

**The Philadelphia Parking Authority  
701 Market Street, Suite 5400  
Philadelphia, PA 19106**

**RFP No. 19-10**

**Parking Access and Revenue Control Equipment – Center City Garages  
Addendum Three**

To: See Email Distribution List  
From: Mary Wheeler  
Manager of Contract Administration  
Date: November 22, 2019  
No Pages: 9

This addendum is issued on November 22, 2019 prior to the bid due date to add, delete, modify, clarify and/or to respond to questions submitted by prospective offerors regarding the work included in the above referenced solicitation.

**ADDITIONAL INFORMATION**

1. The Question Deadline has been extended until November 29, 2019 at 2:00 PM.

**QUESTIONS**

1. **Question:** Is the Parking Authority providing ISPs to the garages or we're taking it from your demarks out? It says that we're supposed to provide the local network switches. I was wondering if someone could give us a rundown of the interpretation from the Parking Authority's side.

**Response: The Authority provides internet access to all the garages through an ISP. The Authority will provide all necessary firewalls and switches for the LAN. The Contractor's equipment can use the Authority's switches for connectivity if needed.**

2. **Question:** It might be good before we do the walk-through if the Parking Authority summarizes the infrastructure requirements and who's doing what. Who is responsible for what?

**Response: Network infrastructure is as described in Q-1 above. We stipulate that the server you provide should be the most current Windows-server at the time of implementation. The Authority will be responsible for ISP/LAN uptime whereas the Contractor will be responsible for the application and garage equipment.**

3. **Question:** As far as the interface between garages, is there a fiber backup? Is there internet service provider that connects all of the garages through the city? How are those garages connected?

**Response: Garages do not interface each other. Each garage has its own separate LAN with no connectivity to another garage. We have a backup ISP for each garage in the event that the primary ISP drops. The backup ISP is a LTE mobile broadband device.**

4. **Question:** The specs, at least my interpretation, was whether or not the Parking Authority was providing the network out to the lanes because it said it was existing versus the vendors replacing that and providing new connectivity.

**Response: All lane connections and interoperability into cashiers booth or office is the responsibility of Contractor. Contractor delivers to Authority at the Authority switch or vendor server described in Q-1.**

5. **Question:** Is the Authority supplying secured storage facility to house shipped equipment locally for distribution?

**Response: No. The Contractor is to provide a secured storage facility to house equipment.**

6. **Question:** Please confirm that all parking garage locations are able to support Site to Site IPSEC VPN connection to a central location.

**Response: Each site is a different LAN. There is no BOVPN between sites.**

7. **Question:** With the Authority's final addendum issued on Nov 22, including the electrical and communications specifications, and the Thanksgiving Holiday the following week, there is not adequate time to incorporate items in the addendum into the proposal. We request a two week extension to the proposal due date, to Dec 20, based on the Nov 22 issue of the final addendum.

**Response: Refer to Addendum #1, Additional Information #2.**

8. **Question:** Our company has recently been part of a purchase agreement and as a result do not have 3 years trading history under the new company. However, we offer strong history in PARCS with a pedigree in the USA and across the world. We can offer our management accounts and a parent company guarantee, but not 3 years of audited financial statements. Can you please confirm that this will comply with your financial requirements?

**Response: Financial statements needed from predecessor prior to reorganization or financials from parent company.**

9. **Question:** Can the bidder schedule work at more than one garage at a time?

**Response: No.**

10. **Question:** Can the bidder schedule work at more than one lane in a garage at a time?

**Response: Pending approval. One entry and one exit lane must be open at all times.**

11. **Question:** Can the Authority identify any restrictions in the field that could apply to the schedule, such as time of day work is allowed, weekend work allowed etc.?

**Response: Morning entry rush (6am-10am), evening exit rush (2pm-6pm) are the busiest times for all locations. Summer tourists season (May through Sept.) very busy at Independence Mall. Car show and Flower Show at Fashion District, Parkade on 8<sup>th</sup> and Jefferson garage are busy times as well. Restrictions may apply during the aforementioned. Work preferred to be done during off-peak hours.**

12. **Question:** Can you please confirm the technology of the HID proximity readers currently installed in the field?

**Response: Contactless card technology, radio frequency 125 khz.**

13. **Question:** Can you confirm the number of Proximity Cards currently in the field?

