

**Request for Bid  
For Parking Access Revenue Control System**



**Release Date: April 11, 2024  
Response Deadline: May 7, 2024**

**MAPCO Auto Parks, Ltd.  
Civic Center Garage  
55 South Fitzhugh Street  
Rochester, NY 14623**

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**SECTION 1: MANDATORY FORMS**

**INTENT TO RESPOND**



**BID PROJECT NUMBER:0418**  
**BUYER: MAPCO**

**BID TITLE: Bid for Parking Access Revenue Control System (PARCS) for Civic Center Garage**

**EMAIL: [Purchasing@mapcoparking.com](mailto:Purchasing@mapcoparking.com)**

**BID DUE DATE & TIME: May 7, 2024**

<p><b>BID SECURITY REQUIRED: No: <u>X</u></b>  <b>Yes, in the amount of _____ as specified herein</b></p>
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ITEM AND/OR GROUP NO.	ESTIMATED ANNUAL QUANTITY	ARTICLES OR SERVICES	UNIT PRICE	EXTENSION
		<p><i>Bid Title: Bid for Parking Access Revenue Control System (PARCS) for Civic Center Garage</i></p> <p>Per attached Specifications</p> <p><i>PLEASE SUBMIT ONE (1) ORIGINAL ELECTRONIC BID COPY AT TIME OF BID OPENING. THERE WILL <b>NOT</b> BE A PUBLIC OPENING OF THE BIDS</i></p>		

I have received, read and agree to the terms and conditions as set forth in General Terms and Conditions, MAPCO Auto Parks, attached, and any special terms and conditions set forth in the General and Technical Specifications herein. I have read, understand and agree to all Instructions to Bidders (including the Non-Collusion Bidding Certification) on the reverse hereof. I hereby recognize and agree that upon execution of this document by an authorized officer MAPCO Auto Parks that this document, together with the Contractor's bid as accepted by MAPCO Auto Parks and all other documents prepared by or on behalf of MAPCO Auto Parks for this bid solicitation, shall become the binding contract between the parties for the services to be provided in accordance with the terms and conditions set forth herein.

**FIRM NAME** \_\_\_\_\_

**SIGNED BY** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**PRINTED NAME** \_\_\_\_\_

\_\_\_\_\_

**TITLE** \_\_\_\_\_

**FEDERAL ID NO.** \_\_\_\_\_

**PHONE NO.** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_

**FAX NO.** \_\_\_\_\_

# NO RESPONSE FORM

If you choose not to respond to this Bid, please email this form back to [purchasing@mapcoparking.com](mailto:purchasing@mapcoparking.com) at your earliest convenience, to the attention of:

Joseph Brown, Purchasing Coordinator  
MAPCO Auto Parks, Ltd.  
488 White Spruce Boulevard  
Rochester, NY 14626

**Name of Bid:** Bid for Parking Access Revenue Control System (PARCS)

**Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Contact:** \_\_\_\_\_

**Contact Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Reason for No-Response:** \_\_\_\_\_

Project capacity. \_\_\_\_\_

\_\_\_\_\_

Cannot quote competitively. \_\_\_\_\_

\_\_\_\_\_

Cannot meet delivery requirements. \_\_\_\_\_

\_\_\_\_\_

Cannot meet specifications. \_\_\_\_\_

\_\_\_\_\_

Do not want to do business with MAPCO \_\_\_\_\_

\_\_\_\_\_

\*Other: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Suggested changes to Bid** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\* Other reasons for not responding might include insufficient time to respond, do not offer product or service, specifications too stringent, scope of work too small or large, unable to meet insurance requirements, cannot meet delivery or schedule requirements, etc.

## SECTION 2: BID DETAILS

MAPCO Auto Parks, Ltd. ("MAPCO") is seeking proposals for a Parking Access and Revenue Control System for Civic Center Garage. This system will require installation at the Civic Center Garage at 55 South Fitzhugh Street, Rochester, NY 14614.

Due date for Bid responses is no later than **May 7, 2024, at 2:00 PM EST. Bidder is required to send one original electronic bid copy.** All costs incurred in connection with responding to this Bid shall be assumed by the Bidder. Questions related to this solicitation may be submitted to [purchasing@mapcoparking.com](mailto:purchasing@mapcoparking.com) no later than April 24<sup>th</sup>, 2024. MAPCO may issue an addendum by April 26<sup>th</sup>, 2024, to respond to any relevant questions raised by potential Bidders. Installation is expected to be completed within 90 days of award of the contract. MAPCO will use the following timeline to manage the Bid process:

### TIMELINE

Task	Date
Issue Bid	April 11, 2024
Mandatory Walk Through	April 23, 2024, at 11:00am
Questions Due	April 24, 2024, by 11:00am
Answers to Questions in an Addendum	April 26, 2024
Bids due	May 7, 2024, at 2:00pm
Nonpublic Opening and Review of Bids	May 7, 2024, at 2:00pm to May 9, 2024
Interviews via Zoom if necessary	May 15, 2024
Award	End of May
Project Completion	Within 90 days of award or the Second week of August, whichever comes first

### CONTACTS

Joseph Brown, [Purchasing@mapcoparking.com](mailto:Purchasing@mapcoparking.com)

Joseph Brown – Purchasing Coordinator  
MAPCO Auto Parks, Ltd.  
488 White Spruce Blvd.  
Rochester, NY 14623

All communications related to this Bid must be submitted by email to [purchasing@mapcoparking.com](mailto:purchasing@mapcoparking.com). Any answers to questions provided during the location walk through on April 23, 2024, are not to be used in bid response until the questions have been submitted and answered with an addendum.

All bid prices will be filled in ink or typed and must include a spelled out version giving the actual cost of each product in line item pricing. All pricing for software, hardware and additional PARCS options must be noted including fees (transaction, gateway, service, maintenance, etc.). Bids that are incomplete, conditional, or obscure may be rejected as non-responsive. The Purchasing Coordinator reserves the right to reject any and all bids, to waive any informality in the bids and to make awards in the best interest of MAPCO Auto Parks, Ltd.

MAPCO reserves the right to waive any irregularities at our sole discretion. After the bid due date, a

selection team, at its own discretion, reserves the right to communicate directly with each Bidder and/or visit a Live location and/or manufacturing facility. All work to be performed shall be authorized in writing by MAPCO prior to the commencement of such work.

Submitted bids constitute an offer by the vendor that shall remain open and irrevocable for a period of 120 days from the deadline for submitting bids stated above.

Interference with the solicitation process by any bidder, employee of the bidder, persons with vested interests, and/or persons with associated interests of the bidder will disqualify the bidder's proposal. Under the terms of the Solicitation Process, interference will be described as: "any effort by any person as stated above to sway, coerce, influence or otherwise affect the outcome of the proposal process to their advantage by any means other than fulfilling the terms of the Contractual Documents."

