Management System. References for systems installed in North America are preferred. Information that must be supplied for each reference is as follows:
  - Agency and Department
  - Address
  - Point of Contact (Name and Title, Telephone and E-mail)
  - Brief Parking Management System overview
  - Date of Contract
  - Date system became fully operational

- The technical information provided with the references must demonstrate or support the capability of the proposed technology to satisfy the identification functionality and performance requirements of this solicitation

**Insurance:** The successful Proposer, at its expense, shall at all times during the term of the contract resulting from this RFP, maintain the following insurance coverage. The insurance company (ies) providing the required insurance shall be authorized by the Ohio Department of Insurance to do business in Ohio and rated A or above by A. M. Best Company or equivalent. The Successful Proposer, as contractor, shall provide a copy of the policy or policies and any necessary endorsements, or a substitute for them satisfactory to and approved by the Director of Law, evidencing the required insurances upon execution of the contract.

- i. Professional liability insurance with limits of not less than \$1,000,000.00 for each occurrence and subject to a deductible for each occurrence of not more than \$50,000.00 per occurrence and in the aggregate, and if not written on an occurrence basis, shall be maintained for not less than two (2) years after satisfactory completion and written acceptance of the services under the contract.
- ii. Workers compensation and employer's liability insurance as provided under the laws of the State of Ohio.
- iii. Statutory unemployment insurance protection for all of its employees.
- iv. Such other insurance coverage(s) as the City may reasonably require.

## 1.24 Proposal Contents

Proposals shall include the following parts in the below order. Please separate and identify each part by tabs for quick reference. Each proposal should be organized so as to facilitate its evaluation.

The technical proposal Shall Be No Longer Than 30 Single-Sided Printed Pages, excluding appendices.

Page size shall be 8.5 x 11 inches. Font size shall be no less than 12 pt. Tabs, dividers, and appendices are excluded from the page count.

The technical proposal response shall consist of the following sections:

### **Section 1: Cover Letter and Executive Summary**

The Executive Summary should provide a complete and concise summary of Proposer's experience and ability to meet the requirements of this RFP. The summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

### **Section 2: Profile**

The Proposer will provide a profile of its organization and all other sub-consultants who will be providing services. At a minimum, the Proposer will provide the following information:

- Number of years in business
- Number of years involved with services as proposed
- Total number of employees
- Number of signed contracts in progress

### **Section 3: Qualifications**

Each Proposer should state in detail its qualifications, and experience, and how its services are unique and best suited to meet the requirements and intent of this RFP. This should include the qualifications of sub-consultants included in the proposal. Proposer may include as much information as needed to differentiate its services and product(s) from other Proposer's. At a minimum, please include the following:

- A. Staffing: Qualifications must include resumes and description of organizational and staff experience including the Project Manager and key technical staff proposed for the project. Additional resumes are not required unless that resource will likely play a key role in the project.
- B. Organizational and Staff Experience: Proposer must describe their qualifications and experience of the organization as a whole to perform the work described in this RFP. Information about experience should include direct experience with the Parking Management Systems and implementation. Relevant experience must be associated with projects completed not more than five years prior to the date of this RFP.

**Section 4: List of Representative Projects**

Provide a list of at least three (3) equivalent projects that the Proposer has successfully completed within the last five years.

Provide at least three (3) client references (verified name and telephone number) of someone closely familiar with each project and your firm's performance.

Each project description shall be presented in the format consistent with the table below.

PROJECT NAME AND DESCRIPTION
Agency & Department:
Address:
Point of Contact
Verified Telephone Number for Contact
Parking Management System Overview
Date of Contract
Date System was fully operational

**Section 5: Project Management Approach/Project Methodologies**

- A. Describe your Methodologies you will employ on this project to deliver the Parking Management System. Describe and/or provide examples of the Deliverables requested in the Scope of Services.
- B. Provide a detailed project work break down structure to include tasks, subtasks, timeline, milestones, work efforts and resource assignments.
- C. Define the technical approach and document project deliverables to address the requirements outlined in the scope.

**Section 6: Financial Statements**

Any financial statements that would be required will be requested only from those Proposers that are short-listed.

**Fee Proposal:** Proposer should submit its fee proposal for equipment and services in a separately sealed envelope clearly marked on the outside.

There is no limit to the number of pages submitted as part of the fee proposal.

Proposers are required to provide a complete fee proposal of all equipment, hardware, software, maintenance, implementation, and training for the proposed Parking Management System.

All costs are to be expressed in unit cost and total cost to the City. One-time charges, software modifications charges and conversion charges must be detailed. Any additional charges above the annual maintenance costs should be listed in detail.

Proposers should differentiate all costs clearly so that they may be properly evaluated without interpretation.

**Proposer shall provide a description of any other cost the City might expect to pay.**

## 1.25 Required City Forms

Proposer shall complete, execute, and return with its fee proposal the following documents:

- Cleveland Area Business Code 6 Notice to Bidders & OEO Schedules;
- Federal Form W-9 including Taxpayer Identification Number;
- Non-Competitive Bid Contract Statement for Calendar Year 2015;
- Northern Ireland Fair Employment Practices Disclosure.

## 1.26 Proposal Evaluation

Proposals shall be evaluated based on the following criteria (not listed in order of importance):

- Capability of the Proposer to Provide a Parking Management System
- Proven successful past performance on equivalent projects with other Municipal Government Parking Systems
- Experience, qualifications, technical competence and availability of proposed personnel assigned to the project
- Proposer's understanding of project scope and goals as well as clarity, completeness and general quality of proposal
- Proposer's reference and client recommendations
- Written and Oral presentations
- Demonstration of financial resources
- Office location and response time

Fees will not be considered in the technical evaluation. Proposals shall be evaluated first on qualifications and technical merit. Once rankings are established, the fee submittals shall be considered.

A firm's involvement in any current litigation with the City may be taken into account during proposal evaluation.

The ratings are not intended or to be interpreted as a reflection of a Proposer's professional abilities. Instead, they reflect the City's best attempt to quantify each Proposer's ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

**Disqualification of a Proposer/Proposal:** The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or

evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that Proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract.

## 1.27 Proposal Checklist

Proposers should be sure to address all of the following areas in their proposal.

### 1. Technical Proposal Submission

- Section 1: Cover Letter and Executive Summary
- Section 2: Profile
- Section 3: Qualifications
- Section 4: List of Representative Projects
- Section 5: Project Management Approach
- 1 Original and 9 Copies submitted
- 1 CD/USB drive with copy of Technical Proposal

### 2. Fee Proposal and Required Forms (Marked and Sealed Envelope)

- Non-Competitive Bid Contract Statement for 2015
- OEO Schedules
- Northern Ireland Fair Employment Practices Disclosure
- Federal Form W-9
- 1 Original and 9 copies submitted
- 1 CD/USB drive with Fee Proposal and Required Forms

All forms are available for downloading on the City of Cleveland's website [www.city.cleveland.oh.us](http://www.city.cleveland.oh.us) under the Forms and Publications.