**Response: 3500 across all garages - 2900 HID badges & 600 AVI's.**

- 14. Question:** Please confirm that bidders are free to propose AVI hardware/solutions that best fit their designed solution.
- Response: Confirmed.**
- 15. Question:** Regarding Part IV-1, Parkade on 8th - Express exit with reversible AVI, HID and Intercom (8th Street exit), please clarify if this reversible exit includes a ticket dispenser for entries.
- Response: This exit does not include a ticket dispenser.**
- 16. Question:** Appendix E page 88 says "Cash/Credit/Coin pay stations with Intercom." Please confirm if coins are required at this location.
- Response: Confirmed.**
- 17. Question:** Appendix E page 88 says "2 Express exits with HID and Intercom". Is redundancy required in these exit lanes?
- Response: Yes.**
- 18. Question:** Regarding Part IV-1, The Family Courthouse Garage - reversible middle lane with AVI, HID and Intercom, please confirm that this reversible lane does not include a Ticket Dispenser nor an Express Exit.
- Response: When used on Entry it acts as a TIM. On exit, badges and AVI only.**
- 19. Question:** Can the Authority confirm which denominations of bills shall be accepted?
- Response: \$1, \$5, \$10 and \$20 notes will be accepted.**
- 20. Question:** Which denominations of bills shall be recycled?
- Response: \$1, \$5, \$10 notes will be recycled.**
- 21. Question:** Which denominations of coins shall be accepted?
- Response: Quarter and dollar coins will be accepted.**
- 22. Question:** Shall coins be recycled and if so, which denominations?
- Response: Quarters will be recycled.**
- 23. Question:** What IT infrastructure is anticipated to be updated in the future?
- Response: We are currently deploying all PCs to be Windows-10. Also, all edge switches will be the most current Cisco catalyst switch. Switch and PC upgrades may not happen before contract is awarded.**
- 24. Question:** What Electronic Commerce does the Authority envision to be transacted at the POF?
- Response: Please refer to the RFP Part IV, Work Statement B, Specific.**
- 25. Question:** Would the Authority confirm that it requires per site server (onsite dashboard and reporting) as well as cloud base backups and data storage?
- Response: Currently each garage has its own server which provides reporting. The Authority recommends that a solid backup plan is proposed. Per site server is required with Onsite dashboard and reporting specific to said garage.**
- 26. Question:** Would the Authority confirm that this requirement is for payment data only and parking (non-sensitive) data can be stored per equipment manufacturer's specifications?

**Response: Please resubmit questions with more detail.**

**27. Question:** Does the Authority require the internal switches in the Parking Equipment to be to be Cisco switches as well?

**Response: The vendor can utilize the switches provided by the Authority or they can use any well-known switch brands.**

**28. Question:** Regarding Part IV, 2, 2.13.5, “Long Term Storage Media – Must archive all summary data for up to seven (7) years....”, does the Authority want this seven year storage on premise at each parking garage or in the cloud?

**Response: The Authority will make this decision after reviewing proposals. We are not locked in to a local or cloud backup solution at this point.**

**29. Question:** Regarding Part IV, 3, 3.6.17, “Robust ticket summary reports...detail all ticket...”, does the Authority require both summary and detailed reports or just summary for this requirement?

**Response: The Authority requires both summary and detailed reporting.**

**30. Question:** Regarding Part IV, 3, 3.6.17, “Robust ticket summary reports...detail all ticket...”, would the Authority provide an example of the time ranges envisioned?

**Response: The Authority requires all time ranges.**

**31. Question:** Is LPR required on nested & AVI only lanes?

**Response: No.**

**32. Question:** Can more details be provided on what the desired LPR functionalities will be?

**Response: We are requesting that the Offerors provide details of what functionality is available and in which locations. The system at a minimum should have the ability to provide information for lost tickets, insufficient funds transactions, overnight inventory, access for monthly badge holders, and unreadable tickets.**

**33. Question:** Can the Authority confirm if the existing AVI system needs to be replaced?

**Response: Yes, the system will be replaced.**

**34. Question:** If the current AVI system needs to be replaced does the Authority also consider replacing the existing AVI badges?