From the date of receipt of this Bid by each vendor, until a formal award has been authorized by MAPCO and an informal communication regarding this bid shall cease. Any failure to adhere to the provisions set forth above may result in the rejection of a vendor's bid and/or cancellation of this Bid.

Any vendor may withdraw their bid at any time before the Bid due date and opening time, May 7, 2024, at 2pm. ***Should a vendor decide to withdraw their bid and or decide not to respond to the bid process, MAPCO requests that the vendor fill out a No Response Form (Page 4).***

### **MANDATORY SITE WALKTHROUGH MEETING**

All prospective vendors are **REQUIRED** to attend the site walk through in order to familiarize themselves with Civic Center Garage, which is scheduled for April 23, 2024, at 11:00 AM EST

### **EVALUATION AND SUBMITTAL**

All vendors are required to submit the information as required.

MAPCO will determine which vendor provides the most favorable solution by using the evaluation process below:

1. The general information provided by the vendor in response to Sections 6, 7, and 8
  - Section 6: Insurance Requirements information weighted 5%
  - Section 7: Execution information weighted 20%
  - Section 8: Vendor Information Form weighted 10%
2. The technical capabilities of the vendor and equipment and software in response to Sections 9 and 10
  - Section 9: General Requirements information weighted 25%
  - Section 10: Technical Requirements information weighted 25%
3. The cost proposal of equipment, hardware, software, and any additional fees proposed in response to this Bid. Found in Section 8 on the Pricing Information form.
  - Cost Proposal Information weighted 15%

The Purchasing Coordinator reserves the right to reject any and all bids, to waive any informality in the bids and to make awards in the best interest of MAPCO Auto Parks, Ltd.

### **SECTION 3: OPERATIONAL DESCRIPTION**

The PARCS shall be used to control revenue and provide access control services to and from the Civic Center Garage. The PARCS shall have the capabilities to provide transient parking fee payments, Monthly AVI fee payments, residential monitoring, event entrance cashier payments, collection, and monitoring services to and from the garage.

Civic Center active users include: daily transient parkers, monthlies who use TransCore tags to enter and exit the facility, Special Events, and a small number of residential parkers. Current rates can be found: <https://www.mapcoparking.com/downtown/where-to-park/civic-center-garage/>

MAPCO works with ParkEngage to sell various pre-paid parking packages for special events. Please see: <https://mapcoparking.parkengage.com/> to learn more about the single, half season and full season parking pass options. Once a parking pass is purchased the customer is emailed a parking credential to scan at entry into the garage, this same parking pass is used to exit the garage. Any customer who pre-pays for their parking will receive a discounted rate compared to gate pricing.

All other Event Parking is paid (cash/credit) for entry into the garage. Upon receipt of event parking payment, the parker will receive a validated ticket that will allow them the capability to exit without additional payment.

- Monthly parkers will have their Classic style TransCore eGo Plus Sticker Tag credentials read at exit and the gate will vend
- Residential parkers will have their credentials read at exit and the gate will vend
- Daily Transient parkers from earlier in the day, leaving during the event time will be stopped for payment at exit, as their tickets are not coded as having a prior payment/validation.

Monthly parker who enters during an event time frame, will not be charged for the event parking. Their TransCore tag will be read by the TransCore reader at entry and vend open the gate. All Monthly parkers pre-pay for their parking, they are not prevented from parking during events.

The Garage holds 1,300 vehicles and has three (3) entrances and two (4) exits. Main Entrance: Corner of South Fitzhugh Street and West Broad Street. With another entrance at Exchange Boulevard by the Public Safety Building.

The garage is located near: Blue Cross Arena, County Office Building, Rochester Public Safety Building, Hall of Justice, City Hall, Executive Office Building, Federal Building, Powers Building, and Hochstein Music Building.

### **SYSTEM/LANE CONFIGURATION**

- 3 Entrance Lanes – Transient and Monthly; Ticket dispenser, monthly AVI reader, barcode scanner, and barrier gates with loops.
- 4 Exit Lanes – Transient and Monthly; Exit Verifier, Automated pay machine, monthly AVI reader, barcode scanner, barrier gate with loops, and Intercoms (provided by MAPCO)
- 2 Cashier Point of Sale (POS) terminals with cash drawers and customer fee display
- MAPCO would like to add a POF to the PARCS configuration. This will be a new addition to our current set up. The location of the POF will be in the Hall of Justice lobby.

- 5 Barrier Gates with 6ft and 10 inches Articulated Gate Arms
  - All lanes are equipped with barrier gates and corresponding vehicle detection loops.
- MAPCO requires the ability to at a minimum have three (3) vend inputs (transient, monthly, and miscellaneous) with the ability to support:
  - A three-loop configuration if necessary
  - A straight or folding, 6ft and 10 inch gate arm
  - Auto rebound / safety edge
- All lanes will be equipped with TransCore Readers, capable of working with the current AVI tags (Classic style TransCore eGo Plus Sticker Tag) and E-Z Pass credentials
- The selected system will be required to have remote transaction processing and remote vend capabilities
- There are currently intercoms available at each of the exit stations and programs to interact with our command center located off premises. It is our intention to provide capabilities for the manager to interact with the customer from their phone as well as through the intercoms off premises. **MAPCO will continue to use the current intercoms and they will need to be integrated with the new PARCS.**
- The bid must include all appropriate software applications capable of managing the parking access and revenue control system. MAPCO will be responsible for providing all hardware and software related to backend management; including, but not limited to; servers, racks, network switches, monitors, etc.

## **PERFORMANCE REQUIREMENTS**

### **Technology type**

- Parker Credentials shall be: barcode, ticket, QR Code, or other proven various forms of entry and exit
- Automated pay lane will have EMV capability
  - Entrance Cashier Booths, will have a way for a cashier to perform a transaction through EMV card machine
- AVI – TransCore readers with TransCore Classic style eGo Plus Sticker Tag reading capabilities with the option to read an E-Z Pass (Thruway pass)
- The PARCS solution is to be a cloud based single instance environment powered by Azure Cloud (or approved equal).
  - **Base bid must include 3 years of cloud fees**
- The PARCS equipment shall run real time firmware and shall be PC programmable whether on-site or remote. Programming of all equipment must be done remotely from the PARCS administrative software. All Hardware should have its own IP address for remote access capabilities.
- Data must be 100% owned by MAPCO. It cannot be distributed, utilized, or sold without MAPCO's approval

### **System performance**

The administrative software shall have the capability to control multiple entrances and exits across multiple lanes from one administrative management interface.



