



City of Duluth

Automation Equipment Request for Proposal

Interstate Parking, on behalf of the City of Duluth, is seeking proposals for a turn-key automated revenue and access control system at these three facilities:

- Technology Village Parking Ramp located at 14 East 1st St, Duluth Minnesota 55802
- Medical District Parking Ramp located at 302 East 1st St, Duluth Minnesota 55802
- East Superior Street Public Ramp located at 125 East Superior St, Duluth Minnesota 55802

The intention is to offer a recognizable, similar and cohesive technology at all three ramps that may enhance the customer experience, provide ramp management with a central control and efficiency of operation, as well as provide overall cost savings. We ask that vendors propose a group package that offers this level of synergy in areas not limited to:

- Audio/Visual Remote Monitoring
- Equipment and component interchangeability
- Central access control server with quick remote access and alerts
- Multi-location reporting ability
- Hassle free hardware and software expandability, ongoing PCI compliance and updating

While the three ramps are to be operated as a group, the bid response must be priced individually by ramp, and installation is expected to occur in stages between summer 2013 and summer 2014.

Please provide a proposal to us by **June 14th, 2013 at 2:00pm CDT**. You may submit your proposal by mail to City of Duluth, Purchasing room 100, 411 W 1st Street, Duluth, MN 55802.

You may tour the sites at your convenience provided you have notified Jeff Aanenson, in advance, so he may notify our on-site customer service and security staff. If you would like a site tour with Jeff, please coordinate directly with him. Jeff may be reached at jaanenson@interstateparking.com or at (218) 213-5457.

At any time prior to the deadline, please email or call Jeff directly with your questions. In respect of your firm's potentially creative ideas, we will not share your questions or our responses with other proposers unless a question results in the need to materially change the scope of this project. Interstate Parking and the City of Duluth reserves the right to accept or reject any proposals for any reason.



Project Scope

Interstate is seeking a "turn-key" installation for each facility, including but not necessarily limited to the following:

1. A Head-end access control and revenue control computer system including all software and hardware as required. The preference is to have all applications integral, including Lot Count, Car Pool, Lane Monitoring, True Anti-passback, Pre-issuance of system generated validation coupons, acceptance of credit and debit cards and integration with wireless payment technologies including pay by phone, mobile application payment, web-based validation and pre-paid event pass acceptance. There will be one dynamic reporting system for both access control and revenue control in tandem.
2. All peripheral devices including printers, Graphical User Interfaces (GUI), network protocol devices, etc. as required for system reporting, data manipulation and other performance standards. We will provide the firewall at our cost.
3. All lane equipment inclusive of ticket dispenser, loop detectors, loops, gates, lot full signage and validation equipment.
4. All required monitoring and output control interface including hardware/software.
5. New integrated intercom and CCTV system.
6. All required hardware, software, materials and documentation required providing a fully operational access and revenue control system.
7. Full acceptance testing and training as required by Interstate.
8. Proper coordination with Interstate.
9. All final wire terminations required providing a completely operational access and revenue control system. Please include, within your response, any additional electrical, concrete or other improvements that you are excluding from your proposal but require in order to install and commission your system including detailed specifications for such improvements.
10. All of the Head-end programming and set up is to be performed before installation at the project. This would include but not be limited to the initial set up of time zones, area group schedules, car pools, loading and testing of all application software, graphics, lot count reports, revenue reports, panel configurations, loading all monthly parker data, etc. Key to all of this is a determination by Interstate of what factual data comprise this structure so that it can be input, tested and verified.
11. Configuration and set up the system as specified by current PCI/DSS Configuration Standards.
12. Provide all special power conditioning and uninterruptable power supply backup equipment.

Your proposal must include the following equipment and capabilities:

TECH VILLAGE RAMP EQUIPMENT (TECH)

Please include equipment to accommodate the following:

- 2 entrance lanes (1st St) Upper- Ticket and card access
- 1 entrance lane (alley) Basement - Card access only
- 2 exit lanes (1st St) Upper- Ticket and card access
- 1 exit lane (alley) Basement - Card access only
- 4 pedestrian door card readers
- 1 Pay Station (Pay on Foot)

MEDICAL DISTRICT RAMP EQUIPMENT (MDR)

Please include equipment to accommodate the following:

- 2 entrance lanes (1st St) Upper- Ticket and card access
- 2 entrance lanes (alley) Basement Areas- Card access only
- 2 exit lanes (1st St) Upper- Ticket and card access
- 2 exit lanes (alley) Basement Areas - Card access only
- 4 pedestrian door card readers
- 2 Pay Stations (Pay on Foot)