**Response: Yes we will require replacing existing AVI badges.**

**35. Question:** Can you confirm the number of AVI badges currently in the field?

**Response: There are currently 600 AVI badges in the field.**

**36. Question:** Does the Authority want the video signal displayed at service desk or in-lane for patron?

**Response: At the service desk.**

**37. Question:** Can the training requirements be met at a central location provided by the Authority to be attended by personnel from all city garage locations?

**Response: Yes.**

**38. Question:** Starting on page 23, the garages are listed in a pricing detail; 4 A – K. There seems to be some redundancies. Each garage is listed twice except for Autopark at Old City. Is this an error, or is it intentional?

**Response: See Addendum #1, Additional Information.**

- 39. Question:** Is it necessary to hold all decommissioned equipment/material for final acceptance before disposal?  
**Response: This will come from the project manager on PPA side. EX: After final sign off.**
- 40. Question:** If it is necessary to hold all decommissioned equipment/material until Final Acceptance, will a location be provided?  
**Response: This will come from the project manager on PPA side. EX: After final sign off.**
- 41. Question:** It was mentioned at the Pre-bid meeting and in Addendum #1, that the proposed solution for PPA would need to include Great Plains Accounting Software integration. Can PPA provide the full technical requirement and information on Great Plains?  
**Response: Revenue Control System should be able to provide a file (excel or CSV) that can be imported into the general ledger for Microsoft Dynamics GP. <https://dynamics.microsoft.com/en-us/gp-overview/>**
- 42. Question:** It was mentioned at the Pre-bid meeting, that bidders would be required to have a Philadelphia Commercial Activities License. Is this part of pre-award requirements, or can this be provided post-award as long as it is five days after award date?  
**Response: The successful Offeror must obtain their Philadelphia Commercial Activities License within five days of notification of selection. This is a pre-award requirement.**
- 43. Question:** During the Pre-bid meeting, it was mentioned that there is not PPA infrastructure that interconnects all of the Garage sites, and that Internet Service Providers (ISP) are used to provide internet access. Can PPA provide additional technical details on the ISP provided service at each garage (bandwidth, speed, DSL/Cable, etc.)?  
**Response:** Please see the info below regarding primary ISP's at our garages:  
**Old City: Comcast Broadband**  
**Ind Mall: DSL**  
**Jefferson: Comcast Broadband**  
**Family Court: Comcast Broadband**  
**MSE: Comcast Broadband**  
**8th Street: DSL**
- 44. Question:** During the Pre-bid meeting, it was also mentioned that the Garages are NOT interconnected, and should be bid as separate systems with each garage including a separate stand-alone server and software licensing. Can PPA confirm this to be a requirement? Or is PPA open to server workstations at each site with data being collected as one overall unit?  
**Response: Each garage is its own entity with specific bank accounts. Reporting needs to separate.**
- 45. Question:** It was mentioned that PPA IT Department would supply the ISP and Network Firewall connection at each Garage. Can PPA confirm that Firewall Network equipment will NOT need to be part of the proposed PARCS system?  
**Response: Correct, the Authority will provide ISP/Firewall/Switch.**
- 46. Question:** At the Family Courthouse Garage, it was noted that the Garage has a membrane on the floor and it was mentioned that loops will NOT be cut into the floor at this location. Can PPA confirm that in this Garage there will need to be alternate sensors and that in-concrete vehicle loops sensors are NOT to be used?  
**Response: Yes, alternate sensors are needed.**