## **System Redundancy Expectations**

The system shall have the capability to buffer transactions when there is a network or equipment failure. PARCS equipment shall perform its redundancy workflow as the following:

**Level 1** – All Equipment is online and up and running.

**Level 2** – PARCS equipment is up and running and managed by the parking system administrative backend. All transactions and calculations are performed normally, including credit cards acceptance. Credit card acceptance shall depend on an online connection via the EMV credit card terminal hardwired to the head end networking switch. If ISP (internet service provider) is disconnected from service, the proposed EMV terminal will buffer credit card transactions (up to 2000 per terminal) until the ISP is restored. Once restored, all transactions will batch out to the clearing house.

**Level 3** – Equipment shall be managed in an off-line mode. If a total network failure occurs, the management of the lane devices will be done independently by each equipment hardware. Ticket dispensing, Fee calculations, cash transactions and monthlies entry and exit shall perform normally. Once connection to the main controller and the parking system cloud/server is re-established, all transactions data shall be passed to the administrative management software.

## **EMV Credit Card Processing System**

Bankcard processing time shall be no longer than 10 seconds for EMV with no-pin entry transactions, regardless of the amount of equipment that resides on the parking system network. The following types of cards / devices shall be supported as an accepted method of payment media at all point of sale devices for parking access and payment as follows:

- Magnetic stripe, EMV Chip, and Tap to Pay
- EZ-Pass and TransCore Classic eGo Plus Sticker Tag
- Access badge(s)

The PARCS shall comply with all appropriate Data Security Standards including, but limited to EMV standards, PCI compliance, etc.

## **Networking**

PARCS equipment can be located locally at Civic Center Parking Garage property or remotely connected via a LAN (Local area network) or WAN (Wide area network / internet). The communication protocol between PARCS equipment to other field devices shall be 1 pair of communication and/or true TCP/IP to communicate.

## **System expansion**

System shall be expandable by adding cashier terminals, entry lane terminals, exit lane terminals, exit pay stations, Pay on Foot kiosks, LPR, AVI, and validation options/devices. There shall be a backend administrative software workstation/terminal. MAPCO expects flexibility to edit daily transient/Monthly rate structures, add special events, etc.

The scope of the system shall include all features and functions described herein and/or reviewed during the project walkthrough. System shall be capable of adding optional features, equipment and interfaces listed in the specifications, even if not initially included in the current system.

### **ADA compliance**

The system functions shall comply with ADA requirements. Please make sure you list the ADA functionality in your proposal.

### **PCI - DSS compliance**

The system shall be *Payment Card Industry Data Security Standard* compliant. Please list all standards for enhancing payment card account data security to facilitate the broad adoption of consistent data security measures. The selected vendor shall maintain compliance with PCI DSS related to processing and storing credit card transactions, and with approval of MAPCO, make any changes to the PARCS as necessary to keep the PARCS in compliance with the requirements set forth herein.

### **Transient Parking**

Transient entry shall be granted by pulling a credential (ticket, barcode, license plate, EZ-Pass, other, **please specify in your response**). Transient exit shall be granted once payment is fulfilled via cash, credit card, or AVI, EZ-Pass payment at either an exit lane pay station or pre-paid payment perform through their parking account.

### **Monitoring & Control**

The back office administrative software shall provide control and monitoring services for the PARCS. The access to the administrative tool will be tiered to allow viewing access and editing access for various users. The following modules shall be included as standard in the base bid:

- Occupancy and vehicle counter module
- Gate control module (allowing access in and out of the facility)
- Reports & statistics module
- LPI management module
- Monthly parking view module that provides details on cards that are expiring
- Special Event/Reservations module

### **Reporting**

MAPCO requires the following types of reports to be available to run daily

- Daily Revenue Summary
- Transaction Detail Report (that can separate the daily vs. event parking rates)
- Credit Card Detail and Summary Reports
- Administrative Log
- LPR Log
- Monthly Report (AVI/Badge transaction details)
- Equipment alarms
- Validation Details (total and summary, by validation type)

## **SECTION 4: SYSTEM FEATURES – GUIDELINE SPECIFICATIONS**

### **OPERATIONS & REAL-TIME MONITORING**

The administrative software shall have real-time monitoring & control capabilities to manage the parking equipment connected to the parking system network via cell phone and or back office administrative URL.

**Real time monitoring:** All transactions shall be displayed in real-time on MAPCO's administrative live screen. This shall include credit card transaction status monitoring and providing an explanation in case a credit card was denied. Other features shall be reprinting a receipt, split payments, vending gates, or changing settings for a monthly/transient parker from the real-time screen.

**Barrier control:** Open or close remotely a barrier gate connected to a lane device either temporarily or until a new command is sent to the barrier. The barrier shall change its state according to the user programmed schedule of the administrative software.

**Equipment status:** Display the equipment status in real-time and generate a pop-up window for select messages. "Alarms" should be shown in detail and a "Alarm" informational list should be provided to the Manager/MAPCO Administrator to assist with determining the status of the equipment on a real-time basis.

**Income monitoring:** Display in real-time detailed cash or credit card transactions by lane.

**Fee change:** Send a real-time, a fee change command for a single parking transaction, from the administrative software to any pay station or Pay-on-Foot.

**Lost Ticket:** If the patron does NOT have a ticket, send a real-time, fee command for a single parking transaction, from the administrative software to any pay station.

**Lane activity:** Activate/deactivate a terminal either entirely or for select user groups. The barrier shall change its state according to the user programmed schedule of the administrative software. The administrative software shall load automatically as an operating system service allowing certain software features to load, even if no user is logged in on the hosting PC.

### **TRANSIENTS PARKERS**

**Transient parkers:** Rate structure is assigned to regular transient parking credential (ticket, barcode, QR code, etc.)

**Validations:** Validated parking credential performed by the Garage Manager through the Administrative portal.

#### **Ticket tracking**

Track an open or closed parking credential. The tracked credential shall provide the payment information that is associated with that transaction. The administrative software shall allow the operator to submit single payment requests to a pay station or cashier booth.

## **VALIDATIONS**

The purpose of validation system is to allow transients customers to change the default rate calculation of their parking ticket by presenting the ticket to a manager (or approved MAPCO designee) who will use a validation device or portal recoding the ticket to allow a discounted amount at exit within the PARCS equipment.

### **The Validation system shall have the following capabilities:**

- Allow an authorized MAPCO Administrator/User to generate validations within the back office system.
- Validations shall be able to be associated to many different accounts, groups and or event types (tow truck, officer, etc.).
- All parking devices in the locttion shall recognize the validation, calculate the new parking fee, and update the balance accordingly.