Please include integration with the Sheraton Hotel Reservation and Check in system to allow:

- Real time communication with ramp server over wired connection
- Guests to use hotel room keys for ramp access
- Gate access time limits based on length of hotel stay

The hotel system specifics are as follows:

- The hotel Property Management System (PMS), is LightSpeed, which technically is an overlay to Galaxy UX, the original PMS. Current version of LightSpeed is 9.5 and current version of Galaxy is also 9.5. LightSpeed interfaces with Saflok.
- The version of SafLok in use is 3.27, Build 5.
- The brand of cards used for room keys as well as ramp access, is PLI. They are three tiered and only two tiers are used

EAST SUPERIOR STREET PUBLIC RAMP EQUIPMENT (ESSPR)

Please include equipment to accommodate the following:

- 1 entrance lane (Superior St) - Ticket and card access
- 1 exit lane (Superior St) – Attended gate and card access
- 1 entrance lane (1st St) - Ticket and card access
- 1 exit lane (1st St) Pay in Lane- Ticket and card access
- 1 Fee Computer (Superior St Booth)

Transient

Please include the following capabilities for all facilities unless otherwise noted:

- Ticket in, credit card out all lanes. Ticket dispensers must be capable of handling 2 boxes of tickets (6,000 tickets per box) and automatically pull from the 2nd box if the first box runs out.
- Propose a ticket type (mag stripe, barcode or other media with data strip) or ticketless system and explain benefits
- Preference is for exit stations to read tickets inserted in minimum of two ways (data strip left or to the right). Please indicate your system's ability and provide optional price for four way data strip reader (strip down/up and to the left and down/up and to the right).
- Central Pay on Foot type pay stations (one at Tech, two at MDR) capable of accepting cash, coin, credit card and issuing change in bills and coin. Please include the following:
 - How many denominations pay station can handle for change issuance for both bills and coin.
 - Include, in your price, 4 note acceptor vaults, 2 bill exchanger storage bins for each denomination and 2 coin acceptor vaults.
 - If your pay station is capable of self-replenishing either the bills or coins for change issuance please include that feature in your response.
- Please describe the programming capabilities for transient rate structures
- Please describe the system's capabilities for ticket tracking including detailed entry, exit, fee and payment data, duration of stay and adequate data to identify lost tickets.
- Please describe the system capability for custom graphic, video and voice messages on all equipment
- Optional price for credit card in and out all lanes.
- Optional price for handheld pay in lane devices with prepay, post pay and wireless credit card capability. These units must be able to upload report data to the head end system. Please include cost of any wi-fi equipment required to enable the necessary network connections for the handheld units within a PCI compliant environment.
- Optional price for contactless smart card readers at all exit stations.
- Optional price for barcode scanners at entrance/exit lanes capable of scanning barcodes displayed on paper or smartphone display.
- Option for integration with pay by phone and any other mobile payment applications. Please include any providers that your system is integrated with and describe how the integration works as it relates to the software system, communication, reporting, etc. as well as any up front or ongoing costs related to the integration. Please also detail how the system works from the customer's perspective.
- Optional price for your proposed solution to offer frequent customer discount card and/or pre-paid stored value/debit card feature and include compatible brands/specifications of value cards or web services (smart chip or mag-stripe or other)

- Preference is for all ticket and pay station equipment to feature easily interchangeable components.
- Please describe any requirements related to third party processors as intermediaries between Turn-Key Automated /Attended Revenue and Access Control System (POS System) and card processor, which in effect would increase card processing costs.
- Please describe any requirements related to proprietary or preferred third party intermediaries to successfully complete software integration.
- Please include any maintenance or support agreements that enable system upgrades to maintain PCI compliance and minimize upgrade costs moving forward.
- **Tech Village:** Optional price for cashier station to be located in parking booth office. Cashier station must include ability to accept payment by cash, coin, credit card, validation ticket and barcode discount tickets and/or smartphone display barcodes.
- **Tech Village:** Optional price for Pay in Lane machine to be located in left exit lanes. Pay in Lane station must include ability to accept payment by cash, coin, credit card, validation ticket and barcode discount tickets and/or smartphone display barcodes.
- **Tech Village:** Optional price for a reversing entrance lane and additional card reader
- **Medical District:** Optional price for Pay in Lane machine to be located in one of the exit lanes. Pay in Lane station must include ability to accept payment by cash, coin, credit card, validation ticket and barcode discount tickets and/or smartphone display barcodes.
- **ESSPR:** Fee Computer cashier station to be located in parking booth office. Cashier station must include ability to accept payment by cash, coin, credit card, validation ticket and barcode discount tickets and/or smartphone display barcodes.
- **ESSPR:** Pay in Lane machine to be located at 1st St exit lane. Pay in Lane station must include ability to accept payment by cash, coin, credit card, validation ticket and barcode discount tickets and/or smartphone display barcodes.