- 47. Question:** At the Autopark on Jefferson, only the Entry has redundancy. Will the new solution only include redundancy at the Entry (same as the old PARCS), or have redundant Exits as well?
- Response:** The new solution will include redundancy only at the Entry.
- 48. Question:** At the Autopark on Jefferson, it was noted that a New Network Equipment Rack would be needed as none are currently in-place. Can PPA Confirm this to be a requirement?
- Response:** **The Authority will install an equipment rack as needed. This is not a requirement of the Offeror.**
- 49. Question:** At the Autopark at Olde City, it was noted that the Existing Network Equipment Rack did not have space for new PARCS Network Equipment. Can PPA Confirm if a new rack will be needed at this location?
- Response:** **The Authority will install an equipment rack as needed. This is not a requirement of the Offeror.**
- 50. Question:** At the Autopark at Independence Mall, it was noted that there is no ceiling overhead and not enough distance from the road/lane equipment for rear plate reading LPR Cameras at the street entry. Can PPA confirm that front plate LPR capture will be utilized in areas where there are constraints due to lack of infrastructure and street turn-off geometry?
- Response:** **No.**
- 51. Question:** At the Autopark on 8th, it was noted that the Communications Room where the PARCS Network equipment will reside is located on the WEST side of the Garage, and that the lanes on the EAST side of the Garage is greater than 300' for ethernet cabling. Are there additional interconnected Communications Rooms with existing fiber between the two sides of the Garage? Will the PARCS Provider need to include the cost of new conduit, fiber, Comms Box, etc. as part of their bid?
- Response:** **If the proposed solution requires Ethernet between equipment and server, the Authority will use fiber to Ethernet media converters to bridge the large gap.**
- 52. Question:** At the Autopark on 8th, it was also noted that the Communications Room does not currently have a Network Rack. Can PPA confirm that the PARCS Provider will need to include an additional network rack at this location?
- Response:** **A wall mounted comm rack will be provided by the Authority in every garage.**
- 53. Question:** Can PPA provide the most recent network and wiring diagrams for the locations?
- Response:** **This information is not available.**
- 54. Question:** Does PPA have a targeted % goal for Small and Diverse Business Participation for the RFP Solicitation?
- Response:** **No goals have been established.**
- 55. Question:** The RFP states that a Bid and Contract Bonds are required. Is a Bid Bond Required for the RFP submittal?
- Response:** **No, a Bid Bond is not required. A Performance Bond and a Labor and Materials Bond are required after award.**
- 56. Question:** What is PPA's budget for this project?
- Response:** **No budget has been released.**
- 57. Question:** What is PPA's expectation for an installation timeline?
- Response:** **The Authority is asking the Offerors to propose an installation timeline.**

58. **Question:** What is the number of Event handhelds that PPA desires from PARCS vendor?  
**Response:** **The Authority will need one handheld per facility.**
59. **Question:** Is the PPA interested in Business Intelligence reporting as part of the report response?  
**Response:** **Yes.**
60. **Question:** Will all the VoIP intercoms go back to one office or will they be controlled independently at each AutoPark office?  
**Response:** **Independently the VoIP will go to an intercom system and a cell phone within each garage.**
61. **Question:** Regarding AutoPark at Jefferson, what is the purpose of the redundant TIMs?  
**Response:** **There is only one entry lane.**
62. **Question:** Will the PPA reuse existing HID and AVI cards, loops, or bollards?  
**Response:** **No, the Authority will not reuse existing HID's, AVI's or loops. The bollards may be reused.**
63. **Question:** Will the PPA consider consolidating similar HID and AVI systems to one card system with LPR backup?  
**Response:** **The Authority will consider the consolidation of the HID and AVI systems to a one card system.**
64. **Question:** Entry lanes at AutoPark at Independence Mall and AutoPark at the Gallery do not have 15' clearance for LPR cameras. Will the PPA relocate islands to increase clearance?  
**Response:** **The Authority is receptive to all solutions proposed. It is understood that LPR may not be available at some locations due to space limitations. Any civil work required to support the proposed solution will be the responsibility of the Offeror.**
65. **Question:** Should fire alarms and emergency systems be integrated into PARCS?  
**Response:** **This is not a requirement. Offerors may propose this solution and provide additional associated cost.**
66. **Question:** What connectivity and how many data lines are currently in lane?  
**Response:** **This information is not available. The current wiring was completed by previous vendor.**
67. **Question:** Regarding Part IV Work Statement Section 2.12, please clarify, is the desire of this section to have a physical server running PARCS at each garage with reporting in the cloud/locally or is it to have a hosted PARCS system with a physical server at each site for redundancy?  
**Response:** **The Authority would like to see any proposed solutions. We do not favor any solution over another.**
68. **Question:** Regarding Part IV Work Statement Section 2.13.3, does the redundant/fail-safe solution encompass the lane equipment of just the server and network equipment  
**Response:** **The Authority provides ISP redundancy only.**
69. **Question:** Regarding Part IV Work Statement Section 2.14, please provide details of the network infrastructure the authority will be providing. For example, will the authority be providing redundant firewalls with separate ISP connections?  
**Response:** **The Authority's IT Department provides internet access to all the garages through an ISP. T will provide all necessary firewalls and switches for the LAN. The Contractor's equipment can use our switches for connectivity if needed. The Authority provides ISP redundancy only.**