### **Acceptable Validation Methods:**

- **Re-encoding a Ticket:** An Authorized User will validate the parking ticket by scanning it in the designated slot. The unit shall be programmable to accept multiple validations on a single ticket. MAPCO will have the capability to track all re-encoded tickets.
- **Web Validations:** the system shall support the validation of parking tickets over the internet by secured login and password. The unit shall be programmable to accept multiple validations on a single ticket. MAPCO will have the capability to track all web validations.
- **Chaser Ticket:** Inserting a validated ticket for a particular amount to allow a discount off a customer's transaction total. MAPCO will have the capability to track all Chaser tickets generated.

### **Validation types**

The parking system shall be capable to assign different type of validations as:

- Flat Rate
- Discounted rate
- Percentage discount
- Hourly discount
- Change price list
- Change ticket to allow multiple entries and exits

### **Validation restrictions**

The parking system shall be capable to restrict the validations as:

- Activate validation between certain dates & Time
- Activate validations for certain days of the Week

### **Validation Monitoring & Control**

The validation system shall include a real-time validation monitoring system that will allow and determine the amount of validations that were used or not used by the administrative back end or other authorized user. The Validations real-time & controlling system shall allow modifying or terminating of existing validations at any time.

### **Validation Reporting**

The Validation system shall provide detailed audit reports of validation usage. Validations reports shall be cable to be exported into several formats such as: PDF, CSV, MS Excel etc.

## ACCESS CONTROL

The administrative software shall include, but not be limited to the following capabilities to manage TransCore Classic eGo Plus sticker AVI tags: Civic Center handles approximately 5,000 AVI tag holders.

- Capability to set different access privileges for an entire group or for an individual tag holder.
- Shared account support will allow a company or tenant to be issued a fixed number of AVI TransCore under their account (i.e., 100) but shall only be billed for a lesser number (i.e., 50) in anticipation of never exceeding that amount of parkers at any given time.
  - If the parkers for this group exceed the 50 user threshold, the AVI TransCore user shall be denied access and will be expected to pay daily transient parking pricing.
- Residential users will be provided cards with parameters set for specific entry and exit times. Residential users will have an anti-pass back placed on their cards to prevent misuse.
- Monthly and Residential user AVI TransCore's will Interface with the garage door and gate

## Monthly Tag management

- **Update/New tag holder**: Tag holder details such as identification details, tag number, monthly fee, expiration date and group or sub-group association. The administrative software shall be capable of sending messages when a card saved on file is about to expire.
- **Block a tag**: Change the status of an existing tag to "blocked" without erasing the details associated with the tag. This would be used for tag holders who did not pay for the upcoming month by the 5<sup>th</sup> day of the month. System should automatically see the no payment and "block" the account. Once the payment is received in real-time the system should also have the capability to automatically unblock the account.
- **Cancel a tag**: Cancellation of a tag in the system shall cancel the tag but not the tag history.

## Restrictions

The administrative software shall allow the setting of restrictions on an individual tag level.

- **Anti-pass back**: In the event a tag is "passed back" to allow an additional vehicle entry to the facility the tag shall be denied access.
- **Loop presence**: Preventing a pedestrian to present a tag with no vehicle.
- **Company Full**: Preventing tag holders to access when the total available for the tagholders group has been occupied.

## Monthlies Price lists

The administrative software shall be capable of setting up at least 10 different pricelists for tag holders. The price list will apply according to a pre-defined classification for the individual tag holder.

## **REPORTS & STATISTICS**

The administrative software shall include, but not be limited to the following basic reporting functions:

- Current Revenue Reports
- Receipts Reports
- Credit Cards Report
- Credit Card Expiration Report
- Validation by type Report
- Occupancy Reports
- Open Ticket Reports
- Open Gate Reports
- Monthly Reports
- Entry / Exit Statistics
- Occupancy Distribution
- Transient Income Distribution

## **OCCUPANCY**

The administrative software shall have a built-in smart automated occupancy module that will update the occupancy meters. The occupancy module shall allow the operator to make manual adjustments to the occupancy meters.

## **USERS & PERMISSIONS**

The administrative software shall provide individual access rights to users. Each user shall be able to access the administrative software with their individual username and password. The user shall be able to access only the modules and options that have been set by software administrator(s).

## **BACKUP**

The administrative software shall automatically backup of the entire database. The backup will be done on a daily basis, approximately at Midnight to 1AM, times are subject to change. The backup shall be saved as a new file every day without overwriting the previous backup.

## **SECTION 5: EQUIPMENT & PRODUCTS – GUIDELINE SPECIFICATIONS**

Please Note that MAPCO has no intention on removing the existing cashier booths. All new equipment will need to be able to fit the existing booth layout.

### **ENTRY LANE TERMINALS**

The entry lane terminal is a ticket issuing and access control device. The entry lane terminal shall issue credentials (ticket, barcode, QR code or equivalent other on printed thermal paper. Credentials shall include: entry date and time and a unique identifier for each ticket.

In addition, this information should be printed on the ticket and sent to the central controller and the administrative software. The entry lane terminal shall have the capability to be switched to an automatic mode, which will produce a parking credential upon arrival without pressing on the ticket issuing button.

The following are a list of requirements for the entry lanes:

- Equipment programming shall be done remotely from the PARCS administrative software.
- Shall be equipped with an LED display that is readable in all lighting conditions, and the ticket request button shall be illuminated.
- Integration with MAPCO provided intercom system
- Surge protection for the data lines and a self-conditioning power supply.
- Loop detector.
- Proximity card reader will be provided by MAPCO and will need to be integrated with PARCS
- Built in 60W heater/fan
- The entry lane terminal shall support connection of other RFID devices like AVI readers. MAPCO requires TransCore AVI readers to be used and the capability to read Classic Style eGo Plus sticker tags.
- EMV Credit card IN and OUT capability.
- The housing shall be made of stainless steel metal and equipped with a lock with a unique key.
- All major components shall be mounted on a sliding or hinged door for easy access and service.

### **Remote control & monitoring**

The entry lane terminal shall report in real-time the equipment status, events & transactions to a central controller and administrative software. The operator at the administrative software shall be capable of opening or closing remotely any gate connected to entry lane terminal. The operator's administrative software shall be capable of activating or deactivating any entry lane.

### **Reporting**

All transaction information shall be sent to the central controller and the administrative software for revenue reports, vehicle counters and access control reports.