Validations

Please include the following capabilities:

- Generate validation ticket batches on-site.
- Please describe the programming options for validations.
- Option for integration with any web-based/web portal validation system including any providers that your system is integrated with and describe how the integration works as it relates to the software system, communication, reporting, etc., as well as any up front or ongoing costs related to the integration. Please also detail how the system works from the parker and validating client's perspective.

Monthly Parker Access Control System

Please include the following capabilities:

- Anti-passback programming options including ability to reset an individual card or a group of cards to 'neutral status' by manager.
- Monthly access readers in all lanes.
- Group/Shared/Carpool parking including group-defined capacity limits.
- Please describe your system's capabilities for programming access groups.
- Base price – proximity readers including brand of reader, proposed access card including cost per card and whether your proposed readers are compatible with the existing cards in place.
- Optional price – AVI readers including brand of AVI reader, brand/model of AVI tags and the cost per AVI transponder.

Event Parking

Please include the following:

- Details regarding web-based pre-paid event parking integration and cost of implementation. Please include costs related to additional hardware (IE, bar code readers) and any ongoing costs. Please provide details relative to any pre-paid event services that are integrated with your system.
- Please describe, in detail, how your system will operate in pre-paid event parking mode.

Count System

Please include, within your count system, the following capabilities:

- Non-resettable lane counters that function even if gates are manually locked in up position.
- User group counts segregated for monthly and transient and total facility, at a minimum. Ability to adjust actual counts and set group limits manually by manager.
- Sufficient count integration with monthly access and revenue control system for auditability of vehicle traffic versus revenue.
- Programmable activation of full sign based on separate count limits for monthly and transient parkers. Separate programmable limits for activation and deactivation of full sign.
- Real time display of current facility counts.
- Please describe additional capabilities and programming options of your count system.

Head End System

Please include all head end equipment necessary to operate the system. Please describe, in detail, the programming capabilities of the head end system as it relates to the following:

- Central clock for all equipment.
- User defined security access/functionality programmability.
- Central programming of lane equipment (please list any programming that cannot be performed from the head end system).
- Provide overview of head end system functionality including description of modules, features that make your system easy to use, benefits/advantages of your system, etc.
- Please describe system capabilities in emergency operation where head end system is offline, shut down or not communicating with lane equipment.

Reporting

Please include the following:

- List of all reports included with system price
- Examples of the following reports:
 - Historical occupancy of transient, monthly and total facility count levels with hourly interval for a 24-hour period.
 - Historical vehicle ingress/egress based on user type (monthly vs. transient) with hourly interval totals and cumulative occupancy.
 - Revenue totals for daily and monthly results with detail based on type of payment, and sub-totals with payment type detail per machine/lane.
 - Total daily revenue and transient transaction count snapshot report showing total revenue per day for a period of 30 days.
 - Exception reporting for all manual override entry/exit capabilities (IE, intercom vend, software remote vend by specific user, manual vend through gate control switch, and any other ways a vehicle can manually exit from the facility.)
 - Validation account usage including summary and detail reports.
 - Monthly parker usage history report.
 - Monthly parking active card report including sub-grouping based on user defined access groups or account groups.
 - Ticket tracking report with sufficient detail to audit lost tickets
 - Cash audit reports including history of cash vault removal, cash bin removal/replacement and vault content detail.
 - Report export options from the system (IE, excel, .pdf, .csv, etc.) including ability to email reports to recipient list.
 - Daily Event Log - A listing of changes to the system and users who made the changes. It shall include print communication messages; equipment alarms and system log on/off.

REMOTE MANAGEMENT CAPABILITIES

Please include, in detail, your systems abilities as it relates to:

- Remote management capabilities within a PCI/DSS compliant IT network environment
- Replacement of a lost or damaged ticket including ability to send multiple rates remotely to the pay station and exit stations from the head-end and/or remote management console. Please describe how your remote management system works from the manager's perspective.
- Remote Control console showing all messages and alarms associated with the parking lane, thus allowing real time research of monthly parker or transient parker activity. Please describe what information relative to equipment status is available in real-time on the remote console such as out of tickets, out of service, notes/coins vaults empty, etc. Please describe your systems ability to remotely monitor, in real time, and operate all lane and pay station equipment (including remote vend, manual permanent gate raise, change rates, etc.).
- Automated real time alert notification capabilities via text and email to recipient list. Please describe system capabilities and what alerts are available.
- Detailed information including:
 - Communication protocol, polling procedures and transaction message flow from peripheral devices to and through the system
 - Communication failure/error identification and recovery
 - Fault tolerance
 - Back-up procedures
 - Data storage and retrieval
- State any reoccurring costs/fees applicable to the continual operation following installation and setup of the system.