- 70. Question:** Regarding Part IV Work Statement Section 2.15, are the Cisco switches required to be hardened or will the authority be providing climate controller environments for the network devices
- Response:** PPA provided switches will be in a climate controlled environment.
- 71. Question:** Regarding Part IV Work Statement Section 4.1.1, will the Philadelphia Parking Authority provide all civil and electrical work for the LPR cameras per the PARCS contractors proposed designs
- Response:** All civil and electrical work required to support a LPR system is the responsibility of the Offeror.
- 72. Question:** Regarding Part IV Work Statement Section 5.1, does the VOIP intercom need to be answered on a separate intercom master or through the facilities management office workstation provided by the authority?
- Response:** The VoIP intercom needs to be answered on a separate intercom master.
- 73. Question:** Regarding Part IV Work Statement Section 5.6, does the one-way video intercom need to be recorded? If so please provide the parameter's for the recording?
- Response:** Yes, recorded on demand.
- 74. Question:** Do you propose to support both ParkMobile and Meter Feeder for 3<sup>rd</sup> party reservations relative to your off street parking garages
- Response:** Meter Feeder was not mentioned in our proposal. We will need to support pay by phone payments (current vendor is ParkMobile). We are also looking to support 3rd party reservation systems.
- 75. Question:** Regarding Appendix E, Facility Information Summarization, Parkade on 8th - 801 Filbert Street "1 Express exit with reversible AVI, HID and Intercom (8th Street exit)", does the Entry side of reversible lane on the 8th St entry still require ticket issuance as it exists today?
- Response:** No.
- 76. Question:** Regarding Appendix E, Facility Information Summarization, Parkade on 8th - 801 Filbert Street "1 Express exit with reversible AVI, HID and Intercom (8th Street exit)", is HID/AVI/Intercom required in both directions of the reversible lane in Parkade on 8th?
- Response:** Yes.
- 77. Question:** Regarding Part IV -1 - A., The Authority currently uses Parkmobile for its pay-by-phone services for on-street metered parking and currently uses Heartland Payment Systems. The Authority is, and will continue to be Merchant of Record. Can the Authority please provide historical data for transaction volumes. We would like to see the following:
- Roll up transactions last year
  - Split into credit card vs cash
  - Reservations made through ParkMobile
- Response:** Authority just begun to accept payments through Parkmobile at our garages. Transaction volume is low as we just began accepting.
- 78. Question:** Regarding Part IV – 1 – B Please provide a description of innovative or unique features, specific to the proposed equipment or implementation approach, which set the Offeror's proposal apart from the other prospective offerings. This could include, but is not limited to add-on features, parking guidance system, video surveillance system, online customer portals, online special event reservations, unique interface components, advertising or marketing ability, etc. Does PPA want to dynamically price & revenue manage special event

reservations themselves through their own white label reservation system (ParkMobile will still be available as an additional sales channel)?

**Response: We will review everything the Offeror proposes.**

**79. Question:** Will the Authority extend the RFI deadline / entertain further questions relative to the release of Addendum 2 (answers to RFIs due today)?

**Response: The Question deadline has been extended until November 29, 2019.**

**80. Question:** Can you please provide further detail regarding Part IV, Work Statement, Objectives, B. Specific (Page 13): "The capability for demand based pricing structures (is strongly desired)."?

**Response: The Authority wants the capability to apply variable rates when needed without assistance from the Contractor.**

**81. Question:** On Page 15, 2.10: Can you please identify the file types in which the existing customer database is capable of exporting?

**Response: Grid, PDF, Excel and CSV.**

**82. Question:** In the Addendum 1 response to RFI #3 regarding civil work relative to the LPR system, it reads "Yes. However, a separate detail proposal is required." The response to Question 8 indicates that the LPR portion should be included as an alternate -- are these one and the same? Please confirm whether the LPR system (including any required civil work) should be included as an alternate under Bid No. 19-10, or separately.

**Response: Yes, the LPR system should be included as an alternate. Please detail the proposal to identify the cost of the LPR and cost of the civil and electrical work.**

**END OF ADDENDUM THREE**