## **Power & networking**

- In case of a loss of power, the entry lane terminal shall not lose any data and shall restart automatically when the power is restored.
- In case of loss communication, the entry lane terminal shall continue to work as a standalone unit (buffering). The entry lane terminal shall provide Off-Line capabilities allowing parking tickets to be dispensed and monthlies to use their pass to access the lot. In addition, the entry lane terminal will store all transactions until memory thresholds are met. One communication has been re-established; all transactions shall be sent to the administrative software.
- The entry lane terminal shall work of either 110 or 240 Volts. Its power consumption shall not be greater than 300w with a 60W heater at any given time.
  - Verify if transformer needs to be installed to provide 240 Volt power or if entry lane terminal can operate at current available power of 120V/208V.
- The power supply shall be self-conditioned, and external power conditioners shall not be needed.

## **EXIT TERMINALS: EXIT PAY LANES & PAY ON FOOT STATIONS**

The exit lane terminal is an automatic ticket / verification proxy card reader and access control device (reader will be provided by MAPCO and integrated with the PARCS system). The exit lane terminal shall read parking credential. The exit lane terminal shall accept cash, and EMV payments. After a transaction has been processed by payment or validation, the equipment will send vend signal shall cause the opening of the barrier gate. All transaction information shall be sent to the central controller and to the administrative software. The exit lane terminal shall grant access to permitted users by presenting a valid tag. The exit terminal shall be compatible and able to take payments from MAPCO accounts set up with an E-Z Pass credential or a Classic style TransCore eGo Plus Sticker Tag.

The Exit Pay Stations shall provide automated payment services to parking patrons at exit. The device shall read parking entry credentials and validations/vouchers with payment information. It will generate tarnation total for the parking patron and after payment the gate will raise. In addition, this information shall be printed on the ticket and sent to the central controller and the administrative software.

The Pay On Foot Station shall provide automated payment services to parking patrons at a kiosk in the Hall of Justic. The device shall read parking entry credential and generate the appropriate transaction amount for payment. The patron then shall use the prepaid ticket at the exit lane terminal to exit. In addition, this information shall be printed on the ticket and forwarded to the central controller and the administrative software.

The Exit and Pay on Foot stations shall be equipped with the following components:

- Ticket transport mechanism that shall not contain any belts or gears to increase reliability. Only direct motor driven ticket transportation shall be allowed.
- The pay station shall include a bill/coin acceptor unit that shall read, verify, store, and recycle bills/coins. Bills shall be read in any direction of insertion. Pay station' bill storage cassettes shall be definable upon installation.
- Alerts and transactions populated by the bill acceptor shall be monitored with the PARCS administrative software. Should it be necessary, from the administrative software system the pay station shall be made available to be shut down.



- The station shall be equipped/capable of recycling the bills (dispense notes back as change).
- Supports EMV Chip and Tap to Pay methods for payment.
- Validation acceptance. The pay station must be capable of reading and approving various validation types
- All Receipts shall be printed on Thermal printer. Any issues with receipts will be reported in the administrative software via alarm.
- User interface display. Fully colored 10.4 “user interface display.”
- User selection buttons; illuminated with the options to select:
  - Lost ticket
  - Language
  - Receipt Print
  - Cancel Transaction Payment
- Equipment shall be integrated with a MAPCO supplied in intercom.
- Equipment controller shall be based on microprocessor-controlled system, running embedded real time firmware and shall be PC programmable. Equipment programming shall be done remotely form the PARCS administrative software.
- Surge protection for the data lines.
- Self-conditioning power supply.
- Equipment programming shall be done remotely form the PARCS administrative software.
- Shall be equipped with an LED display that is readable in all lighting conditions
- Surge protection for the data lines and Self-conditioning power supply.
- Loop detector.
- Proximity card reader (provided by MAPCO to be integrated with PARCS).
- Build in 60W heater/fan
- The housing shall be made of stainless steel metal and equipped with a lock with a unique key.
- All major components shall be mounted on a sliding or hinged door for easy access and service.
- The exit lane terminal shall support connection of other RFID devices like AVI readers.

**All Cashier Booths shall have a Point of Sales terminal.** The POS system will have the capability to process transactions via EMV or cash. Every POS station will have the capability to vend open a gate at entry/exit depending on cashier booth location. ***Please Note that MAPCO has no intention on removing the existing cashier booths. All new equipment will need to be able to fit the existing booth layout.***

#### **Remote Control & Monitoring for All Pay Stations**

- The station shall report in real-time the equipment status, events & transactions to a central controller and administrative software.
- The operator of the administrative software shall be capable of performing action remotely to assist the customer.
- The operator of the administrative software shall be capable of turning on or make inactive the pay station.

## **Reporting**

All transaction information shall be sent to the central controller and the administrative software for revenue reports available with Real-Time and historical data.

## **Pay station Housings**

All Equipment housings shall be a made from stainless steel metal. All major components shall be mounted for easy access and service.

## **Remote control & monitoring**

The exit lane terminal shall report in real-time the equipment status, events & transactions to a central controller and administrative software. The operator at the administrative software shall be capable of opening or closing remotely the gate connected to entry lane terminal. The administrative software shall be capable of turning on and turn off the exit lane terminal for monthlies, transients, and apartment residents.

## **MAGNETIC BARRIER GATES**

The barrier gate shall be a high speed and High-performance barrier gate operator; Magnetic or equivalent. The barrier gate shall have the following components & capabilities:

- Barrier open/close time 1.3-1.6 second, based on boom length of 8 to 12 feet with Built in adjustable timer for arm gate closing.
- Arm options shall by the following: 6ft 10in articulating aluminum arm.
- Built-in position sensors (no limit switches) provide precise arm position status and a self-learning control unit to guarantee optimum braking and no boom arm bouncing, sagging or rotating out of position.
- Boom Drop Contact - Automatic reversing mechanism that stops gate arm movement if arm hits an object, and immediately reverses arm to the up position.
- Power outage shall allow manually raising the gate arm.
- Maximum power consumption 95W
- Voltage 85-264 VAC, 50/60 Hz
- Up to 8 digital free inputs.
- Integrated 2-Channel Detector for induction loops
- Number of relays/digital outputs 6/4
- Modular construction with drive unit mounted to a heavy-duty casting allowing easy access door to be mounted on any side of barrier.
- Housing Dimensions (W x D x H) 315 x 360 915mm
- Enclosure Rating IP54
- Left or right-hand operation
- Lane Width 3.5m max
- MHTM Drive Technology
- Weight 40 kg

The barrier gate shall include, but not be limited to the following optional components & capabilities:

- Additional foam protection inserted on the bottom of aluminum boom.
- Gate arms must be equipped with a functional sensor to detect objects in their path while lowering.

- Contact for release of barrier arm/Breakaway Flange.
- Additional I/O extension module.
- Boom arm lights with controller
- Custom RAL color.
- Radio Module.

The barrier gate shall have the following control & monitor capabilities:

- Open/Close arm command

### **LICENSE PLATE RECOGNITION SYSTEM – OPTIONAL**

The LPR system shall read four of seven digits on license plates with 94-96% accuracy. When there is not a match, the picture of the plate and back of vehicle shall be displayed on the system server computer so a manual match can be chosen.