AUDIO / VISUAL SYSTEM INTEGRATION

Interstate will be purchasing a Commend intercom system and a CCTV system. If your firm provides Commend equipment, please provide an optional price for intercoms to be installed at each entrance/exit station and the central pay station as well as the head-end system for the parking office. If your firm does not provide Commend equipment, please describe your ability and cost to integrate with the Commend intercom system enabling. Other than the Commend equipment, please do not include the cost of any intercom or CCTV equipment with your proposal.

- Head end for integrated audio/visual to be located at ESSPR parking office and networked to MDR and Tech with Commend head end integration console including Commend on-screen management interface with call queuing capabilities.
- Intercoms located at each entrance/exit lane and all revenue equipment (i.e. POF in elevator lobbies)
- Cameras installed to view entire lane, parking equipment with high resolution day/night cameras to record on motion and also record simultaneous with intercom activation. Play back must have adequate resolution and digital zoom capabilities to read a license plate number clearly.

- On-site DVR at each facility connected to Command head-end for parking office viewing/assistance but local recording – recording (when set to motion activation and intercom activation recording only) must be adequate for 4 week storage history.
- Head end must be capable of call forwarding to off-site telephone number for at least audio portion if parking office is unattended.

OTHER

Please include the following additional information:

- Optional full sign installation at both entrances. Please include information as to programming options for full sign.
- Optional license plate recognition inventory system. Please include cost and system details.
- Please include photos of the actual equipment (including color) proposed and any optional finishes available.
- Direct drive gates are preferred; please specify whether your proposed gates are direct drive or belt driven.
- Please include your proposed gate arm with any optional arms offered (including optional pricing). Please include options for gate arm break-away alarm notification.
- Please include the timeline for system operation once an order has been placed.

ACCOUNTING SYSTEM INTEGRATION

Interstate Parking uses the Integrapark accounting and audit software system. Please indicate whether your system is integrated with the Integrapark PARIS, GENEVA and ROME software modules and include any additional cost to integrate.

HARDWARE, SOFTWARE AND PCI/DSS COMPLIANCE AND WARRANTY

Please include your hardware, software and PCI/DSS compliance and warranty details including:

- Warranty included in initial purchase price.
- Annual cost.
- Warranty plan options including coverage and term.
- Copy of warranty document.
- Proof of PCI DSS compliance and Payment Application Data Security Standard (PA-DSS) validation. Acceptable proof of PCI DSS Compliance and PA-DSS Validation is that the vendor/manufacture is listed on both Visa and MasterCard web sites as PCI Compliant and having PA-DSS Validation. It is not acceptable to state that the credit card processor is PCI DSS Compliant or is in the process of becoming compliant and/or receiving validation.
- Additional fees shall not be charged for repair/correction of software functions required by specifications, even if undiscovered during testing, commissioning or warranty period, including report formatting and data recovery or fixing resulting from software deficiencies.

MAINTENANCE AND REPAIR TECHNICAL SUPPORT

- General overview of local technical support services.
- Describe the local availability and lead time for receiving spare parts on-site.
- Optional pricing for a spare parts package, including at least one UPS unit, printer, ticket/card reader or validator and bill dispenser.
- Describe your guaranteed response time for system repair and access to 24 hour phone support.
- Provide optional pricing for a quarterly maintenance service, including detailed terms and conditions
- Specify warranty terms and conditions for all hardware / software and any updates to software / firmware / hardware that are included in the proposal price (whether for PCI compliance, security, or performance)

TESTING PLAN AND DOCUMENTATION

Provide a test plan for review and approval by City 30 days prior to start of first test. 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 three copies of checklists which detail tests for every functional requirement, specified supplies/spare parts, training, operating and maintenance manuals and provide space for sign-offs by Interstate Parking and City Representative.

BID AWARD CRITERIA

The City of Duluth and Interstate Parking will be considering several factors other than the lowest initial bid price. Selection will be based on seven criteria (unequally weighted by design) in no particular order:

- Response to bid specifications
- Total cost
- Equipment performance and capabilities
- Warranty
- Future and ongoing PCI/DSS compliance
- Parts and service availability, level of service response
- Previous experience with vendor and references

The City of Duluth, and Interstate Parking, reserves the right to reject any or all proposals and to accept the proposal deemed most favorable to the interest of the parking operation based on these criteria.