#### **License Plate Inventory Software & Features:**

- Provide back-up solution with software and sufficient capacity to automatically back-up current inventory from computer and store for one year
- Reports shall include summary totals of number of cars parked.
- Reports shall be automatically updated as new data is uploaded from handheld units.
- Software shall be able to query by license plate number to determine location of lost vehicle.

## **SECTION 6: INSURANCE REQUIREMENTS**

All bidders must submit proof that they have obtained the required Workers' Compensation and Disability Benefits Insurance coverage or PROOF that they are exempt. (Visit [www.wcb.ny.gov](http://www.wcb.ny.gov) for forms.)

The Contractor will at its own expense, procure and maintain a policy or policies of insurance during the term of this Agreement. The policy or policies of insurance required are standard Worker's Compensation and Disability Insurance, if required by law; professional liability and general liability insurance (including, without limitation, contractual liability) with single limits of liability in the amount of \$1,000,000 per occurrence, and \$3,000,000 aggregate coverage; automobile liability insurance in the amount of \$1,000,000 with a minimum of \$1,000,000 each occurrence, bodily injury, and property damage. Original certificates and endorsements evidencing such coverage shall be delivered to MAPCO Auto Parks, Ltd before final execution of this Agreement. The certificates shall indicate that such coverage will not be cancelled or amended in any way without thirty (30) days prior written notice to MAPCO and original renewal certificates conforming to the requirements of this section shall be delivered to MAPCO at least sixty (60) days prior to the expiration of such policy or policies of insurance. The Contractor's insurance shall provide for and name MAPCO Auto Parks, Ltd., and Civic Center Garage as additional insured. All policies shall insure MAPCO Auto Parks, Ltd. and Civic Center Garage for all claims arising out of the Agreement. All policies of insurance shall be issued by companies in good financial standing duly and fully qualified and licensed to do business in New York State or otherwise acceptable to MAPCO.

If any required insurance coverage contains aggregate limits or apply to other operations of the Contractor, outside of those required by this Agreement, the Contractor shall provide MAPCO with prompt written notice of any incident, claims settlement, or judgment against that insurance which diminishes the protection of such insurance affords MAPCO. The Contractor shall further take immediate steps to restore such aggregate limits or shall provide other insurance protection for such aggregate limits.

## **SECTION 7: EXECUTION**

### **INSTALLATION**

- Provide a transition plan that includes estimated time of product delivery, installation breakdown for each lane, and lane acceptance testing.
- Shall be installed by qualified technicians who have been trained and certified in Factory/PARCS installation. Equipment shall be firmly secured, examined, and level.
- All wiring and electrical details shall be reviewed with MAPCO Maintenance Chief and IT Administrator prior to installation.
- All splices shall be in easily accessible junction boxes or on terminal boards. All cable runs at the main terminal board and in all junction boxes shall be tagged and identified.
- Coordinate all work with other effected trades and contractors.

### **SYSTEM INITIALIZING AND PROGRAMMING**

- System shall include all software necessary for system configuration.
- System shall be turned on and adjustments made to meet requirements of specifications and on-site conditions.
- System shall be programmed to function as specified.
- Special programming shall be documented, printed, and made available to owner.

### **SYSTEM TEST PROCEDURES – Lane Acceptance Testing**

- System shall be completely tested to assure that the PARCS equipment, cloud/servers, gates, and all components are hooked-up and in working order.
- System shall be pre-tested by contractor and certified to function in accordance with plans and specifications.
- System shall be tested in presence of owner's representative. A Site Acceptance Test will not be performed until the complete PARCS system is installed.

### **OWNER TRAINING**

- Installation contractor shall conduct at least **10 hours of instruction** in use and operation of the system, including back office, to designated owner representatives before system startup.
- Installation contractor shall conduct at least **40 hours of technical training**, in troubleshooting and weekly preventive maintenance to the system, to designated owner representatives within (30) days of system startup.
- Local dealer shall conduct periodic technical training sessions and make them available to those responsible for on-going system operations. **An additional 10 hours training to use as needed**

### **MANUALS AND DRAWINGS**

Approved Bidder shall provide owner with **2 copies** of standard factory prepared operation, installation, and maintenance manuals. Manuals shall include typical wiring diagrams. In addition, owner shall be provided with **2 copies** of any risers, layouts, and special wiring diagrams showing any changes to standard drawings, if required on project.

### **LOCAL SERVICE AND SUPPORT**

- PARCS vendors must respond to service request within a 4-hour response time.
- If the issue cannot be rectified remotely and on-site service is deemed required, vendor must dispatch a service technician to resolve the issue within 24 hours of receiving the request.

**SECTION 8: VENDOR INFORMATION FORM**

**Responses are due no later than May 7, by 2:00 PM EST. Proposers must submit one original electronic copy of their bid. Failure to submit complete responses to sections 6 – 10, will make the bidders response incomplete.**

It is encouraged that vendors include cut sheets, specific details on PARCS hardware/software, drawings, screen shots of the administrative back office, etc in their bid response. The Purchasing Coordinator reserves the right to reject any and all bids, to waive any informality in the bids and to make awards in the best interest of MAPCO Auto Parks, Ltd.

The undersigned, on behalf of the proposer, certifies that: This offer is made without previous understanding, agreement or connection with any person, firm, or corporation entering a proposal on the same project; is in all respects fair and without collusion or fraud. The person whose signature appears below is legally empowered to bind the company in whose name the proposal is entered. They have read the entire document and understand all provisions. If accepted by MAPCO this proposal is guaranteed as written and amended and will be implemented as stated.

All Bidders interested in responding MUST provide the following requested information found in Sections 6-10. Additional information may be included on accompanying sheets, if necessary:

Firm Name \_\_\_\_\_

Contact Name \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Hours \_\_\_\_\_

Company Web Site Address \_\_\_\_\_

E-Mail \_\_\_\_\_

General Nature of Business  
\_\_\_\_\_

Remittance Address (for Payments):

Name:  
\_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip \_\_\_\_\_

1. Are you New York Certified as DBE/WBE/MBE? If yes, please attach certification letter  
Yes \_\_\_\_\_ No \_\_\_\_\_

2. Type of Organization (check one):

Manufacturer \_\_\_\_\_ Distributor \_\_\_\_\_ Retail \_\_\_\_\_  
Dealer \_\_\_\_\_ Service \_\_\_\_\_ Other \_\_\_\_\_

3. We Acknowledge Receipt of Addenda: No.\_\_\_\_, Dated \_\_\_\_\_; No.\_\_\_\_, Dated \_\_\_\_\_

4. Has any person, firm, or corporation entering a proposal on the project been disbarred or suspended by the State of New York? If so, indicate dates and explanation for such.

\_\_\_\_\_

Additional

1. Provide references from at least (3) companies which have received the proposed or similar services. Please include: Firm, Facility, Group or Organization Name, Address, Contact Person, Title, Phone Number, Email Address, Date of Purchase/Service/Project, Description of Purchase/Service/Project.
2. Attach a **W9 Form**.
3. Pricing Information (please print clearly) Pricing must cover all costs related to the procurement, installation, and maintenance of the entire Parking Access & Revenue Control System. A Pricing information document has been provided on page 26. Failure to use the Pricing Information form will result in the bidder being considered as not having a complete document.

Pricing Information

A full itemized list of costs must also be submitted with all proposals showing required costs. Optional additional features may be listed on separate line items with the total cost outlined.

**Total PARCS Cost from Page 24**

\$ \_\_\_\_\_

\_\_\_\_\_  
(Amount in Words)

*Where a discrepancy occurs between the prices quoted in words and in numbers, the figure quoted in words shall take precedence and govern in determining final costs of award of contract.*

**PRICING INFORMATION**

Do not use any other pricing sheet than the one provided. If another pricing sheet is attached without this form being filled out the Bidder will be disqualified for not having a complete bid.

Pricing Information	Price per Unit	Total Price
<b>Equipment, Hardware, and Software</b>		
Entry Ticket Station (3 required)		
3 Boxes of tickets must be included per entry lane		
Price Per Automated Exit Pay Station (3 required)		
Price Per Cash Register POS (4 required)		
* Please note MAPCO will not be changing cashier booths		
Price Per Gate (5 required)		
Price Per Pay on Foot Station (1 required)		
Price Per AVI Reader (Preferably Transcore, 7 required)		
Back Office Administrator Software Per License/Seat		
Azure cloud fees (price per year, total price for 3 years)		
<b>Maintenance Agreements</b>		
Hardware Maintenance Agreement		
Software Maintenance Agreement		
<b>Installation &amp; Training</b>		
40 Hours of On-Site Training with MAPCO's Technician Team		
10 Hours of Administrative Software training		
10 Hours of additional Training to use at MAPCO discretion		
Site/Lane Acceptance Testing		
Installation Costs (Electrical, Wiring, Conduit, Cutting, Coring, etc.)		
<b>Additional Fees</b>		
Per Transaction		
Monthly Fee		
Misc Fee		
Other (Please specify)		
<b>Optional LPR</b>		
Entry Lane (3 required)		
Exit Lane (4 required)		



## SECTION 9: GENERAL REQUIREMENTS

- Please list your three references of similar size of Civic Center. Vendor is required to include: customer's contact information (name, email, phone number), a description of the type of operation, address, the number of lanes, type of equipment use per lane, etc. This information is limited to installations within the last 2 years.
- Provide a statement of why your firm should be selected to design, manufacture, install, and test our Parking Access Revenue Control System?
- Please provide the names and qualifications and experience of key personnel that will be committed to the installation of this project (project manager, installation technicians, and subcontractors, etc.).
- Relative to preventive maintenance and warranty work, please provide the experience and qualifications of key personnel and contacts.
- Please provide a sample of your training materials for equipment, hardware, and software manuals.
- Please describe your current and active systems history and current integrations with remote customer call centers.
- **If you bid the LPR option**, please provide a description your company's current and active systems history and current integrations with LPR.

## **SECTION 10: TECHNICAL REQUIREMENTS**

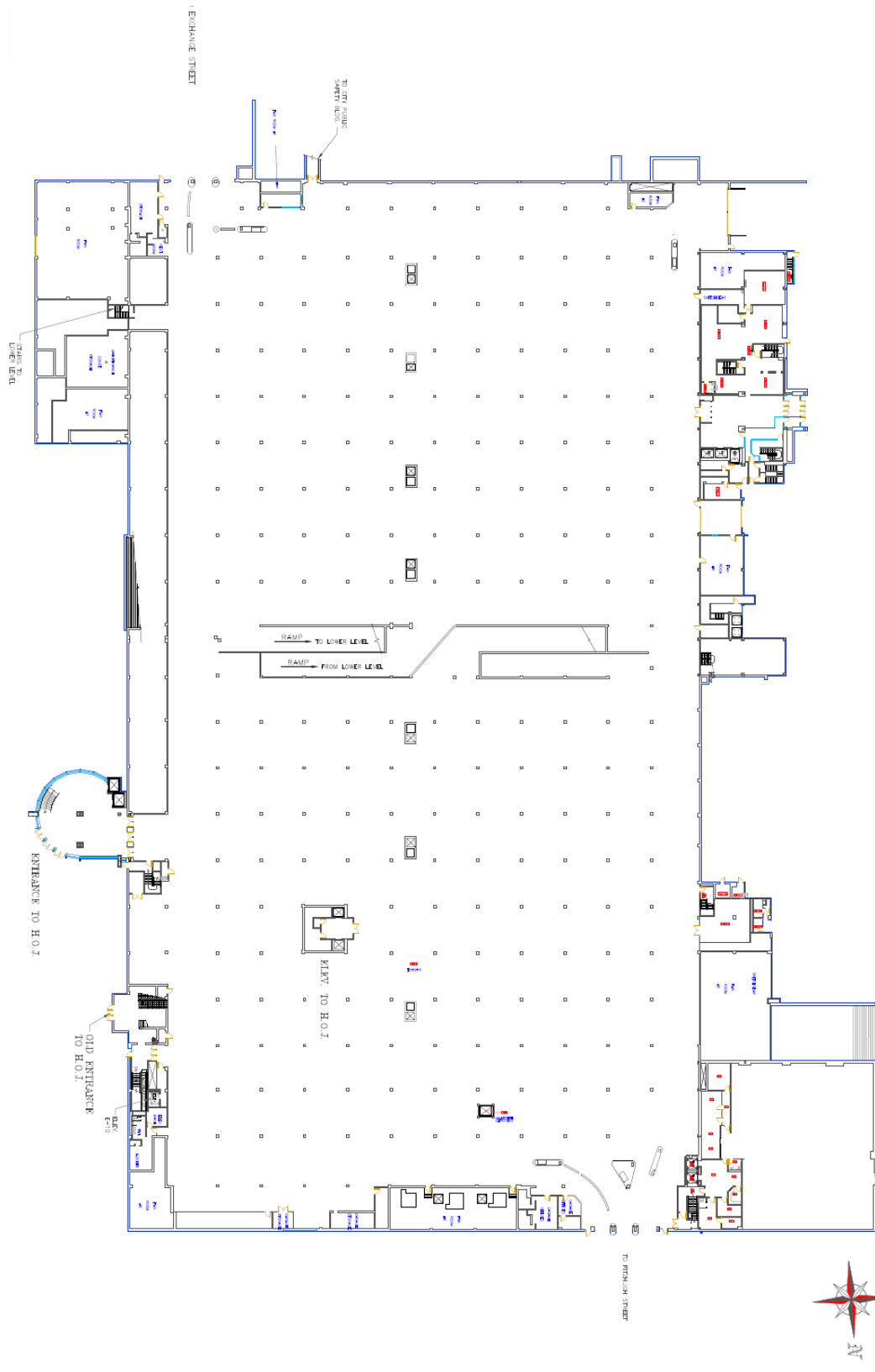
- MAPCO Auto Parks, Ltd. expects the equipment to be installed, tested and operational within 90 days from date of the award or sooner than the second week of August.
- Please provide an installation schedule with milestones to demonstrate your ability to meet and/or exceed this expectation. A narrative to explain how you intend to accomplish this schedule should also be included. Please be sure to demonstrate your company's ability to ensure a smooth transition.
- Describe your equipment's ability to enhance revenue control and customer service for MAPCO's Civic Center Garage
- Please describe your company's approach to providing training for the users of the system. MAPCO's expectation is a minimum of forty (40) hours of on-site training. Please describe how you will fully train personnel in the prescribed forty (40) hours or explain additional hours that you included in your proposal to accomplish this task.
- MAPCO expects to be provided with a completely and comprehensive training manual, training videos, and/or training presentations on how to use the equipment and software systems from a Customer, Cashier, Manager and Technician point of view.
  - Customer information will be posted online for our customers to use and view prior to entering the garage
  - Cashier will be used upon hiring new staff
  - Manager will use when pulling reports and determining working status of equipment
  - Technician will use when performing PM's and other general maintenance (such as ticket jams, CC/cash jams, replacing tickets, communication errors, etc.).

MAPCO's expectation for response time to service a call is not to exceed four (4) hours. MAPCO expects the vendor to either confirm your ability to respond to calls in four (4) hours or provide a shorter response time. Additionally, please explain how your company will accomplish this requirement and ensure that the equipment is continuously operational during any warranty period.

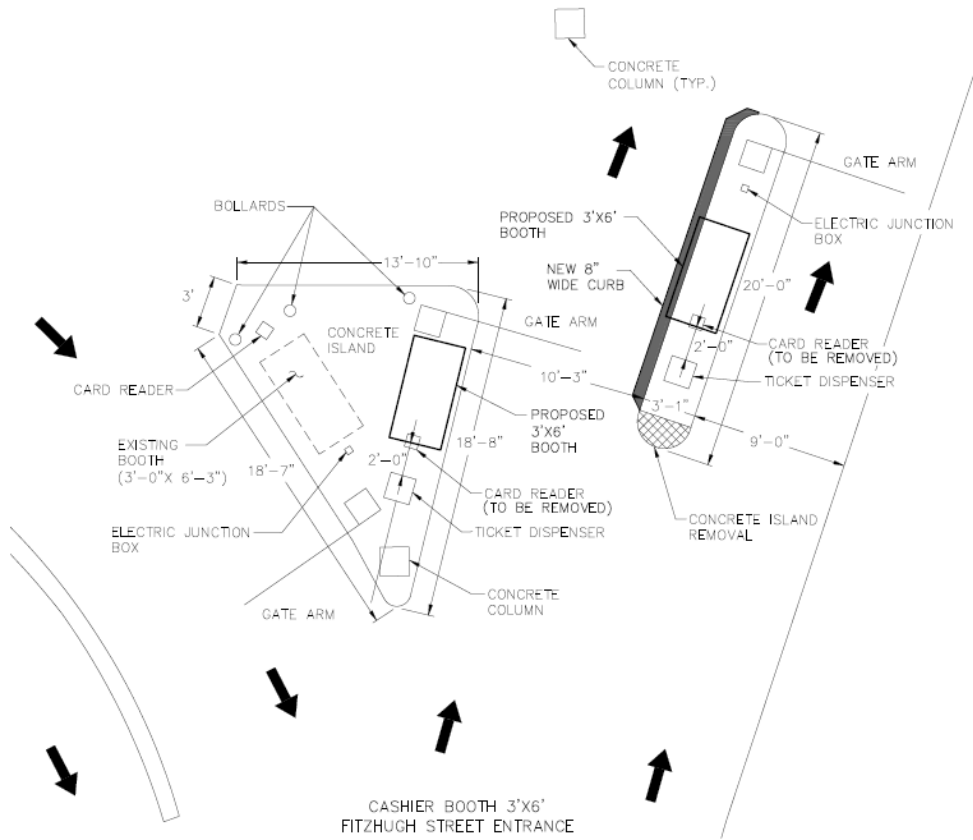
- Please provide all warranty documentation.

**SECTION 11: EXHIBITS**

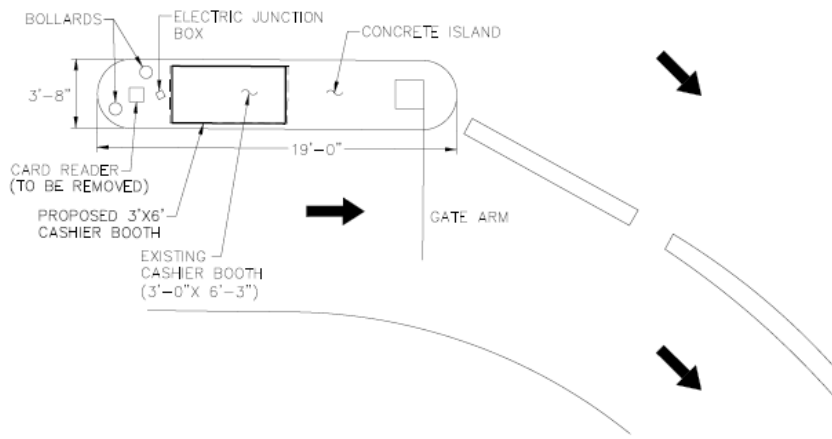
Map of the Civic Center Garage



Civic Center Garage  
 Bid for Parking Access Revenue Control System (PARCS)  
 55 S. Fitzhugh Street, Rochester, NY 14614



CASHIER BOOTH 3'X6'  
 FITZHUGH STREET ENTRANCE



CASHIER BOOTH 3'X6' WITH AIR CONDITIONING  
 FITZHUGH STREET EXIT

Civic Center Garage  
 Bid for Parking Access Revenue Control System (PARCS)  
 55 S. Fitzhugh Street, Rochester, NY 14614

